



User Guide



U.S. Nuclear Regulatory Commission

NSTS Certificate Renewal Procedures –
User Guide



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1. Introduction

This document serves as the User Guide to renewing NSTS Certificates. It describes how an NSTS applicant can use the NRC Digital Certificate Center for NSTS to renew a certificate.

All NSTS users with a digital certificate for access to the NSTS system issued prior to July 2009 have to renew their digital certificate one year from the card issuance date to maintain their access to the NSTS system.

Certificates begin to expire in December 2009. The NRC Digital Certificate Center will be sending out certificate renewal email notifications, starting November 2009 — 30 days prior to expiration.

A digital certificate is required for access to the NSTS system. If a user does not renew his certificate within the 30-day renewal window, the certificate expires and he no longer has access to the NSTS system.

Upon successful certificate renewal, the new certificate will be good for two years, starting from the date of renewal.

2. Certificate Renewal Process

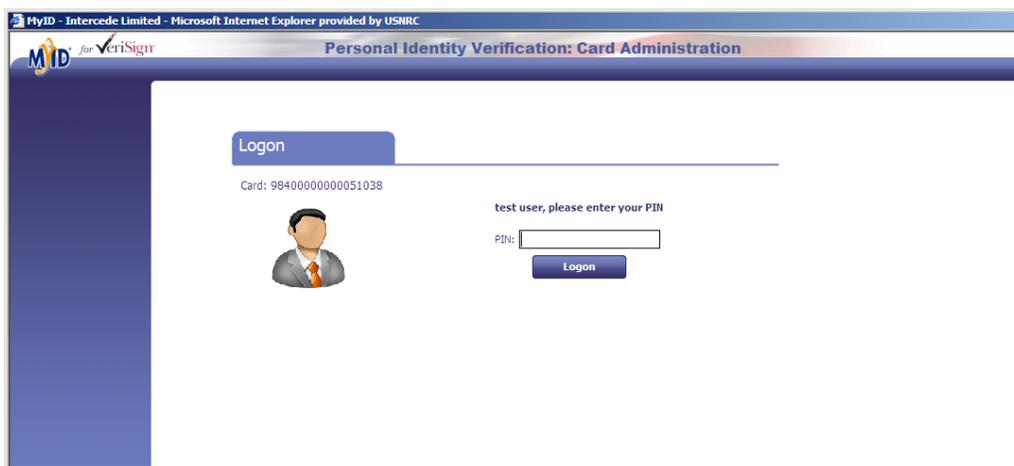
+ Note You do not have to complete the entire enrollment process to renew your digital certificate. To renew your certificate is simple, quick, and easy. Follow the steps outlined in this section to renew your certificates.

Before beginning the process, you need to ensure your card reader is hooked up to your computer, and that you know your PIN. This PIN is the same PIN you use to access the NSTS system. If you do not remember your PIN, please call the help desk to have it reset (1-877-671-6787).

The renewal process starts with two e-mail messages that you receive. The first message is from the NSTS Help Desk and informs you that your digital certificate will soon expire. This message is for information purposes only; you do not need to take any action in response to this message.

The second message is from the NRC Digital Certificate Center (DCC) and lets you know that now is the time for you to update your digital certificate. Note that the 30-day clock for downloading starts now. It is when you receive this message that you follow the steps below.

1. Make sure your card reader is connected.
2. Insert your card into the card reader.
3. Click on the link in the e-mail message from the DCC.



Your browser displays the system logon page.

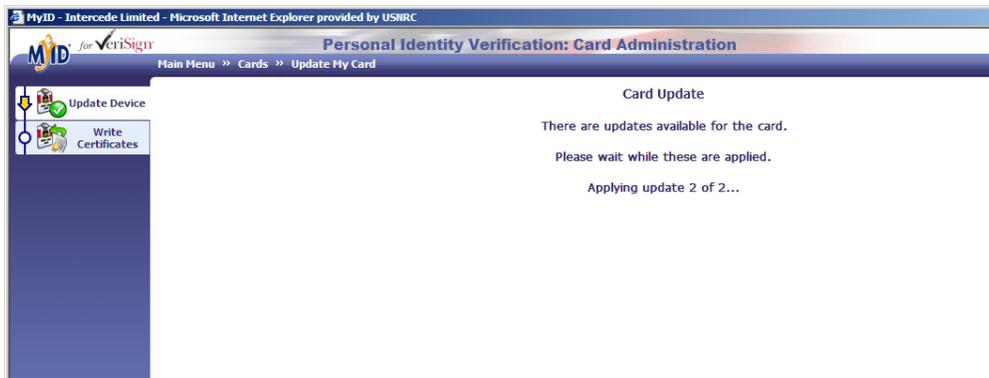
4. Enter your PIN and press the Logon button. Remember, the PIN is the same as the PIN you use for the NSTS system.

As soon as you logon, the system detects that you have two updates that it needs to apply to renew your certificate. The system automatically redirects you to the “Update My Card” page in order to apply the certificate renewal updates. During this redirection, you can see the browser display several pages in rapid succession.



When done, your browser requests that you provide your PIN again to authorize the certificate renewal.

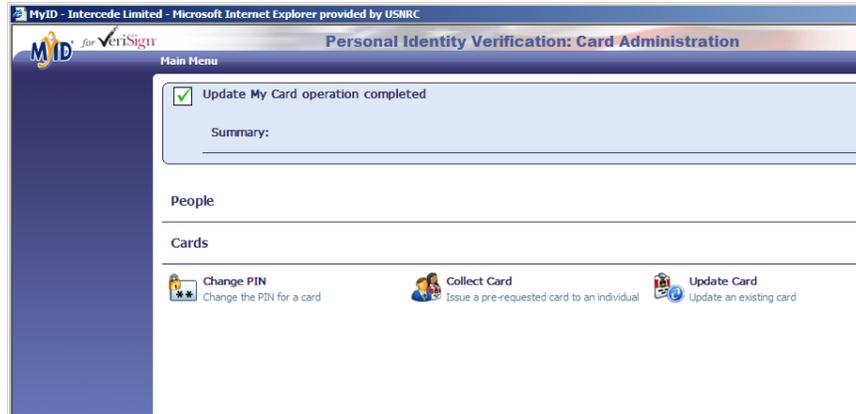
5. Enter your PIN and press the OK button.



The browser displays the “Card Update” progression page.

The certificate renewal process starts automatically. Two certificate updates are applied at this time. Note that this can take a few minutes to finish.

+ Note Do not remove your card or close your browser during this update process.



Once the renewal process is finished, the browser displays the confirmation page indicating that the “Update My Card” operation has completed successfully.

Click on the “Log Off” in the top right side of the page to exit the application.

+ Note At this point, you have successfully completed the Certificate Renewal procedures. The NSTS Help Desk will notify you when your renewed credentials have been activated in NSTS. You can then use your card to logon to the NSTS web site.

3. Support

Please visit the appropriate support resources for help and troubleshooting:

1. "Plugins, Viewers, and Other Tools" – located at <http://www.nrc.gov/site-help/plug-ins.html>
2. If you do not remember your PIN, or are experiencing issues with the Digital Certificate Center, please call the NSTS Help Desk to have it reset (1-877-671-6787) or use the online "Contact Us" form available at <https://pki.nrc.gov/nsts/dcc-nsts.html>.
3. For hardware/software installation issues due to lack of administrative privileges, please contact your organization's help desk or information technology (IT) support.