

DCSA Identity Management Enterprise System (DIMES) Frequently Asked Questions (FAQs)

1. What is DIMES?

DIMES replaced the legacy NCAISS application and delivers user account services to DCSA customers providing the ability for customers to request appropriate access to enterprise applications, such as the National Industrial Security System (NISS). DIMES will continue to onboard additional DCSA enterprise services.

2. How can I contact DCSA for issues related to DIMES or accounts for DCSA applications?

Contact the DCSA Knowledge Center at 1-888-282-7682 or email dcsa.quantico.dcsa-hq.mbx.knowledge-center@mail.mil.

3. How do I get a DIMES account?

DIMES accounts are automatically created based on a user's PKI (Public Key Infrastructure) credentials. All PKI credentials must be registered with NGA's GEOAxis authentication service prior to obtaining a DIMES account. To learn how to register your PKI credentials, visit <https://www.dcsa.mil/is/dimes> and follow the "GEOAxis Certificate Registration User Guide". You can access GEOAxis directly going to:

<https://geoaxis.nga.mil>

Once registered, simply go to <https://dimes.dcsa.mil> and log in with your PKI certificate. An account will be created if you do not already have one, and you will be able to request access to DCSA applications approved for use.

4. What PKI credentials does DIMES accept?

DIMES accepts all DoD approved PKI credentials, CAC, ECA, PIV, PIV-I.

5. What do I do if DIMES asks me for a username and password?

DIMES does not require a username password for access. If you receive a username password screen, please click the link "To be redirected to DIMES, click here." If you still receive a username password screen, clear the cache on your browser, close the browser and try again.

If this does not fix the problem, NGA's GEOAxis service may be down and you will need to contact:

DCSA Knowledge Center at 1-888-282-7682 or email dcsa.quantico.dcsa-hq.mbx.knowledge-center@mail.mil

Or for technical assistance accessing NGA GEOAxis and PKI issues:
NGA Enterprise Service Center: 1-800-455-0899 (Commercial), 578-5555 (Secure).

6. How do I request access to DCSA Applications?

Currently DIMES is in the process of integrating DCSA applications. Future announcements will be made when these applications will be available within DIMES and when users are able to request access via the DIMES portal.

Please visit <https://www.dcsa.mil/is/dimes> for specific user guides that are available.

7. What browsers are supported by DIMES?

DIMES supports Microsoft Edge, Google Chrome, and Mozilla Firefox browsers. However, it is highly recommended that users access DIMES via the Microsoft Edge browser.

8. How do I import my certificate to my browser if I am not using a CAC?

If using a browser-based certificate (ECA, PIV), import certificates:

Select the browser's three dot ellipsis → Settings → Privacy, search and services (Edge) or Security and Privacy (Chrome) → Security → Manage Certificates → Import → Next on the wizard → "browse" to the location the certificate is located → select certificate → click open