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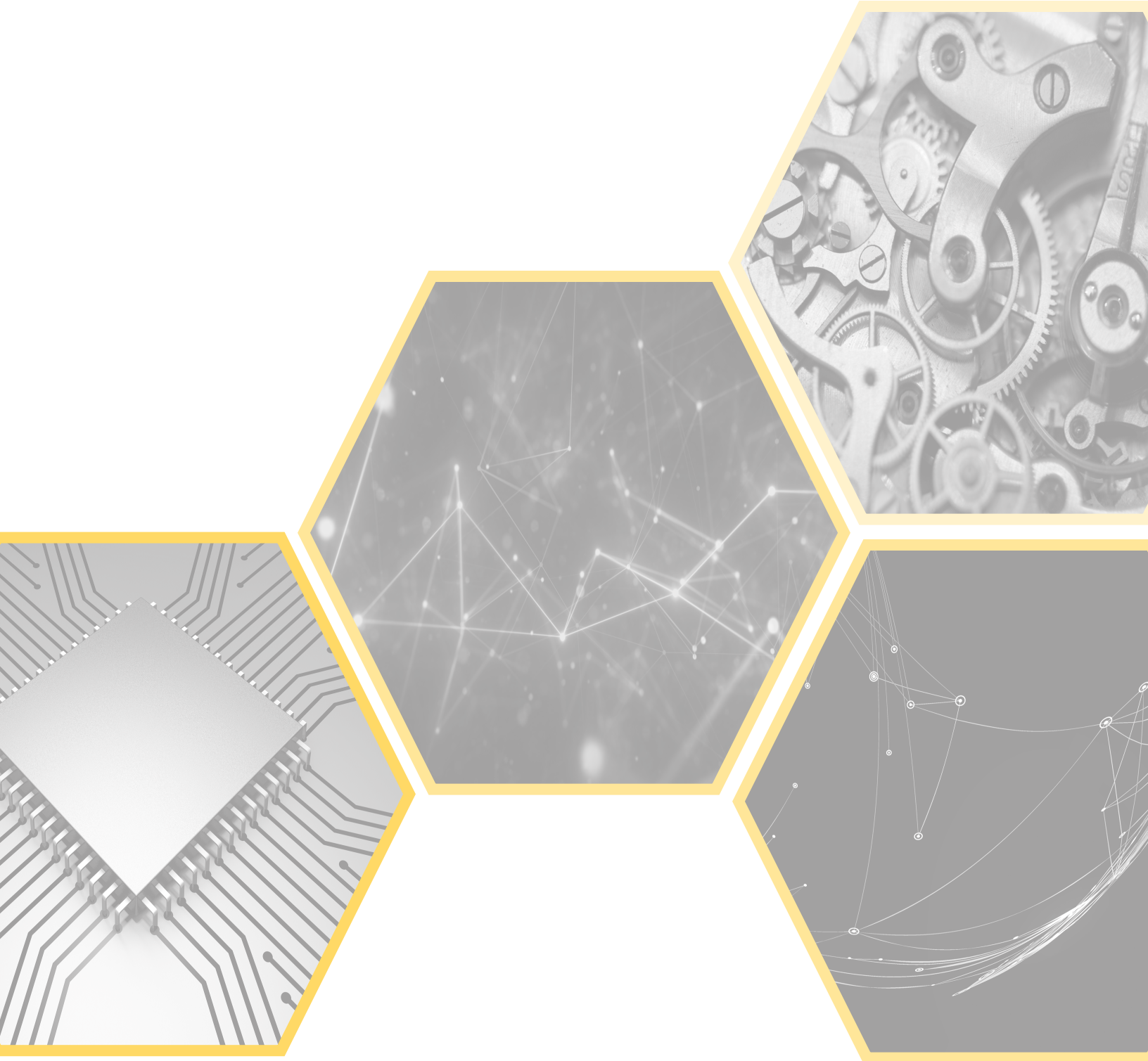
Frequently Asked Questions (FAQs)
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Frequently Asked Questions (FAQs)

1

What is DIMES?

DIMES replaced the legacy NCAISS application and delivers user account services to DCSA customers providing the ability for customers to request appropriate access to enterprise applications, such as the National Industrial Security System (NISS). DIMES is integrated with the DCSA F5 service to provide Common Access Card (CAC)/Public Key Infrastructure

2

How can I contact DCSA for issues related to DIMES or accounts for DCSA

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

3

How do I get a DIMES account?

DIMES accounts are automatically created based on a user's PKI (Public Key Infrastructure) credentials. Simply go to https://dimes.dcsa.mil and log in with your PKI certificate. An account will be created if you do not already have one, and you will be able to request access to DCSA applications approved for use.

Frequently Asked Questions (FAQs)

4   **What PKI credentials does DIMES accept?**

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

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

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

If this does not fix the problem, you will need to contact: DCSA Knowledge Center at 1-888-282-7682 or email: dcsa.quantico.dcsa-hq.mbx.knowledge-center@mail.mil

6   **How do I request access to DCSA Applications?**

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

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

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7   **What browsers are supported by DIMES?**

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

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

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

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