



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

**One Time Password (OTP) Token Replacement Guide**

**Version 2.0**

**March 5, 2013**



## NRC Level 3 OTP Credential Replacement Guide

### Revision History

Version	Date	Description	Author
1.0	August 12, 2013	Initial Publication	
2.0	March 5, 2015	Minor Update	



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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 replace a lost, stolen or damaged Level 3 One Time Password (OTP) digital credential using NRC's web based External Credentialing Service.

Once the applicant has obtained a replacement digital credential, it can be used to access NRC's secure web based applications directly over the Internet.



## 2. Credential Replacement Process

This section takes the credential holder through the NRC web based External Credentialing Service website for the purposes of replacing a Level 3 One Time Password (OTP) digital credential. It assumes that the applicant has completed the credential enrollment step and previously activated that credential. Each necessary screen is captured with an explanation of what the credential holder is to comply with on each screen.

1. 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.

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 Level 3 OTP Credential Replacement Guide



### Access your NRC External Credential Service account

User ID:

Password:

Log in to access your account

- Click on the "Replace Token" option under the "My Requests" menu item.

MY REQUESTS    LOGOUT

All Requests **Replace Token**

SUBMITTED REQUESTS

Search:

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

Displaying 1 to 1 of 1 records

- On the "Request a replacement credential" screen select a "Replace Token Reason" and complete the form.
  - Replacement Token Reason – available options are:
    - Damaged
    - Lost
    - Medium Hardware (Smartcard) Replacement
    - Never Received
    - Stolen
  - Token Type – Select the type of new token you want to replacement your old token while ensuring that the application to which you require access supports your selection.



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Token Type	ISMP	EIE
One Time Password – Mobile Token	✓	✓
One Time Password – Security Card	✓	✓
One Time Password – Security Token	✓	✓

C. Shipping Address – Update your shipping address if necessary.

MY REQUESTS

LOGOUT

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

### Request a replacement credential

Please complete the following information to request a replacement credential.

Replace Token Reason

Lost

\*

Delete Current Credential

☒ Yes
 ☐ No

\*

Token Type

One Time Password – Mobile Token

\*

Update the token shipping address if necessary:

Street Address:

1000 Mammon Lane

Address 2:

City:

Springfield

State:

Illinois

Zip:

12345

\* Indicates a required field Indicates a required field

Continue

- Your request for a replacement credential is complete when you see the following screen providing the details of the rest of the process. You will also receive a copy of this same information in an email.



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### 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.

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

External Credential Service Level 1

Email - [icodmpki.support@ft.ctf.nrc.gov](mailto:icodmpki.support@ft.ctf.nrc.gov)

Telephone - 202-345-1234

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