



U.S. Nuclear Regulatory Commission

Office of the Chief Information Officer

**ICAM User Guide; One-Time Password, Level Gold,
Enroll
Enrollment Guide
Level Gold Credentialing**

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1 Introduction

This document serves as a User Guide for the Nuclear Regulatory Commission (NRC) external partners, members of the public, that have a need to use NRC's secure web-based applications. More specifically, it describes the process through which an applicant can request a Level Gold digital credential using NRC's web-based credential enrollment system.

Once the applicant has obtained a Level Gold digital credential, it can be used to access select NRC secure web-based applications directly over the internet.

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2 Credential Enrollment Process

This section takes the applicant through the NRC web-based credential enrollment system for the purposes of requesting a Level Gold digital credential. It assumes that the applicant has completed the application specific credential enrollment step and has been forwarded to the NRC External Credentialing Service. The steps below detail the remaining steps required to complete the enrollment process. Below are screenshots of the process with an explanation of what applicants should expect during the enrollment process.

1. Use the Google Chrome or Mozilla Firefox web browser to go to the enrollment site for the NRC application for which you are requesting access. Initiate the request for access following that application's specified enrollment process.
2. Once you've reached the appropriate point in the application's enrollment process you will be redirected to the NRC's External Credentialing Service and be presented with a registration form, an example of a registration form is depicted below.

Digital Credential Request - Registration Information

Please enter the following information and then click *Continue* to go to next screen.

First Name: John *	Middle: M	Last: Smith *	Suffix:
Company Name: ABC Company *			
Business Email: john.smith@gmail.com *	Company Phone Number: (202)-123-1232 *	Extension:	
Credential Type: One Time Password - Mobile Token			
Create Password: ***** *			
Confirm Password: ***** *			

Authentication Questions

Please answer the following questions, Answers will be automatically converted to upper-case.

Security Question 1:	What was the color of your first car? *	purple *
Security Question 2:	Where does your nearest sibling live? *	maryland *
Applicant Notes:	I am requesting access	

* indicates a required field indicates a required field

Continue	Cancel
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3. Complete the remaining required fields:
 - a. Create Password – Please create a password that will be used now and throughout the entire lifespan of your digital credential. Enter that password in the “Create Password” field and enter the exact same password in the “Confirm Password” field.

Remember this password as you will need it when your credential is issued to you. Please be certain to protect the password and do not share it with anyone.

The password you create must follow these requirements:

- The password is case sensitive
- The password must have a minimum length of 12 characters
- The password must have a least one upper case letter
- The password must have a least one lower case letter
- The password must have a least one special character
- The password must have a least one number
- The password must not contain more than two repeating characters

4. Enrollment Confirmation - Please review the information as it was captured to ensure correctness. To make any required adjustments click the “BACK” button and then resubmit – keep in mind that all pre-populated data is read-only at this point. To submit and continue the enrollment process click “SUBMIT”. To cancel the credential enrollment process click “CANCEL”.

Digital Credential Request - Confirmation

Please click on **Submit** button to submit your request.

Registration Information

Full Name:	John M Smith
Company Name:	ABC Company
Business Email:	john.smith@gmail.com
Company Phone Number:	(202)-123-1232
Credential Type:	One Time Password - Mobile Token
Security Question 1:	Question: What was the color of your first car?
	Answer: purple
Security Question 2:	Question: Where does your nearest sibling live?
	Answer: maryland
Applicant Notes:	I am requesting access

Back	Submit	Cancel	Print
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5. Review the confirmation screen and click “DONE”

Request Submission Acknowledgement

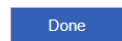
Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress.

If you have any questions, please contact the Support Center for your NRC application:
 Gold Portal
 Email - hana.seo@nrc.gov
 Telephone - 301-415-1234

Thank you,

NRC Identity, Credential, and Access Management Services

Please press Done to finish.



6. Upon completing the above enrollment process, the below confirmation email is sent to the applicant.

Dear HanT SeoT,

Your request for a NRC *One Time Password - Mobile Token* credential was successfully submitted. This request has been forwarded for additional processing and you will be notified via email of its progress.

If you have any questions, please contact the Support Center for your NRC application:
 WRR - Gold
 Email - icodmpki.support@nrc.gov
 Telephone - XXX-XXX-XXXX

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

Thank you,

NRC Identity, Credential, and Access Management Services

7. Once approval has been granted, the applicant will receive an approval email with further instructions on how to obtain their Level Gold digital certificate.

Dear HanT SeoT,

The program sponsor has approved your Gold Credential application for WRR - Gold and now you will need to login to ECS portal to provide your identity information. The identity information that you must provide will be a recent picture of yourself and a government issued ID. More information will be available on the identity proofing form once logged in.

- Please visit our website [NRC External Credential Service](#) to provide this info

You will use the user ID below along with the password you created when you applied to access the ECS portal:
hxs2004

If you have any questions, please contact the appropriate Support Center for your NRC application.
 WRR - Gold
 Email - Web-BasedReliefRequests.Resource@nrc.gov
 Telephone - XXX-XXX-XXXX

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

Thank you,

NRC Identity, Credential, and Access Management Services

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The applicant will have to go through the ID proofing process which will require the applicant to log in to the ECS portal and provide two (2) photo identifiers including a government furnished identity document. An example of the ID proofing form is depicted below.

Gold Credential - Welcome to Identity Proofing

The purpose of this Identity Proofing page is for you to provide assurance as to your identity.

Failure to submit accurate information is a violation of government policy and subject to denial of access and penalties as provided under law.

Login: jms2001
Full Name: John M Smith
Company Name: ABC Company
Business Email: john.smith@gmail.com
Company Phone Number: (202)-123-1232
Credential Type: One Time Password - Mobile Token
Cell/personal Telephone Number: (214)-123-1231 *
Upload a Recent Photo of Yourself: Selfie.PNG *
Upload a Photo ID: **Select the Type of Photo ID:** State Issued Driver's License
Enter the Expiration Date of the Photo ID (mm/dd/yyyy): 02/04/2021
 DL.PNG *
By checking this box, you acknowledge that you have read and accept the conditions as defined in the Rules of Behavior and Privacy Document.
Rules of Behavior: Please check the accuracy of information provided as an error will require application resubmission and reapproval. This submission will be provided to the review committee for assessment. Upon completion, an email will be sent to the address listed indicating the decision of the committee and next steps. Review is generally completed within three business days.
 * Link to the Rules of Behavior Page: [Click Here](#)

* indicates a required field indicates a required field

*Note the list of Acceptable Photo IDs in the “What are Acceptable Photo IDs?” link and Appendix A of this document.

*Please make sure to review the Rules of Behavior

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8. Identity Proofing Confirmation - Please review the information as it was captured to ensure correctness. To submit and continue the ID proofing process click "SUBMIT".

Gold Credential - Review

Gold Credential Review Credentials



Login: jms2001
 Full Name: John Smith
 Company Name: ABC Company
 Business Email: john.smith@gmail.com
 Company Phone Number: (202)-123-1232
 Credential Type: One Time Password - Mobile Token
 Cell/personal Telephone Number: (214)-123-1231
 Uploaded User Photo: 

Photo ID: Driver's License Expiration Date: 02/04/2021



Submit

9. Below is the screenshot of the acknowledgement page you will receive after submitting. If the NRC needs different identity documents, either due to quality or validity of submissions, you will receive an email with additional instructions on the identity documents that need to be resubmitted. Resubmit these documents by repeating steps 7 and 8.

Gold Credential - Acknowledgement Page Title

Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress.

If you have any questions, please contact the Support Center for your NRC application:

Gold Portal
 Email -
 Telephone - 301-415-1234

Thank you.

NRC Identity, Credential, and Access Management Services

Please press Done to finish.

Done

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10. Once you have completed the ID proofing form, the applicant will receive a confirmation email and it will go under review. If approved, you will receive an email with instructions to activate your digital credential – One Time Password (OTP) – along with the approval code for activation.

Dear HanT SeoT,

You have been approved for a Gold Level Credential. You will need to download the One Time Password (OTP) app from the app store and activate it on the ECS site with the approval code below before being able to access your application:

NRCG2021CB747191DC

- In order to obtain your mobile OTP credential, please visit [VIP Access](#) to download your mobile OTP credential.
- Please visit our website [NRC External Credential Service](#) to activate your OTP credential.
- Once your credential has been registered you will be able to access the NRC application to which you requested access.

If rejected, you will receive an email with an explanatory rejection code.

11. Once you have activated the OTP, you will receive instructions on how to login to the target application via email.

Dear HanT SeoT,

Congratulations! Your NRC One Time Password - Mobile Token credential was activated successfully.

You may now use your credential for access to the requested NRC application: WRR - Gold.

The URL to this WRR - Gold is below: <https://testsiteurl.nrc.gov>

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. WRR

Email: Web-BasedReliefRequests.Resource@nrc.gov

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Appendix A

Below is a list of acceptable photo identifications for the ID proofing form:

- Driver's license or an ID card issued by a state or possession of the United States (*provided it contains a photograph*)
- U.S. Government PIV Card
- U.S. Passport (or Passport Card)
- U.S. Military ID card
- U.S. Military dependent's ID card
- Permanent Resident Card or an Alien Registration Receipt Card (*Form I-551*)
- Employment Authorization Document that contains a photograph (*Form I-766*)