



**U.S. Nuclear Regulatory Commission  
External Credential Services**

**One Time Password (OTP) Activation Guide**

**Version 2.1**

**March 5, 2015**



## NRC OTP Credential Activation Guide

### Revision History

Version	Date	Description	Author
1.0	August 12, 2013	Initial Publication	
2.0	February 24, 2015	Updated with level 1 activataion	
2.1	March 5, 2015	Minor Edits Prior to Publication	



## NRC OTP Credential Activation Guide

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# 1. Introduction

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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 applicant can activate a One Time Password (OTP) digital credential using NRC's web based External Credentialing Service.

Once the applicant has obtained an OTP Token, it can be used to access NRC's secure web based applications directly over the Internet.



## 2. Credential Activation Process

This section takes the applicant through the NRC web based External Credentialing Service website for the purposes of activating their One Time Password (OTP) digital credential. It assumes that the applicant has completed the credential enrollment step and is in possession of their credential activation code that is required to complete the enrollment process. Each necessary screen is captured with an explanation of what the credential holder is to comply with on each screen.

1. Applicants are ready to activate their credentials once they have received final approval email as well as the letter in the mail at their address of record – both depicted below.

Dear Montgomery Burns,

Congratulations! Your request for a NRC One Time Password - Mobile Token digital credential has been approved by the NRC!

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

Next:

1. Within the next 7 business days, you will receive a mailer containing an activation code and the OTP credential 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. Once you are in possession of the mailer, please visit our website [NRC External Credential Service](#) to register and activate your OTP token.
5. Once your token has been registered you will be able to access the NRC application to which you requested access.

If you have any questions, please contact the appropriate Support Center for your NRC application:  
Integrated Source Management Portofolio (ISMP) - Email: [ISMPHelp.Resource@nrc.gov](mailto:ISMPHelp.Resource@nrc.gov) Telephone: [1-877-671-6787](tel:1-877-671-6787)

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



## NRC OTP Credential Activation Guide

Congratulations!

This letter is to notify you that your request for a NRC OTP-Software Security Token digital credential has been completely approved 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.

For Software Digital Certificates:

- 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.

For One Time Password Credentials:

- If you opted for a hardware OTP credential, you should have received the credential with this mailer.
- If you opted for a 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.

Please note that your login for the NRC External Credential Service is ext0005. 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

2. Use the Microsoft Internet Explorer web browser to go to the NRC's External Credentialing Service website (<https://pki.nrc.gov/ExternalCredentialingService/>). Login using the username provided in the Final Approval email depicted above and the password you established during the enrollment process.



### Access your NRC External Credential Service account

User ID:	<input type="text" value="&lt;username&gt;"/>
Password:	<input type="password" value="*****"/>
<input type="button" value="Login"/>	

Log in to access your account



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3. Click on the “Register Token” option under the “My Requests” menu item.

MY REQUESTS    LOGOUT

All Requests [Register Token](#) [Replace Token](#)

SUBMITTED REQUESTS

Search:

Date of Request	Request Status	Credential Type	Proofing Option	Application Code	Description
08/16/13	Pending Fulfillment	One Time Password - Mobile Token	In Person	ECSL3	

Displaying 1 to 1 of 1 records

4. On the Register and Activate your Security Credential enter the required data as detailed by the instructions in the margin and click “Continue”.

MY REQUESTS    LOGOUT

All Requests [Register Token](#) [Replace Token](#)

### Register and Activate your Security Credential

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

<input type="text"/>	<b>Credential ID</b>	VSMT12345678 *
<input type="text"/>	<b>Approval Code</b>	NRC11112222333344 *
<input type="text"/>	<b>Set Security Token PIN</b>	**** *
<input type="text"/>	<b>Confirm Security Token PIN</b>	**** *
<input type="text"/>	<b>Security Code</b>	111111  *

\* indicates a required field indicates a required field

[Continue](#)

#### Instructions:

##### Credential ID *(Where is the Credential ID?)*

*VIP Access for Mobile* - The credential ID is displayed next to your security code. If you do not see your credential ID, select the option to view it from your application menu.

*VIP Security Card* - The credential ID is on the front of the card.

*VIP Security Token* - The credential ID is on the back of the token.

##### Approval Code

This NRC issued approval code, included in the mailer that was sent to you, starting with 'NRC', followed by a 14 digit number. For example, NRC11112222333344.

##### PIN

Please pick a 4 digit Personal Identification Number (PIN). You will be asked for this PIN every time you use your credential.

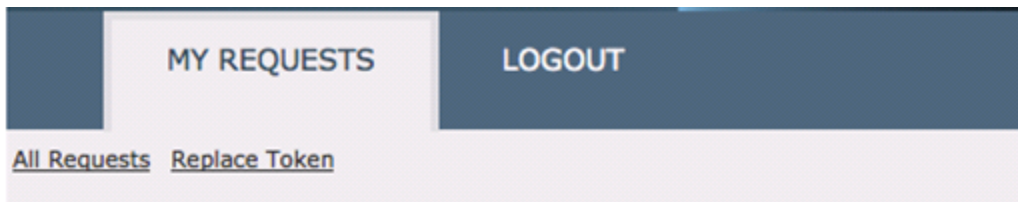
##### Security Code *(Where is the Security Code?)*

A security code is a six-digit number displayed on your credential that you use to complete your sign-in. A security code is only valid once. If you use a particular security code to access a site or to register a credential, you cannot use that security code again.



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5. Once your token has been activated you will see the below screen and receive a copy of the below email indicating that your OTP credential is now ready for use with NRC applications.



### Register Security Token Confirmation

#### Register Security Token Confirmation subtitle

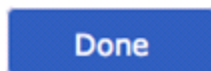
**Full Name:** Montgomery C Burns  
**Company Name:** Springfield Nuclear Power  
**Business Email:** [REDACTED]  
**Credential Type:** One Time Password - Mobile Token

Congratulations! Your NRC credential was activated successfully.

You may now use your credential for access to the NRC applications.

Thank you,

NRC Identity, Credential, and Access Management Services







## NRC OTP Credential Activation Guide

Dear Montgomery Burns,

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

You may now use your credential for access to the NRC applications.

If you have any questions, please contact the Support Center for your NRC application:  
Integrated Source Management Portofolio (ISMP) - Email: [ISMPHelp.Resource@nrc.gov](mailto:ISMPHelp.Resource@nrc.gov) Telephone:  
[1-877-671-6787](tel:1-877-671-6787)

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



## 3. Support

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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