Defense Security Service

Office of the Chief Information Officer

National Industrial Security Program (NISP) Central Access Information Security System (NCAISS) Project
NCAISS User Guide
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Revision History

NOTE: *The revision history cycle begins once changes or enhancements are requested after the baseline for the NCAISS User Guide has been established.*

Date	Revision	Description	Author
12/30/2013	0.5	Initial Draft of OIM/OAM NCAISS Solution User Guide	DSS NCAISS Contractor Support
5/4/2016	1.0	Updates to reflect removal of collection of SSN	DSS NCAISS Contractor Support
9/20/2016	1.1	Updates to reflect desired SSO behavior with integrated application (STEPP)	DSS NCAISS Contractor Support
10/24/2016	1.2	Reflects implementation of self-service email update	DSS NCAISS Contractor Support
4/12/2017	1.3	Updates to reflect the integration of NISS application	DSS NCAISS Contractor Support
6/23/2017	1.4	Updates to reflect change of Disclaimer to Notice and Consent to Monitoring	DSS NCAISS Contractor Support
11/29/2017	1.5	Updates to reflect change of Time Zone	DSS NCAISS Contractor Support

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1   Introduction

The Defense Security Service (DSS) National Industrial Security Program (NISP) Central Access Information Security System (NCAISS) program provides identity and access related functionality across DSS's Information Technology (IT) infrastructure. NCAISS provides DSS applications with Public Key Infrastructure (PKI)-based authentication services using the Common Access Card (CAC) or other Department of Defense (DoD)-approved PKI certificates, enhanced user account administration, and provisioning and de-provisioning capabilities. The DSS NCAISS solution is also configured to provide various workflow and reporting services to support the DSS System Access Request (SAR) process. The goals and objectives of the DSS NCAISS Program were developed to support several core business needs, including:

- Provide a centralized authentication mechanism that addresses DoD and Federal Government PKI usage requirements

- Increase mission efficiency by providing a centralized SAR process

- Improve user provisioning and de-provisioning

- Increase control over user roles, rights, and access

- Decrease Knowledge Center calls for account password resets with the implementation of the account self-help capabilities

The benefits provided by addressing these business needs and meeting their corresponding requirements through the DSS NCAISS Program include compliance with applicable DoD[1] and Federal Government[2] requirements, reduced security risks, increased ease of use, improved efficiency, centralized control, and improved auditing capabilities.

1.1   Purpose

The purpose of this document is to provide step-by-step instructions to enable NCAISS Users to use the system. This guide covers the following capabilities:

- Enrolling (self-registering) for a new NCAISS User account

- Registering a PKI certificate with a user's account

- Accessing the NCAISS using a PKI credential

- Navigating NCAISS

- Requesting additional NCAISS roles and Application Access

- Securing logging out of NCAISS

- Approving and rejecting work items (account/access requests)

- Delegating work items to another user

1.2   Getting Started

NCAISS is web-based and does not require an application to be installed; however, before you begin using NCAISS, verify that Microsoft Internet Explorer (v8.0 or greater) is installed on your computer.

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[1] DoD requirements for PKI-based authentication are outlined in: CYBERCOM CTO 07-15, DoDI 8520.02, and DoDI 8520.03.

[2] Federal Government requirements for PKI-based authentication are outlined in: the FICAM Roadmap and Implementation Guidance, OMB M-11-11, and the FY2011 OMB Budget Passback Reminder.

Once the user account is created and the user logs into NCAISS, the user will be able to request access to integrated applications/resources and access those applications/resources to which they are authorized.

2 NCAISS

2.1 Accessing NCAISS

Access NCAISS by copying and pasting this link (https://ncaiss.dss.mil) into a web browser. The NCAISS Notice and Consent to Monitoring page is displayed, as shown in Figure 1. The user must accept the NCAISS Notice and Consent to Monitoring in order to access the login page.
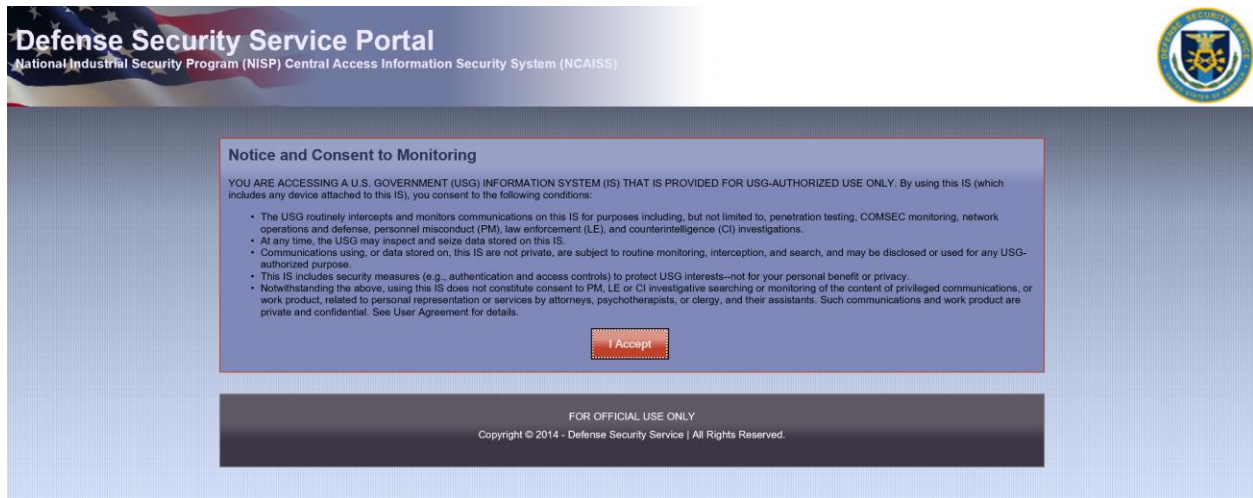

Figure 1: NCAISS Notice and Consent to Monitoring

2.2 NCAISS Login Page

As depicted in Figure 2, the NCAISS Login page contains the following components:

- Login to DSS Portal

- Register CAC/ECA

- Self-Enrollment

- Threat Advisory

- Links - DSS Applications

- FAQs

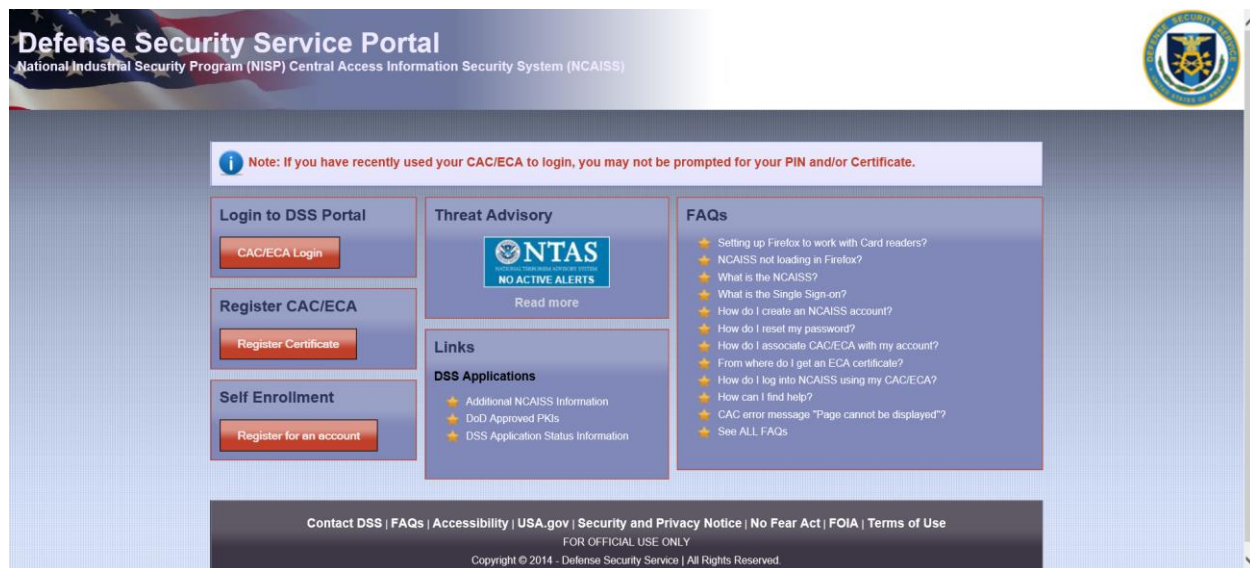- Page footer - Contact DSS link and other DoD links

Figure 2: NCAISS Login Page

Use of the "Login to DSS Portal," "Register CAC/ECA," and "Self Enrollment" features are addressed in detail in Sections 5, 4, and 3, respectively. The following subsections address the Frequently Asked Questions (FAQs), contacting the Knowledge Center, public information on the applications integrated into the NCAISS Solution, and common errors when logging into the system.

2.2.1 Frequently Asked Questions

To view the FAQs page, click on the "**FAQs"** link at the bottom of the page (part of the page footer) or click on one of the questions in the FAQ box in the right column. Figure 3 illustrates where the FAQ links, on the NCAISS Login Page, are located.
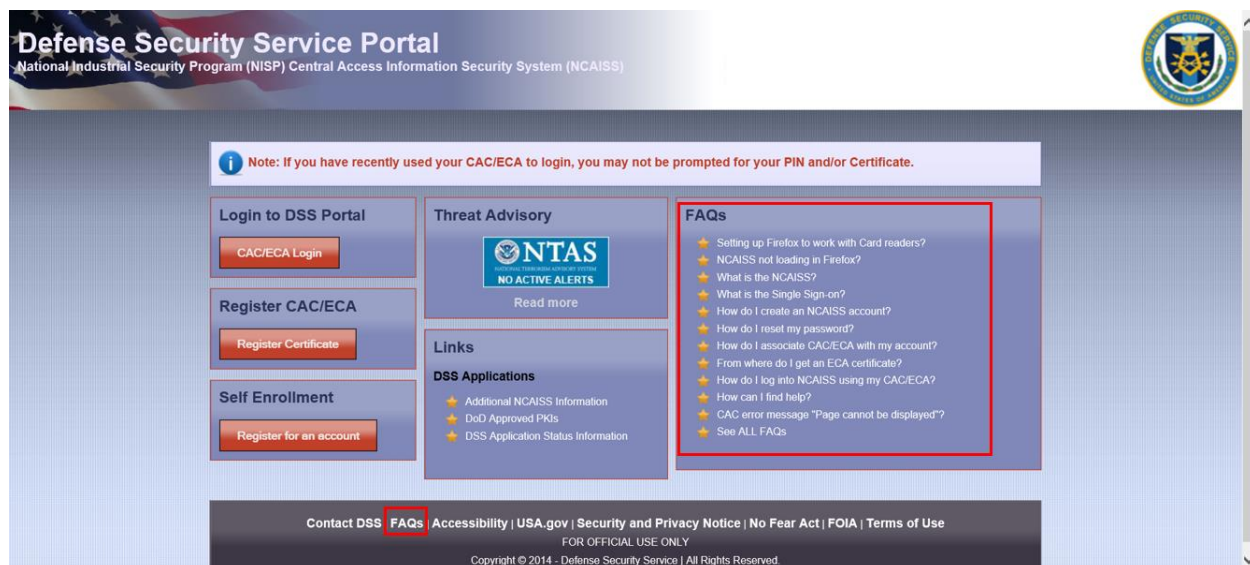

Figure 3: Location of FAQs

If the user clicks on one of the questions on the login page, the user will be redirected to the answer on the FAQ page. On the FAQ page, the user may scroll up and down the page to read the different questions and their corresponding answers, as shown in Figure 4.

Figure 4: FAQ Responses

2.2.2 Contact DSS

To obtain contact information for the DSS Knowledge Center, click the "Contact DSS" link at the bottom of the page. Figure 5 shows where this link is located.

Figure 5: Contact DSS Location

The information required to Contact DSS is displayed, as shown in Figure 6.

Figure 6: DSS Knowledge Center Contact Information

2.2.3   Links

The Links section is located in the lower center column of the login page, as depicted in Figure 7. This section provides links to relevant external information sites. **Note:** These links are updated frequently; as such, the links shown in Figure 7 are representative and may not reflect current Production status.
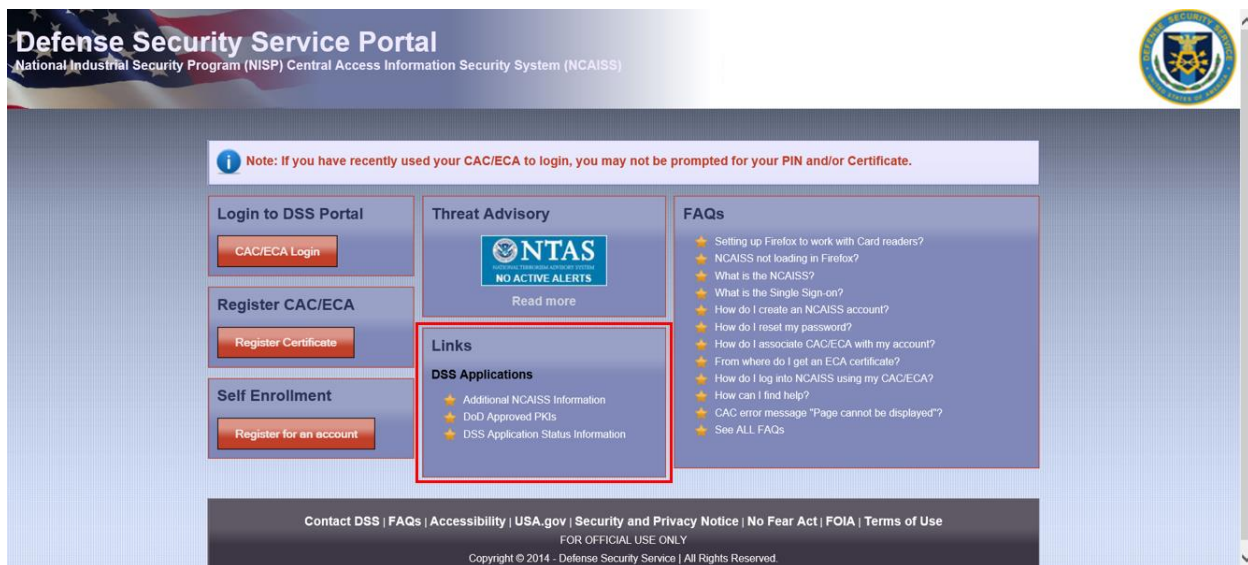

Figure 7: Links Location

3 Self-Enrollment

To gain access to NCAISS, a user must first register for an NCAISS User account (i.e., self-enroll). The self-enrollment module enables the user to complete a registration request and create a new user account. **Note:** If you are acting on behalf of an organization when utilizing NCAISS, you must use your organization assigned email address (e.g. dss.mil) when registering for an NCAISS account.

3.1   Request an NCAISS User Account

The following steps outline the process for self-enrolling for an NCAISS User account:

1. Access NCAISS by copying and pasting this link (https://ncaiss.dss.mil) into your web browser.
2. Click "I Accept" on the DSS Portal Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click "Register for an account" under the "Self Enrollment" section of the bottom left corner, as shown in Figure 8.
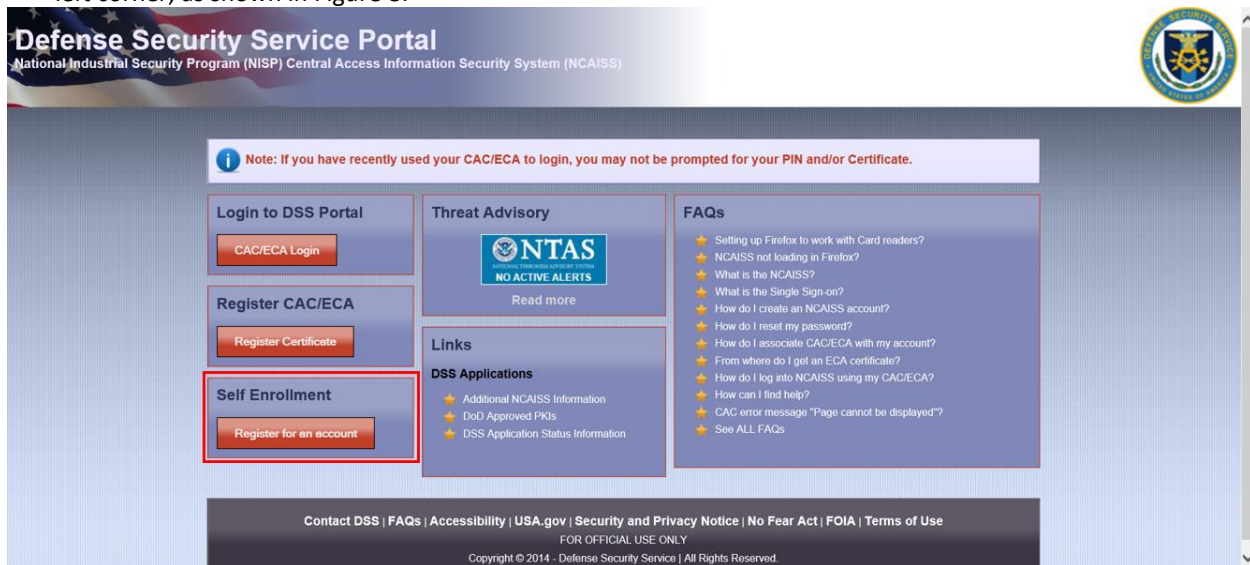
Figure 8: Register for an Account Link

4. Complete the required fields (noted with an "*"), as shown in Figure 9.
5. If you are a DSS Internal User (i.e., DSS employee or DSS contractor), check the "DSS Internal User" checkbox.
6. Answer three (3) security questions. **Note:** When contacting the Knowledge Center for support, the Knowledge Center Agent may ask you these questions to verify your identity.
7. Perform one of the following actions:
    a. Click "Cancel" button to cancel the enrollment request. **Note:** Information that you provided will be deleted.
    b. Click "Next" button to proceed with the self-enrollment process. **Note:** If required information is not complete, NCAISS will not allow the user to continue with self-enrollment. **Note:** The password set at this stage must meet established DoD password complexity criteria.

Figure 9: NCAISS Account Request Form

8. Review the information and perform one of the following actions, as shown in Figure 10:
   a. Click "Edit" to modify your information.
   b. Click "Cancel" to cancel the enrollment request. **Note:** Information that you provided will be deleted.
   c. If the information is complete and accurate, then select the checkbox confirming you have read and agree to the Privacy Act Statement and click "Confirm" to submit the form.

Figure 10: NCAISS Account Request Review

9. Upon clicking "Confirm" the request will be submitted and NCAISS will display a confirmation page, as shown in Figure 11. The confirmation page will display the user's NCAISS Account ID.

10. Click "OK" to return to the DSS login page, or click "Register Certificate" to proceed directly to registering a DoD-approved PKI certificate. **Note:** You will receive an email from DoNotReply@dss.mil confirming your account creation.

Figure 11: NCAISS Account Request Confirmation

3.2   New Accounts – Email Notifications

After a user submits NCAISS account request form and NCAISS creates the new user account, an email notification is sent to the user indicating account creation, as shown in Figure 12. **Note:** Your new account name (Account ID) is

provided in this email (as well as on the Account Request Confirmation page, shown in Figure 11). You created your password during the self-enrollment process. **Note:** Emails from the NCAISS system will be sent from the DoNotReply@dss.mil email address. Please make sure your email inbox settings are configured to allow messages from DoNotReply@dss.mil as spam/junk-mail.
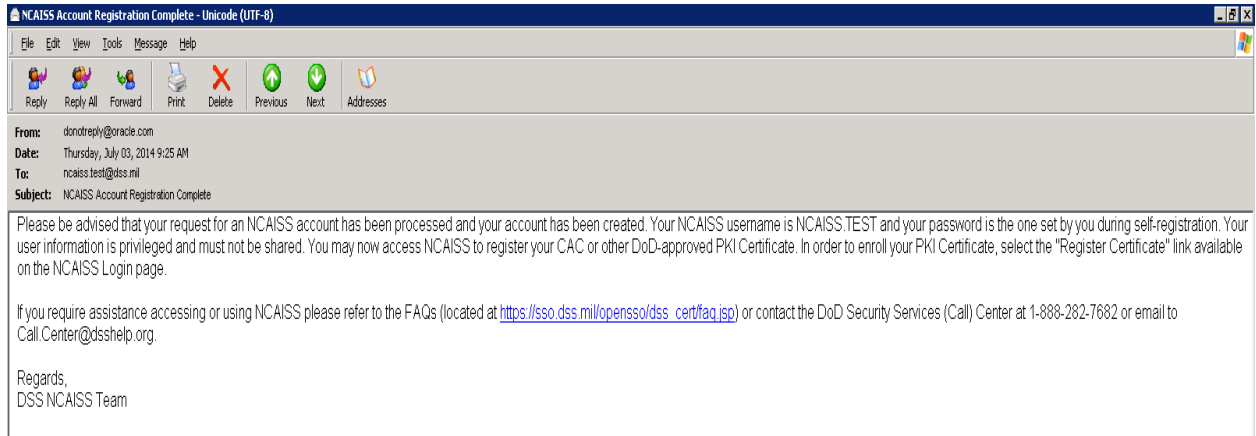
Figure 12: NCAISS Account Created Email

4 Register Certificate

NCAISS is a CAC/PKI-enforced system. To log into the system, users must use their CAC or DoD-approved certificate and enter their Personal Identification Number (PIN). Prior to accessing NCAISS, new users must register their certificate (i.e., associate their certificate to their NCAISS Account ID). This process takes place after a user's request for an account is approved and a user Account ID is created.

Note: Your new Account ID is provided on the account creation confirmation page and in the "account created" notification email as shown in Figure 12.

Note: You already created your password when completing the "self-enrollment" form.

1. Access NCAISS by copy and pasting this link (https://ncaiss.dss.mil) into your web browser.
2. Accept the NCAISS Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click "Register Certificate" under the "Register CAC/ECA" section located in the middle of the left column. Refer to Figure 13.
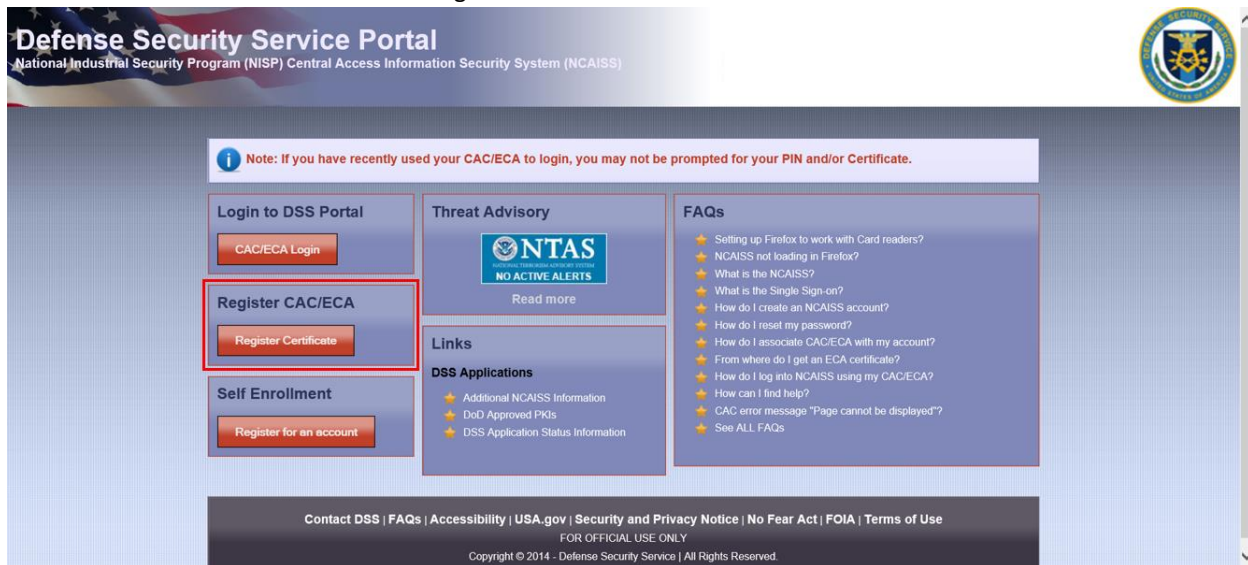
Figure 13: Register Certificate Location

4. Enter your Account ID (provided immediately following account creation and in the account creation notification email).
5. Enter the password that you set during the self-enrollment process.
6. Click "Submit" as shown in Figure 14.

Figure 14: Register Certificate Screen

7. Upon clicking submit, a pop-up box containing a list of digital certificates will appear. Select your certificate, as shown in Figure 15. **Note:** If the window displays more than one certificate, scroll through the list and select the appropriate one.
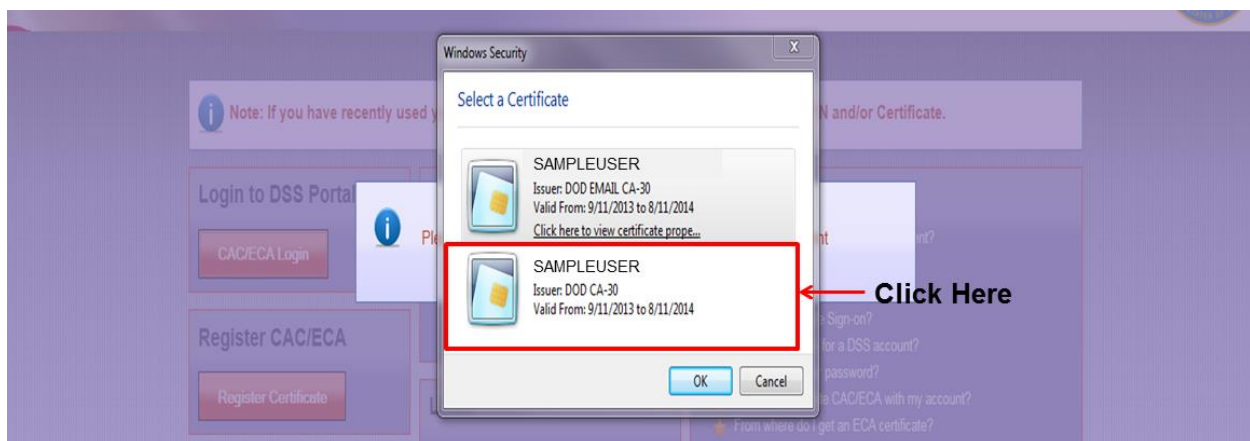
Figure 15: Certificate Selection

8. Enter your PIN, as shown in Figure 16.
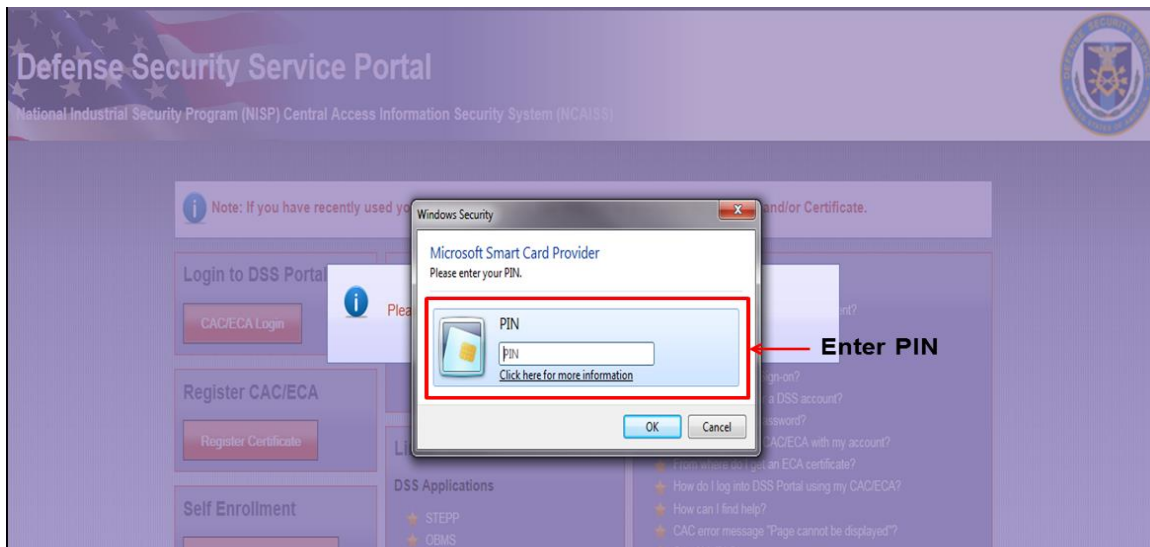
Figure 16: Certificate PIN Entry

9. If successful, a confirmation message will be displayed informing you that your certificate was registered successfully, as shown in Figure 17. You may now login to NCAISS.
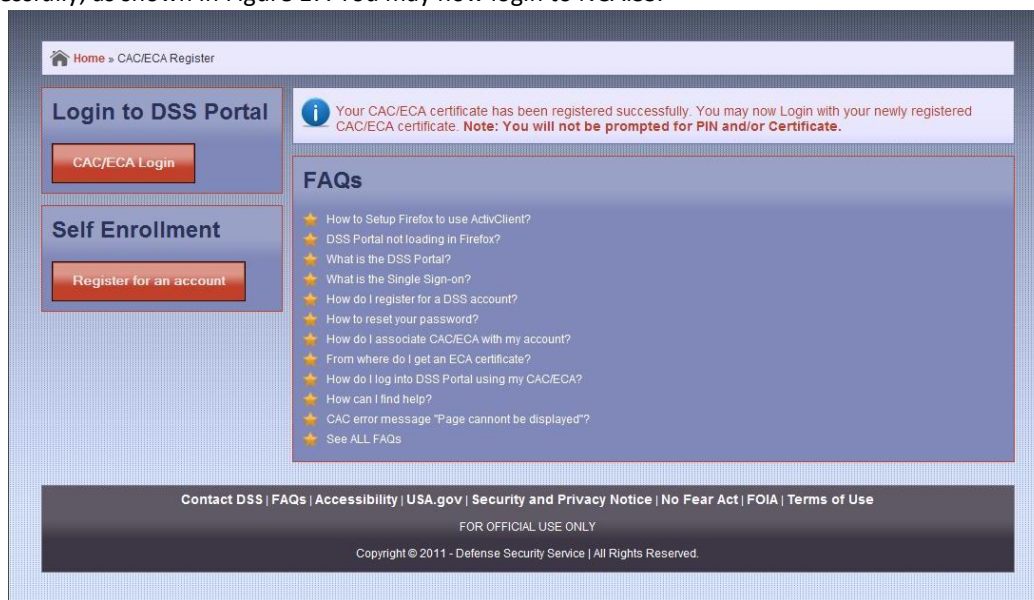
Figure 17: Successful Certificate Registration

4.1 Common Certificate Registration Errors

This section addresses the following errors that may occur during the PKI certificate registration process:

- Incorrect Account ID or Password
- Submitting without entering an Account ID or Password
- Clicking "Cancel" button or no certificate is inserted (if using a CAC)
- Certificate already in use
- Receiving an "Error Page Cannot Be Displayed" message

4.1.1 Incorrect Account ID or Password

An error message, as shown in Figure 18, is displayed when the user enters an incorrect Account ID or Password when attempting to register a certificate.
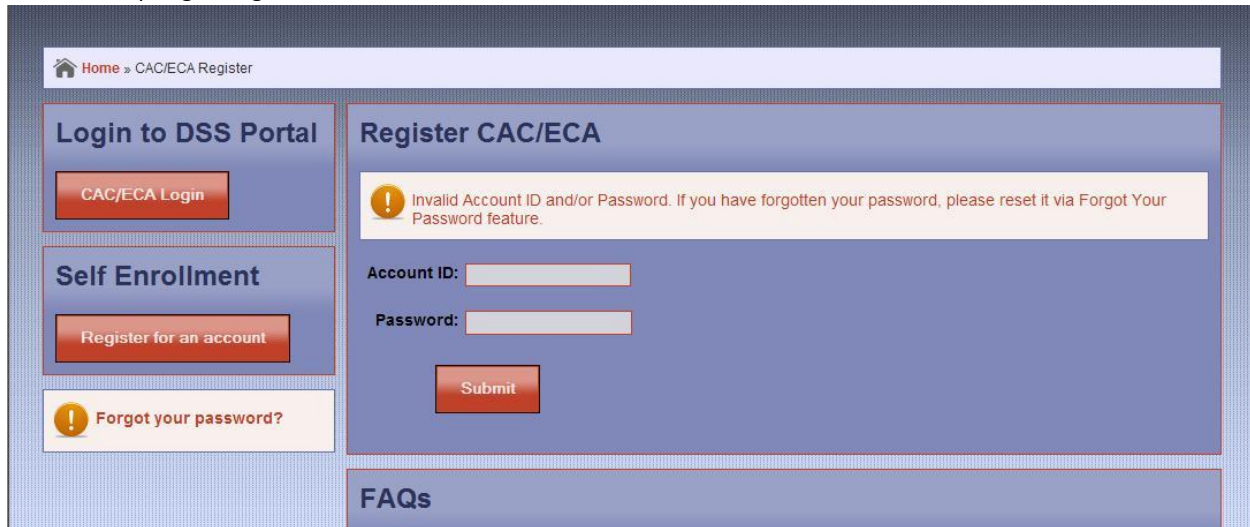
Figure 18: Invalid Account ID or Password During Certificate Registration

To resolve this problem:

- Make sure your Account ID and Password are correct:
  - o If either the Account ID or Password are incorrect, contact the DSS Knowledge Center for Account ID retrieval and/or Password reset

4.1.2 Missing Account ID or Password

One of the following two messages, as shown in Figure 19 and Figure 20, will be displayed when a user clicks "Submit" without entering an Account ID or password.
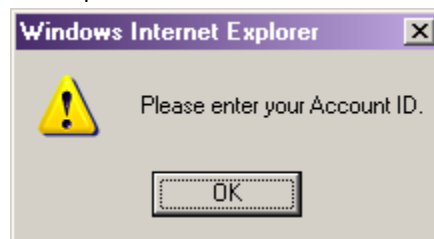
Figure 19: Missing Account ID

Figure 20: Missing Password

To resolve this problem:

- Enter the Account ID that was provided immediately after account creation in the account creation notification email and the password that you created during self-enrollment.

4.1.3   Click "Cancel" or No Certificate Inserted (if Using a Hardware Token [e.g., CAC])

An error message is displayed when the user selects "Cancel" or when no hardware-based PKI token (e.g., CAC) is inserted into the computer. CAC is inserted into the computer, as shown in Figure 21.

Figure 21: No Certificate Selected Error

To resolve this problem:

- Please select the appropriate certificate; or
- Insert your certificate (CAC) into the computer or smartcard reader

4.1.4   Certificate Already in Use

A certificate may only be registered to a single NCAISS User account. If you have already registered your certificate to your account, then the system will display the following error message:

Figure 22: Certificate Already In-Use Error

To resolve this problem:

- Select "CAC/ECA Login" and log into the system using the certificate and PIN. Refer to Section 5, for more details on how to login.

4.1.5   Receiving an "Error Page Cannot Be Displayed" Message

If you receive an "Error Page Cannot Be Displayed" message during the certificate registration process contact the your local IT helpdesk to investigate potential browser or network settings that may be causing the error prior to contacting the DSS Knowledge Center.

5   Login to NCAISS

Once a user's NCAISS User account has been created and a certificate is registered to the account, the user may log into NCAISS.

1. Access NCAISS by copy and pasting this link (https://ncaiss.dss.mil) into the web browser.
2. Accept the NCAISS Notice and Consent to Monitoring, as shown in Figure 1.
3. On the NCAISS Login page, click "CAC/ECA Login" under the "Login to DSS Portal" section in the top left column. Refer to Figure 23.
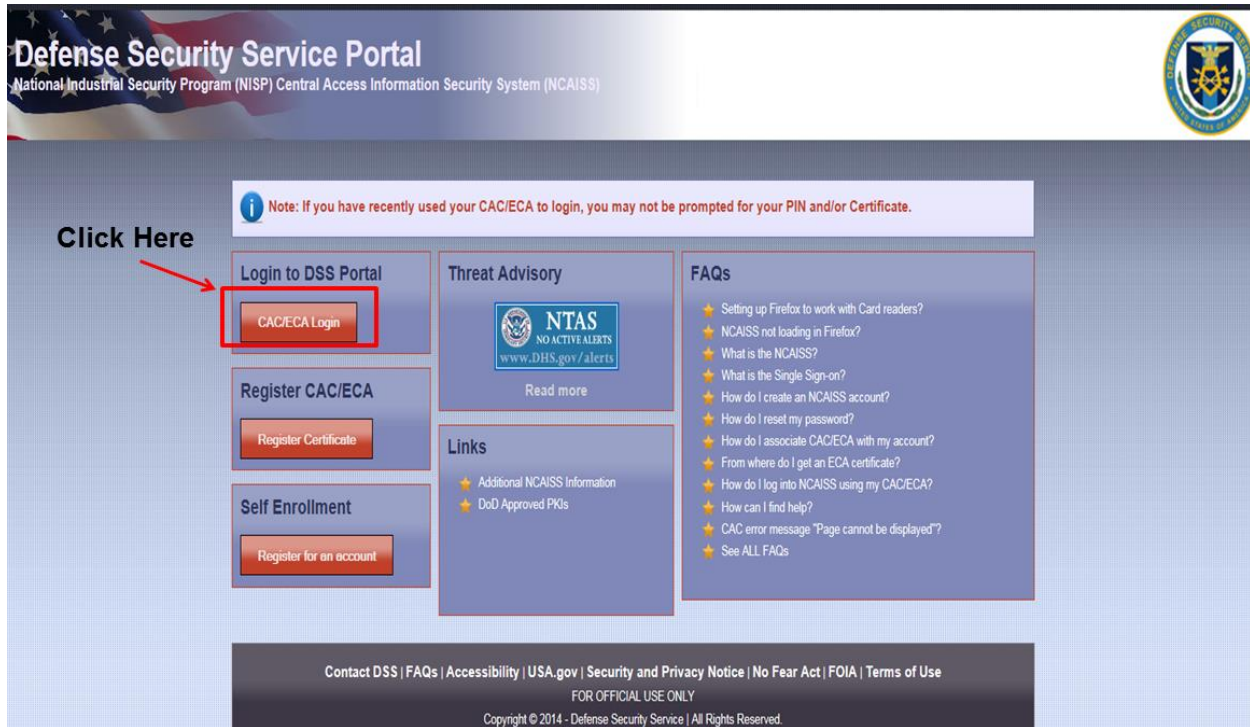
Figure 23: CAC/ECA Login Location

4. A window will pop up displaying one or more certificates on your system. Select your certificate. **Note:** Make sure you select the certificate that you registered to your Account ID. **Note:** If you click "Cancel" without selecting a certificate, you will receive a "This Page Cannot Be Displayed" page. To access NCAISS, close all windows of your browser and return to step 1 above.
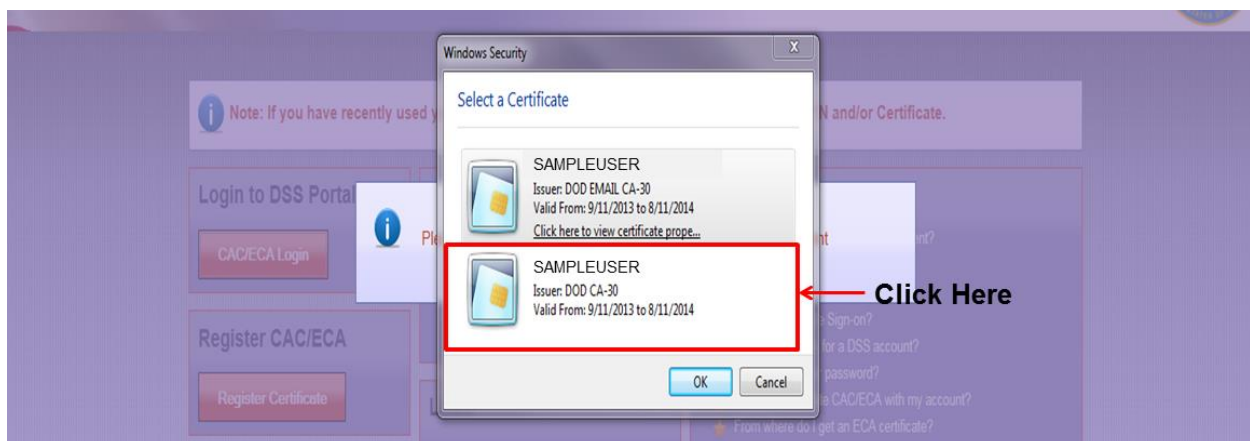
Figure 24: Login to NCAISS - Certificate Selection

5. Enter your PIN. **Note:** If you click "Cancel" without entering your PIN, you will receive a "This Page Cannot Be Displayed" page. To access NCAISS, close all windows of your browser and return to step 1 above.

Figure 25: Login to NCAISS - Certificate PIN Entry

6. You have logged in and will be directed to the NCAISS Home Page, as shown in Figure 26.
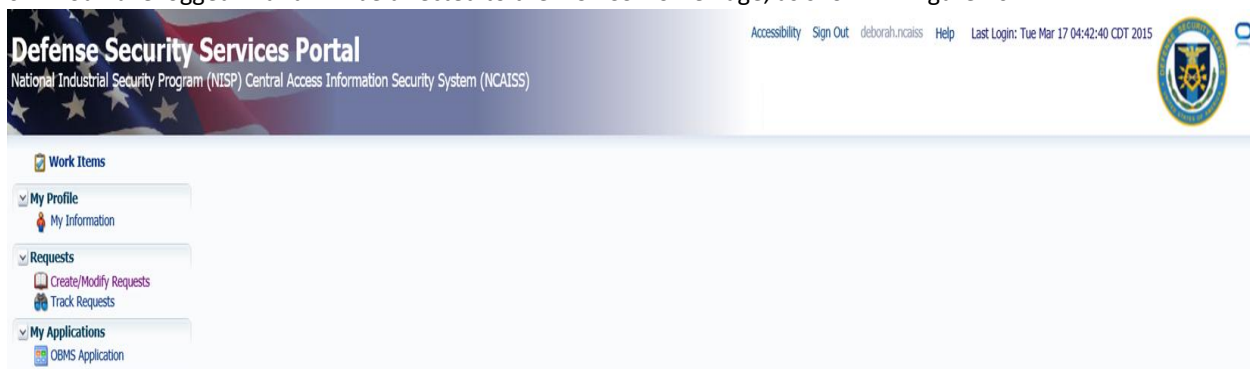
Figure 26: NCAISS Home Page

Note: If you are prompted to select your PKI certificate, enter your PIN, and receive an "Internet Explorer Cannot Display the Page" message, then refer to Section 4.1.5. This issue may be related to browser or network settings and may affect system login as well.
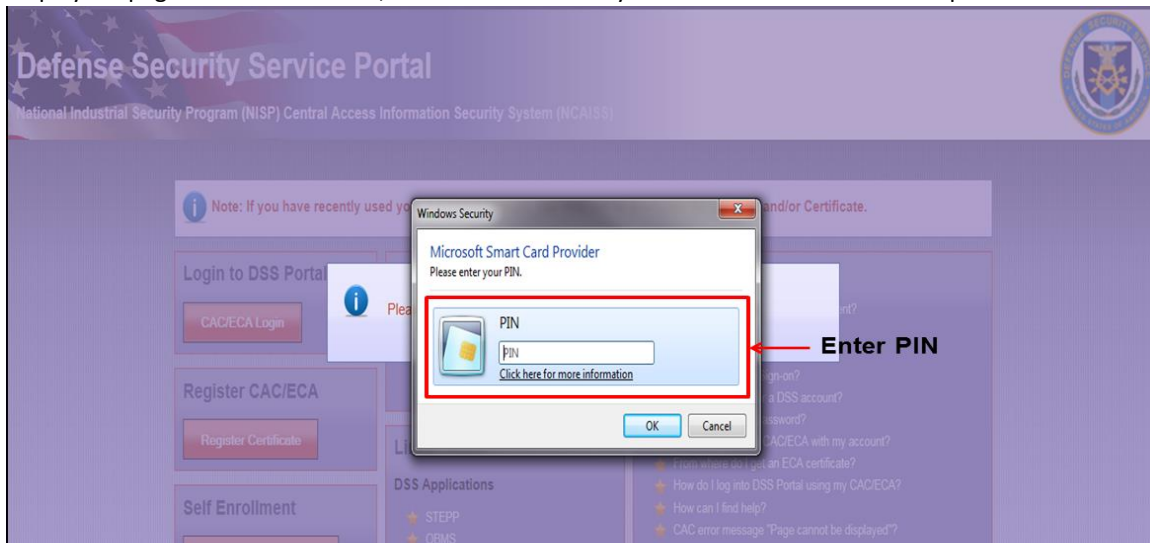
5.1 Common Log-In Errors

When logging into NCAISS, there are a number of common errors that a user may encounter. This section addresses the following errors that may occur during NCAISS login:

- No Certificate Registered
- Receiving an "Error Page Cannot Be Displayed" message

5.1.1 No Certificate Registered or Disabled Account

The user will see the error shown at the top of the login page (depicted in Figure 27) when he/she tries to log into their NCAISS account before registering their certificate (i.e., CAC or DoD-approved PKI certificate), or after his/her account has been disabled.

CAC/ECA Authentication Failed
There was a problem with this browser accessing your CAC/ECA certificate for authentication. Please verify that you selected the certificate that has been registered to your NCAISS account and try again.
You may have pressed the "Cancel" button in your browser's certificate selection prompt.
If you're trying to authenticate with your CAC/ECA certificate, please clear your SSL sessions. In Internet Explorer, go to the **Tools -> Internet Options**. Select the **Content** tab and press the **Clear SSL State** button.
If the problem persists, you may need to contact your local IT help desk for additional support.
Additionally, your NCAISS account may have been disabled. If the above fixes did not resolve your problem please contact the DSS (Knowledge) Center.

Figure 27: Certificate Not Registered Error Message

To resolve this problem:

- If you have not registered your CAC or DoD-approved PKI certificate, then follow the instructions to do so in Section 4.

- If you have registered your CAC or DoD-approved PKI certificate, then:

    o   Make sure that you selected the correct certificate during the certificate selection process; and/or

    o   Re-register your certificate; and/or

    o   Contact the DSS Knowledge Center to verify if your account has been disabled.

5.1.2   *Receiving an "Error Page Cannot Be Displayed" Message*

If you receive an "Error Page Cannot Be Displayed" message during the certificate registration process contact the your local IT helpdesk to investigate potential browser or network settings that may be causing the error prior to contacting the DSS Knowledge Center.

6   Navigating the NCAISS Home Page

The NCAISS Home Page enables users to access the systems/applications/resources for which they have been authorized. As depicted in Figure 28, the home page links (on the left hand side of the page) provide access to various capabilities within NCAISS. All NCAISS users have access to a standard set of links that allow them to perform basic functions within the NCAISS Solution, including:

- Work Items – allows users to view/manage access requests for which they serve as a Sponsor or Approver (see Section 9)

- My Profile – the "My Information" link in this section allows a user to view/manage their user information, change a user's challenge questions, change a user's password, and create delegations (see Sections 7 and 10)

- Requests – the "Create/Modify Requests" link directs users to a NCAISS page where they can request NCAISS roles, and access to integrated applications

- My Applications – this section displays links to all the integrated applications that the user has access to

Depending on the user's privileges, additional links are displayed on the left hand side of the home page representing additional NCAISS components that the user can access, including:

- "Reports" link – allows a DSS information security official (Information Assurance [IA] User access to various reports and auditing capabilities

- Administration – the "Users" link in this section enables a DSS Knowledge Center agent to perform administrative/support services within the NCAISS (see Account Administrator User Guide for additional information)
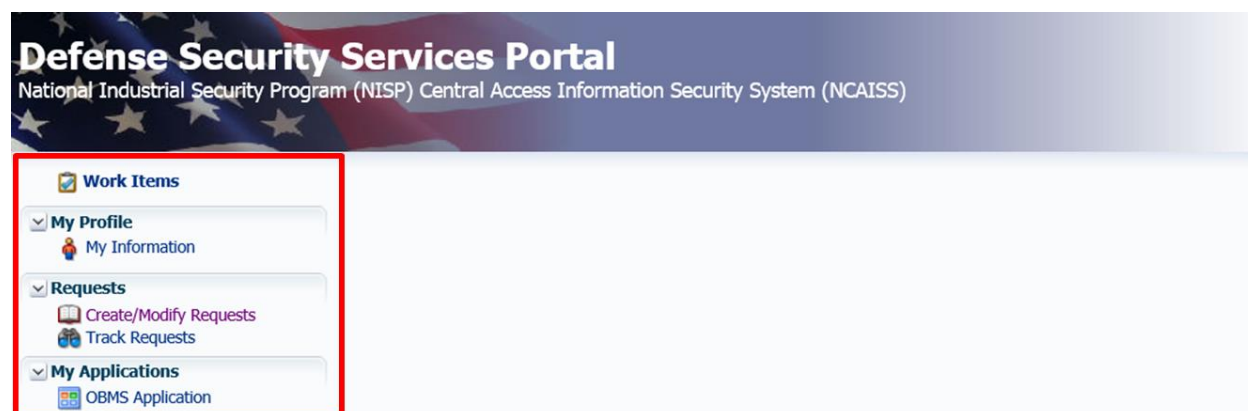

Figure 28: NCAISS Home Page Links

Note: NCAISS uses tabbed browsing, similar to Internet Explorer (v8.0 or newer).

The remainder of this section provides overview information for locating and using the different components/applications on the NCAISS Home Page.

6.1   DSS Login Information

The DSS Login Information lists the last time the user was logged into NCAISS. This function is located at the top right corner of the NCAISS Home Page.
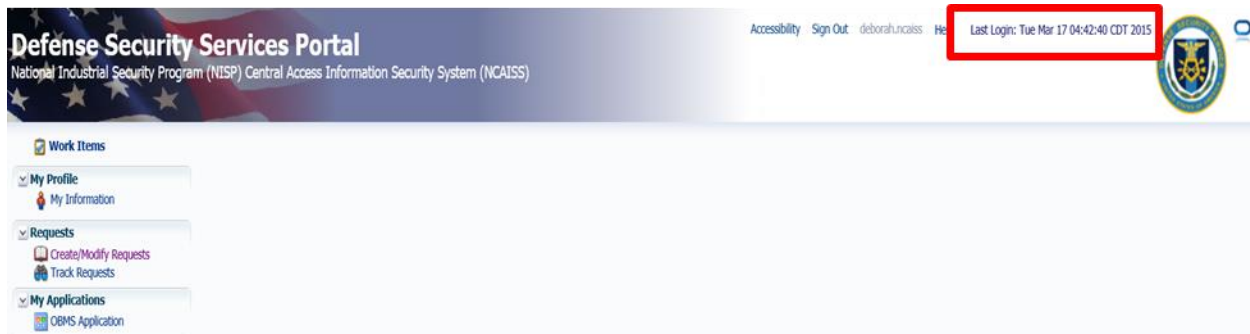
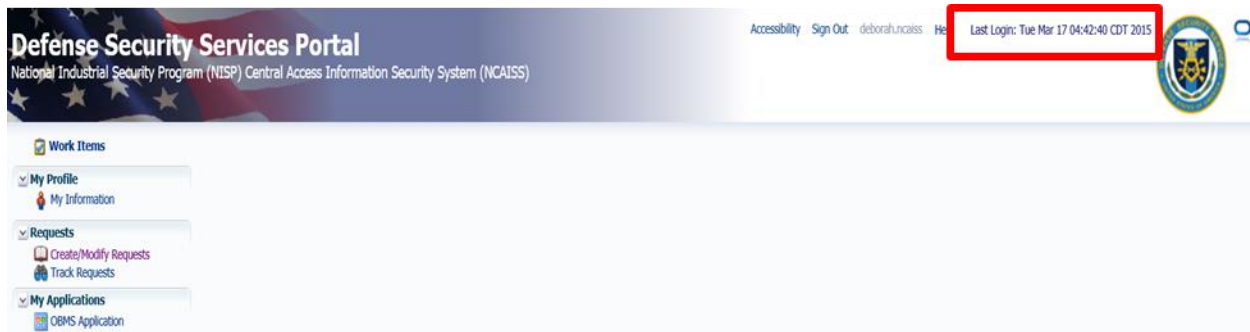Figure **29** highlights the "DSS Login Information" on the home page.

Figure 29: NCAISS Home Page Login Information

6.2   Session Expiration

A user's NCAISS session will timeout when it sits idle for more than thirty (30) minutes. If you wish to terminate your session, you may do so by:

- Clicking on the "Sign Out" button in the top right corner of the NCAISS Home Page;
- Allowing the session to timeout/expire; or
- Exiting (closing) the web browser.

6.3   Banner Links

While using NCAISS, a user can access several links that are located in the NCAISS banner as shown in Figure 30.

Figure 30: NCAISS Banner Links

A user can use the NCAISS banner links to perform the following actions:

- Accessibility – allows users to enable accessibility functions such as the use of a screen reader, high contrast colors, and large fonts.
- Sign Out – allows users to sign out/log out of NCAISS. See Section 11 for details on logging out of NCAISS.
- Help – provides users with a list of NCAISS help pages to address commonly used system features.

To enable accessibility functions, take the following steps:

1. Click the "Accessibility" link in the banner as shown in Figure 30.
2. Select the check boxes for the desired options as shown in Figure 31. Click the "OK" button.
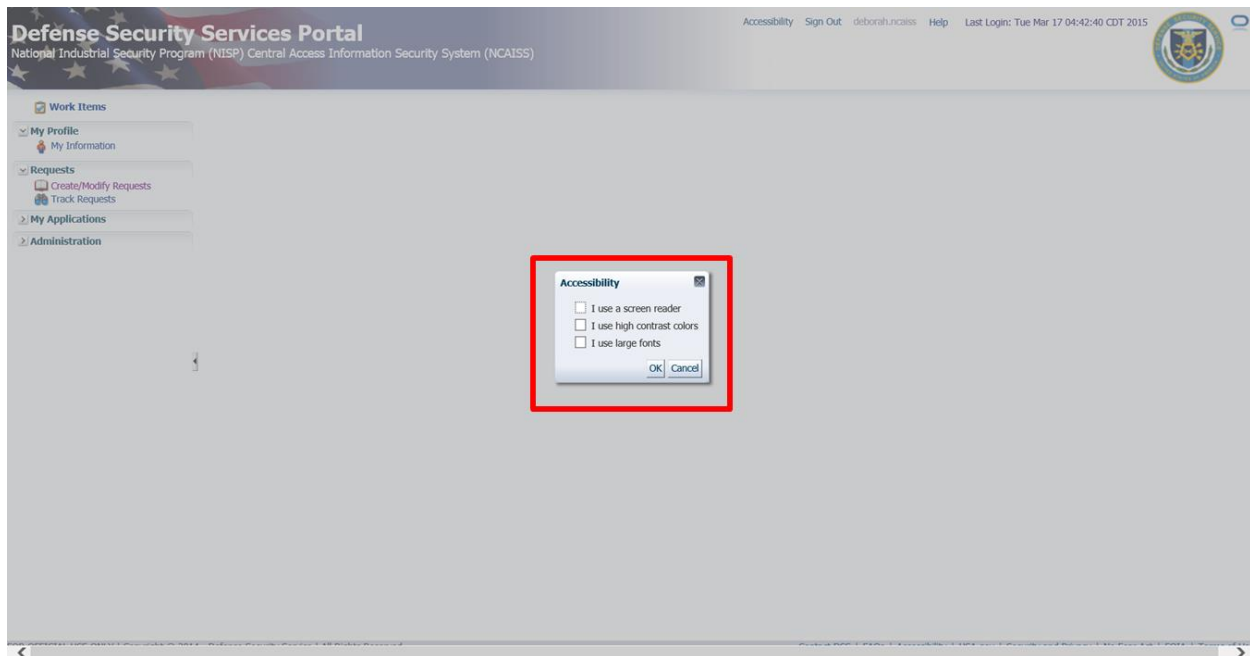
Figure 31: NCAISS Banner – Accessibility Functions

To access NCAISS help pages, take the following steps:

1. Click the "Help" link in the banner as shown in Figure 30. **Note:** Clicking the "Help" link opens the main NCAISS Help page in a new Internet browser tab.

2. Click the help page title link to view the desire page as shown in Figure 32. **Note:** Help pages are not context sensitive (i.e., the same list of help options will be available throughout the system).
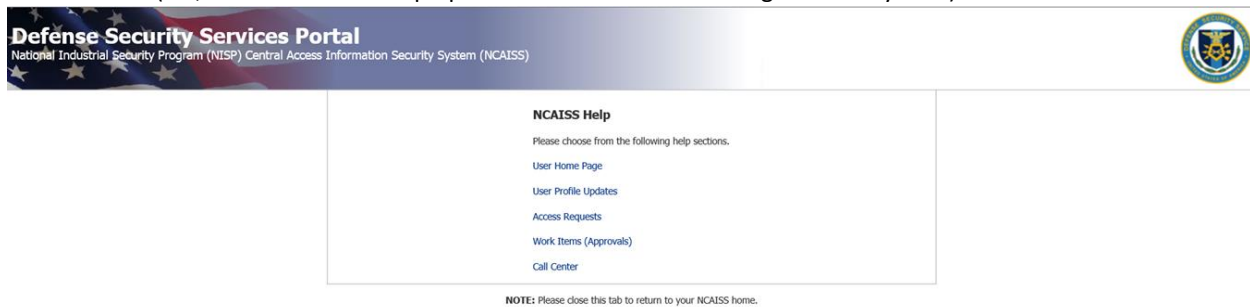

Figure 32: NCAISS Banner – NCAISS Help

3. Click the "NCAISS Help" button to return to the main NCAISS Help page as shown in Figure 33.

Figure 33: NCAISS Banner – Return to Main NCAISS Help Page

7 Update Profile Data

The "My Information" link on the NCAISS Home Page allows users to view and update their profile information. The user profile information is accessed via the "My Information" link on the left side of the NCAISS Home Page, as depicted in Figure 34*.*
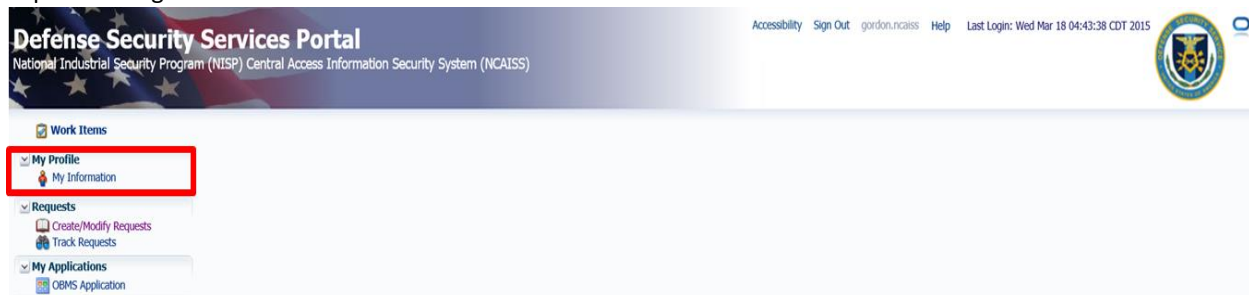

Figure 34: NCAISS Home Page My Information Link

The "My Information" tab includes four (4) sections, as shown in Figure 35.

- Basic User Information (Name, Contact Information, etc.)

- Change Password

- Challenge Questions

- Delegation

The Basic User Information, Change Password, and Challenge Questions sections are covered in greater detail in the sub-sections that follow, while Delegation is discussed in detail in Section 10. **Note:** The Basic User Information in the "My Information" page is displayed in read-only format; users must click the "Edit" link, as described in Section 7.1 to modify their Basic User Information.
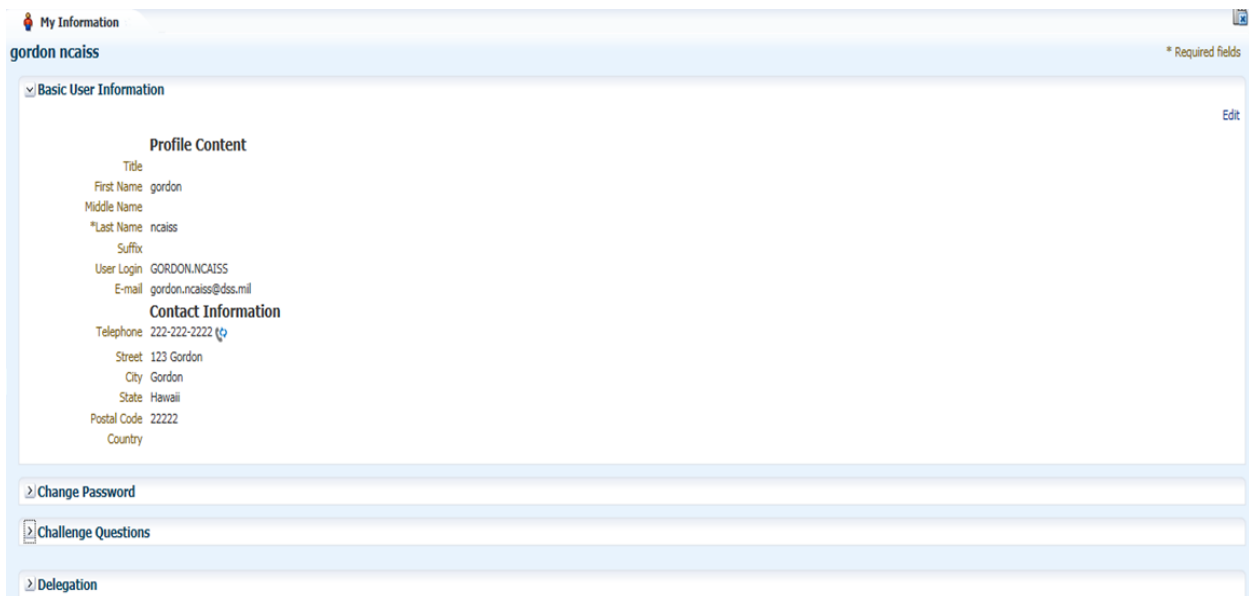

Figure 35: My Information

7.1 Basic User Information

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 by taking the following steps:

1. Click "Edit" to access the "Update My Information" page, shown in Figure 36.

Figure 36: My Information – Basic User Information

2. On the "Update My Information" page, enter the applicable changes in the appropriate fields and click "Update" as shown in Figure 37. **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 OBMS access and internal NCAISS roles.

Figure 37: My Information – Update Profile Data

3. Upon submission, a confirmation page will display as shown in Figure 38. 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.

Figure 38: My Information – Update Profile Data Confirmation

7.2 Reset Password

Within the "Reset Password" area, users are able to change the password used for registering a certificate and set during self-registration. To reset the password, click the arrow next to "Change Password" to expand the Change password area; enter the old password, and the new password, then click "Apply," shown in Figure 39. **Note:** the password set at this stage must meet established DoD password complexity criteria.

Figure 39: My Information – Reset Password

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7.3   Challenge Questions

Within the "Challenge Questions" area, users are able to change the challenge questions they set during self-registration. To reset the challenge questions, click the arrow next to "Challenge Questions" to expand the challenge question area; select three challenge questions, and provide the corresponding answers, then click "Apply," shown in Figure 40. **Note:** Previously entered challenge questions will not be displayed for security reasons and will be overwritten by the newly set questions/responses.

Figure 40: My Information - Challenge Questions

8   Requesting NCAISS Roles

A user may request an additional NCAISS Role from the NCAISS Home Page by taking the following steps:

1.   Click the "Create/Modify Requests" link.
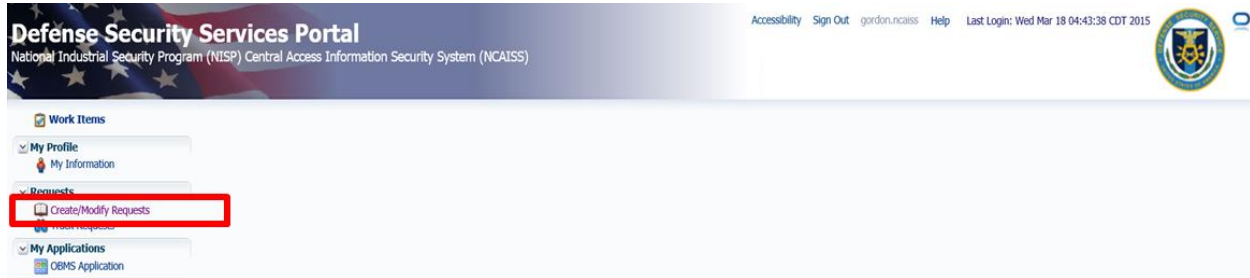
Figure 41: Requesting Roles/Access from the NCAISS Home Page

2.   The Role and Application Access Request page is displayed. Click "Request an NCAISS Role." **Note:** Additional application request links will display on the Application Access Request Page as new applications/resources are integrated with the NCAISS Solution.

Figure 42: Requesting an NCAISS Role from the Application Access Request Page

3.   The Request NCAISS Role form is displayed, as shown in Figure 43.
4.   Select the appropriate role from the "Role Name" drop-down, depending on the needed access.
5.   Complete the NCAISS Role request form by providing your Sponsor's email address **Note:** When requesting an NCAISS Role, your Sponsor must be a DSS Internal User.

Figure 43: NCAISS Role Request Form

6. Click "Cancel" to cancel the request. **Note:** Data entered will be cleared once you hit "Cancel."
7. Click "Next" to proceed.
8. A confirmation page will be displayed, as shown in Figure 44. Review the accuracy of the information presented.
9. Click "Cancel" to cancel the request. **Note:** Data entered will be cleared once you click "Cancel."
10. Click "Edit" to edit the information displayed.
11. Click "Confirm" to submit your role request for review.

Figure 44: NCAISS Role Request Confirmation

12. Upon form submission, a Request Successful page will be displayed. Click "Ok" to return to the NCAISS Home Page.

Figure 45: NCAISS Role Request Successful Page

13. Click "Sign out" (at the top right side of the page) to log out of NCAISS.
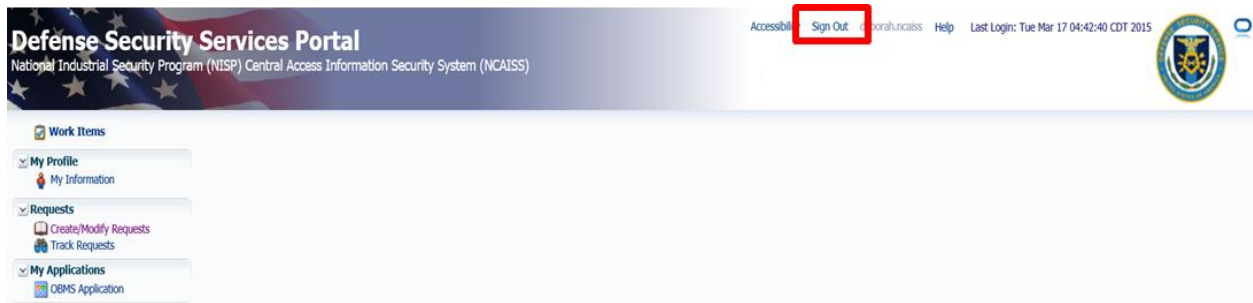
Figure 46: Signing out of NCAISS

Note: Your submitted request will be sent to your Sponsor's inbox for approval and they will be notified via email.

9 Approving/Rejecting Account Requests

When NCAISS users submit requests for additional roles and/or access to integrated applications, these requests are posted in the Sponsors'/Approvers' inboxes. As depicted in Figure 47 new requests that require review and approval can be viewed by clicking the "Work Items" link on the left hand side of the NCAISS Home Page.

Note: The number of approval steps and the approvers involved are determined based on the type of role or application access that is requested; however, the basic approval process remains unchanged from the process documented below.
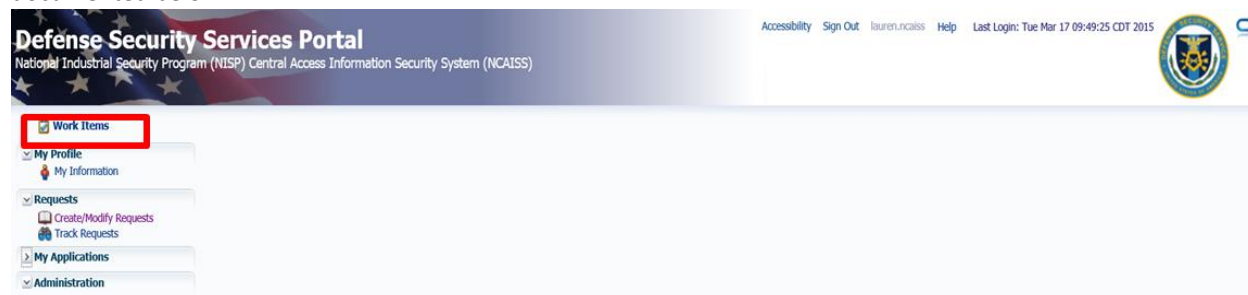

Figure 47: NCAISS Home Page – Accessing Approval Items

Clicking the "Work Items" link allows a user to see a list of requests awaiting their review and approval, as depicted in Figure 48.
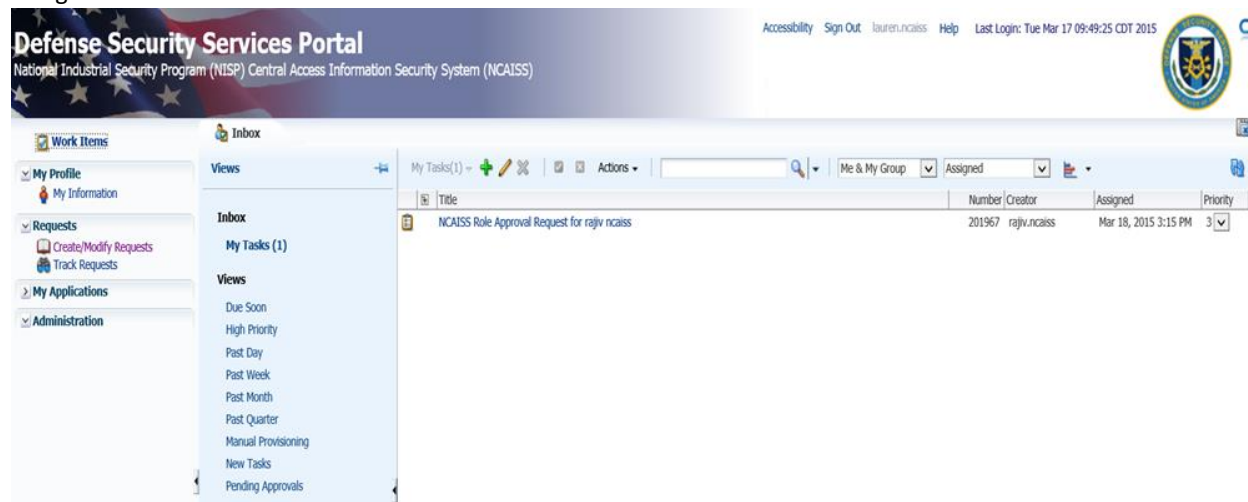
Figure 48: Work Items

9.1 Approving NCAISS Role Requests

Once a user's NCAISS account is established, he/she may request additional roles in NCAISS, to include Account Administrator, Validating Official, and IA User. The submitted requests are posted in the appropriate Sponsor's Work Items list. If the a User requests the role of Validating Official, then a "Validating Official" must review the request once it has been approved by the user's Sponsor. Once the Validating Official verifies the security level for the requester, they may approve or reject the request. If the requestor has selected an "Account Administrator" account type, the workflow includes an Account Administrator review of the request, following approval by both the Sponsor and Validating Official. **Note:** Request rejections are addressed in Section 9.2.

1. Log into NCAISS.
2. The NCAISS Home Page is displayed, as shown in Figure 26.
3. Click on the "Work Items" link.
4. The "Inbox" tab is displayed with a list of requests awaiting approval, as shown in Figure 49.

Figure 49: NCAISS Role Requests Awaiting Approval

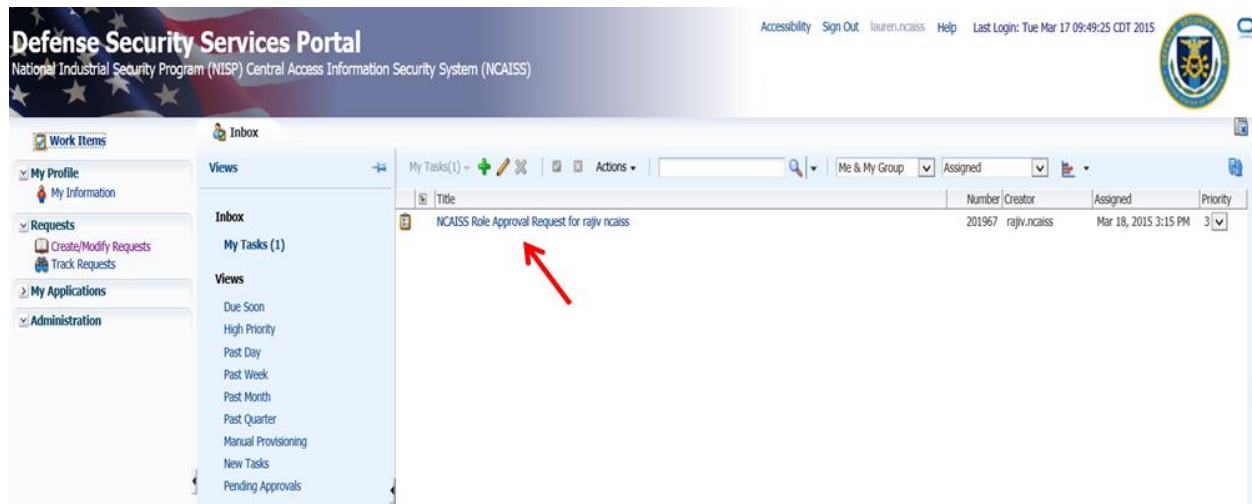5. Click on the request you wish to review and approve to launch the Account Request Approval detail view.
6. The Account Request Approval detail view is displayed, as shown in Figure 50. Here you can view the account details and the account type the user is requesting.
7. Review the request and click "Approve." **Note:** If you are a Validating Official or a Knowledge Center user you will first have to click the "Claim" button on the request detail to claim the item before being able to approve or reject the item. **Note:** After the Sponsor approves the request, the request is forwarded to other NCAISS role holders for subsequent approvals (i.e., Validating Official for Validating Official and IA User access requests and Validating Official and Account Administrator for Account Administrator access requests).
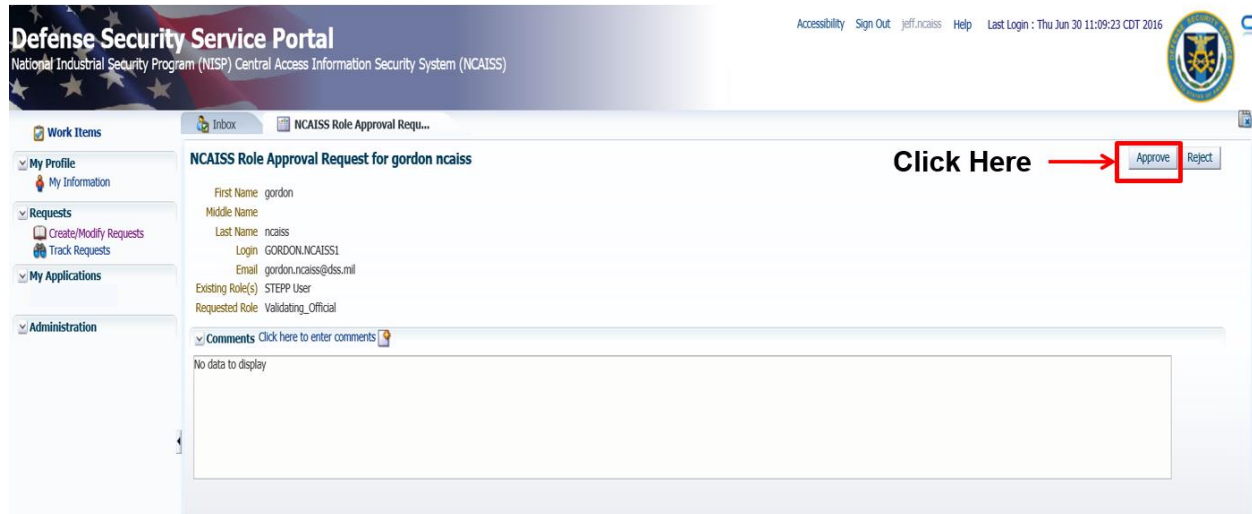

Figure 50: NCAISS Role Request Approval

8. After approving, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list. **Note:** You will have to hover over the end of the tab for the "X" to appear.
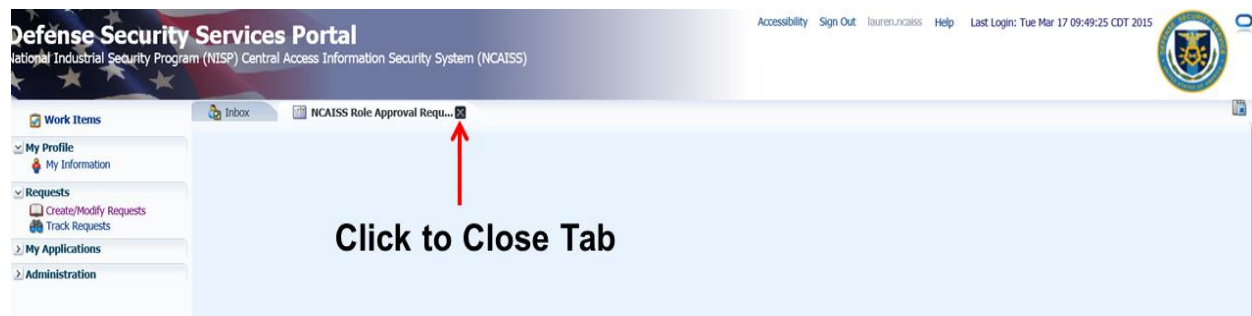
Figure 51: Close NCAISS Approval Item

9.2 Rejecting a Request

NCAISS Users that receive an access request Work Item have the capability to review the request and either approve or reject it. NCAISS users follow the same process to reject a request. **Note:** Work Items that are rejected require the user to enter a custom comment to indicate the justification for rejection.

1. Click on the request you wish to view, as shown in Figure 49.
2. The Account Request detail view is displayed, as shown in Figure 52. Here you can view the account details and the account type the user is requesting.
3. If the request is not valid, select "Reject," and the Solution notifies the Access Requestor that request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 52: NCAISS Role Request Rejection

4. The request is rejected and an email is sent to the user with the reason it was rejected.
5. After rejecting, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear.

10 Delegating Work Items

NCAISS users that receive Work Items (e.g., access approval requests) may delegate his/her Work Items to another user for a specified period of time. Work Item delegation can help determine that access requests are processed promptly and efficiently during prolonged absences. When delegating Work Items, it is the responsibility of the Delegator to determine that the Delegate is fully capable of completing the assigned work tasks. The process for delegating Work Items is the same for NCAISS users and follows the process outlined below. **Note:** Only one delegation may be set for a specified period of time. If you have set up a delegation for a specific period of time, the system will not allow you to set up another delegation that over laps with the time period set in the existing delegation.

1. From the NCAISS Home Page, click the "My Information," link as shown in Figure 34.
2. On the "My Information" tab click the arrow next to "Delegation" to expand the "Delegation" area, as shown in Figure 53.

Figure 53: Delegating Work Items from the My Information Link

3. The Delegation area displays active or ended delegations and allows the user to begin a new Delegation.
4. Click "+Add" to initiate a new Delegation.
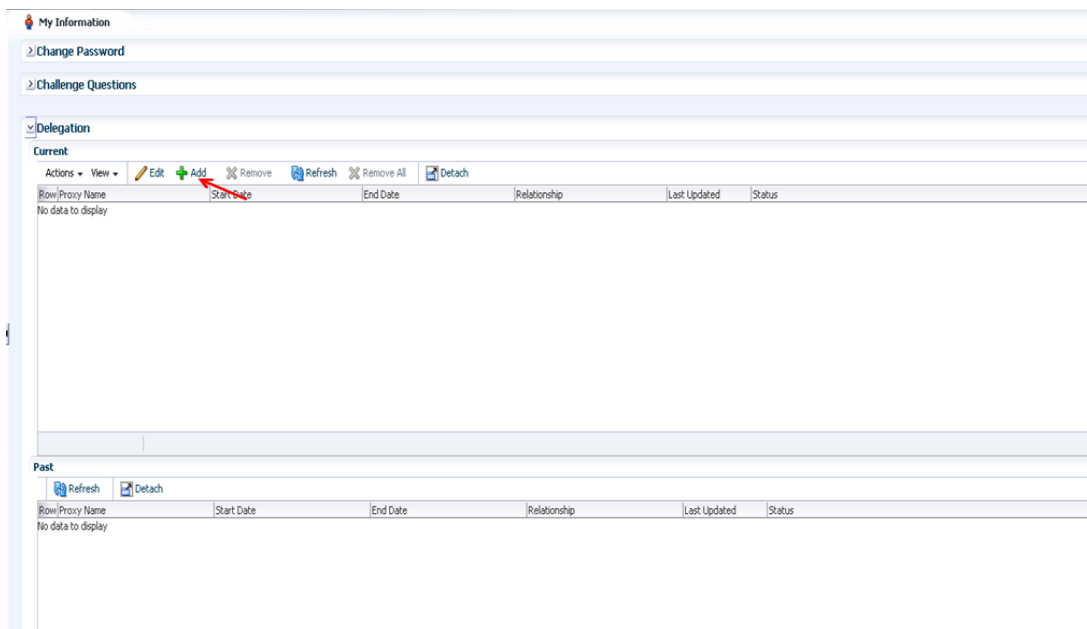
Figure 54: Begin New Delegation

5. A pop-up box will appear with fields for the delegate, delegation start date, and delegation end date. Click the magnifying glass icon next to the delegate field.
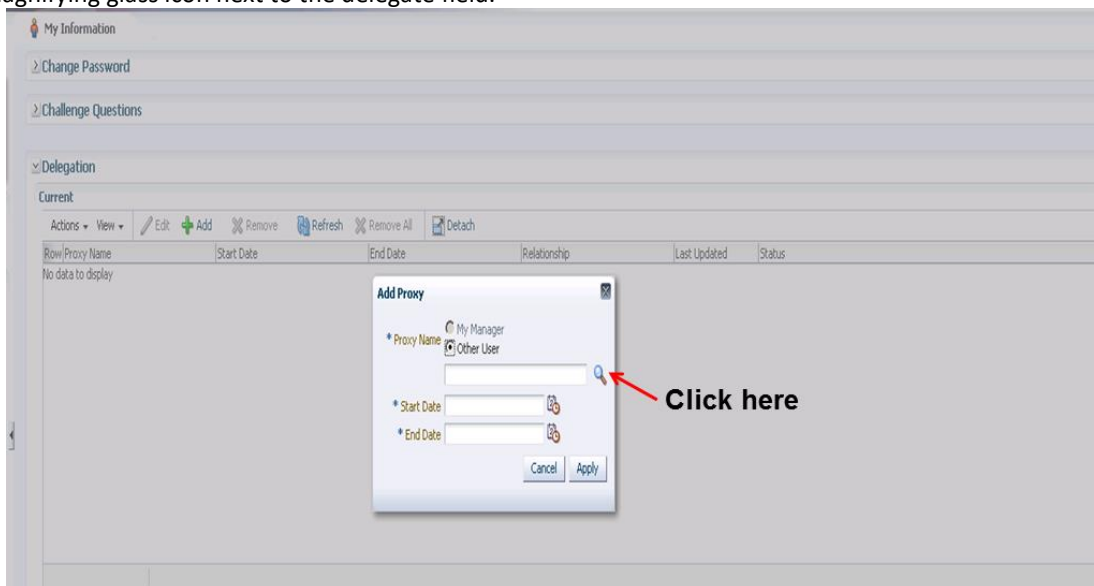
Figure 55: Delegation Detail Criteria

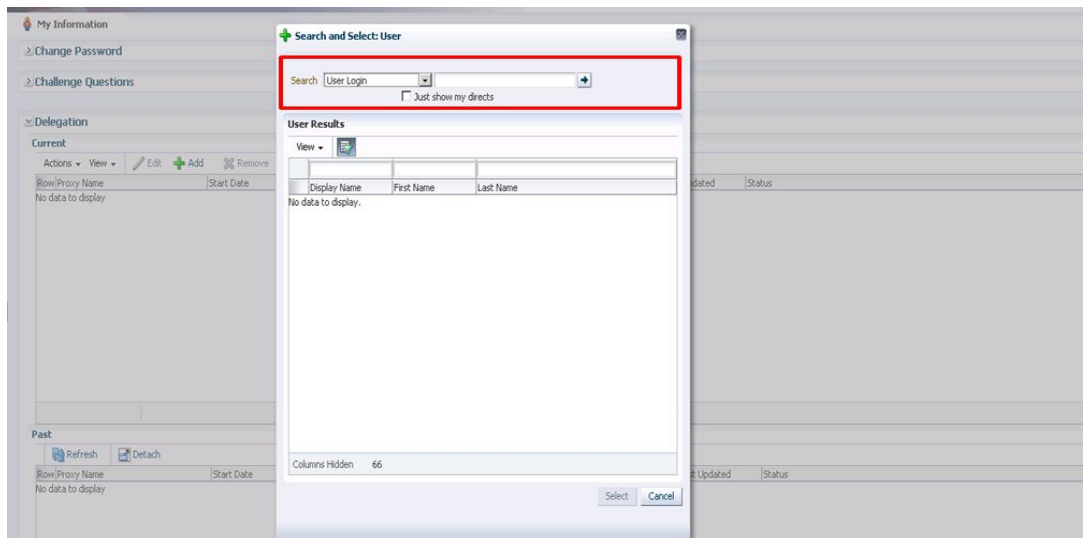6. Locate the desired user by selecting and entering search criteria.

Figure 56: Delegation User Search

7. Click on the user you wish to set as the delegate, and click "Select."
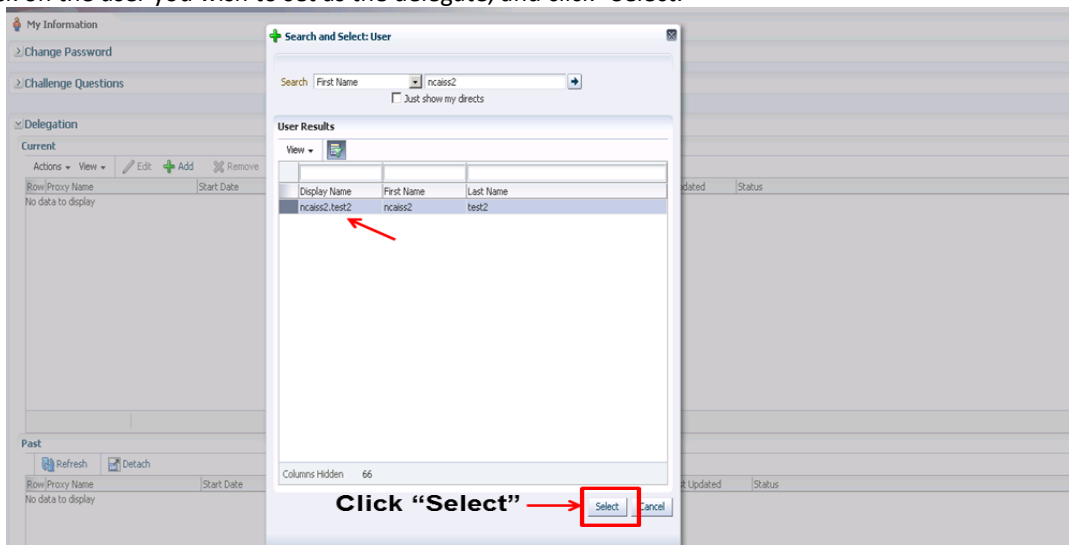

Figure 57: Delegation User Selection

8. Once you've found the appropriate user you will be directed back to a pop-up window. Enter the Start Date and End Date for the period in which you would like to delegate your Work Items, and click "Apply."
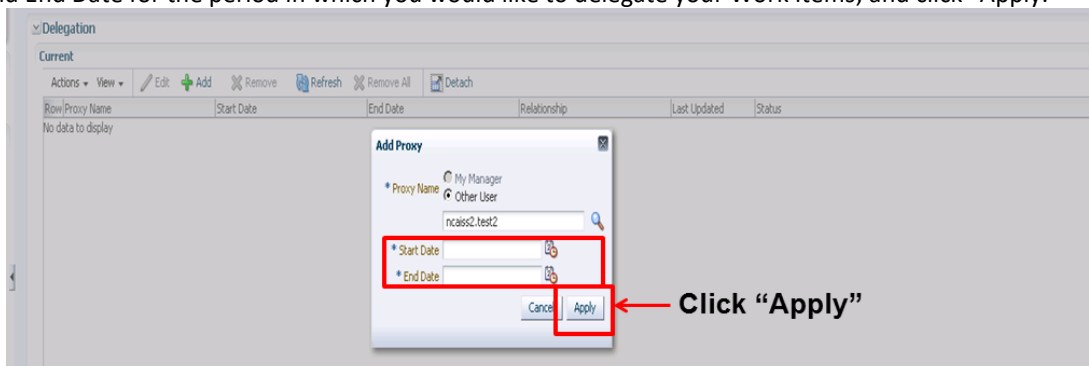

Figure 58: Set Delegation Parameters

9. The delegation task will be created and you will be returned to the My Information tab. Here you will see the new delegation task in the Current delegation box.

Figure 59: Completed Delegation Summary

11 Logging Out

Users may log out of NCAISS using the "Sign Out" link or by closing their web browser. The process and screen shots below demonstrate logging out of NCAISS using the "Sign Out" link.

1. From each screen within NCAISS, click on the "Sign Out" link in the top right corner, as shown in Figure 60.
2. Once logged out, the NCAISS Login Page is displayed. **Note:** You must close your web browser to fully terminate the session.
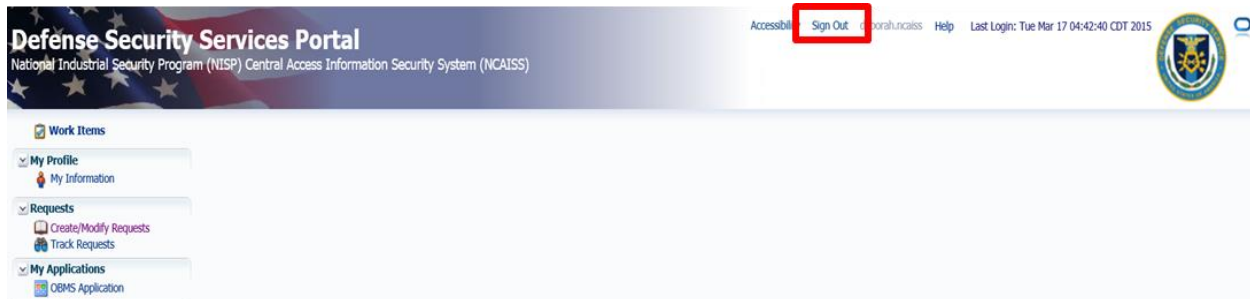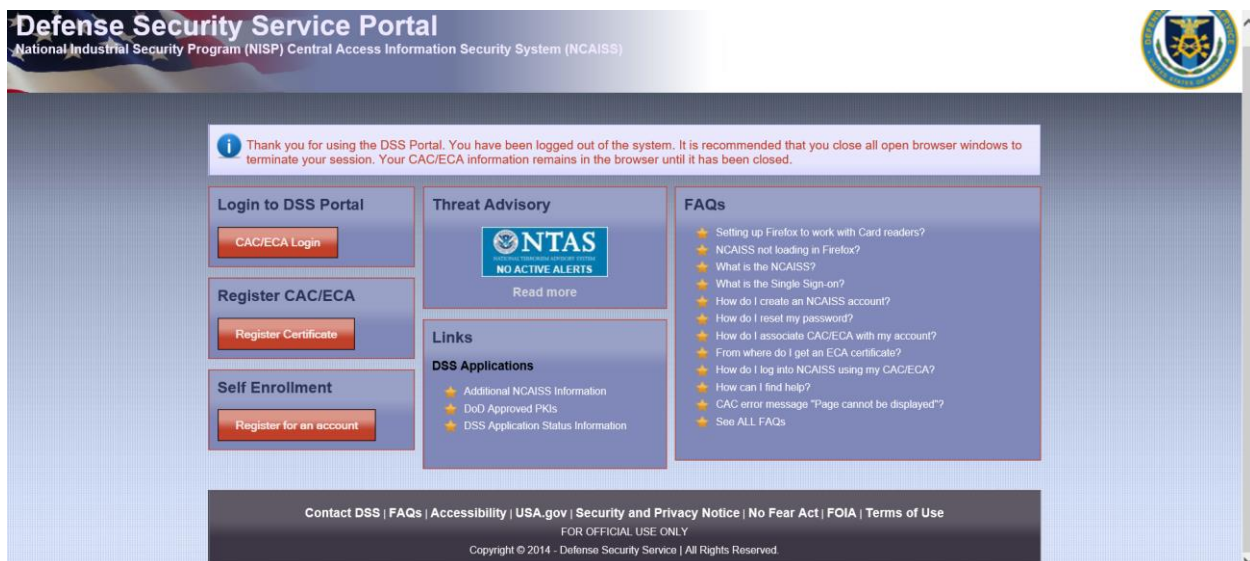

Figure 60: NCAISS Home Page Log Out

Figure 61: Successful Logout

12 OBMS Application NCAISS User Guide

This section describes the step-by-step processes for requesting access to, accessing, and managing users for the OBMS application using the NCAISS Solution. **Note:** This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the OBMS application. Actions that a user may take within the OBMS application, following authentication, are out of scope for this User Guide. This section assumes that an OBMS access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

12.1 Accessing OBMS

CAC/PKI authentication is the process through which OBMS users, regardless of role, will access the OBMS application using the CAC or a DoD-approved PKI certificate. For convenience, there are two ways in which a user may authenticate to OBMS, including:

- Navigate to the public-facing OBMS home page and click "Login" (CAC/PKI Authentication from OBMS)

- Access OBMS from the NCAISS (CAC/PKI Authentication from NCAISS)

The following sections provide step-by-step instructions for accessing OBMS using the two methods described above. **Note:** This section assumes that the User already possesses valid NCAISS and OBMS application accounts.

12.1.1 CAC/PKI Authentication from OBMS

The steps below describe the process for accessing OBMS via NCAISS from the OBMS homepage through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the OBMS unauthenticated homepage (www.obms.dss.mil).
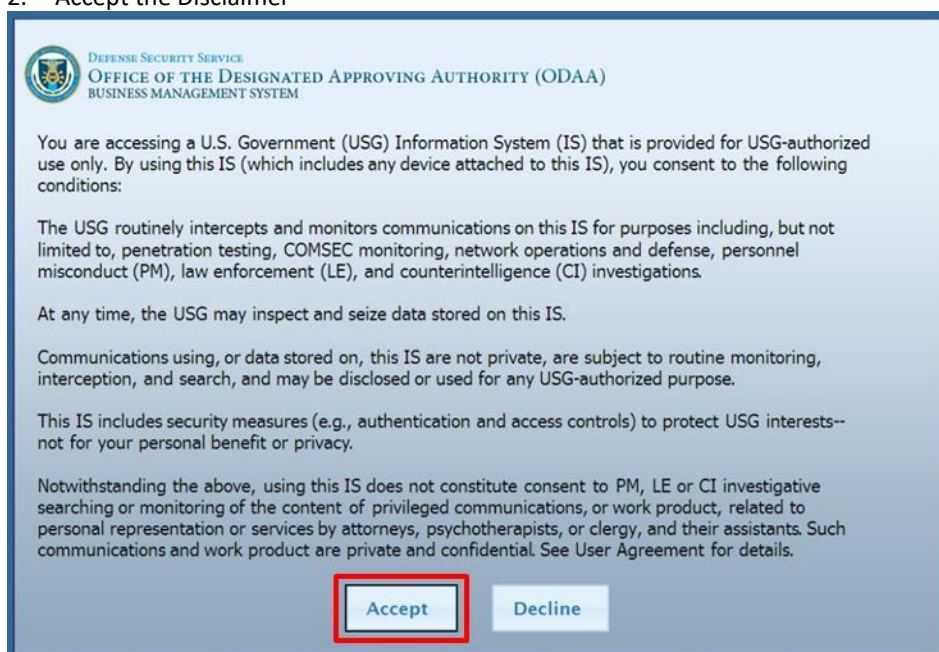2. Accept the Disclaimer

Defense Security Service
Office of the Designated Approving Authority (ODAA)
Business Management System

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:

The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.

At any time, the USG may inspect and seize data stored on this IS.

Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.

This IS includes security measures (e.g., authentication and access controls) to protect USG interests-- not for your personal benefit or privacy.

Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

[Accept]   [Decline]

Figure 62: Unauthenticated OBMS Home Page

3. You are redirected to the NCAISS Notice and Consent to Monitoring page, as shown in Figure 63. Select "I Accept" to proceed.
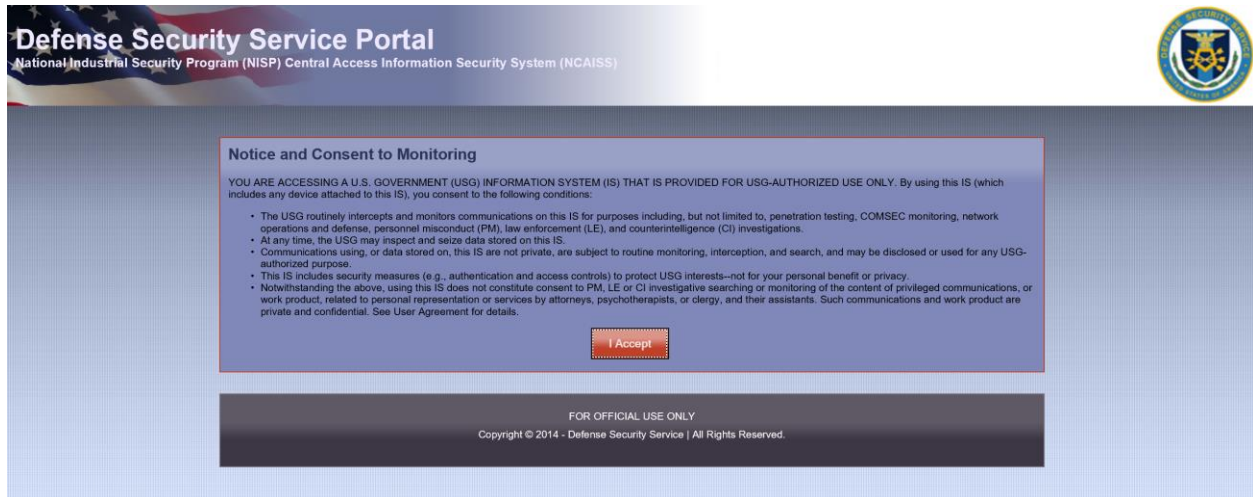
Figure 63: NCAISS Notice and Consent to Monitoring

4.   The unauthenticated NCAISS page is displayed, as shown in Figure 64. Select "CAC/ECA Login" to proceed.
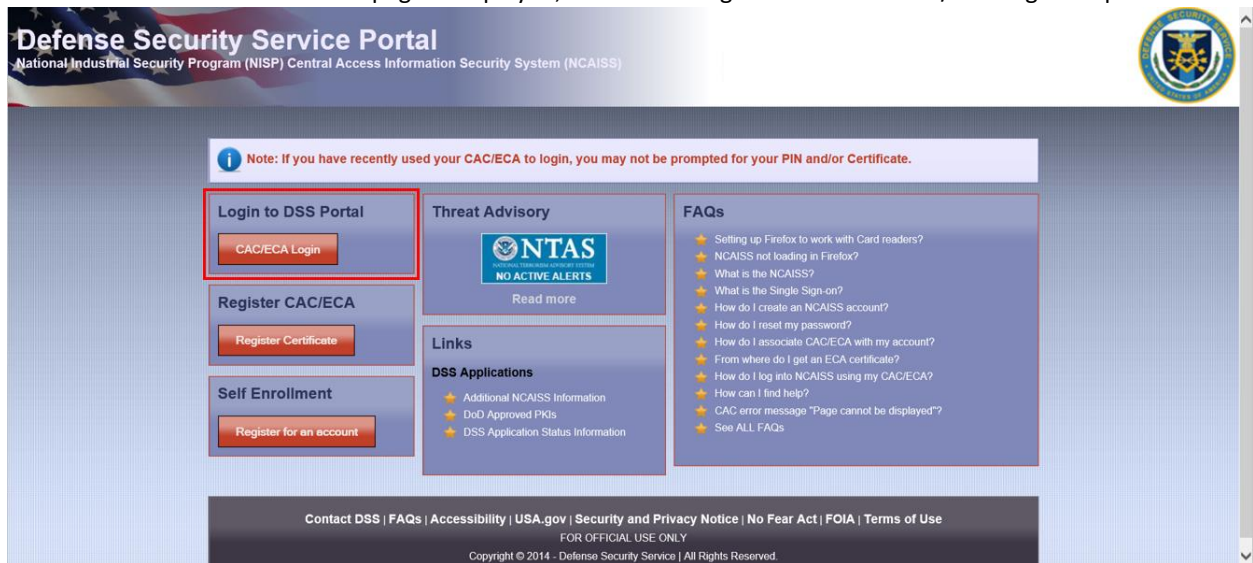

Figure 64: Unauthenticated NCAISS Home Page

5.   Select the certificate that you would like to use. **Note:** You must use the certificate that has been associated to your NCAISS account.
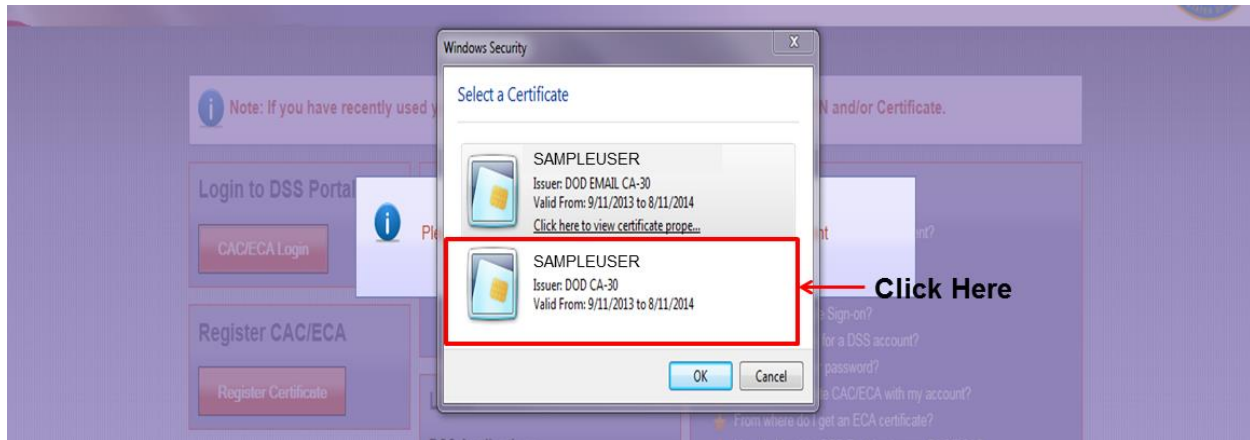
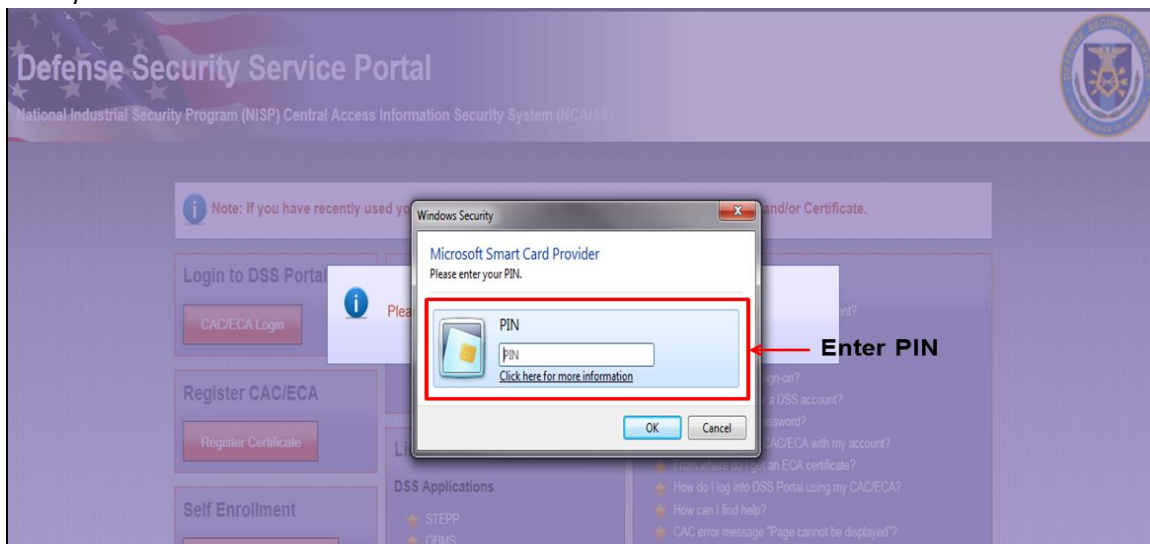**Figure 65: Certificate Selection**

6.   Enter your PIN.

Figure 66: PIN Entry

The NCAISS Solution authenticates you, and directs you to OBMS. The OBMS user's homepage is displayed, as shown in

7.   Figure 67.

Figure 67: OBMS User Home Page

Note: OBMS users with multiple OBMS roles will be prompted by OBMS to select the role that they would like to use during a given session, as shown in Figure 68. If applicable, select the desired role from the drop down menu and click "Submit."

Figure 68: Multiple OBMS Role Selection

12.1.2 CAC/PKI Authentication (to OBMS) from NCAISS

The steps below describe the process for accessing the OBMS application from NCAISS through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the NCAISS (https://ncaiss.dss.mil) in your web browser.
2. Authenticate to NCAISS, as described in Section 5.
3. Upon authentication, the NCAISS Home Page is displayed.
4. Click the "OBMS Application" link, as shown in Figure 69.
5. OBMS allows User application access.

Figure 69: Accessing OBMS from the NCAISS Home Page

NCAISS will direct you to OBMS and the OBMS user home page is displayed, as shown in

6. Figure 67.

Note: OBMS users with multiple OBMS roles will be prompted by OBMS to select the role that they would like to use during a given session, as shown in Figure 68. If applicable, select the desired role from the drop down menu and click "Submit."

12.2 Requesting Access to OBMS

In order to gain access to OBMS, an NCAISS user must request access using the OBMS access request form from within the NCAISS. Based upon the user's affiliation with DSS, NCAISS will display the appropriate OBMS access request form. OBMS Internal Users, either DSS employees or contractors – who checked the "DSS Internal User" checkbox during NCAISS account registration – will complete the Internal OBMS access request form, as described in Section 12.2.1. OBMS External Government Users, individuals from the industrial security community, representing a Federal Government organization, that have a .mil or .gov (non-DSS) email address – who did not check the "DSS Internal User" checkbox during NCAISS account registration – will complete the External Government Submitter OBMS access request form, as described in Section 12.2.2. OBMS External Contractor Submitter Users, industry users with an email address other than .gov or .mil (e.g., .com, .org, etc.), will complete the External OBMS Contractor Submitter access request form, as described in Section 12.2.3. The following sections provide step-by-step instructions for requesting access to OBMS, based upon your affiliation with DSS.

12.2.1 OBMS Internal User Account Request

This process allows an Internal OBMS Access Requestor (i.e., DSS employee or contractor) to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has checked the "DSS Internal User" checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

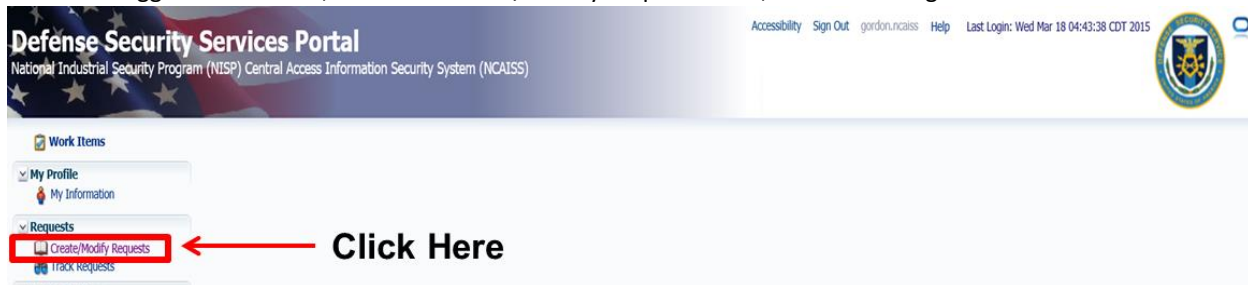1. Once logged into NCAISS, click the "Create/Modify Requests" link, as shown in Figure 70.

Figure 70: Create/Modify Requests

2. Click the "Request/Manage OBMS Access" link as shown in Figure 71.

NCAISS Access Request

Please choose one of the following request options.

NCAISS Requests

Request an NCAISS Role

NISS Requests

Request/Manage NISS Access

OBMS Requests

Request/Manage OBMS Access ← **Click Here**

STEPP Requests

Register an Existing STEPP Account

Create a STEPP Account

Return to DSS Portal

Figure 71: Requesting Access to OBMS

3. NCAISS will determine that you are an Internal Requestor because your NCAISS account includes the "DSS Internal User" attribute, and will display the Internal OBMS Access Request Form.
4. Complete the form, selecting "User OBMS Title" and "User OBMS Region" from the drop-down lists, adding "Role" assignment(s), and providing your Sponsor's (current DSS Supervisor) email address, as shown in Figure 72. **Note:** As an Internal OBMS User, your Sponsor must also be an Internal DSS User. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested OBMS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click "Next"

Figure 72: Internal OBMS Access Request Form

6.   A confirmation screen will be displayed, as shown in Figure 73. Confirm the accuracy of the information.
7.   Click "Cancel" to cancel the request if changes are needed.
8.   Click "Confirm" to submit the request for review.

Figure 73: OBMS Internal Access Request Confirmation

9. Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

12.2.2 OBMS External Government (non-DSS) Submitter User Access Request

This process allows an External OBMS Government Submitter Access Requestor (i.e. non-DSS Internal User) to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has not checked the "DSS Internal User" checkbox during NCAISS account registration, has a .gov or .mil email address, and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the "Create/Modify Requests" link, as shown in Figure 70.
2. Click the "Request/Manage OBMS Access" link, as shown in Figure 71.
3. NCAISS will determine that you are an External Government Submitter Requestor because your account does not include the "DSS Internal User" attribute and a .gov or .mil (non-dss.mil) email address is affiliated with your NCAISS account. NCAISS will display the External OBMS Access Request Form for Government Submitter users.
4. Complete the form, selecting "OBMS User Title" from the drop-down list, adding the "Role" assignment, providing your Sponsor's (your current supervisor within your government organization) email address, as shown in Figure 74. **Note:** Your Sponsor must have an NCAISS account in order to approve your access to OBMS – you will not be able to submit your OBMS access request until your Sponsor creates an NCAISS account. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested OBMS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click "Next."

Figure 74: OBMS Government Submitter Access Request Form

6. A confirmation screen will be displayed, as shown in Figure 75. Confirm the accuracy of the information.
7. Click "Cancel" to cancel the request if changes are needed.
8. Click "Confirm" to submit the request for review.

Figure 75: OBMS Government Submitter Access Request Confirmation

9. Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

12.2.3 OBMS External Contractor (Industry) Submitter User Access Request

This process allows an External OBMS Contractor Submitter Access Requestor with a non-.gov or non-.mil email address to request access to the OBMS application. **Note:** This process assumes that the Access Requestor has not checked the "DSS Internal User" checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the "Change/Modify Requests" link, as shown in Figure 70.
2. Click on "Request/Manage OBMS Access" link as shown in Figure 71.
3. NCAISS will determine that you are an External Requestor because your account does not include the "DSS Internal User" attribute and a non-.gov or non-.mil email address is affiliated with your NCAISS account. NCAISS will display the External OBMS Access Request Form.
4. Complete the form, selecting "OBMS User Title" from the drop-down list, adding the "Role" assignment, and providing Commercial and Government Entity (CAGE) Code and Key Management Personnel (KMP) email address, as shown in Figure 76. **Note:** You may add additional CAGE Codes by clicking the "Add CAGE Code" button. You must provide a KMP email address for each CAGE Code that you're requesting. Each KMP must have a valid NCAISS account in order to approve access to the respective CAGE Code. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile).
5. Click "Next."

Figure 76: External OBMS Access Request Form

6. A confirmation screen will be displayed, as shown in

Figure 77. Confirm the accuracy of the information.

7. Click "Cancel" to cancel the request if changes are needed.
8. Click "Confirm" to submit the request for review.

Figure 77: External OBMS Account Request Confirmation

9.   Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

12.3 Reviewing and Approving/Rejecting OBMS Access Requests

When an OBMS Access Requestor submits a request to access the OBMS application, a Work Item is added in the appropriate Sponsor's queue. **Note:** Internal OBMS Access Requestors specify their current DSS Supervisor as their Sponsor, External Government Submitter Access Requestors specify their current government organization supervisor as their Sponsor, and External Contractor (Industry) Submitter Access Requestors specify the KMP for each requested CAGE Code as their Sponsor(s). Once approved by the Sponsor, accounts for Internal and External Government Submitter OBMS Access Requests are created by NCAISS and the user is notified. External Contractor Submitter OBMS Account Requests must be reviewed approved by the DSS Knowledge Center, in addition to the Requestor's Sponsor(s), prior to account creation. This subsections that follow outline the process for reviewing and approving or rejecting OBMS access requests at the Sponsor-level. **Note:** If a Sponsor has an OBMS access request from an internal or external government OBMS Access Requestor in queue, that requestor will not be able to submit any new requests until the previous request in queue has been completed (i.e., approved or rejected). **Note:** Refer to the Account Administrator User Guide for guidance on DSS Knowledge Center processing of OBMS External Contractor Submitter Access Requests.

12.3.1 Sponsor Approval for OBMS Internal Access Requests

The following steps outline the process for reviewing and approving access to OBMS Internal users as the Sponsor (DSS Supervisor).

1.   Log into NCAISS, as described in Section 5.
2.   Click on the "Work Items" link.
3.   The "Inbox" page is displayed with a list of requests awaiting approval, as shown in Figure 78.
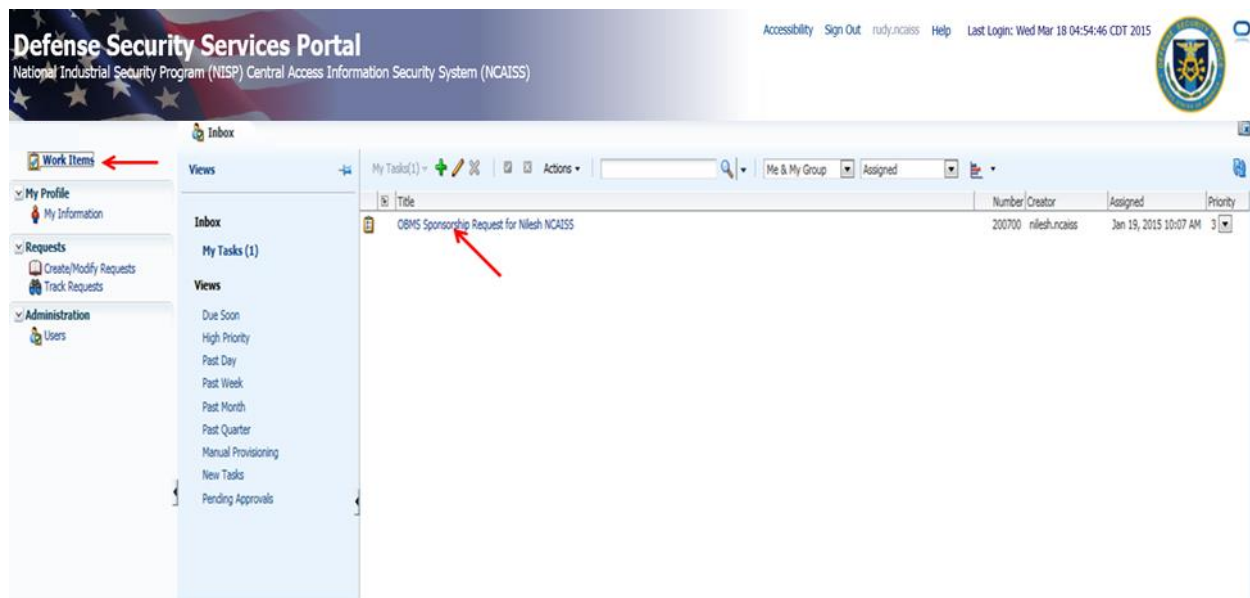
Figure 78: OBMS Internal Access Request Work Item

4.   Review the details of the OBMS Internal Access Request.
5.   If the OBMS request is valid, select "Approve." NCAISS creates the OBMS account and the Solution notifies the User that access is granted.
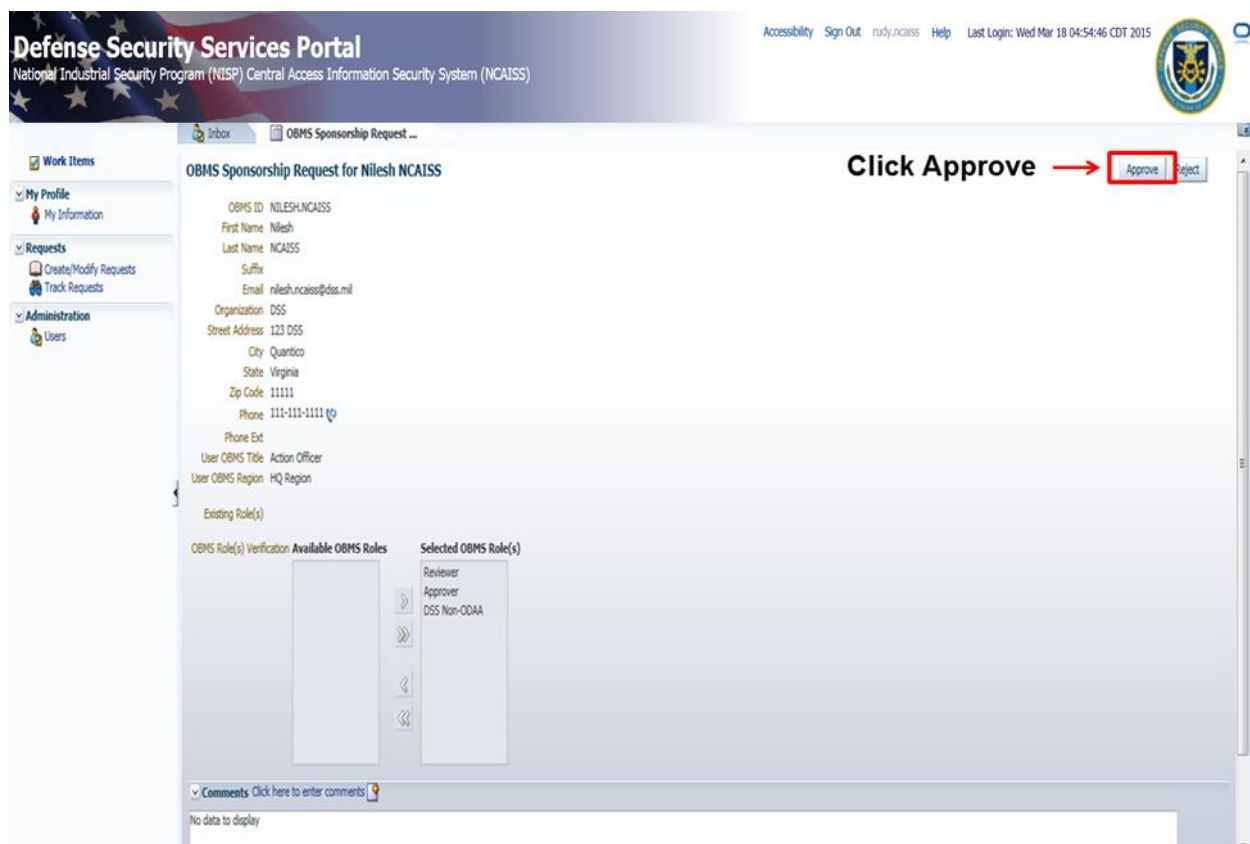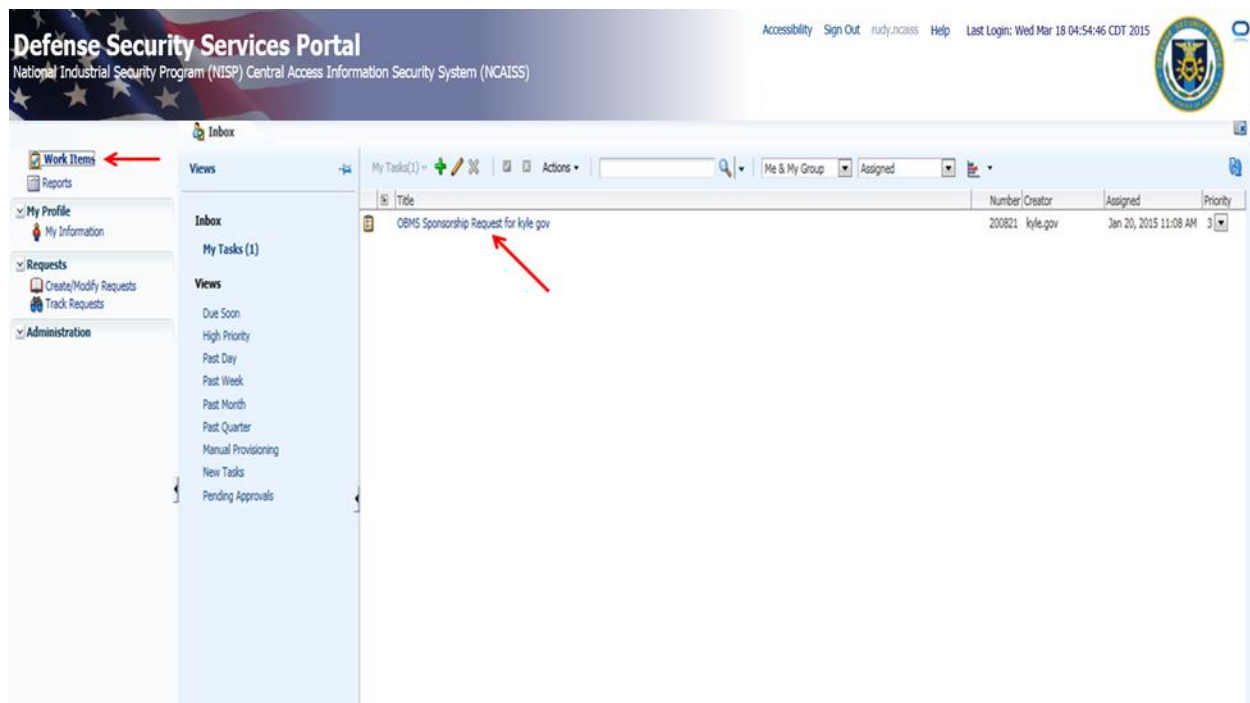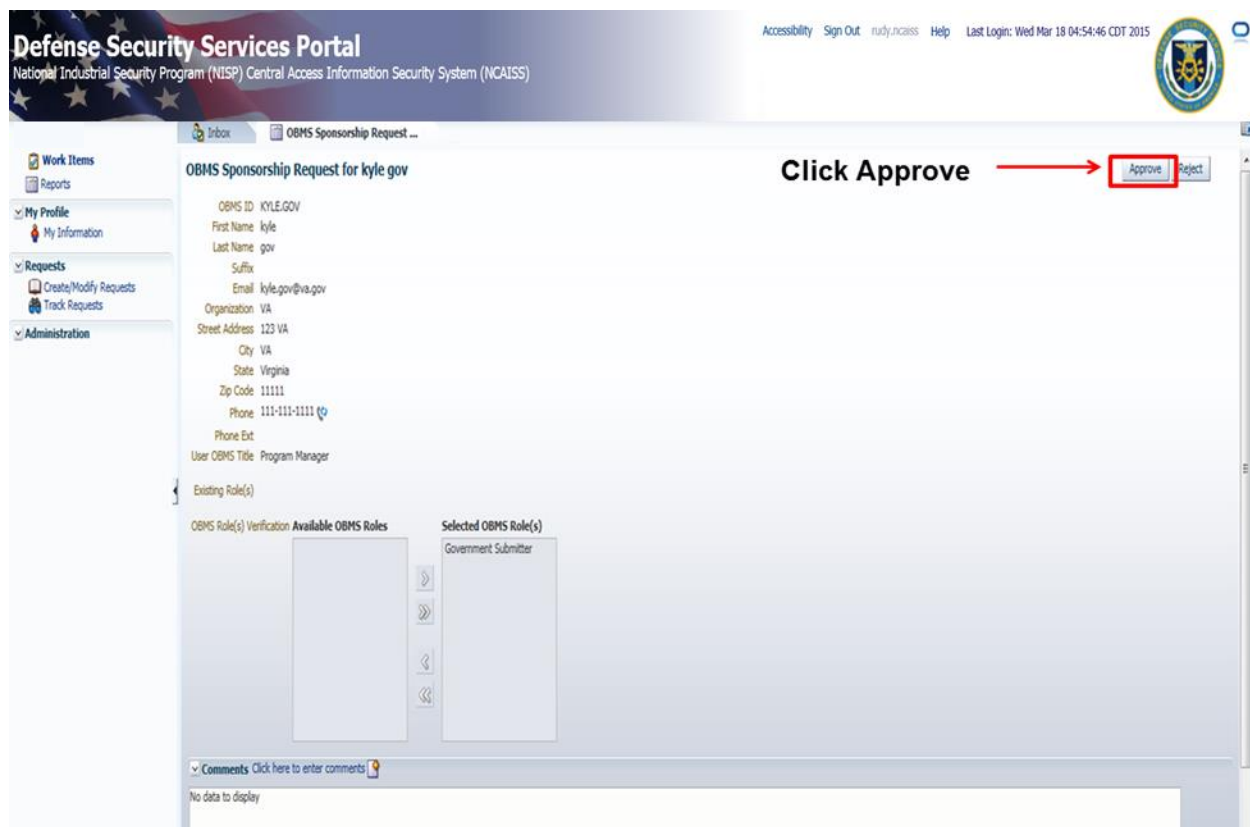

Figure 79: OBMS Internal Access Request Review - Approval

6. After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear.

7. If the OBMS request is not valid, select "Reject" and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.
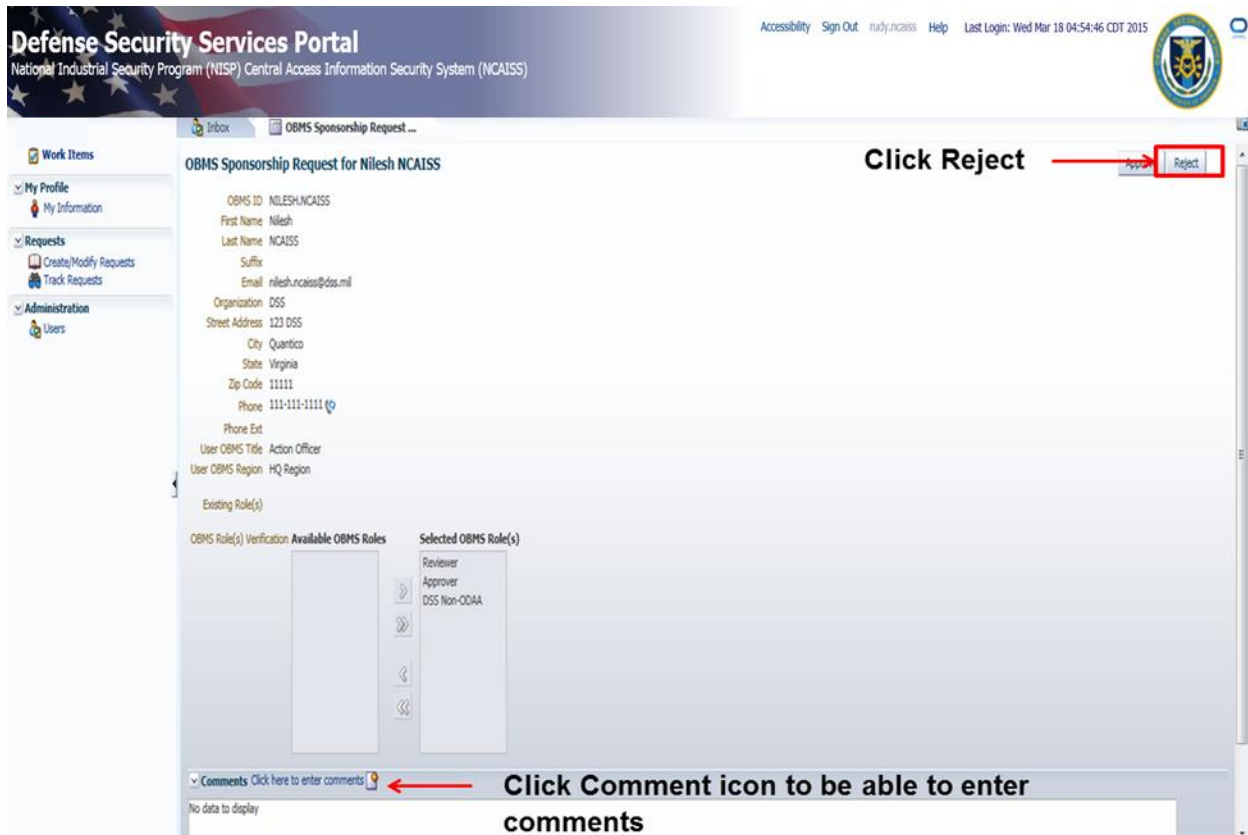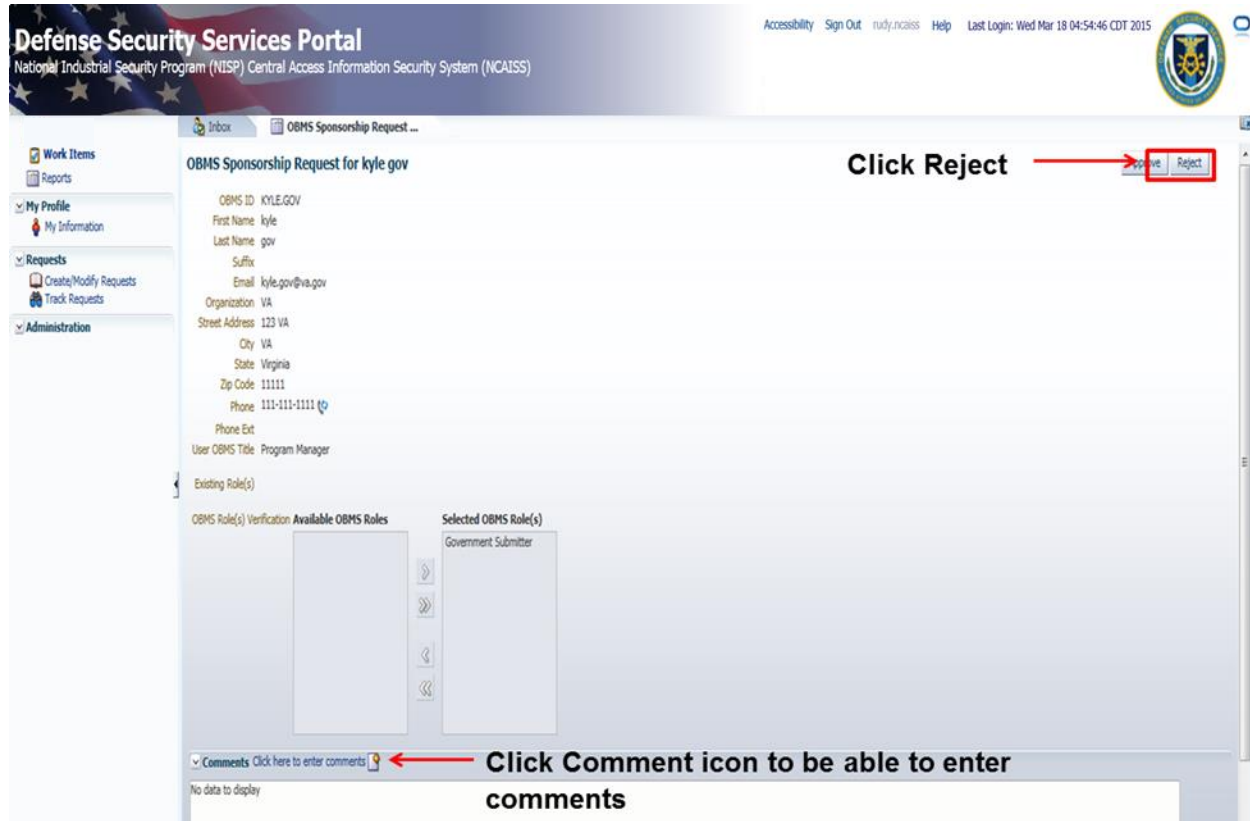

Figure 80: OBMS Internal Access Request Review - Rejection

12.3.2 Sponsor Approval for OBMS External Government Submitter Access Requests

The following steps outline the process for reviewing and approving access to OBMS External Government Submitter users as the Sponsor (Government Organization Supervisor).

1. Log into NCAISS, as described in Section 5.
2. Click on the "Work Items" link.
3. The "Inbox" page is displayed with a list of requests awaiting approval, as shown in Figure 81.

Figure 81: OBMS External Government Submitter Access Request Work Item

4. Review the details of the OBMS External Government Access Request.
5. If the OBMS request is valid, select "Approve." NCAISS creates the OBMS account and the Solution notifies the User that access is granted.

Figure 82: OBMS External Government Submitter Access Request Review - Approval

6. After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear.

7. If the OBMS request is not valid, select "Reject" and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 83: OBMS External Government Submitter Access Request Review - Rejection

12.3.3 Sponsor Approval for OBMS External Contractor Submitter Access Requests

The following steps outline the process for reviewing and approving access to OBMS External Contractor Submitter users as the Sponsor (KMP for specified CAGE Code). **Note:** OBMS Contractor Submitters may request access to multiple CAGE Codes; a KMP must be specified for each CAGE Code requested. Accordingly, there may be multiple Sponsor-level approvals required for a single OBMS Contractor Submitter access request; access to each CAGE Code must be approved or rejected by the specified KMP before the access request can be processed by the DSS Knowledge Center. Failure to approve or reject an OBMS Contractor Submitter access request as the Sponsor within seven (7) days will result in automatic rejection of access to the specified CAGE Code(s).

1. Log into NCAISS, as described in Section 5.
2. Click on the "Work Items" link.
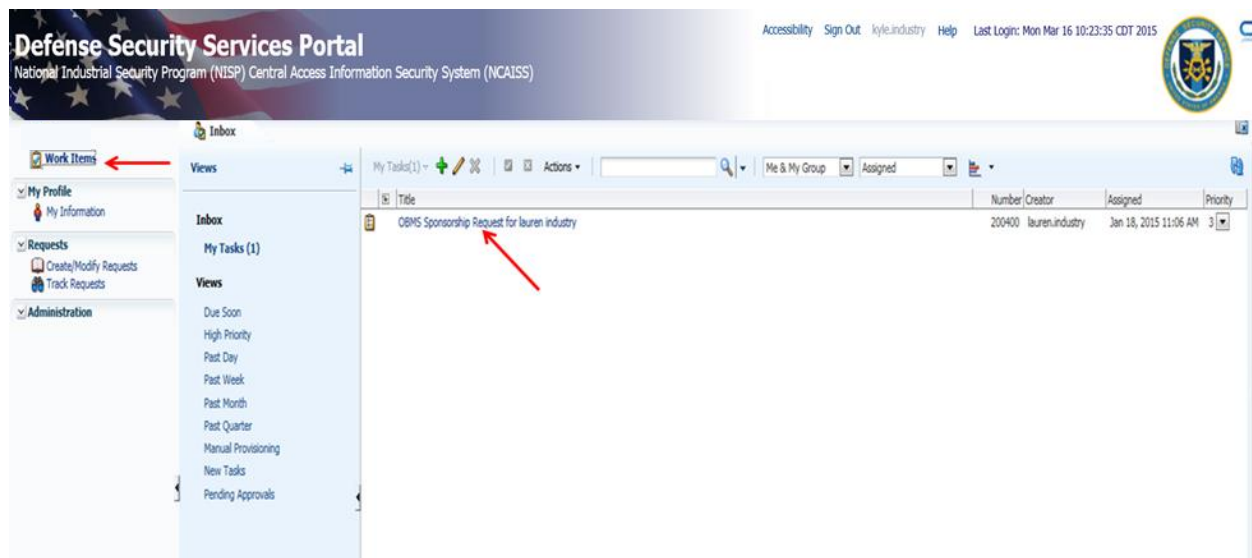3. The "Inbox" link is displayed with a list of requests awaiting approval, as shown in Figure 84.

Figure 84: OBMS Contractor Submitter Work Item

4.   Review the details of the OBMS External Contractor Submitter Access Request.
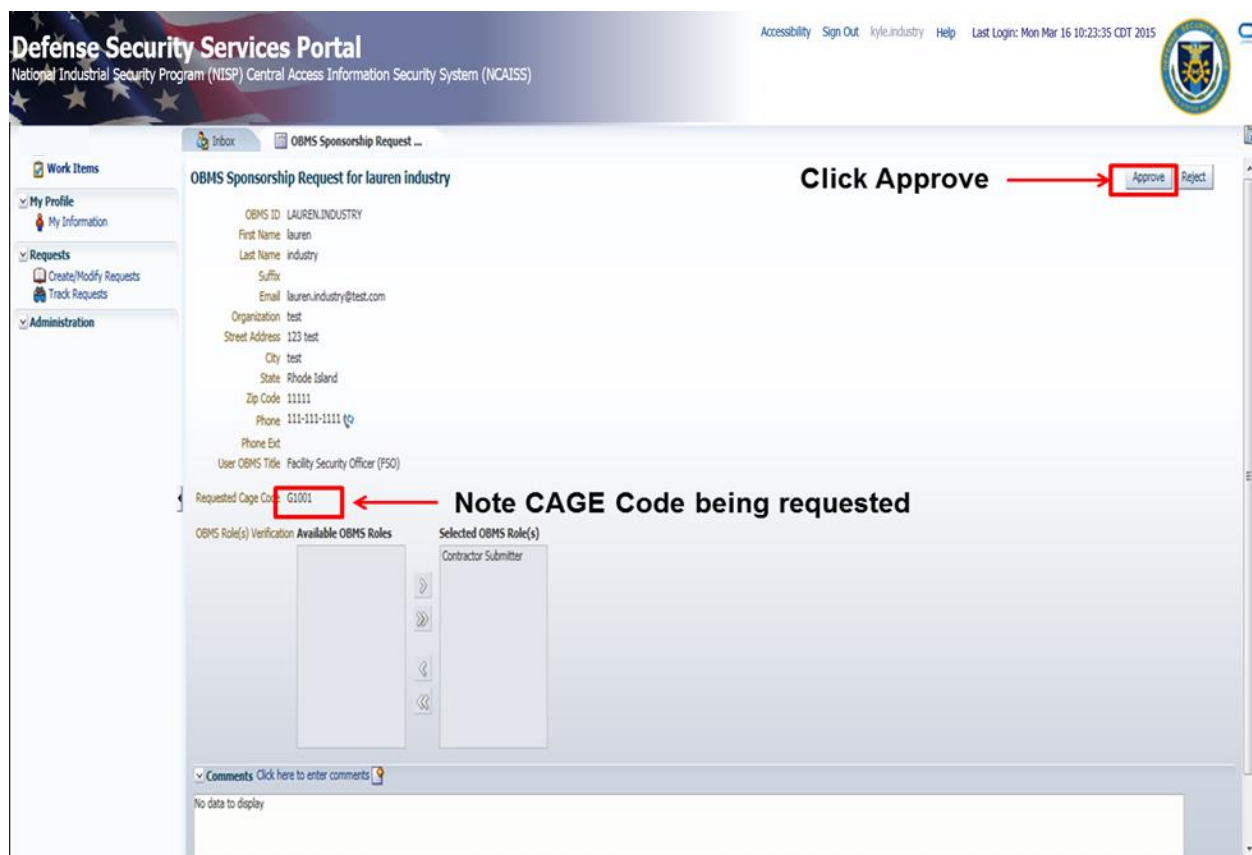5.   If the OBMS request is valid, select "Approve."

Figure 85: OBMS External Contractor Submitter Access Request Review - Approval

6.   NCAISS notifies the Knowledge Center of the pending OBMS account request. **Note:** Any requests for individual CAGE Codes that have not been processed by the Sponsor after seven days are automatically terminated.

7. After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear

8. If the OBMS request is not valid, select "Reject," and the Solution will notify the Access Requestor that the request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 86: OBMS External Contractor Submitter Access Request Review - Rejection

OBMS External Contractor Submitter account requests must be reviewed and approved by a DSS Knowledge Center Agent, in addition to the Access Requestor's Sponsor(s) (Organization KMP) for the requested CAGE Code(s). **Note:** Refer to the Account Administrator User Guide for guidance on DSS Knowledge Center processing of OBMS External Contractor Submitter Access Requests.

12.4 Managing OBMS User Accounts

This section provides step-by-step instructions related to the process that allows an OBMS User Administrator to modify an OBMS user's assigned OBMS role(s) (i.e., add or remove roles) and modify a user's OBMS profile (i.e., change region code or CAGE code) within the NCAISS Solution.

12.4.1 Managing OBMS Internal and External Government Submitter User Accounts

1. Log into OBMS, as described in Section 12.1.
2. Select the "Edit User" tab.

Figure 87: OBMS User Administrator Interface

3. OBMS re-directs you to NCAISS and the NCAISS displays the Request page. Click "Manage OBMS User Access" as shown in Figure 88.

Figure 88: OBMS Request Page

4. NCAISS starts the User Management workflow. Search for the desired OBMS user by inputting search parameters and clicking "Search" as shown in Figure 89. **Note:** You may search for a user by entering combinations of: OBMS user ID, First Name, Last Name, or Email Address.

Figure 89: Search for an OBMS User

5.   NCAISS will display the results of the OBMS user search. Click the desired user, as shown in Figure 90.

Figure 90: OBMS User Search Results

6.   NCAISS displays the desired user's record, as shown in Figure 91. Modify the user's account, as required. **Note:** To disable a user's access to OBMS, remove all OBMS roles from the user's account.
7.   Click "Next" to store the changes that you have made to the user's account. **Note:** Clicking "Cancel" will discard changes that have been made to the user's account.

Figure 91: Manage OBMS User Profile

8. Click "Confirm" to confirm the changes, as shown in Figure 92.

Figure 92: Confirm OBMS Changes

9. NCAISS saves the changes to its repository.
10. NCAISS writes the changes to OBMS.
11. Changes are committed to the OBMS database.

12.4.2 Managing OBMS External Contractor Submitter User Accounts

1. Log into OBMS, as described in Section 12.1.
2. Select User Management Module item within the OBMS User Administrator interface, as shown in Figure 87.
3. OBMS re-directs you to NCAISS and the NCAISS Solution starts the User Management workflow. Search for the desired OBMS user by inputting search parameters and clicking "Search." **Note:** You may search for a user by entering combinations of: OBMS user ID, First Name, Last Name, or Email Address
4. NCAISS will display the results of the OBMS user search. Click the desired user, as shown in Figure 90.
5. NCAISS displays the desired user's record, as shown in Figure 93. Modify the user's account, as required. **Note:** To disable a user's access to OBMS, remove all OBMS roles from the user's account. **Note:** To reinstate a disabled user's access to OBMS, add a role to the user's account.
6. Click "Next" to store the changes that you have made to the user's account. **Note:** Clicking "Cancel" will discard changes that have been made to the user's account.

Figure 93: Manage OBMS Contractor Submitter User

7. Click "Confirm" to confirm the changes, as shown in Figure 94.

Figure 94: Confirm OBMS Changes – External Contractor Submitter

8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to OBMS.
10. Changes are committed to the OBMS database.

12.5 Producing OBMS User Reports

This section provides step-by-step instructions related to the process that allows an OBMS User Administrator to run and produce a report that lists OBMS users and their assigned OBMS role(s) using the NCAISS Solution.

1. Log into OBMS, as described in Section 12.1.
2. Click the "Reports" link within the OBMS User Administrator interface, as shown in Figure 95.

Figure 95: OBMS User Administrator Interface - Reports

3.   OBMS re-directs you to the NCAISS Reports interface; click on "DSS Reports" as shown in Figure 96 .
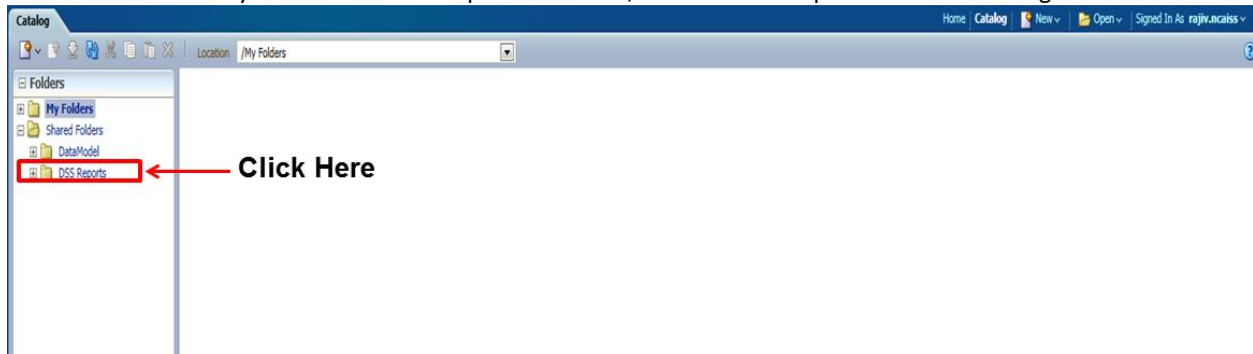

Figure 96: OBMS User Administrator NCAISS Reports Interface

4.   User Administrator clicks on "Open" under the desired report, as shown in Figure 97.
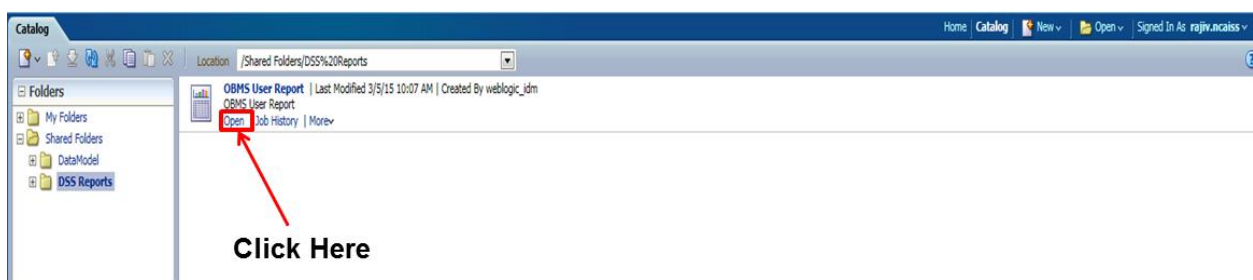

Figure 97: OBMS User Administrator Running a Report

5.   NCAISS displays the report.
6.   User Administrator clicks on the Actions button, as shown in Figure 98.
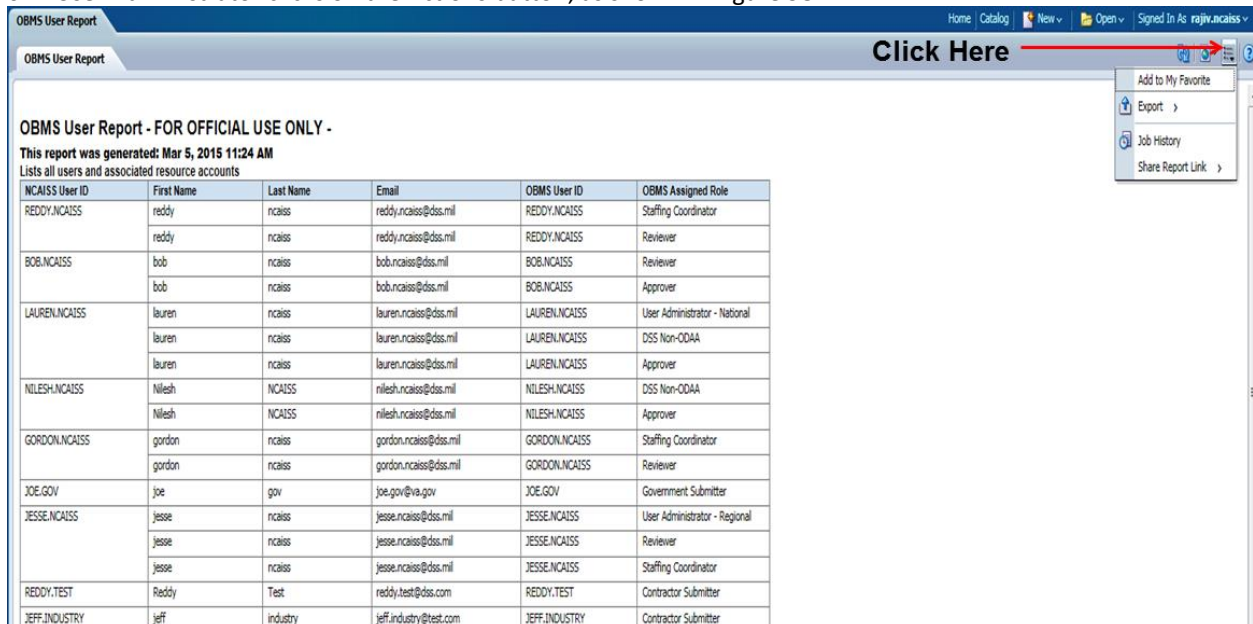

Figure 98: OBMS User Administrator Export Report

7.   User Administrator clicks the "Export" selection to choose the desired export format (PFD or CSV), as shown in Figure 99.

Figure 99: OBMS User Administrator Export Report File Selection

⚠️**Warning**: When attempting to print in CSV format, you **must** manually stamp "**For Official Use Only**" on the printout if it is not in the Report title. PDF format will have "**For Official Use Only**" displayed in the Header and Footer of the Report.

An OBMS User Administrator may also choose to access the NCAISS Reports interface from the NCAISS Homepage. From the NCAISS Home Page, click the "Reports" link to be directed to the NCAISS Reports interface, as shown in Figure 100. Then proceed from Step 3 above.

Figure 100: OBMS Report via NCAISS Home Page

13 Security Training, Education and Professionalization Portal (STEPP) Application NCAISS User Guide

This section describes the step-by-step processes for requesting access to and accessing the STEPP application using the NCAISS Solution. **Note:** This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the STEPP application. Actions that a user may take within the STEPP application, following authentication, are out of scope for this User Guide. This section assumes that a STEPP access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

13.1 Accessing STEPP

Following STEPP's integration with NCAISS, STEPP users are able to use their existing CAC/PKI credentials to gain access to the STEPP application. **Note:** Use of CAC/PKI credentials for access to STEPP is optional; STEPP users may continue to access the application using their existing username/password.

For convenience, there are three ways in which a user may authenticate to STEPP, including:

- Navigate to the public-facing STEPP home page and click "CAC | PKI Login" (CAC/PKI Authentication from the STEPP Homepage)

- Access STEPP from NCAISS (CAC/PKI Authentication from NCAISS)

- Login to STEPP using existing username/password authentication process (STEPP Username/Password Authentication)

The following sections provide step-by-step instructions for accessing STEPP using the three methods described above. **Note:** This section assumes that the User already possesses valid NCAISS and STEPP application accounts.

13.1.1 CAC/PKI Authentication from the STEPP Homepage

The steps below describe the process for accessing STEPP via NCAISS from the STEPP homepage through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the unauthenticated STEPP homepage (http://www.cdse.edu/stepp/index.html).
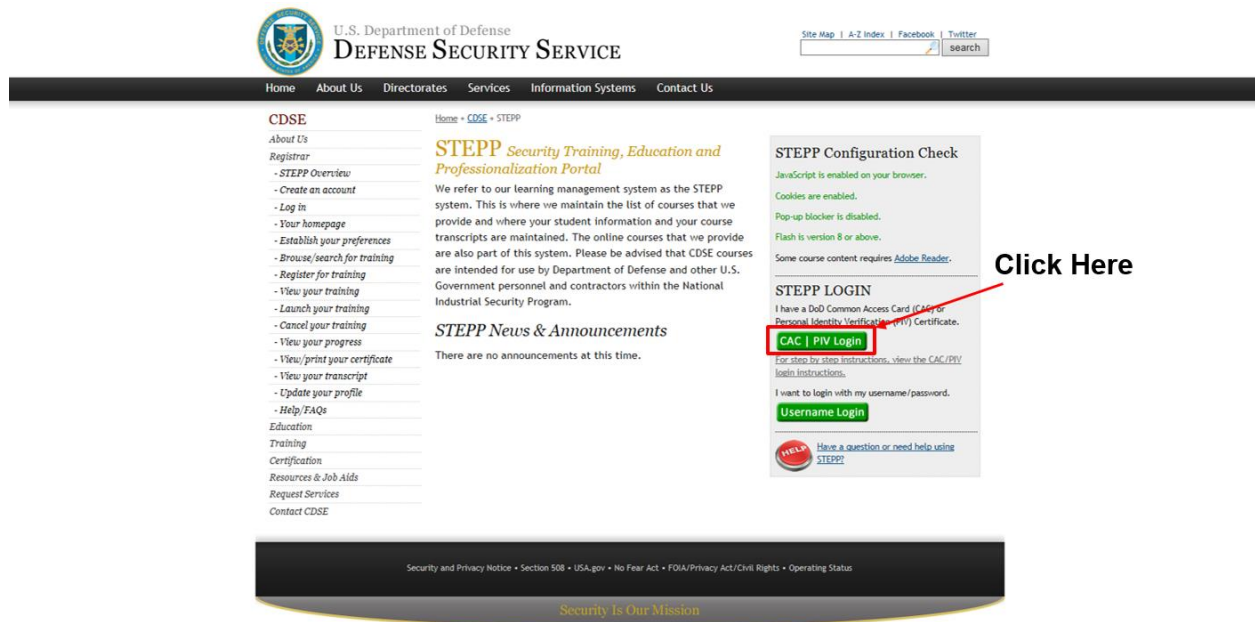2. Select the "CAC | PIV Login" button, as shown in Figure 101.

Figure 101: CAC/PKI Login from STEPP Home Page

3. You are redirected to the NCAISS Notice and Consent to Monitoring page, as shown in Figure 102. Select "I Accept" to proceed.
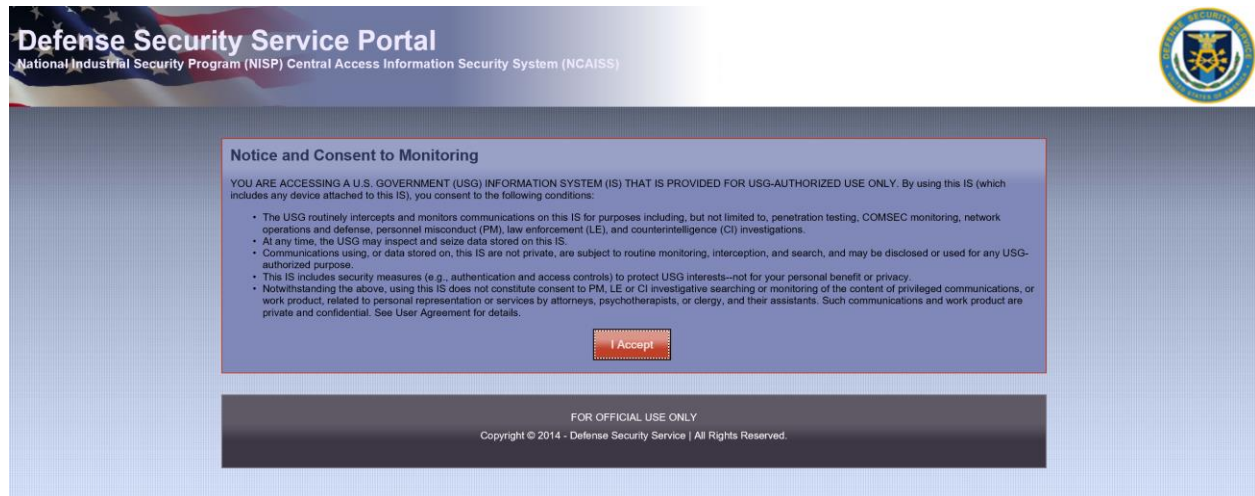

Figure 102: NCAISS Notice and Consent to Monitoring

4. The unauthenticated NCAISS page is displayed, as shown in Figure 103. Select "CAC/ECA Login" to proceed.
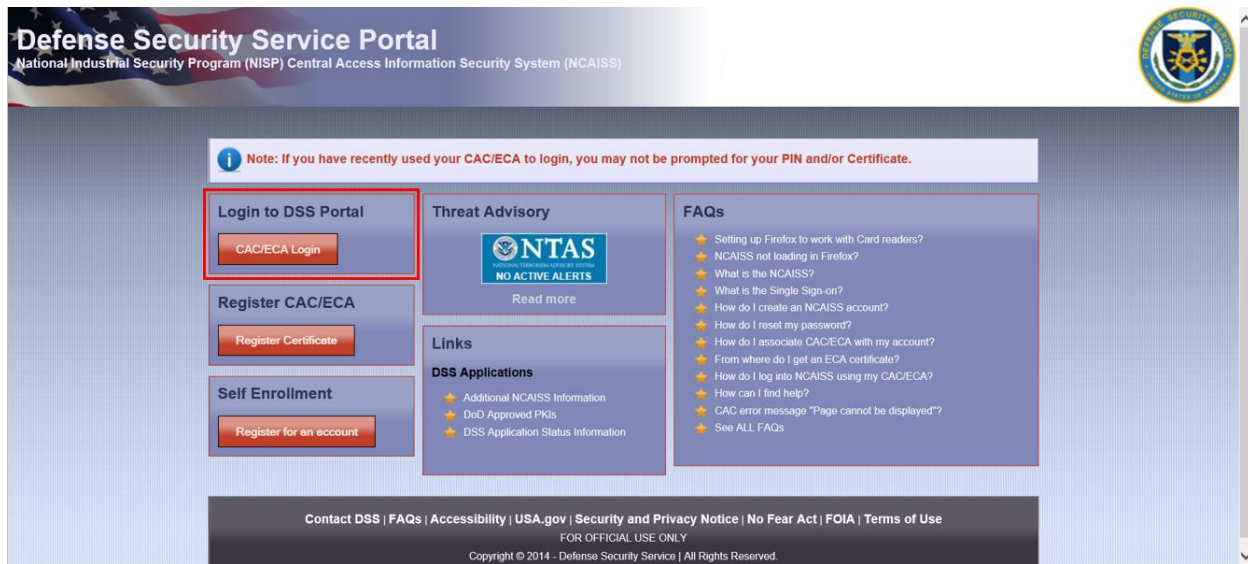
Figure 103: Unauthenticated NCAISS Home Page

5. Select the certificate that you would like to use. **Note:** You must use the certificate that has been associated to your NCAISS account.
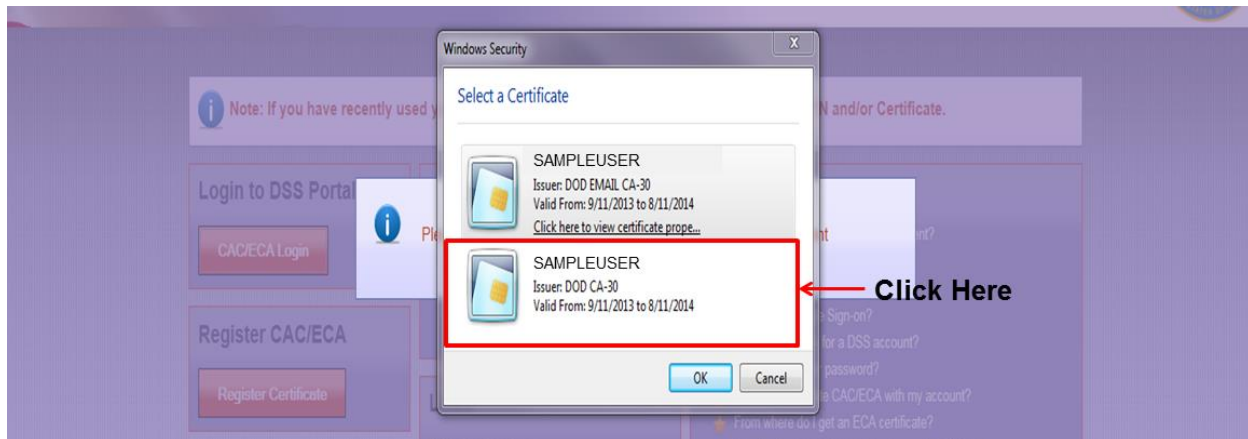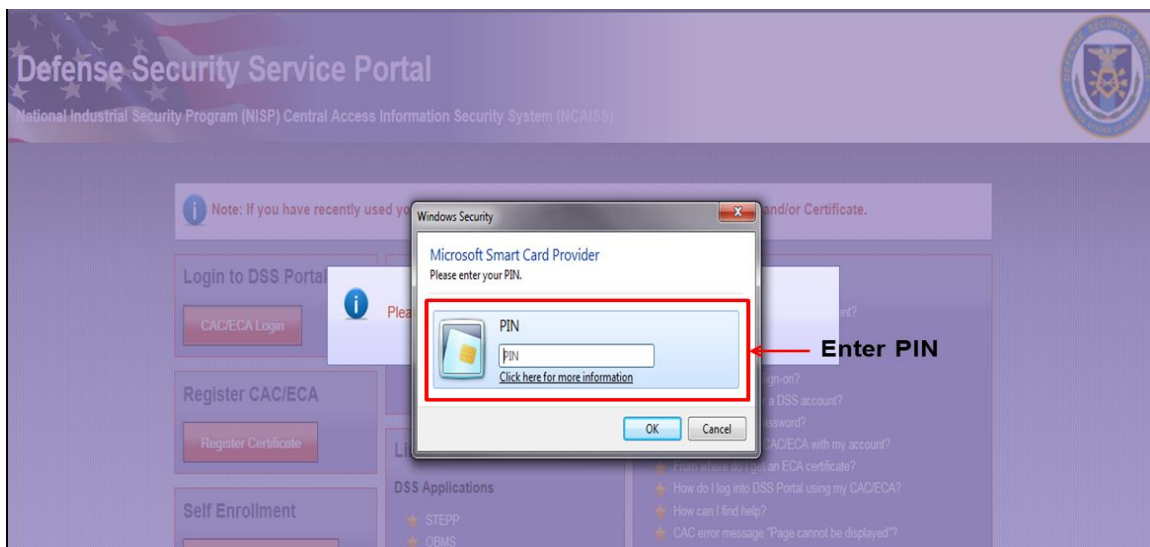

Figure 104: Certificate Selection

6. Enter your PIN.

Figure 105: PIN Entry

7. The NCAISS Solution authenticates you and determines if you have multiple STEPP accounts correlated with NCAISS. **Note:** If you have only a single STEPP account correlated with NCAISS, then proceed to Step 9.

8. If multiple STEPP accounts have been correlated with NCAISS, then the NCAISS Solution will prompt you to select which account you wish to use, as shown in Figure 106. Select the desired account and click "Continue."
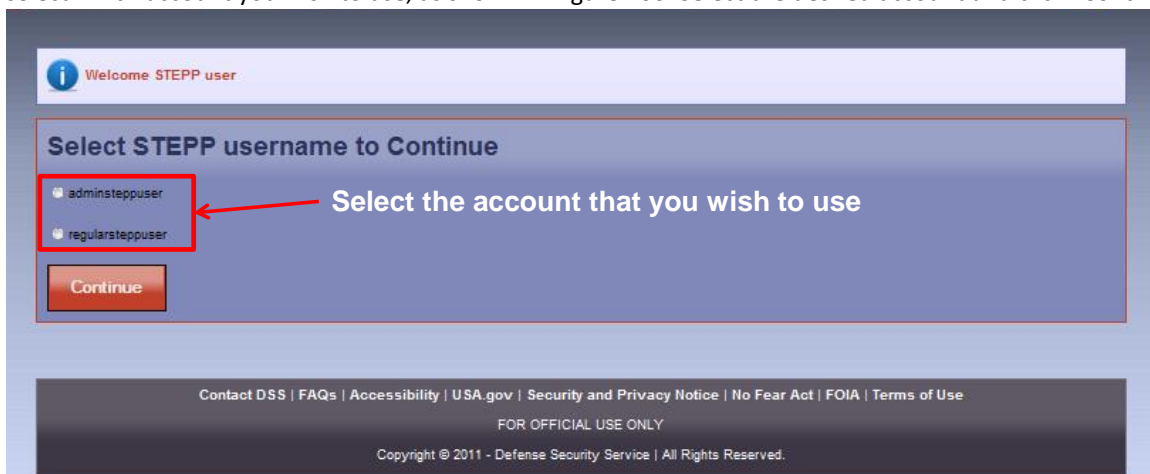
Figure 106: Multiple STEPP Account Selection

9. NCAISS directs you to STEPP. The STEPP user's homepage is displayed, as shown in Figure 107.

Figure 107: STEPP User Homepage

13.1.2 CAC/PKI Authentication (to STEPP) from NCAISS

The steps below describe the process for accessing STEPP via NCAISS from NCAISS through the use of a CAC or DoD-approved PKI certificate.

1.   Navigate to NCAISS (https://ncaiss.dss.mil) in your web browser.
2.   Authenticate to NCAISS, as described in Section 5.
3.   Upon authentication, the NCAISS Home Page is displayed.
4.   Click the "STEPP" link within the "My Applications" section, as shown in Figure 108.

Figure 108: Access STEPP from the NCAISS Homepage

5.   The NCAISS Solution authenticates you and determines if you have multiple STEPP accounts correlated with NCAISS. **Note:** If you have only a single STEPP account correlated with NCAISS, then proceed to Step 7.
6.   If multiple STEPP accounts have been correlated with NCAISS, then the NCAISS Solution will prompt you to select which account you wish to use, as shown in Figure 106. Select the desired account and click "Continue."
7.   NCAISS directs you to STEPP. The STEPP user's homepage is displayed, as shown in Figure 107.

13.1.3 Username/Password Authentication (to STEPP)

STEPP users that wish to continue to use STEPP username and password credentials to access STEPP may do so without the need to login to NCAISS. For step-by-step instructions for logging into STEPP with username and password, refer to the STEPP FAQs (http://www.cdse.edu/stepp/help.html).

1. Navigate to the unauthenticated STEPP homepage (http://www.cdse.edu/stepp/index.html).

Figure 109: Username/Password Login from STEPP Homepage

2. Input STEPP username and password and select "Log On" to authenticate.

Figure 110: STEPP Username/Password Input Page

3.   If successfully authenticated, the STEPP homepage is displayed as seen in Figure 107.

13.2 Requesting a STEPP User Account (via NCAISS)

NCAISS users may request access to STEPP through the Portal by clicking the "Create a STEPP Account" link. Upon clicking the link, the user is immediately redirected to STEPP. **Note:** Individuals may continue to request access to STEPP from the STEPP Homepage; however, both methods of creating a STEPP account require that the user correlate his/her STEPP account in NCAISS via the process described in Section 13.3 in order to use their CAC for STEPP login.

The steps below describe the process for requesting a new STEPP account via NCAISS.

1.   Log into NCAISS, as described in Section 5. From the NCAISS Home Page, select the "Create/Modify Requests" link, as shown in Figure 111.
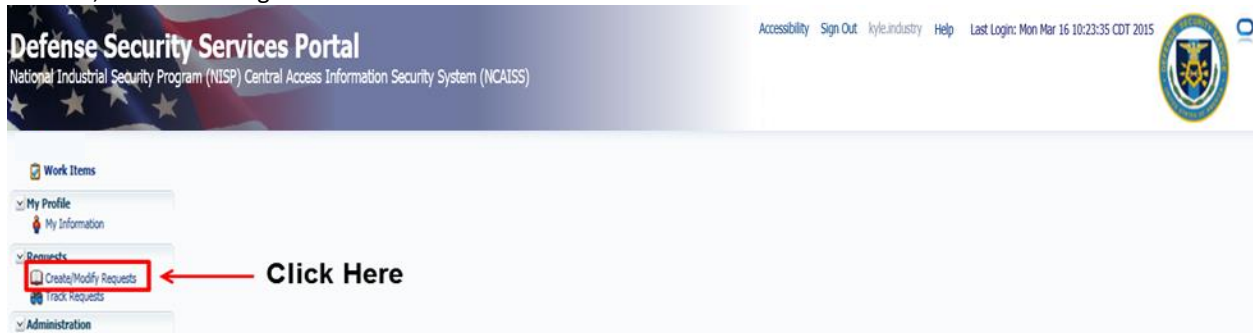
Figure 111: Request Create/Modify STEPP Account via NCAISS

2.   On the Application/Role request page, select the "Create a STEPP Account" link, as shown in Figure 112 below.

NCAISS Access Request

Please choose one of the following request options.

NCAISS Requests

Request an NCAISS Role

NISS Requests

Request/Manage NISS Access

OBMS Requests

Request/Manage OBMS Access

STEPP Requests

Register an Existing STEPP Account

Create a STEPP Account   ← **Click Here**

Return to DSS Portal

Figure 112: Create a New STEPP Account

3. The user is redirected to the STEPP Account Registration Form within the STEPP application. No further action is taken within NCAISS; refer to STEPP's account creation guidance for further reference. **Note:** After a user creates their account in STEPP, the user will have to correlate his/her STEPP account in NCAISS via the process described in Section 13.3 in order to use their CAC for STEPP login.

13.3 Correlating STEPP Accounts

All STEPP users that wish to use their CAC/PKI credentials to access STEPP will be required to link (correlate) their STEPP account with their NCAISS account using the one-time process (per account) described in this section. Users with multiple STEPP accounts (e.g., users that have both STEPP user and administrator accounts) will need to correlate each account that they wish to use their CAC/PKI credentials to access.

1. Log into NCAISS, as described in Section 5. From the NCAISS Home Page, select the "Create/Modify Requests" link, as shown in Figure 111.
2. On the requests page select the "Register an Existing STEPP Account" link, as shown in Figure 113 below.

NCAISS Access Request

Please choose one of the following request options.

NCAISS Requests

Request an NCAISS Role

NISS Requests

Request/Manage NISS Access

OBMS Requests

Request/Manage OBMS Access

STEPP Requests

Register an Existing STEPP Account   ◄—— **Click Here**

Create a STEPP Account

Return to DSS Portal

<p align="center">**Figure 113: Correlate STEPP Account**</p>

3. Enter your STEPP username and password for the account that you wish to correlate, when prompted. Click "Finish" to proceed, as shown in Figure 114. **Note:** If you have forgotten your password you may use the STEPP password reset capability by clicking the link.

Defense Security Services Portal
National Industrial Security Program (NISP) Central Access Information Security System (NCAISS)

Return to DSS Portal   Sign Out   RAIIV.INDUSTRY   Help

STEPP Account Registration Request

Please enter your existing STEPP account Username and Password.

STEPP User

* STEPP Username [   ]   ◄— **Enter your STEPP Username and Password**

* STEPP Password [   ]

Forgot your STEPP password? Click here!

If you need assistance or require additional information regarding STEPP accoutns, please contact the STEPP Call Center at (888) 282-7682 to.

Finish | Cancel   —— **Click Finish**

<p align="center">**Figure 114: STEPP Username/Password Entry**</p>

4. NCAISS will validate your username and password with STEPP and, if successful, notify you that your account has been correlated with NCAISS, as shown in Figure 115. Click the "Go to STEPP" button to proceed to STEPP.
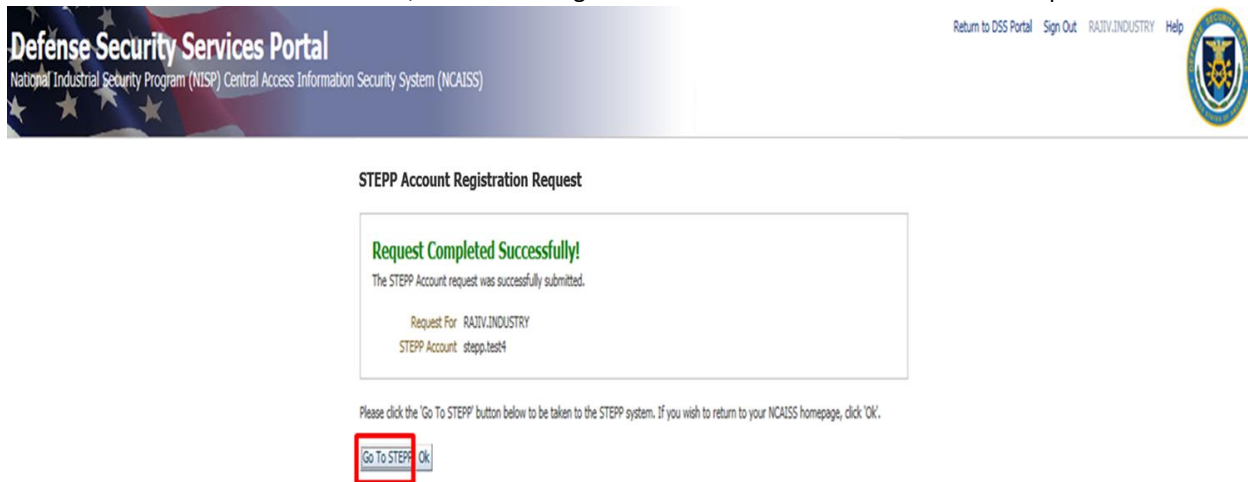
Figure 115: STEPP Account Correlation Successful

5. Once you have correlated multiple STEPP accounts, NCAISS will prompt you to select the account that you wish to use during a given session, prior to directing you to STEPP, as shown in Figure 106. Select the desired account and click "Continue."
6. NCAISS directs you to STEPP. The STEPP user's homepage is displayed, as shown in Figure 107.

14 National Industrial Security System (NISS) Application NCAISS User Guide

This section describes the step-by-step processes for requesting access to, accessing, and managing users for the NISS application using the NCAISS Solution. **Note:** This portion of the User Guide focuses exclusively on use of the NCAISS Solution as it relates to the NISS application. Actions that a user may take within the NISS application, following authentication, are out of scope for this User Guide. This section assumes that a NISS access requestor already has a valid NCAISS user account. If a valid NCAISS user account does not exist, refer to Section 3 for step-by-step instructions for NCAISS self-enrollment.

14.1 Accessing NISS

CAC/PKI authentication is the process through which NISS users, regardless of role, will access the NISS application using the CAC or a DoD-approved PKI certificate. NISS can be accessed through NCAISS using CAC/PKI Authentication from NCAISS.

The following sections provide step-by-step instructions for accessing NISS through NCAISS. **Note:** This section assumes that the User already possesses valid NCAISS and NISS application accounts.

14.1.1 CAC/PKI Authentication (to NISS) from NCAISS

The steps below describe the process for accessing the NISS application from NCAISS through the use of a CAC or DoD-approved PKI certificate.

1. Navigate to the NCAISS (https://ncaiss.dss.mil) in your web browser.
2. Authenticate to NCAISS, as described in Section 5.
3. Upon authentication, the NCAISS Home Page is displayed.
4. Click the "NISS Application" link, as shown in Figure 116.
5. NISS allows User application access.
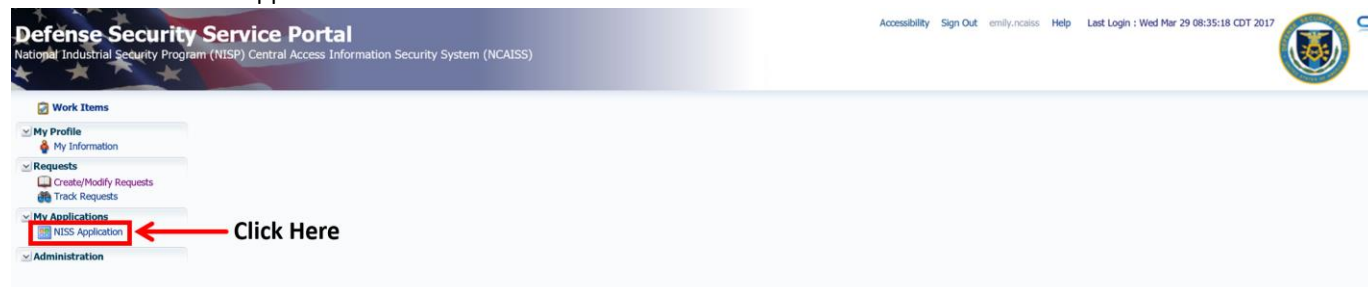
Figure 116: Accessing NISS from the NCAISS Home Page

6. NCAISS will then direct you to NISS and the NISS user home page will be displayed.

14.2 Requesting Access to NISS

In order to gain access to NISS, an NCAISS user must request access using the NISS access request form from within NCAISS. Based upon the user's affiliation with DSS, NCAISS will display the appropriate NISS access request form. NISS Internal Users, either DSS employees or contractors – who checked the "DSS Internal User" checkbox during NCAISS account registration – will complete the Internal NISS access request form, as described in Section 14.2.1. NISS External Government Users, individuals from the industrial security community, representing a Federal Government organization, that have a .mil or .gov (non-DSS) email address – who did not check the "DSS Internal User" checkbox during NCAISS account registration – will complete the External NISS Government access request form, as described in Section 14.2.2. NISS External Contractor Users, industry users with an email address other than .gov or .mil (e.g., .com, .org, etc.), will complete the External NISS Contractor access request form, as described in Section 14.2.3. The following sections provide step-by-step instructions for requesting access to NISS, based upon your affiliation with DSS.

14.2.1 NISS Internal User Account Request

This process allows an Internal NISS Access Requestor (i.e., DSS employee or contractor) to request access to the NISS application. **Note:** This process assumes that the Access Requestor has checked the "DSS Internal User" checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the "Create/Modify Requests" link, as shown in Figure 70.

Figure 117: Create/Modify Requests

2. Click the "Request/Manage NISS Access" link as shown in Figure 71.
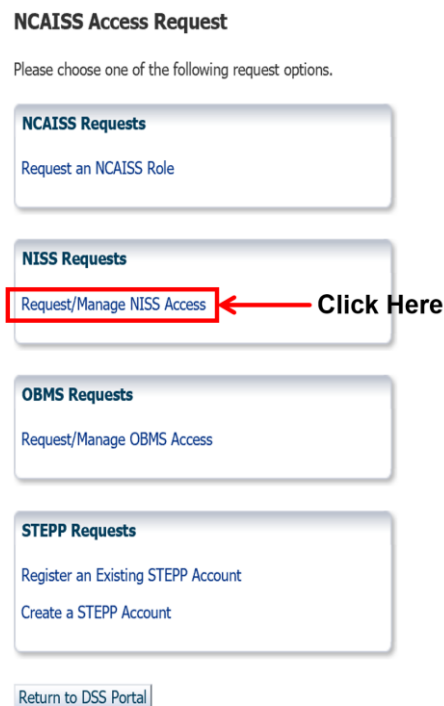
Figure 118: Requesting Access to NISS

3. NCAISS will determine that you are an Internal Requestor because your NCAISS account includes the "DSS Internal User" attribute, and will display the Internal NISS Access Request Form.
4. Complete the form, selecting NISS Category and desired NISS Role from the drop-down lists. **Note:** NISS Roles will not be shown in the drop down until a NISS Category is selected. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested NISS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click "Next"

Figure 119: Internal NISS Access Request Form

6. A confirmation screen will be displayed, as shown in Figure 120. Confirm the accuracy of the information.
7. Click "Cancel" to cancel the request if changes are needed.
8. Click "Confirm" to submit the request for revie

Figure 120: NISS Internal Access Request Confirmation

9. Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

14.2.2 NISS External Government (non-DSS) User Account Request

This process allows an External Government NISS Access Requestor (i.e. non-DSS Internal User) to request access to the NISS application. **Note:** This process assumes that the Access Requestor has not checked the "DSS Internal

User" checkbox during NCAISS account registration, has a .gov or .mil email address, and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the "Create/Modify Requests" link, as shown in Figure 117.
2. Click the "Request/Manage NISS Access" link, as shown in Figure 118.
3. NCAISS will determine that you are an External Government Requestor because your account does not include the "DSS Internal User" attribute and a .gov or .mil (non-dss.mil) email address is affiliated with your NCAISS account. NCAISS will display the External Government NISS Access Request Form.
4. Complete the form, selecting NISS Category and desired NISS Role from the drop-down list. **Note:** NISS Roles will not be shown in the drop down until a NISS Category is selected. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile). **Note:** If you have previously requested NISS access in a separate request, no new request submissions will be allowed until the previous request has been completed.
5. Click "Next."

Figure 121: NISS External Government User Access Request Form

6. A confirmation screen will be displayed, as shown in Figure 122. Confirm the accuracy of the information.
7. Click "Cancel" to cancel the request if changes are needed.
8. Click "Confirm" to submit the request for review.

Figure 122: NISS External Government User Access Request Confirmation

9. Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

14.2.3 NISS External Contractor User Account Request

This process allows a NISS External Contractor Access Requestor with a non-.gov or non-.mil email address to request access to the NISS application. **Note:** This process assumes that the Access Requestor has not checked the "DSS Internal User" checkbox during NCAISS account registration and has already logged into his/her valid NCAISS account, as described in Section 5.

1. Once logged into NCAISS, click the "Change/Modify Requests" link, as shown in Figure 117.
2. Click on "Request/Manage NISS Access" link as shown in Figure 118.
3. NCAISS will determine that you are an External Contractor Requestor because your account does not include the "DSS Internal User" attribute and a non-.gov or non-.mil email address is affiliated with your NCAISS account. NCAISS will display the External Contractor NISS Access Request Form.
4. Complete the form, selecting NISS Category, desired NISS Role, and CAGE Code. **Note:** NISS Roles will not be shown in the drop down until a NISS Category is selected. **Note:** If you have previously completed the User Information data fields (e.g., Name, Address, Organization, Phone Number, etc.) the data will be pre-populated and locked for editing; should you need to revise your previously entered information you may do so on the My Information page (see Section 7 for additional guidance on editing the user profile).
5. Click "Next."

Figure 123: External Contractor NISS Access Request Form

6. A confirmation screen will be displayed, as shown in Figure 124. Confirm the accuracy of the information.
7. Click "Cancel" to cancel the request if changes are needed.
8. Click "Confirm" to submit the request for review.

Figure 124: External Contractor NISS Account Request Confirmation

9. Upon clicking "Confirm" your access request is submitted; click "Ok" on the successful submission page and you are returned to the NCAISS Home Page.

14.3 Reviewing and Approving/Rejecting NISS Access Requests

When an NISS Access Requestor submits a request to access the NISS application, a Work Item is added in the appropriate Designated Approver group's queue. **Note:** For each External Contractor Access Requestor, the CAGE Code specified on a user's form will be matched with the corresponding ISR for that CAGE Code in NISS who will then become the Designated Approver. The subsections that follow outline the process for reviewing and approving or rejecting NISS access requests at the Designated Approver level.

14.3.1 Sponsor Approval for NISS Internal Access Requests

The following steps outline the process for reviewing and approving access to NISS Internal users as the Designated Approver.

1. Log into NCAISS, as described in Section 5.
2. Click on the "Work Items" link.
3. The "Inbox" page is displayed with a list of requests awaiting approval for specific that Designated Approver, as shown in Figure 125.
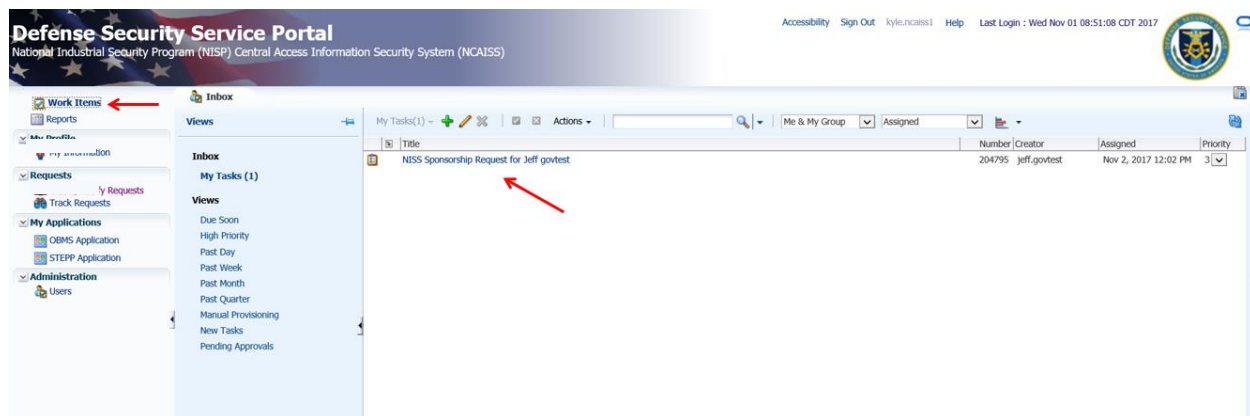4. Click on the appropriate User's record.
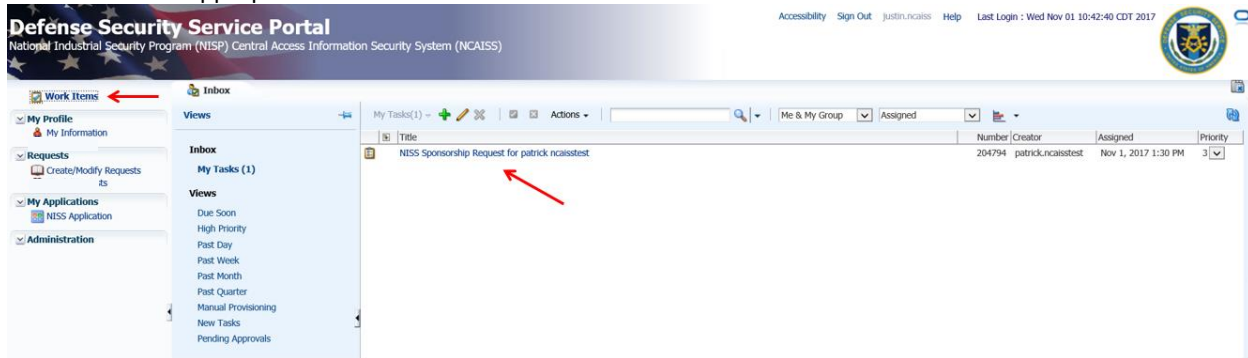
Figure 125: NISS Internal Access Request Work Item

5. Click "Claim" to claim the record in order to approve or reject it.
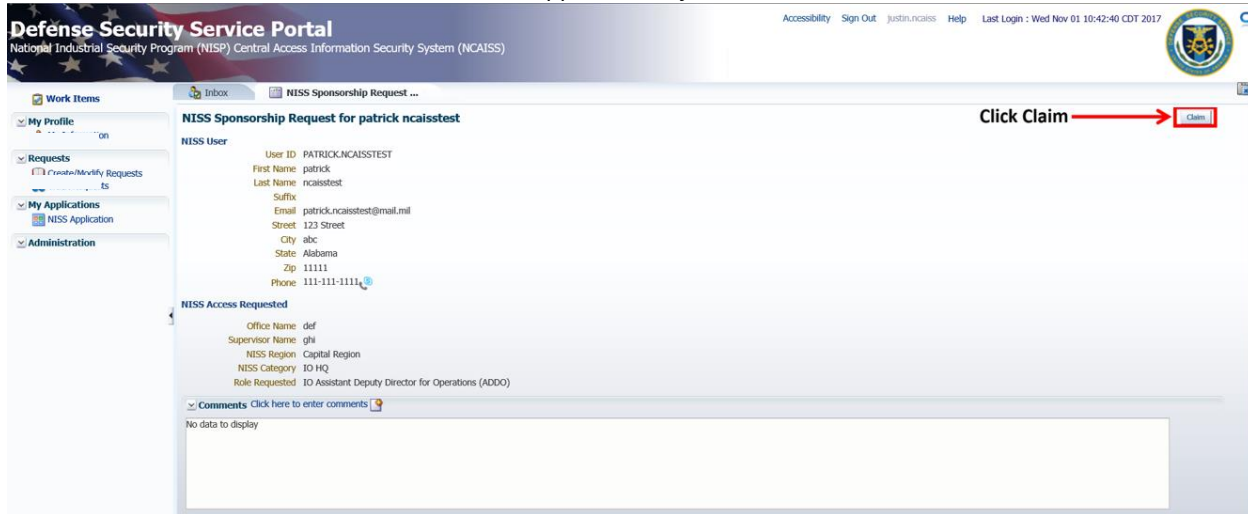
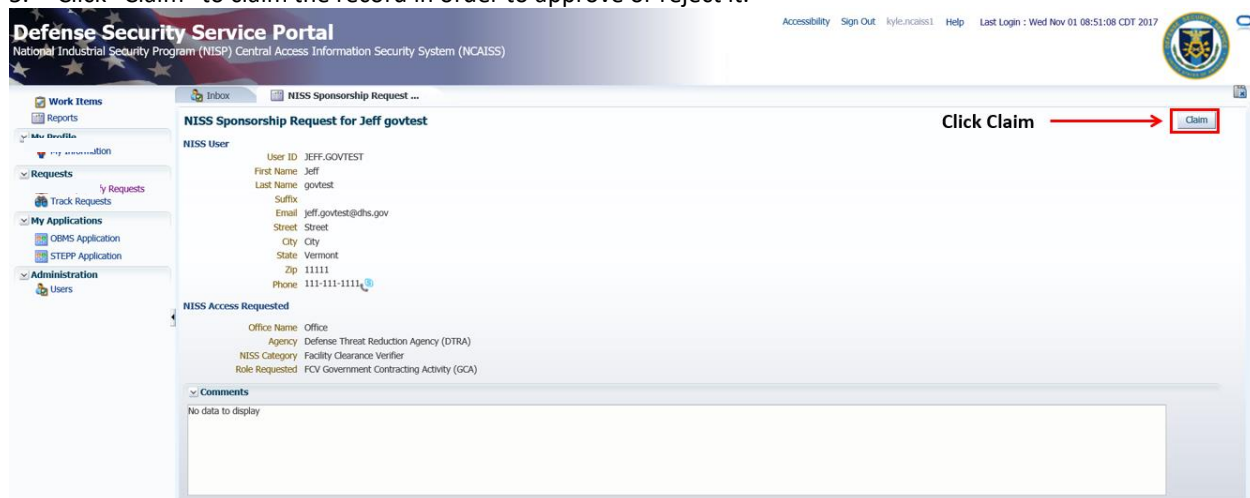**Figure 126: NISS Internal Access Request Review - Claim User**

6. Review the details of the NISS Internal Access Request.
7. If the NISS request is valid, select "Approve." NCAISS creates the NISS account and the Solution notifies the User that access is granted.
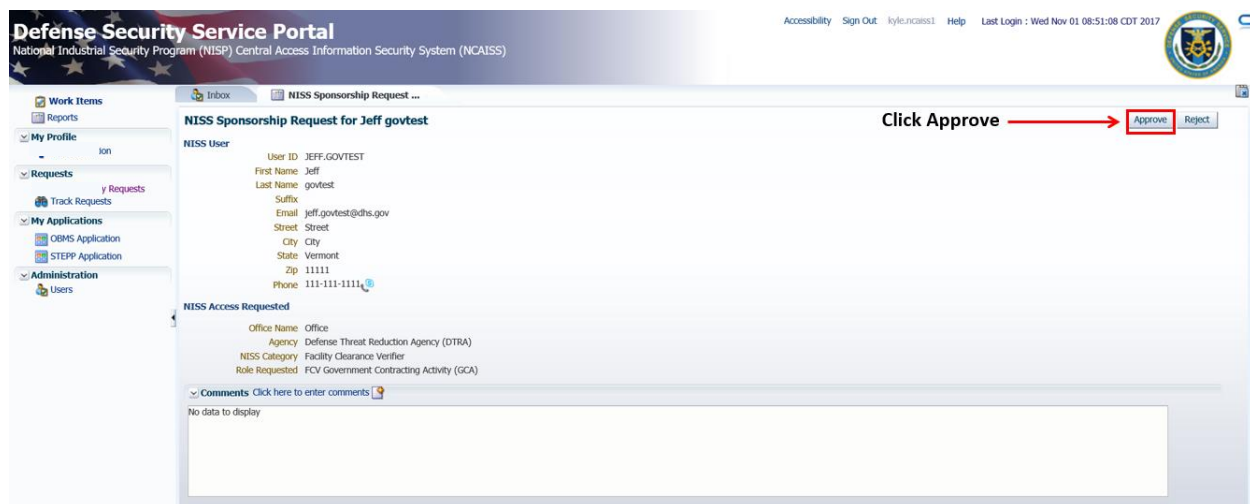
Figure 127: NISS Internal Access Request Review - Approval

8.　After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of requests on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear.

9.　If the NISS request is not valid, select "Reject" and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.
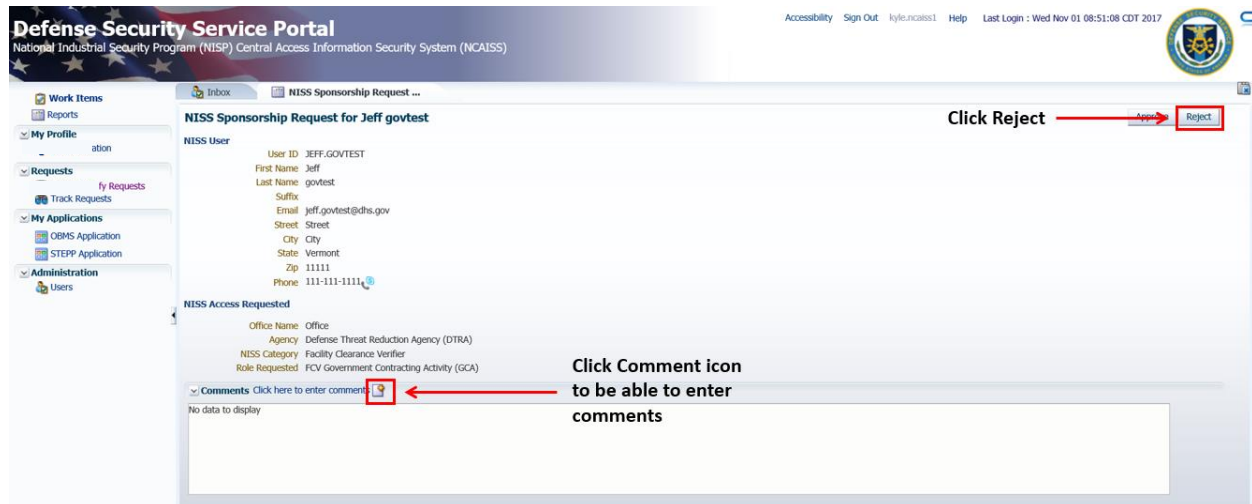

Figure 128: NISS Internal Access Request Review - Rejection

14.3.2 Sponsor Approval for NISS External Government Access Requests

The following steps outline the process for reviewing and approving access to NISS External Government users as the Knowledge Center.

1.　Log into NCAISS, as described in Section 5.
2.　Click on the "Work Items" link.
3.　The "Inbox" page is displayed with a list of requests awaiting approval from the specific Designated Approver Group as shown in Figure 129. All External Government Access Requests will go to the Knowledge Center for review.
4.　Click on the appropriate User's record.

Figure 129: NISS External Government Access Request Work Item

5. Click "Claim" to claim the record in order to approve or reject it.

Figure 130: NISS External Government Access Request Review - Claim User

6. Review the details of the NISS External Government Access Request.
7. If the NISS request is valid, select "Approve." NCAISS creates the NISS account and the Solution notifies the User that access is granted.

Figure 131: NISS External Government Access Request Review - Approval

8. After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear.

9. If the NISS request is not valid, select "Reject" and the solution will notify the user that access is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 132: NISS External Government Access Request Review - Rejection

14.3.3 Sponsor Approval for NISS External Contractor Access Requests

The following steps outline the process for reviewing and approving access to NISS External Contractor users as the Designated Approver (ISR for specified CAGE Code). **Note:** NISS External Contractor users may only request access to one CAGE Code per request. Failure to approve or reject a NISS External Contractor access request as the Designated Approver within seven (7) days will result in automatic rejection of access to the specified CAGE Code.

1. Log into NCAISS, as described in Section 5.
2. Click on the "Work Items" link.
3. The "Inbox" link is displayed with a list of requests awaiting approval, as shown in Figure 133.
4. Click on the appropriate User's record.
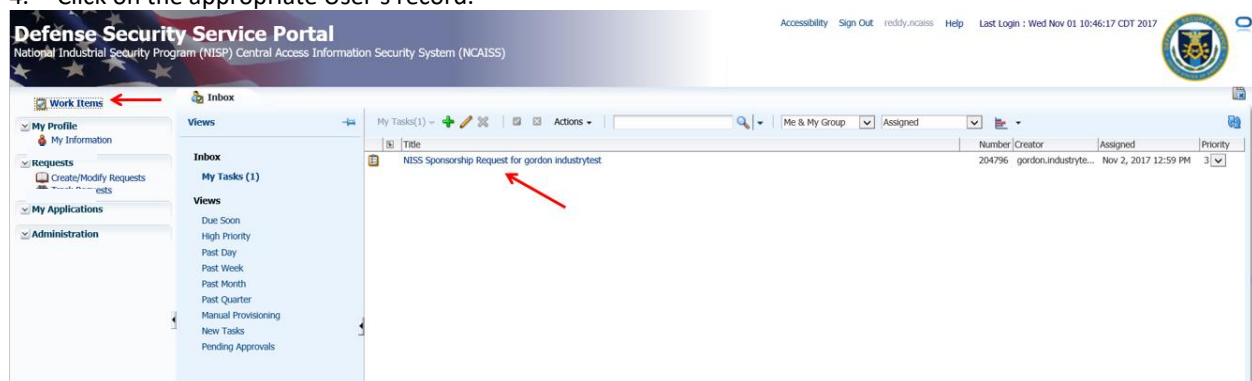
Figure 133: NISS External Contractor Work Item

5. Review the details of the NISS External Contractor Access Request.
6. If the NISS request is valid, select "Approve." NCAISS creates the NISS account and the Solution notifies the User that access is granted.

Figure 134: NISS External Contractor Access Request Review - Approval

7. After approving or rejecting the request, click the "X" in the approval item tab to close it and return to the "Inbox" tab to display the remaining number of approvals on the list, as shown in Figure 51. **Note:** You will have to hover over the end of the tab for the "X" to appear

8. If the NISS request is not valid, select "Reject," and the Solution will notify the Access Requestor that the request is denied. **Note:** Comments must be entered to reject a request. Click the comment icon above the comment box to enter comments.

Figure 135: NISS External Contractor Access Request Review - Rejection

14.4 Managing NISS User Accounts

This section provides step-by-step instructions related to the process that allows a NISS User Administrator to modify a NISS user's assigned NISS role(s) (i.e., add or remove roles) and modify a user's NISS profile (i.e., change a CAGE code) within the NCAISS Solution.

14.4.1 Managing NISS Internal and External Government User Accounts

1. Log into NCAISS and click the "Change/Modify Requests" link, as shown in Figure 117.
2. Click "Manage NISS User Access" as shown in Figure 136.

Figure 136: NISS Request Page

3. NCAISS starts the User Management workflow. Search for the desired NISS user by inputting search parameters and clicking "Search" as shown in Figure 137. **Note:** You may search for a user by entering combinations of: NISS user ID, First Name, Last Name, or Email Address.

Figure 137: Search for an NISS User

4. NCAISS will display the results of the NISS user search. Click the desired user, as shown in Figure 138.

Figure 138: NISS User Search Results

5. NCAISS displays the desired user's record, as shown in Figure 139. Modify the user's account, as required.
    Note: To disable a user's access to NISS, remove all NISS roles from the user's account.
6. Click "Next" to store the changes that you have made to the user's account. **Note:** Clicking "Cancel" will discard changes that have been made to the user's account.

Figure 139: Manage NISS User Profile

7. Click "Confirm" to confirm the changes, as shown in Figure 140.

Figure 140: Confirm NISS Changes

8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to NISS.
10. Changes are committed to the NISS database.

14.4.2 Managing NISS External Contractor User Account

1. Log into NCAISS and click the "Change/Modify Requests" link, as shown in Figure 117.
2. Click "Manage NISS User Access" as shown in Figure 141.

Figure 141: NISS Request Page

3. NCAISS starts the User Management workflow. Search for the desired NISS user by inputting search parameters and clicking "Search" as shown in Figure 142. **Note:** You may search for a user by entering combinations of: NISS user ID, First Name, Last Name, or Email Address.

Figure 142: Search for an NISS User

4. NCAISS will display the results of the NISS user search. Click the desired user, as shown in Figure 143

Figure 143: NISS User Search Results

5. NCAISS displays the desired user's record, as shown in Figure 144. Modify the user's account, as required. A CAGE Code may also be modified at this step. **Note:** To disable a user's access to NISS, remove all NISS roles from the user's account.
6. Click "Next" to store the changes that you have made to the user's account. **Note:** Clicking "Cancel" will discard changes that have been made to the user's account.

Figure 144: Manage NISS User Profile

7. Click "Confirm" to confirm the changes, as shown in Figure 145.

Figure 145: Confirm NISS Changes

8. NCAISS saves the changes to its repository.
9. NCAISS writes the changes to NISS.
10. Changes are committed to the NISS database.

Appendix A – Acronym List

Term	Definition
CAC	Common Access Card
CAGE	Commercial and Government Entity
DoD	Department of Defense
DSS	Defense Security Service
FAQ	Frequently Asked Question
IA	Information Assurance
IT	Information Technology
JPAS	Joint Personnel Adjudication System
KMP	Key Management Personnel
NCAISS	National Industrial Security Program (NISP) Central Access Information Security System
NISP	National Industrial Security Program
NISS	National Industrial Security System
OBMS	Office of Designated Approving Authority (ODAA) Business Management System
OCSP	Online Certificate Status Protocol
ODAA	Office of Designated Approving Authority
PIN	Personal Identification Number
PKI	Public Key Infrastructure
SAR	System Access Request
SSO	Single Sign On
STEPP	Security Training, Education and Professionalization Portal