

# 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](#).



## NISS EXTERNAL USER ROLES AND APPROVAL CHAINS

SECURITY STAFF 	SPONSOR 	FACILITY CLEARANCE VERIFIER 
Facility Security Officer (FSO) Assistant Facility Security Officer (AFSO) Corporate Security Officer Information System Security Manager (ISSM) Key Management Personnel (KMP) Other Security Staff	Sponsor - Industry  Sponsor – Government Contracting Activity (GCA)	FCV Industry  FCV Government Contracting Activity (GCA)  FCV Other Government Activity (OGA)

**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.

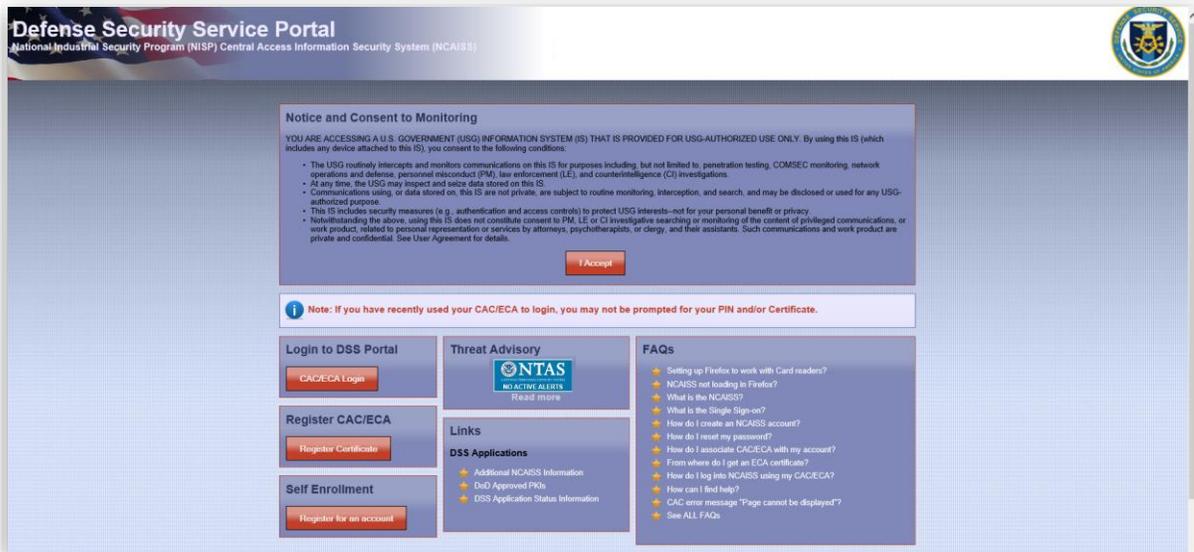


# REQUESTING A NISS ACCOUNT

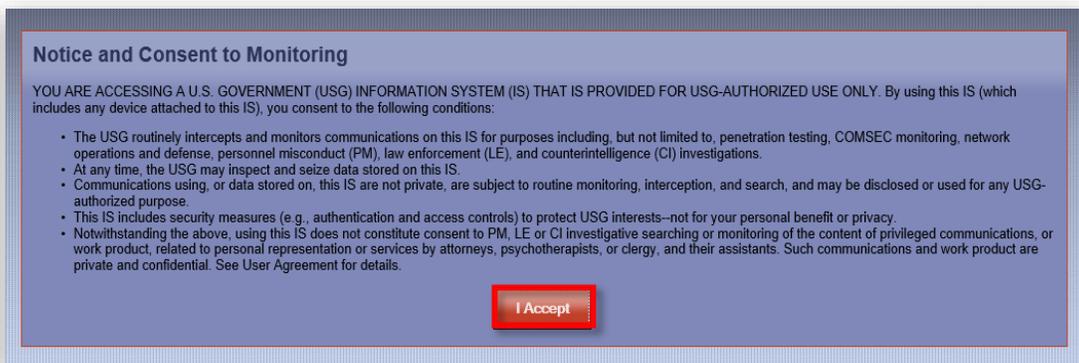
The National Industrial Security Program (NISP) Central Access Information Security System (NCAISS), or NCAISS for short, is a web portal that provides identity and access management services to authenticate users and provide access to different DCSA applications. When requesting a NISS account, users 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.





- Navigate to the “Self Enrollment” tab and click the **Register for an account** button.

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

 By checking this box, I confirm that I am a DSS internal user (i.e., DSS employee or contractor).'. The 'Enter Your Name' and 'Enter Your Email' sections are highlighted with a red border, and the 'DSS Internal User' section is highlighted with a yellow border."/>

**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.

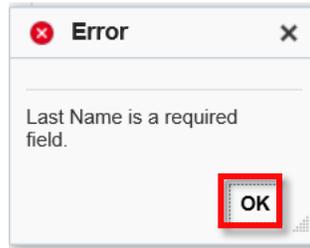
**Note:** Click the “i” icon, , to learn more about the password requirements, as depicted below. To close out the “Password Policy” window, click the **OK** button.

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.



**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.

### NCAISS Account Request

**Confirm Registration Details**

Please review your new account information and accept the privacy policy to register.

#### User Account Details

First Name	Johnny
Middle Name	James
Last Name	Appleseed
Email	jappleseed@company.com
Confirm Email	jappleseed@company.com
DSS Internal User	—
Password	*****
Confirm Password	*****

#### Challenge Questions

Challenge Question 1	What is your Favorite Color?
Challenge Answer 1	Blue
Challenge Question 2	What is your Place of Birth?
Challenge Answer 2	San Diego
Challenge Question 3	What was your First Car Model?
Challenge Answer 3	Civic



- 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” assessable via in the “DSS Portal” homepage. See [Appendix: Updating Your NCAISS Information](#) for more information.

to which the record is pertinent; to the Merit Systems Protection Board for the purpose of litigation or investigation of alleged or possible prohibited personnel practices; to a Federal agency when conducting an investigation or inquiry for security or audit reasons; or the General Services Administration in connection with its responsibilities for records management.

DISCLOSURE:  
Disclosure of this information (to include social security numbers) is voluntary; however, failure to provide the requested information will impede, delay or prevent further processing of this request.

\* I have read and understand the terms of the privacy policy.

**Confirm** **Edit** **Cancel**

- 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.

Privacy Act Statement

AUTHORITY:  
Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.

PURPOSE:  
To record names, and Social Security Numbers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.

ROUTINE USES:  
In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside DoD as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows:  
To a Federal, State, or local law enforcement agency when your agency becomes aware of a violation or possible violation of civil or criminal law; to the Department of Justice for purposes of representing the DoD in pending and potential litigation to which the record is pertinent; to the Merit Systems Protection Board for the purpose of litigation or investigation of alleged or possible prohibited personnel practices; to a Federal agency when conducting an investigation or inquiry for security or audit reasons; or the General Services Administration in connection with its responsibilities for records management.

DISCLOSURE:  
Disclosure of this information (to include social security numbers) is voluntary; however, failure to provide the requested information will impede, delay or prevent further processing of this request.

\* I have read and understand the terms of the privacy policy

**Confirm** **Edit** **Cancel**



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.

**NCAISS Account Request**

**NCAISS Account Registration Completed Successfully!**

Your NCAISS User ID is:  
**johnny.j.appleseed**

You will also receive an email confirmation message containing your User ID. Please retain this information as it will be needed to complete the certificate registration process. You may immediately register your DoD-approved PKI certificate by clicking the button below.



## REGISTER CAC/ECA CERTIFICATE

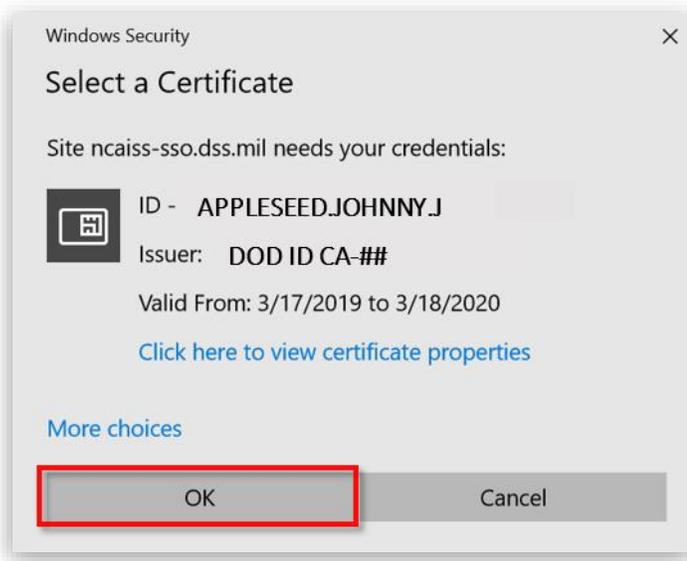
12. Upon clicking Register Certificate in the previous step, users are directed to the “Register CAC/ECA” screen as shown below. Read the instructions in the information box (i).

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.

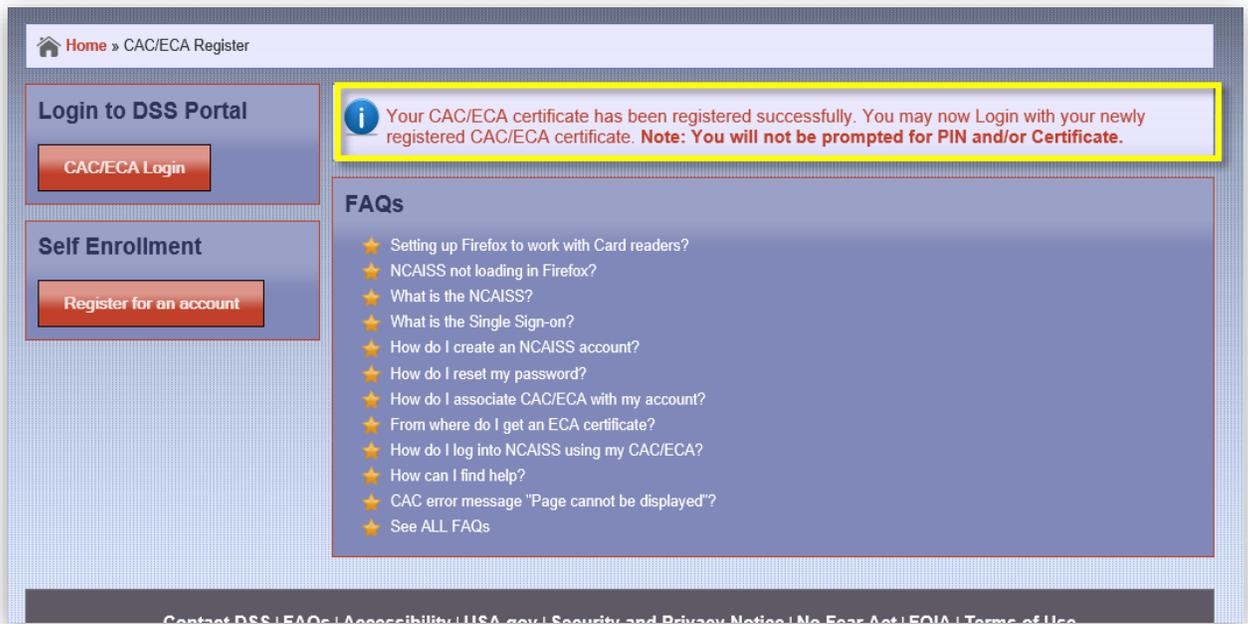
**Note:** If you forgot your password, see the [Forgot Your Password](#) section of this job aid for instructions on resetting your password.



14. You will be prompted to select the certificate associated with your NCAISS account.



**Note:** An alert in the information box confirms that you have registered successfully, as highlighted below.



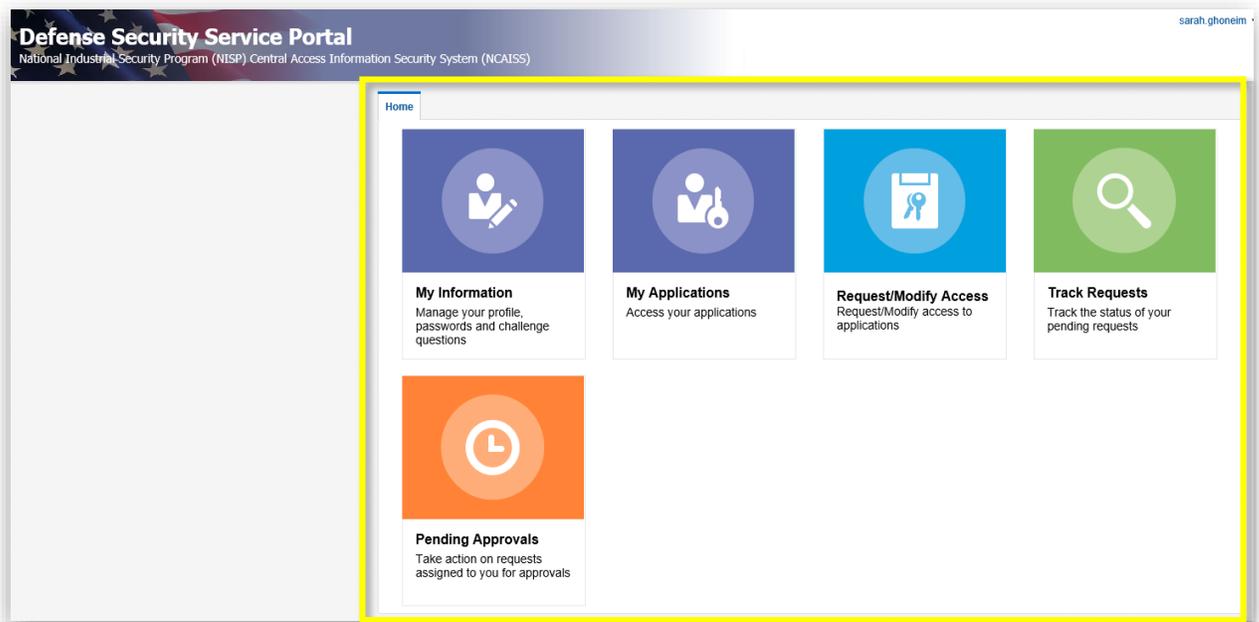


15. Navigate to the “Login to DSS Portal” tab then click the **CAC/ECA Login** button.

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.

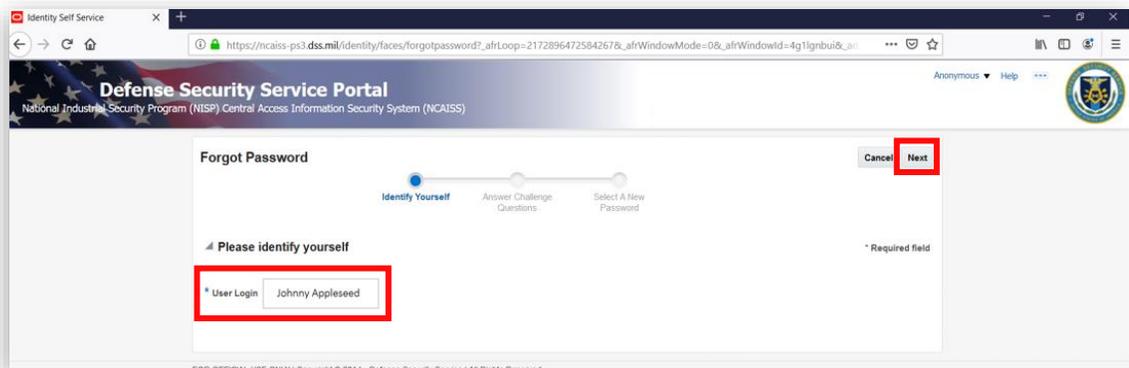


## FORGOT YOUR PASSWORD

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.

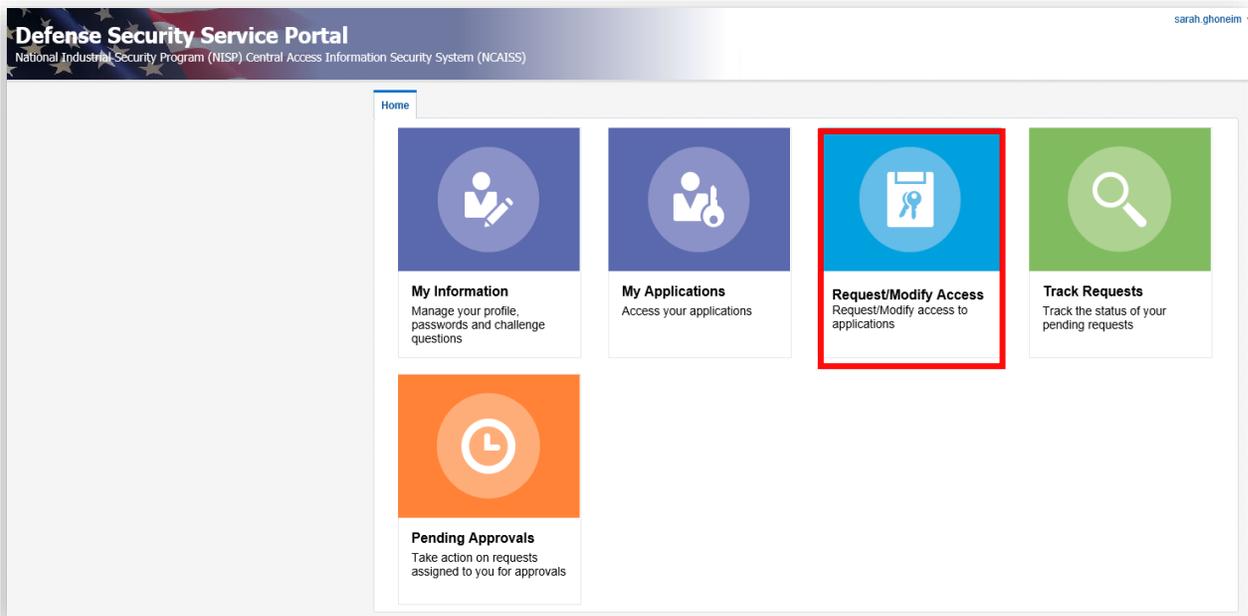
*Note: Click the “i” icon, , to learn more about the password requirements*

5. Click the **Save** button to complete the new password request. Use this newly created password when registering your CAC/ECA.

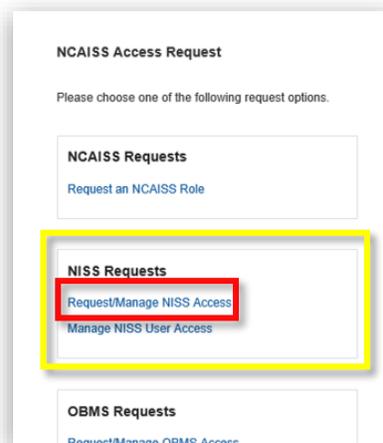


## NISS USER ROLE REQUEST FOR INDUSTRY

1. From the “Defense Security Service Portal”, click **Request/Modify Access**.



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**.





- You will be directed to the “NISS User Access” page. Complete the required fields as demonstrated below.

**NISS User Access**

Please complete all information requested below and click 'Next' when complete, or click 'Cancel' to return to account management.

**NISS User**

User ID	HOLLIE.OTTO
First Name	Hollie
Last Name	Otto
Suffix	<input type="text"/>
Email	hollie.otto@external.com
* Organization Name	<input type="text" value="Example Company"/>
* Street Address	<input type="text" value="1 Fruit Lane"/>
* City	<input type="text" value="Arlington"/>
* State	<input type="text" value="Virginia"/> ▼
* Zip Code	<input type="text" value="22209"/>
* Phone	<input type="text" value="000-111-2222"/>

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

**NISS Access Request**

* NISS Category	<input type="text"/> ▼
* CAGE Code Requested	<input type="text"/>
* Role Requested	<input type="text"/> ▼
* Timezone	<input type="text"/> ▼
Selected DSS Application	NISS

Active NISS Access



## DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

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

**NISS Access Request**

\* NISS Category Sponsor [dropdown arrow]

\* CAGE Code Requested TE1161

\* Role Requested Sponsor Industry [dropdown arrow]

\* Timezone (GMT-05:00) Eastern Standard Time (America/New\_York) [dropdown arrow]

Selected DSS Application NISS

[Active NISS Access](#)

**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.

**NISS Access Request**

\* NISS Category Sponsor [dropdown arrow]

\* CAGE Code Requested Sample CAGE Code

\* Role Requested [dropdown menu open showing Sponsor Industry]

\* Timezone [dropdown arrow]



**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**

\* NISS Category Facility Clearance Verifier

\* CAGE Code Requested Sample CAGE Code

\* Role Requested FCV Industry

\* Timezone

**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**

\* NISS Category Security Staff

\* CAGE Code Requested Sample CAGE Code

\* Role Requested Assistant Facility Security Officer (AFSO)  
Corporate Security Officer  
Facility Security Officer (FSO)  
Information System Security Manager (ISSM)  
Key Management Personnel (KMP)  
Other Security Staff

\* Timezone

- 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**

To remove an existing role, check the checkbox in the 'Delete' column and then click 'Next.'

CAGE Code	NISS Category	NISS Role	Delete
TE1161	Facility Clearance...	FCV Industry	<input checked="" type="checkbox"/>

Next Cancel



- 8. Click the **Next** button to proceed.

**Active NISS Access**

To remove an existing role, check the checkbox in the 'Delete' column and then click 'Next.'

CAGE Code	NISS Category	NISS Role	Delete
TE1161	Facility Clearance...	FCV Industry	<input checked="" type="checkbox"/>

**Next** **Cancel**

*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.*



- 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**

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

CAGE Code	NISS Category	NISS Role	Delete
TE1161	Facility Clearance...	FCV Industry	<input checked="" type="checkbox"/>

**Confirm** **Edit** **Cancel**



10. Upon clicking the “Confirm” button, a confirmation appears that the request has been successfully submitted. Click the **OK** button.

**NISS Access Request**

**Request Completed Successfully!**

The following NISS Access request has been submitted.

**NISS Category** Sponsor

**Role Requested** Sponsor Industry

Existing roles with the checkbox checked in the 'Delete' column will be revoked.\*

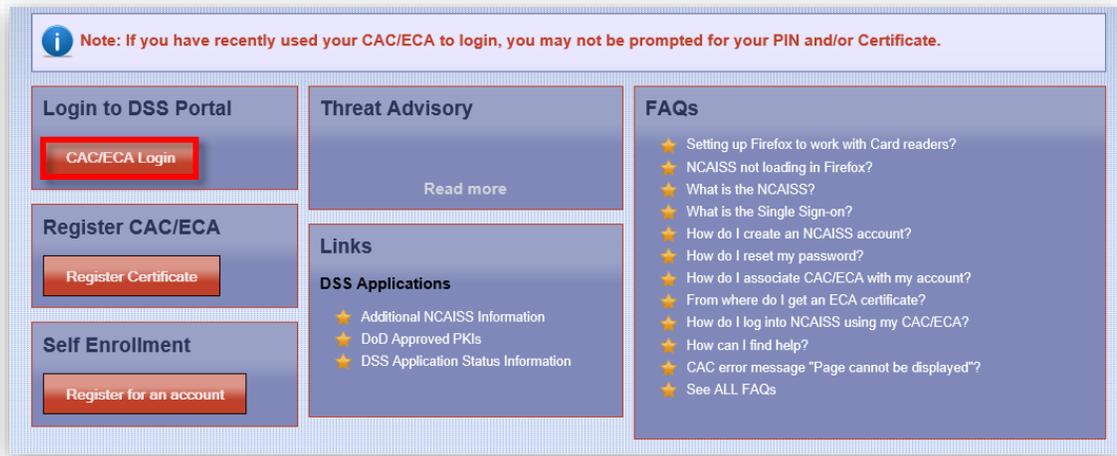
NISS Category	NISS Role	Delete
Facility Clearance Verifier (FCV)	FCV Industry	<input checked="" type="checkbox"/>

**Ok**

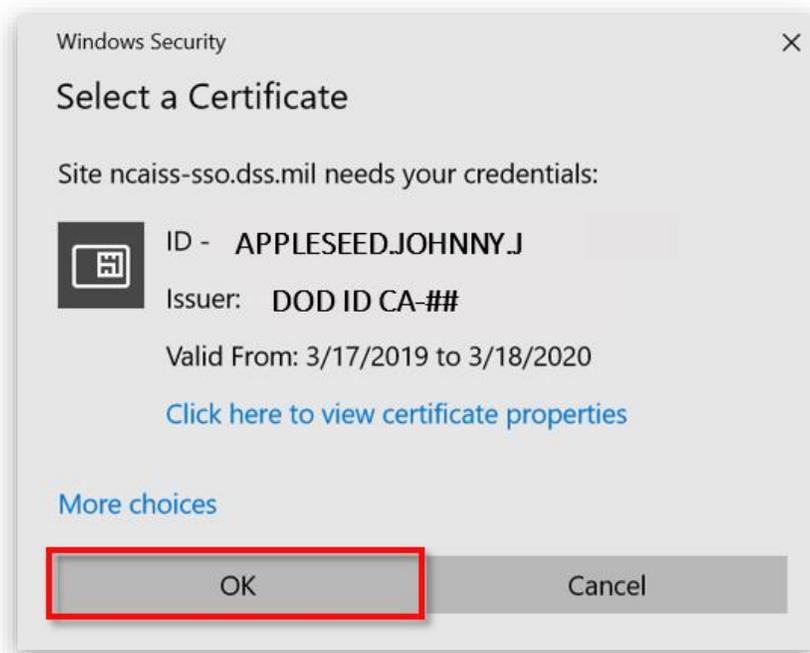


## NISS USER ROLE REQUEST FOR GOVERNMENT

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

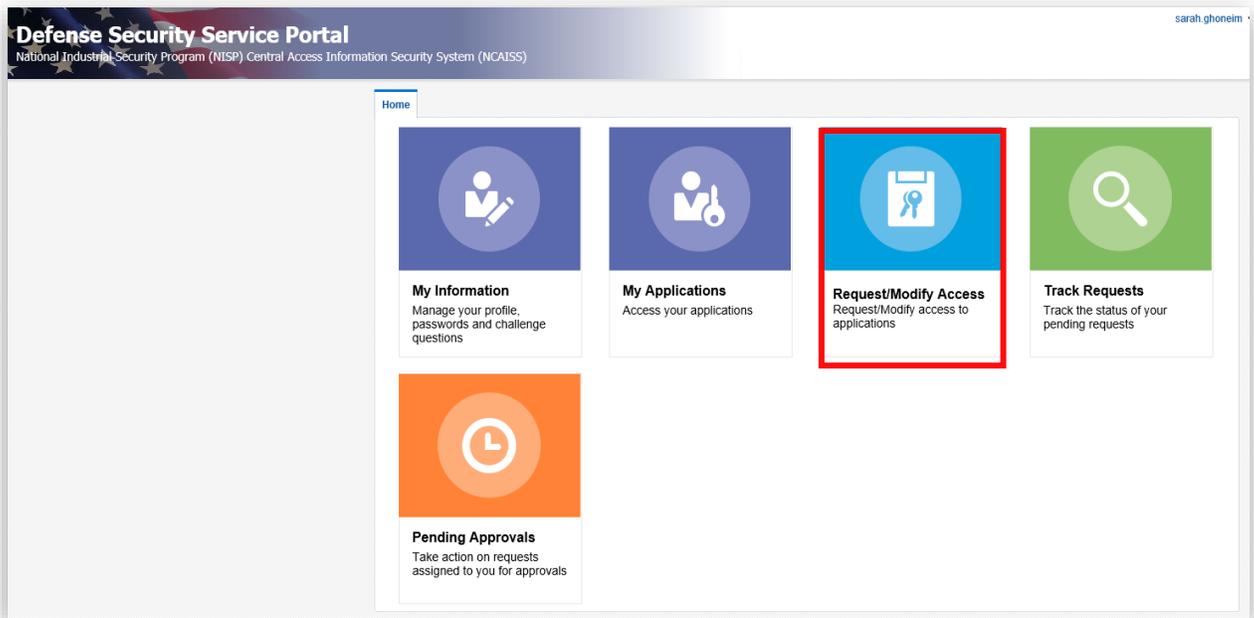


2. You are prompted to select and confirm your certificate once again – click the **OK** button.

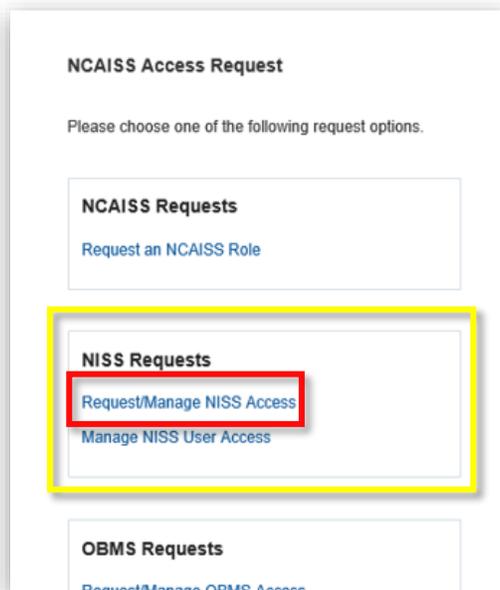




- You will be redirected to the “Defense Security Service Portal.” Click **Request/Modify Access**.



- 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**

Please complete all information requested below and click 'Next' when complete, or click 'Cancel' to return to account management.

**NISS User**

User ID HOLLIE.OTTO

First Name Hollie

Last Name Otto

Suffix

Email hollie.otto@dod.gov

\* Organization Name

\* Street Address

\* City

\* State

\* Zip Code

\* Phone

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

**NISS Access Request**

\* Office Name

\* Agency

\* NISS Category

\* Role Requested

\* Timezone



## DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

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.

**NISS Access Request**

\* Office Name

\* Agency

\* NISS Category

\* Role Requested

\* Timezone

**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.

**NISS Access Request**

\* Office Name

\* Agency

\* NISS Category

\* Role Requested

Selected DSS Application



## DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY

**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.

**NISS Access Request**

\* Office Name

\* Agency

\* NISS Category

\* Role Requested

Selected DSS Application

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.

**Active NISS Access**

To remove an existing role, check the checkbox in the 'Delete' column and then click 'Next.'

NISS Category	NISS Role	Delete
Sponsor	Sponsor Government Contracting Activi...	<input checked="" type="checkbox"/>

10. Click the **Next** button to proceed.

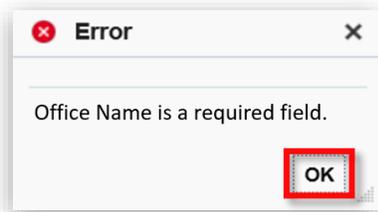
**Active NISS Access**

To remove an existing role, check the checkbox in the 'Delete' column and then click 'Next.'

NISS Category	NISS Role	Delete
Sponsor	Sponsor Government Contracting Activi...	<input type="checkbox"/>

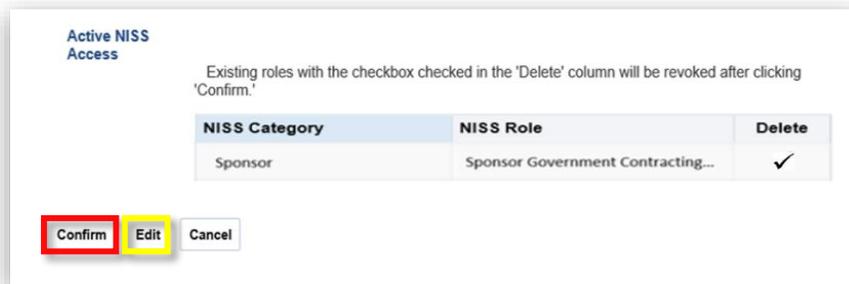


**Note:** Failure to complete any required field(s) will result in an error message upon clicking the **Next** button, as pictured below. Click **OK** then update the required fields accordingly.

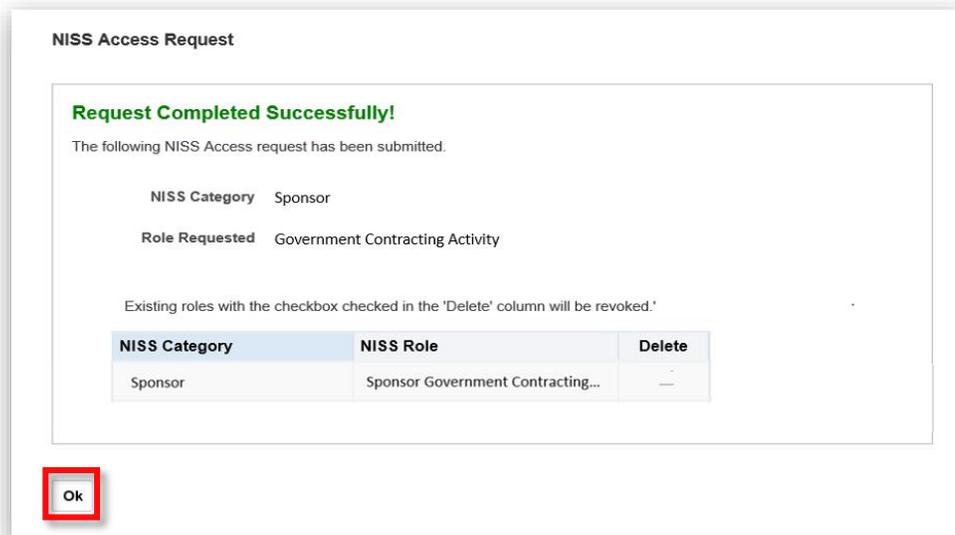


11. After clicking the “Next” button, a preview page will appear – review the information then select **Confirm** to submit the request to add and/or remove a NISS user role.

**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.

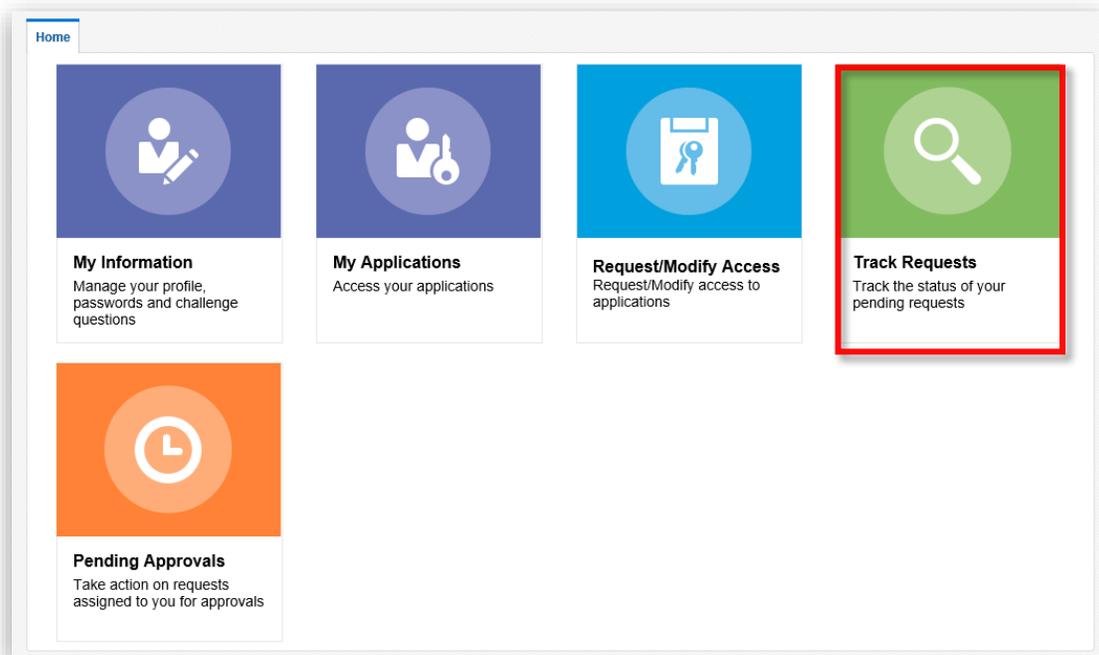




# TRACKING NISS ACCOUNT REQUESTS

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**.

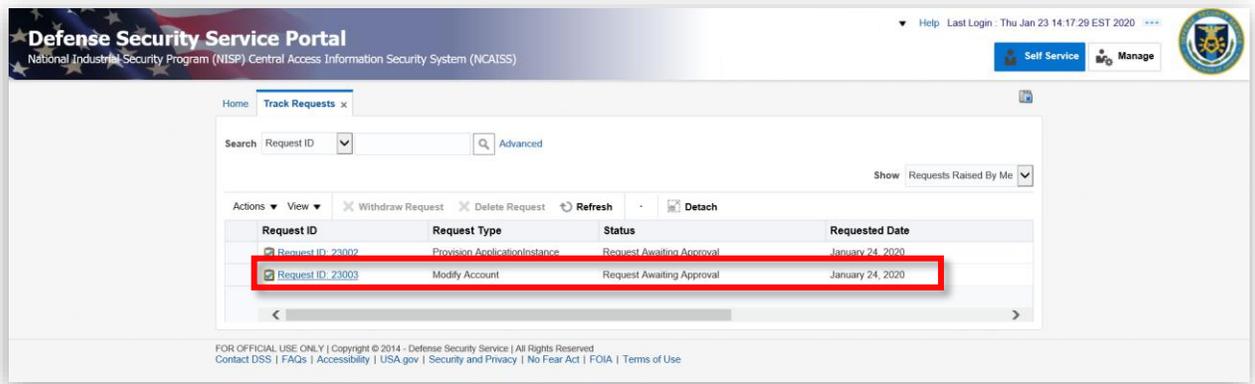


2. The “Track Requests” tab does not automatically display requests – users must first click the **magnifying glass** icon to generate a list of pending and past requests.

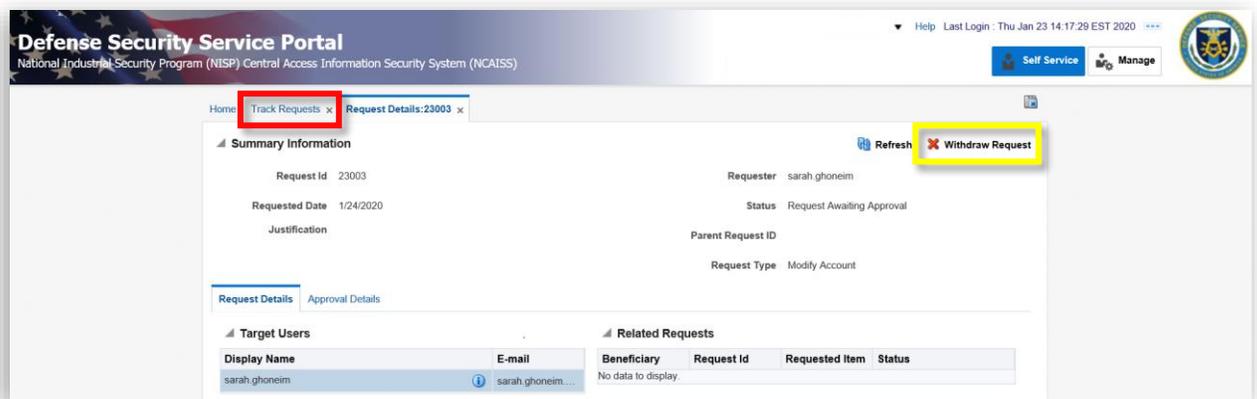




3. “Track Requests” records will display. Click the “Request ID” to see additional details of the request.
  - The “Status” column displays the current status of the request. In this example, the status is “Request Awaiting Approval”, which means a determination to approve or reject this request has 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.



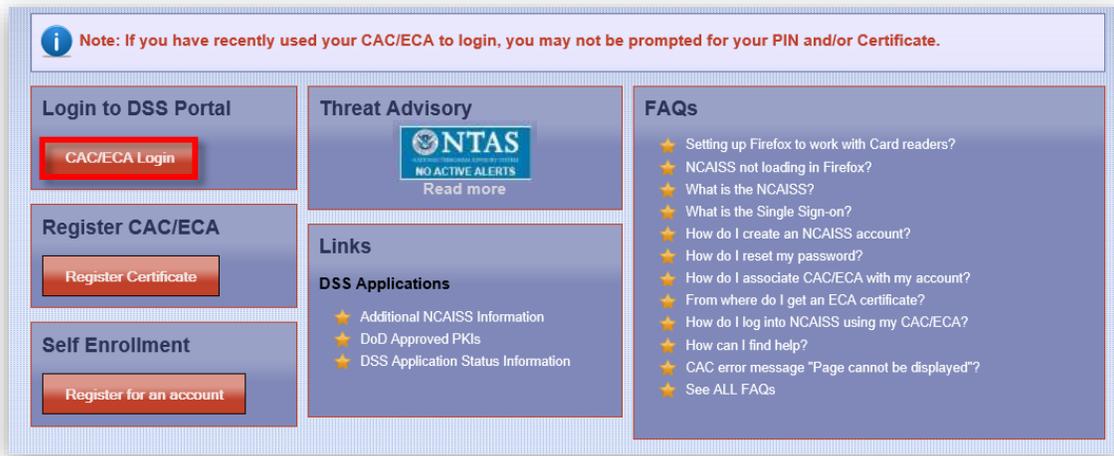
**Note:** Users will be notified via email once their NISS role request has been approved or rejected. The notification will be sent to the email address associated with your NCAISS account.



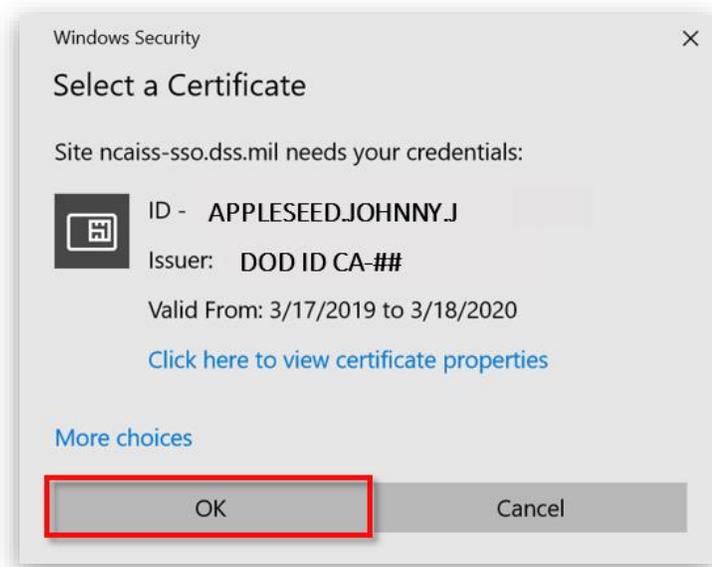
## LOGGING INTO NISS

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.

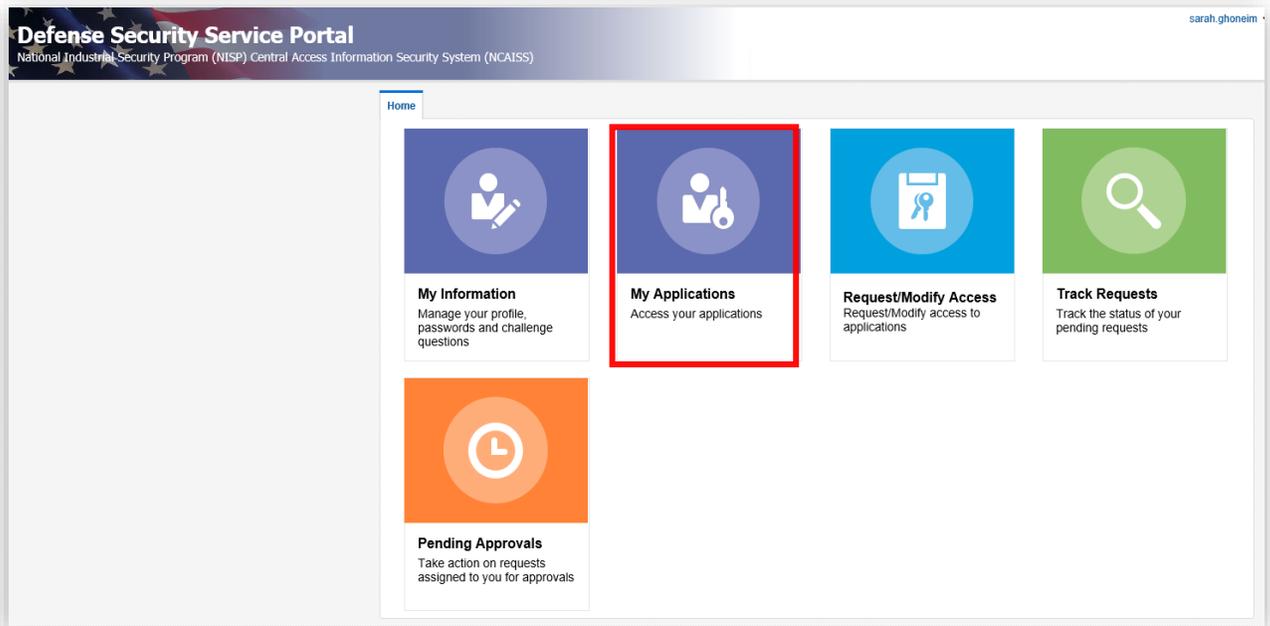


2. Select and confirm the certificate then click the **OK** button.

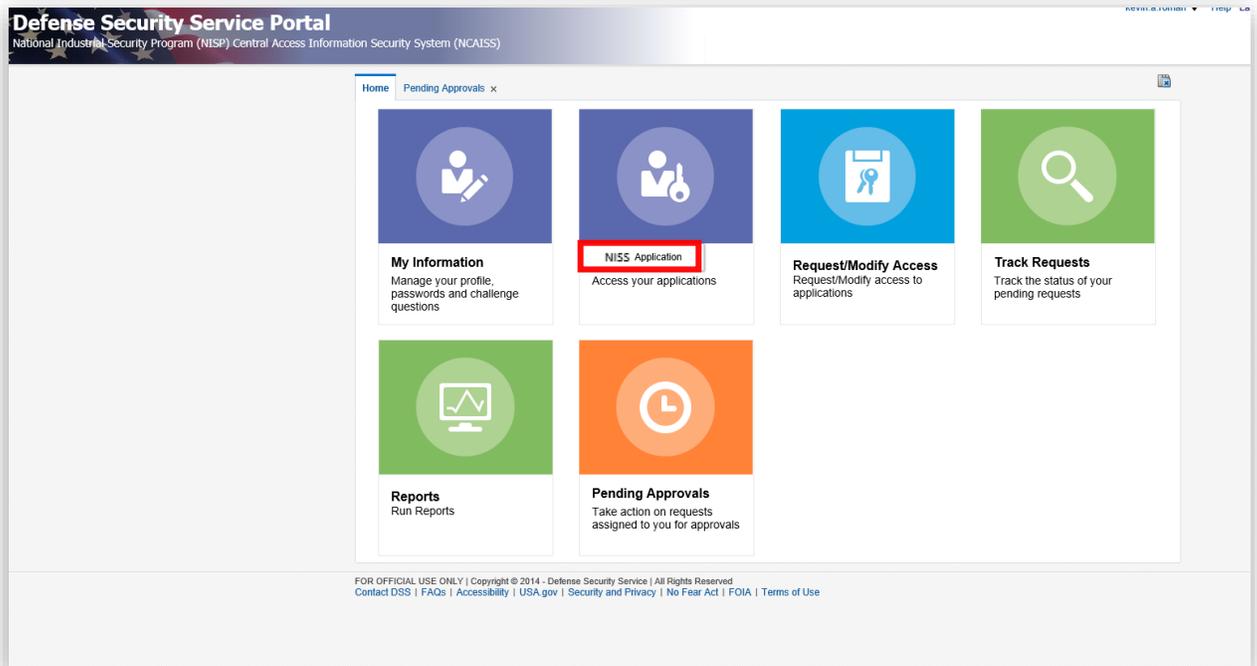




- You will be redirected to the “Defense Security Service Portal”. Click **My Applications**.



- 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.

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### Disclaimer

This is an official U.S. Government (USG) Information System (IS) for authorized use only. Do not Discuss, Enter, Transfer, Process, or Transmit Classified Sensitive National Security information of greater sensitivity than that for which this system is authorized. Use of this system constitutes consent to security testing and monitoring. All individuals are advised that system administrators may provide evidence of possible criminal activity identified during such monitoring to appropriate law enforcement officials. Unauthorized attempts to upload, download or change information is strictly prohibited and may be punishable under the Computer Fraud and Abuse Act of 1987, the National Information Infrastructure Protection Act of 1996, and United States Code Title 18, Section 1030. Under the Privacy Act of 1974, individuals with access to NISS must safeguard personnel information retrieved through this system. Disclosure of information is governed by Title 5, United State Code, Section 552a, Public Law 93-579, DoDD 5400.11-R and the applicable service directives. Information contained herein is exempt from mandatory disclosure under FOIA. Exemption(s) 6 and 7c apply.

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:

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

OMB Control Number: 0704-0571. Expiration Date: 04/30/2021

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**PRIVACY ACT STATEMENT: This information system is associated with the following System of Records Notice under final review.**  
Purpose and Routine Uses: Information provided will be used to support DSS oversight mission of cleared industry. Information is used to process companies for facility clearances, initiate and monitor personnel security clearances (PCL), and evaluate the validity of facility clearances. Personally Identifiable Information (PII) is collected through and stored within this system to process key management personnel for PCL, contact security personnel at cleared companies, conduct security oversight activities of cleared industry, and assist in submission of culpability reports for security violations. **Information is For Official Use Only.**

I Accept

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- 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.

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U.S. Department of Defense  
Defense Counterintelligence and Security Agency  
NATIONAL INDUSTRIAL SECURITY SYSTEM

Facilities Management | New |

DASHBOARD FACILITY VERIFICATION REQUEST

DASHBOARD VIEWS

-NISS External Home Page

Weekend Outage

**SCHEDULED OUTAGE THIS WEEKEND**

DCSA OCIO has a scheduled maintenance outage that requires service interruption for NCAISS which will impact NISS access. The maintenance window for will run from 3:00 PM EST on 7 February 2020 to 6:00 AM EST 10 February 2020.

Industry System Enhancement Submissions

**New Email to Capture System Enhancements for Industry Users**

DCSA has established a new mailbox to capture system enhancement requests for Industry users. Please submit your system enhancements to the following email: [DCSA-NISS-Requirements@mail.mil](mailto:DCSA-NISS-Requirements@mail.mil).

Note, this is for **enhancements to system functionality only**. If you are experiencing any abnormal behaviors please report them by calling the DCSA Knowledge Center at **888-282-7682** and **select Option 2, then Option 2**. The DCSA Knowledge Center hours of operation are Monday through Friday from 8:00AM to 6:00PM EST.

Government customers should continue to work through their security point of contact.

Quick Links

Current Role (Click to Change Role): FCV Industry K2222

Last Successful Login: 01/06/2020 12:08:22 PM

1. [Access the External Knowledge Base](#)
2. [Submit System Feedback](#)
3. [Submit Facility Verification Requests](#)
4. [View Facility Verifications](#)
5. [View My FVR Notifications](#)

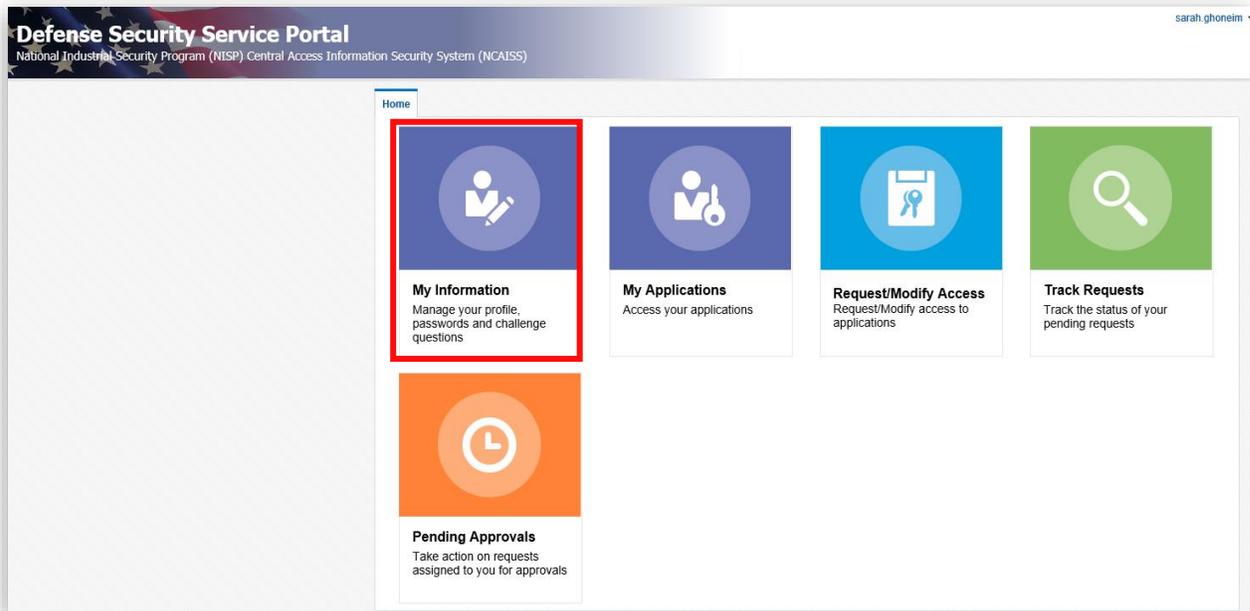
Facility Clearance Sponsor Dashboard

Facility Security Staff Dashboard



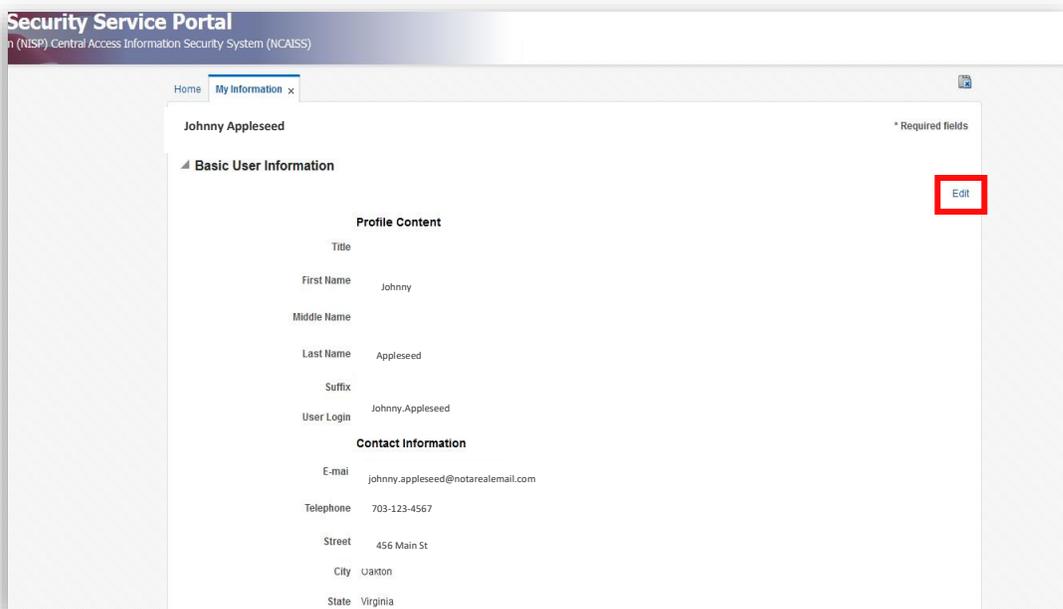
# APPENDIX: UPDATING YOUR NCAISS INFORMATION

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.

Please complete all information requested below and click 'Submit' when complete, or click 'Cancel' to return to account management.

Title

First Name Johnny

Middle Name

Last Name Appleseed

Suffix

User ID Johnny.Appleseed

**Please note:** email address domain name changes will result in all NISS and OBMS-related accounts and access privileges and all NCAISS roles being revoked.

Email johnny.appleseed@nc

DSS Internal User  By checking this box, I confirm that I am a DSS internal user (i.e., DSS employee or contractor).

Phone 703-111-1111

Organization Name New Org Name

Street Address 123 Main St

City Vienna

State Virginia

Zip Code 22182

Country USA

**Update** Cancel