Updating Email Address and Name in NCAISS

Email Address Update

The “My Information” link on the NCAISS Home Page allows users to view and update their profile information, including email address. The user profile information is accessed via the “My Information” link on the left side of the NCAISS Home Page, as depicted in Figure 1.

![Figure 1: NCAISS Home Page My Information Link](image)

The “My Information” tab includes four (4) sections, as shown in Figure 2.

- Basic User Information (Name, Contact Information, etc.)
- Change Password
- Challenge Questions
- Delegation

**Note:** The Basic User Information in the “My Information” page is displayed in read-only format; users must click the “Edit” link to modify their Basic User Information.

![Figure 2: My Information](image)

Within the “Basic User Information” area, a user is able to view relevant information about the user’s account. A user can update profile data (including email address) by taking the following steps:

1. Click “Edit” to access the “Update My Information” page, shown in Figure 3.
2. On the “Update My Information” page, enter the applicable changes in the appropriate fields, including updating the email address, and click “Update” as shown in Figure 4. **Note:** Users cannot change their first or last name. If you need to change your first or last name, contact the DSS Knowledge Center. **Note:** Clicking cancel returns you to the NCAISS Home Page. **Note:** If the email address domain is being updated, NCAISS will remove the user’s existing NISS access.
3. Upon submission, a confirmation page will display as shown in Figure 5. Click “Return to DSS Portal” to return to the NCAISS Home Page. **Note:** Upon completion of profile data updates, the user can view any applied changes by accessing the “My Information” link from the NCAISS Home Page.

![My Information Update](image)

**Figure 5: My Information – Update Profile Data Confirmation**

4. Once the email address has been updated in “My Information” a user must submit a NISS request to push the update to NISS. From the NCAISS homepage click the “Create/Modify Requests” link, as shown in Figure 6.

![Create/Modify Requests](image)

**Figure 6: Create/Modify Requests**

5. Click the “Request/Manage NISS Access” link as shown in Figure 7.
6. Once the form is displayed with the correct email address click next. **Note:** if you select additional NISS roles for this request, the request will go through the approval process.
7. A confirmation screen will be displayed, as shown in Figure 9. Confirm the accuracy of the information.
8. Click “Cancel” to cancel the request if changes are needed.
9. Click “Confirm” to submit the request.

![Figure 8: Internal NISS Access Request Form]

NISS User Access

Please review your request information below. Click ‘Confirm’ to process your request, or click ‘Edit’ to make changes, or ‘Cancel’ to return to account management.

NISS User

- User ID: EMLY.NCAIISTEST
- First Name: emily
- Last Name: ncaassist
- Suffix: 
- Email: emily.ncaassist@email.mil
- Street Address: 123 ABC
- City: ABC
- State: California
- Zip Code: 11111
- Phone: 111-111-1111

NISS Access Request

- Office Name: abc
- Supervisor Name: 
- NISS Region: Capital Region
- NISS Category: 
- Role Requested: 
- Timezone: (GMT+10:00) Eastern Standard Time (Queensland)
- Selected DSS Application: NISS

Active NISS Access

Existing roles with the checkbox checked in the ‘Delete’ column will be revoked after clicking ‘Confirm.’

<table>
<thead>
<tr>
<th>NISS Category</th>
<th>NISS Role</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>NISS Admin</td>
<td>Product Owner</td>
<td>✔️</td>
</tr>
<tr>
<td>ID FCB</td>
<td>FCB Chief</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Click “Confirm” — Confirm

![Figure 9: NISS Internal Access Request Confirmation]

10. Upon clicking “Confirm” your update is submitted. If you are submitting only an email address or profile update the request will not have to go through the approval workflow; click “Ok” on the successful submission page and you are returned to the NCAISS Home Page.

Name Change

A user must contact the Knowledge Center to have a first name or last name updated. Once the Knowledge Center has confirmed the name change, the user should follow steps 4 through 10 above to have the change pushed to NISS.