U.S. Nuclear Regulatory Commission

Authentication and Credentialing Services

NRC Level 1 Credentialing

Enrollment Guide

Version 3.1

March 5, 2015

Revision History

Version	Date	Description	Author
1.0	March 28, 2011	Initial draft	
2.0	August 12, 2013	Updated to reflect new hosting look/feel and new enrollment engine	
3.0	February 24, 2015	Added new section about OTP credentials and remote proofing	
3.1	March 5, 2015	Minor updates	

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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 applicant can request a Level 1 digital credential using NRC's web based credential enrollment system.

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

2.   Credential Enrollment Process

This section takes the applicant through the NRC web based credential enrollment system for the purposes of requesting a Level 1 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 and details the remaining steps required to complete the enrollment process. Each necessary screen is captured with an explanation of what the applicant is to comply with on each screen.

1. Use Microsoft Internet Explorer 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 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 prepopulated form – an example of which is depicted below.

    NOTE: All data that was prepopulated in this form is read-only. If changes are required please contact the support desk of the NRC application to which you are requesting access to have the information updated and then reinitiate the enrollment process.

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.

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Remember this password as you will need it in the weeks to come when your credentials are actually 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

B. Authentication Questions – please select two security questions from the provided list and provide the appropriate answers. Please make a note of these answers as they will be used to authenticate you in the future should you forget your password to the NRC's External Credential Service website.

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:	Waylon J Smithers
Company Name:	MyOrg
Business Email:	ecsl1.test@ft.ctf.nrc.gov
Company Phone Number:	512-882-7556
Credential Type:	One Time Password - Mobile Token
Security Question 1:	**Question:** In what town was your first job? **Answer:** Springfield
Security Question 2:	**Question:** What street did you live on in third grade?? **Answer:** Stalvey
Applicant Notes:	Simpson

[Back]   [Submit]   [Cancel]   [Print]

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 within 10 business days.

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
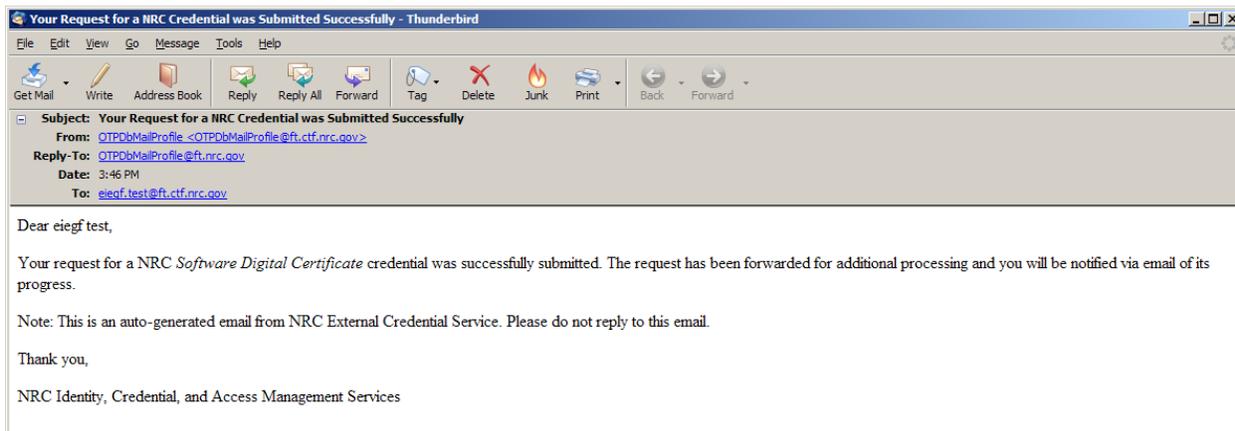Telephone - 202-345-1234

Thank you,

NRC Identity, Credential, and Access Management Services

Please press Done to finish.

Done

6. Upon completing the above enrollment process the below confirmation email is sent to the applicant and the approval process begin.

Your Request for a NRC Credential was Submitted Successfully - Thunderbird

File   Edit   View   Go   Message   Tools   Help

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

Subject: **Your Request for a NRC Credential was Submitted Successfully**
From: OTPDbMailProfile <OTPDbMailProfile@ft.ctf.nrc.gov>
Reply-To: OTPDbMailProfile@ft.nrc.gov
Date: 3:46 PM
To: eiegf.test@ft.ctf.nrc.gov

Dear eiegf test,

Your request for a NRC *Software Digital Certificate* credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress.

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

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

Dear eiegf test,

Congratulations!

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

Your Approval Code is ▓▓▓▓▓▓▓▓▓▓. 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 ext0006. 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

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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