How to Request a NISS Account as an External User

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

National Industrial Security System (NISS) – Release 2.0

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NISS ACCOUNT REQUEST OVERVIEW

In order for any user to access NISS, a National Industrial Security Program (NISP) Central Access Information Security System, or NCAISS, account must first be created. Instructions on how to register for an NCAISS account are available in this job aid as well on the NCAISS website: https://ncaiss.dss.mil/dss-cac-login/cert/login. Once you have registered for an NCAISS account, go to the NCAISS homepage to log into NCAISS and request access to NISS using the following website: https://ncaiss.dss.mil/. Users can request multiple NISS roles depending on their job duties but must submit a separate request for each required role in NCAISS. For example, if you are a Facility Clearance Verifier (FCV) who performs Corporate Security Officer duties, you may also request a Corporate Security Officer role. Note that users must have an active PKI for access to NCAISS and NISS.

Government (non-DCSA) and industry NISS account requests are made through NCAISS. All requests for government NISS user roles (Government Contracting Activity (GCA) and Other Government Activity (OGA) roles) are sent to the Facility Clearance Branch (FCB) to review and make a determination to either approve or reject the request. Industry NISS user requests are sent to the assigned Industrial Security Representative (ISR). When a user’s role request is approved, the user receives an email to the email account associated with their NCAISS account. After an account is approved, the next time the user logs into NCAISS, they will see a link for NISS Application under “My Applications.” Click “NISS Application” to access the system. Finally, users may request more than one NISS role through NCAISS, depending on your job duties.

Requesting a NISS Role:

For guidance on how to submit and track your NISS account request through NCAISS, refer to the Requesting a NISS Account section of this job aid. Specifically, instructions cover registering for an NCAISS account, requesting a NISS role as a government user (NISS User Role Request for Government), and requesting a NISS role as an industry user (NISS User Role Request for Industry). For information on the available NISS External user roles and approval designations, see NISS External User Roles and Approval Chains.
NIISS EXTERNAL USER ROLES AND APPROVAL CHAINS

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<td>Assistant Facility Security Officer (AFSO)</td>
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<tr>
<td>Corporate Security Officer</td>
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<tr>
<td>Information System Security Manager (ISSM)</td>
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<td>Key Management Personnel (KMP)</td>
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<td>FCV Industry</td>
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<td>FCV Government Contracting Activity (GCA)</td>
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<td>FCV Other Government Activity (OGA)</td>
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**Approval Authority**: The assigned Industrial Security Representative (ISR) reviews each Industry user’s requested role and validates that it corresponds to a legitimate business need. The DCSA Facility Clearance Branch (FCB) reviews each Government Contracting Activity (GCA) and Other Government Activity (OGA) user’s requested role and validates that it corresponds to a legitimate business need.
REQUESTING A NISS ACCOUNT

The National Industrial Security Program (NISP) Central Access Information Security System (NCAISS), or NCAISS for short, is a web portal that provides identity and access management services to authenticate users and provide access to different DCSA applications. When requesting a NISS account, users must first navigate to the homepage by clicking the following link: https://ncaiss.dss.mil/. From the NCAISS page, users must first register for an NCAISS account via the “Self Enrollment” process, register their CAC/ECA certificate, then log into the “DSS Portal” to request a NISS account.

REGISTER FOR AN NCAISS ACCOUNT (SELF ENROLLMENT)

1. As an Industry or Government Contracting Activity (GCA) user, navigate to the NCAISS homepage displayed below.

2. Read the “Notice and Consent to Monitoring” alert then click the I Accept button. The alert will then disappear.
3. Navigate to the “Self Enrollment” tab and click the **Register for an account** button.

4. Complete the fields and **do not click the checkbox** as you are not a DCSA internal user.

**Note:** Any field with an asterisk, *, denotes a required field. This means that in order to submit the NCAISS account request to DCSA, you are required to complete these fields. Failure to complete a required field will result in an error message.
5. Enter a password in the “Password” field and reenter the password in the “Confirm Password” field.

   ![Enter a Password](image)

   **Note:** Click the “i” icon, to learn more about the password requirements, as depicted below. To close out the “Password Policy” window, click the **OK** button.

   ![Password Policy](image)

6. Complete the “Select Challenge Questions and Answers” section then click the **Next** button when done.

   **Note:** To select a question for “Question 1,” click the dropdown arrow to the right of the field and select one of the prepopulated question options. In the corresponding answer text field, “Answer 1,” enter the answer to “Question 1.” Repeat these steps for the remaining questions and answers.

   ![Select Challenge Questions and Answers](image)
Note: Failure to complete any required field(s) will result in an error message upon clicking the Next button, as pictured below. Click OK then update the required fields accordingly.

7. After completing the Challenge Question section, a confirmation page with the information provided in the NCAISS account request form appears. Users should review the information for accuracy.

Note: The password, displayed as asterisks (*), may appear shorter than the password provided, but note that it has not been changed from the password submitted in the form.
8. To make any edits to the information you provided in the NCAISS Account Request form, click the **Edit** button.

**Note:** User account information can be edited at any time via “My Information” available via the “DSS Portal” homepage. See Appendix: Updating Your NCAISS Information for more information.

9. Once your edits are complete, review the “Privacy Act Statement” then click the **checkbox** underneath to confirm that you have read and understand the terms.

10. Click the **Confirm** button when ready to submit your information.
11. After the user submits their account registration information, a prompt to register their certificate will appear. Click the Register Certificate button to register a DoD-approved PKI certificate. Note the NCAISS User ID as it will be used as the “Account ID” when registering a certificate.

**Note:** The OK button directs users back to the NCAISS homepage.
12. Upon clicking Register Certificate in the previous step, users are directed to the “Register CAC/ECA” screen as shown below. Read the instructions in the information box (i).

13. Using the password created and NCAISS User ID received during the NCAISS account registration process, enter the newly created Account ID and Password in the fields provided then click the Submit button.

**Note:** If you forgot your password, see the Forgot Your Password section of this job aid for instructions on resetting your password.
14. You will be prompted to select the certificate associated with your NCAISS account.

![Select a Certificate](image)

**Note**: An alert in the information box confirms that you have registered successfully, as highlighted below.
15. Navigate to the “Login to DSS Portal” tab then click the CAC/ECA Login button.

16. You are prompted to select and confirm your certificate once again – click the OK button.
17. Users will be directed to the “Defense Security Service Portal.” This is the “Home” screen.

18. Via the “Request/Modify Access” tile, users can request a NISS role. For instructions on how to register for a NISS account, see the NISS User Role Request section of this job aid.
FORGOT YOUR PASSWORD

1. If you forgot your NCAISS login password, click the **Forgot you password?** box highlighted below.

2. Type your Account ID into the **User Login** field then click the **Next** button.
3. Answer the different “Challenge Questions” based on the responses you provided during the NCAISS account registration process. Click the Next button when done.

4. Enter a new password into the Enter new Password field then re-enter the password into Re-enter new password field.

   **Note:** Click the “i” icon, to learn more about the password requirements

5. Click the Save button to complete the new password request. Use this newly created password when registering your CAC/ECA.
NISS USER ROLE REQUEST FOR INDUSTRY


2. Upon clicking Request/Modify Access, you will be directed to the NCAISS Access Request page. Navigate to the “NISS Requests” section then click Request/Manage NISS Access.
3. You will be directed to the “NISS User Access” page. Complete the required fields as demonstrated below.

5. Click the **NISS Category** dropdown and select one of three options: Facility Clearance Verifier, Security Staff, or Sponsor.

   - Choose **Facility Clearance Verifier** if you need to determine the facility clearance information for another company.
   - Choose **Security Staff** if you are a member of the company’s security team.
   - Choose **Sponsor** if you need to sponsor a company for a facility clearance or facility clearance upgrade.
   - Depending on the NISS Category selected, the Role Requested list populates accordingly. Click the **Role Requested** dropdown then select the corresponding role.

6. Click the **Timezone** dropdown then select the applicable time zone.

**Note:** If you select Sponsor as your NISS Category, only one option will appear in the Role Requested list: Sponsor Industry, as depicted in the image below.
**Note:** If you select Facility Clearance Verifier as your NISS Category, one option will appear in the Role Requested list: FCV Industry, as depicted in the image below.

![NISS Access Request](image1)

**Note:** If you select Security Staff as your NISS Category, six options will appear in the Role Requested list: Assistant Facility Security Officer (AFSO), Corporate Security Officer, Facility Security Officer (FSO), Information System Security Manager (ISSM), Key Management Personnel (KMP), and Other Security Staff, as depicted in the image below.

![NISS Access Request](image2)

7. Any previously approved roles are listed in the “Active NISS Access” table
   - To remove an existing role, click the checkbox in the “Delete” column that corresponds to the role you wish to delete then click the **Next** button.

![Active NISS Access](image3)
8. Click the **Next** button to proceed.

![Active NISS Access](image)

**Note:** Failure to complete any required field(s) will result in an error message upon clicking the **Next** button, as pictured below. Click **OK** then update the required fields accordingly.

![Error](image)

9. After clicking the “Next” button, a preview page will appear – review the information then select **Confirm** to submit your request to add and/or remove a NISS user role.

**Note:** To make edits to the information provided, click the **Edit** button. Once complete, repeat step seven. Please advise, any roles requested to be deleted will have a checkmark as shown below.

![Active NISS Access](image)
10. Upon clicking the “Confirm” button, a confirmation appears that the request has been successfully submitted. Click the OK button.
NISS USER ROLE REQUEST FOR GOVERNMENT

1. From the NCAISS homepage, navigate to the “Login to DSS Portal” tab then click the CAC/ECA Login button.

2. You are prompted to select and confirm your certificate once again – click the OK button.
3. You will be redirected to the “Defense Security Service Portal.” Click Request/Modify Access.

4. Upon clicking Request/Modify Access, you will be directed to the NCAISS Access Request page. Navigate to the “NISS Requests” section then click Request/Manage NISS Access.
5. You will be directed to the “NISS User Access” page – complete the required fields as demonstrated below.

![NISS User Access Form]

6. Complete the “NISS Access Request” section fields of the “NISS User Access” form.

![NISS Access Request Form]
7. Enter your Office Name then use the dropdown to select the Agency. In the NISS Category dropdown, select a NISS Category option (Facility Clearance Verifier or Sponsor):

- If you need to submit a facility clearance verification request in order to determine facility clearance information about a company, choose Facility Clearance Verifier.
- If you need to sponsor a company for a facility clearance or facility clearance upgrade, select Sponsor.
- Depending on the NISS Category selected, the Role Requested list populates accordingly. Click the Role Requested dropdown then select the corresponding role.

8. Click the Timezone dropdown then select the applicable time zone.

Note: If you select Sponsor as your NISS Category, only one option will appear in the Role Requested list: Sponsor Government Contracting Agency (GCA), as depicted in the image below.
**Note:** If you select Facility Clearance Verifier as your NISS Category, two options will appear in the Role Requested list: FCV Government Contracting Agency (GCA) or FCV Other Government Activity (OGA), as depicted in the image below.

9. Any previously approved roles are listed in the “Active NISS Access” table.
   - To remove an existing role, click the **checkbox** in the “Delete” column that corresponds to the role you wish to delete then click the **Next** button.

10. Click the **Next** button to proceed.
Note: Failure to complete any required field(s) will result in an error message upon clicking the Next button, as pictured below. Click OK then update the required fields accordingly.

11. After clicking the “Next” button, a preview page will appear – review the information then select Confirm to submit the request to add and/or remove a NISS user role.

Note: To make edits to the information provided, click the Edit button. Once complete, repeat step ten. Please advise, any roles requested to be deleted will have a checkmark as shown below.

12. Upon clicking the “Confirm” button, a confirmation appears that the request has been successfully submitted. Click the OK button.
TRACKING NISS ACCOUNT REQUESTS

Users can track the status of their NISS role requests via the NCAISS DSS Portal. This feature can also be used to withdraw any pending role requests.

1. Users will be redirected to the DSS Portal. Click **Track Requests**.

2. The “Track Requests” tab does not automatically display requests – users must first click the **magnifying glass** icon to generate a list of pending and past requests.
3. “Track Requests” records will display. Click the “Request ID” to see additional details of the request.

- The “Status” column displays the current status of the request. In this example, the status is “Request Awaiting Approval”, which means a determination to approve or reject this request has not yet been made. For information regarding the approval chains, please see NISS Internal User Roles and Approval Chains.

4. After clicking the “Request ID,” additional request details will display. Click the “Track Requests” tab to return to the list of NISS role requests.

5. To withdraw your request, click the Withdraw Request button. You will be prompted to confirm the withdrawal request.

**Note:** Users will be notified via email once their NISS role request has been approved or rejected. The notification will be sent to the email address associated with your NCAIiSS account.
LOGGING INTO NISS

Once your initial NISS role request is approved, the “NISS Application” link is now available under “My Applications”. To login to NISS, follow the steps below.

1. From the NCAISS homepage, navigate to the “Login to DSS Portal” tab and click the CAC/ECA Login button.

2. Select and confirm the certificate then click the OK button.
3. You will be redirected to the “Defense Security Service Portal”. Click My Applications.

4. The “NISS Application” will be available after the initial role request is approved. Click the NISS Application link to log in.
5. You will be directed to the NISS Disclaimer page – review the information on the page then click the **I Accept** button to move forward.

6. The NISS External Homepage displays – this signifies that you have successfully logged into NISS. **Note:** You must complete these steps every 30 days or your NISS account will become locked. After 45 days of inactivity (not logging into NISS), your NISS account will be purged.
APPENDIX: UPDATING YOUR NCAISS INFORMATION

1. From the “Defense Security Service Portal” homepage, click the My Information tile.

2. Users’ NCAISS “Profile Content” and “Contact” information display. Click the Edit link to edit any of the information, except for name information.

   Note: Users must contact the Knowledge Center to have a first name or last name updated.
3. Update the information in the applicable fields.

   **Note:** Do not click the checkbox as you are not a DCSA internal user.

4. Click the **Update** button to update your NCAISS user information.