



**U.S. Nuclear Regulatory Commission
External Credentialing Service**

**NRC Digital Certificate
Replacement Guide**

Version 2.0

August 13, 2013



Revision History

Version	Date	Description	Author
1.0	March 28, 2011	Initial draft	
2.0	August 13, 2013	Updated to reflect new process	



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1. Introduction

This document serves as a User Guide for the Nuclear Regulatory Commission (NRC) external partners that have a need to use NRC's secure web based applications. More specifically, it describes the process through which an authorized user may replace their digital certificate in the event it becomes lost.

Once the applicant has replaced their digital credential, the new one can be used to access NRC's secure web based applications directly over the Internet.



2. Digital Certificate Replacement Process

This section takes the External Partner through the replacement process of an NRC digital certificate. It assumes that the External Partner has completed both the credential enrollment and activation processes and remembers their certificate's challenge phrase. Each necessary screen is captured with an explanation of what the user is to comply with on each screen.

NOTE: If the user does not remember their challenge phrase they will need to contact the appropriate NRC Application Help Desk. Please see section three of this document for contact information.

1. Launch the Microsoft Internet Explorer web browser and navigate to the NRC External Credential Service using the appropriate link below to revoke your new digital certificate.
 - A. Level 1 Digital Certificates → <https://pki.nrc.gov/Rudimentary>

The screenshot shows the VeriSign Digital ID Center interface. At the top left is the VeriSign logo. To its right is the text "Digital ID Center". Below the logo are two buttons: "Home" and "Help". The main heading reads "U.S. Nuclear Regulatory Commission Level 1 Credentials for External Partners". Below this heading are four options, each with a circular icon and a description:

- ENROLL** (checkmark icon): Choose this option to enroll for a client Digital ID.
- SEARCH** (magnifying glass icon): Choose this option to search for a Digital ID. This function is useful for determining whether a Digital ID is valid, expired, or revoked. You may also download IDs from this option.
- RENEW** (refresh icon): Choose this option to renew a Digital ID which is expiring or which has already expired. You should generally start renewing your Digital ID at least one month before your Digital ID is due to expire.
- REVOKE** (stop sign icon): Choose this option to revoke your Digital ID. Digital IDs should be revoked immediately for any suspected compromise, including lost or stolen private keys, corrupted key pairs, change in site ownership, or suspected fraud.

At the bottom left, there is a copyright notice: "© 2008, VeriSign, Inc. All rights reserved." At the bottom right is the VeriSign Trust Network logo.

- B. Level 3 Digital Certificates → <https://pki.nrc.gov/Basic>



Digital ID Center

[Home](#)

[Help](#)

U.S. Nuclear Regulatory Commission Level 3 Credentials for External Partners



ENROLL

Choose this option to enroll for a client Digital ID.



SEARCH

Choose this option to search for a Digital ID. This function is useful for determining whether a Digital ID is valid, expired, or revoked. You may also download IDs from this option.



RENEW

Choose this option to renew a Digital ID which is expiring or which has already expired. You should generally start renewing your Digital ID at least one month before your Digital ID is due to expire.



REVOKE


Choose this option to revoke your Digital ID. Digital IDs should be revoked immediately for any suspected compromise, including lost or stolen private keys, corrupted key pairs, change in site ownership, or suspected fraud.

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2. The first step of the replacement process is to revoke your lost certificate. To begin the revocation process click on “Revoke”, then enter your email address and click the “Search” button just below the email box.





Digital ID Services

[Home](#) [Digital ID Center](#) [Help with this Page](#)

Revoke a Digital ID

To revoke your Digital ID, you must first find it by searching on the name or e-mail address. You cannot use wildcard characters.

Please read the Relying Party Agreement below before starting your search. When you click the **SEARCH** button, you accept the terms of the Relying Party Agreement.

Search by E-mail Address (recommended):

Enter the E-mail Address: (example: john_doe@verisign.com)	<input type="text" value="ecsl1.test@ft.ctf.nrc.gov"/>
--	--

[Search](#)

Search by Name:

Enter Name: The name must be entered exactly as it is in the Digital ID, including punctuation.	<input type="text"/>
---	----------------------


[Search](#)

Relying Party Agreement

VeriSign Relying Party Agreement


YOU MUST READ THIS RELYING PARTY AGREEMENT ("AGREEMENT") BEFORE VALIDATING A VERISIGN TRUST NETWORK ("VTN") DIGITAL CERTIFICATE ("CERTIFICATE"), USING VERISIGN'S ONLINE CERTIFICATE STATUS

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3. Identify and select your lost certificate from the list presented.






Digital ID Services

Search Results

The query returned the following matching Digital IDs. Click on a name to view more detailed information about the ID, or perform actions such as downloading or revoking the ID.

 This icon next to a listing indicates that the Digital ID is the owner's preferred ID for encrypting secure e-mail messages.

ECS0803A MIDDLE TEST (Valid)
...
Digital ID Class 2 - OnSite Subscriber
Validity period from Aug-07-2013(GMT) to Aug-06-2016(GMT)

[New Search](#)

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4. Confirm that you have selected the correct certificate for revocation and click the “Revoke” button



Digital ID Services

[Home](#) [Digital ID Center](#)

Digital ID Information

If this is the correct ID, you can download or revoke the Digital ID.

Name	ECS0803A MIDDLE TEST
E-mail	...
Status	Valid
Validity	Aug.07,2013 - Aug.06,2016
Class	Digital ID Class 2 - OnSite Subscriber
Address	not available
Subject	Country = US Organization = U.S. Nuclear Regulatory Commission Organizational Unit = External Common Name = Ecs0803A middle test User ID = 0808132307076554
Serial Number	2bd5b40042bae8111418804aa93becac

By submitting this request, you accept the terms of our Relying Party Agreement.

Relying Party Agreement

VeriSign Relying Party Agreement

YOU MUST READ THIS RELYING PARTY AGREEMENT ("AGREEMENT") BEFORE VALIDATING A VERISIGN TRUST NETWORK ("VIN") DIGITAL CERTIFICATE ("CERTIFICATE"), USING VERISIGN'S ONLINE CERTIFICATE STATUS

[Download](#) [Revoke](#)

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5. Enter your challenge phrase and click "Revoke"



VeriSign | **Digital ID Services**

Revoke Digital ID

Enter your Challenge Phrase, and select the reason for revoking the Digital ID.

Revoke your own Digital ID:

Enter your Challenge Phrase:
Select reason:	Key compromise

Revoke

Relying Party Agreement

VeriSign Relying Party Agreement

YOU MUST READ THIS RELYING PARTY AGREEMENT ("AGREEMENT") BEFORE VALIDATING A VERISIGN TRUST NETWORK ("VTN") DIGITAL CERTIFICATE ("CERTIFICATE"), USING VERISIGN'S ONLINE CERTIFICATE STATUS

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NOTE: If you do not remember your challenge phrase you will need to contact the appropriate NRC Application Help Desk. Please see section three of this document for contact information.

6. Confirm that your digital certificate was successfully revoked.

VeriSign | **Digital ID Services**

Home **Digital ID Center**

Digital ID was Successfully Revoked

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7. Navigate to the External Credentialing Service login screen, enter your username and password and click "Login"
<https://pki.nrc.gov/ExternalCredentialingService/Account/Login>



NRC Digital Certificate Replacement Guide



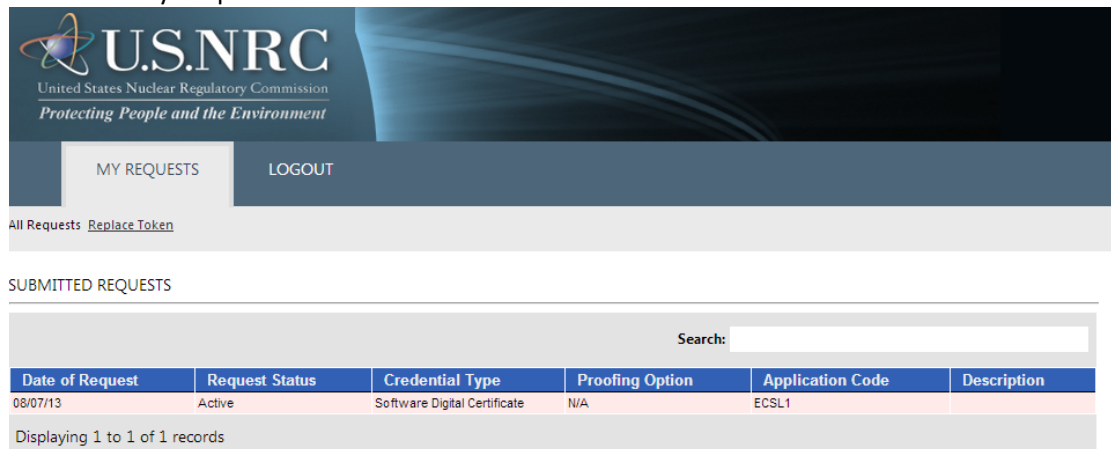
Access your NRC External Credential Service account

User ID:

Password:

Log in to access your account

- Once you have logged into the External Credentialing Services website click “Replace Token” from the “My Requests” menu.



- On the “Request a replacement credential” screen select “Lost” from the drop down selection box and click “Continue”



NRC Digital Certificate Replacement Guide

U.S.NRC
United States Nuclear Regulatory Commission
Protecting People and the Environment

MY REQUESTS LOGOUT

[All Requests](#) Replace Token

Request a replacement credential

Please complete the following information to request a replacement credential.

Replace Token Reason *

* indicates a required field indicates a required field

Continue

10. Your request for a replacement digital certificate has been completed.

U.S.NRC
United States Nuclear Regulatory Commission
Protecting People and the Environment

MY REQUESTS LOGOUT

[All Requests](#)

Replace Credential

Request for replacement credential complete.

Your request for a replacement token has been submitted.

Next:

1. Within the next 7 business days, you will receive a mailer containing an activation code at your personal address of record.
2. If you opted for a hardware OTP credential, you will receive the credential with the mailer.
3. If you opted for a mobile OTP credential, please visit [VIP Access](#) to download your mobile OTP credential.
4. If you opted for a OTP credential, once you are in possession of the mailer, please visit our website [NRC External Credential Service](#) to register and activate your OTP token. Once your token has been registered you will be able to access the NRC application to which you requested access.
5. If you opted for a PKI credential, once you are in possession of the mailer, please visit our website [NRC External Credential Service](#) to collect your digital certificate.
6. Once your digital certificate has been collected you will be able to access the NRC application to which you requested access.

11. You will receive an Email notification once your request has been approved. The email will contain an activation code that you will need to activate your replacement digital certificate. Follow the steps outlined in the [Digital Certificate Activation Guide](#) activate your replacement digital certificate.



NRC Digital Certificate Replacement Guide

Credential Replacement Request Approval Notification - Ecs0803A test - Thunderbird

File Edit View Go Message Tools Help

Get Mail Write Address Book Reply Reply All Forward Tag Delete Junk Print Back Forward

Subject: Credential Replacement Request Approval Notification - Ecs0803A test
From: OTPDbMailProfile <OTPDbMailProfile@ft.ctf.nrc.gov>
Reply-To: OTPDbMailProfile@ft.nrc.gov
Date: 8:51 AM
To: ecs1.test@ft.ctf.nrc.gov

Dear Ecs0803A test,

Congratulations!

Your credential replacement request for a NRC Software Digital Certificate digital credential has been completely processed by the NRC.

Your Approval Code is [REDACTED]. Please have this with you as you will need this when in the process of activating your credential.

- ◆ Please visit our website [NRC External Credential Service](#) to collect your certificate.
- ◆ Once your credential has been collected you will be able to access the NRC application to which you requested access.

Please note that your login for the NRC External Credential Service is emt0019. Please use the password selected by you during the initial request submission.

Note: This is an auto-generated email from NRC External Credential Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services



3. Support

Please visit the appropriate support resources for help and troubleshooting:

1. User Guides – located at <https://pki.nrc.gov/ecs/guides.html>
2. Application Support Desks
 - a. Integrated Source Management Portfolio (ISMP)
Phone: 877-671-6787
eMail: ISMPHelp.Resource@nrc.gov
 - b. Electronic Submittal (EIE)
Phone: 866-672-7640
eMail: Meta_System_Help_Desk.Resource@nrc.gov