

**DSS Office of the Designated Approving Authority (ODAA)
Business Management System (OBMS)**

Frequently Asked Questions (FAQs): Account Creation and Maintenance

Q: Will the FSO need to request an account first OR can the ISSM account be approved without the FSO having an account?

A: When requesting OBMS access via NCAISS a user must specify their sponsor (FSO). The sponsor is notified to access NCAISS and to make a decision regarding the request (approve or reject).

Q: Are separate System Access Requests (SARs) required for each CAGE Code?

A: No. When a user with multiple CAGE Codes requests OBMS access within NCAISS they will be able to enter all of the CAGE Codes they are requesting access for in a single form.

Q: How is the FSO account approved if other KMPs don't meet the ISSM, alt ISSM and FSO business rule for OBMS?

A: In a case where the FSO is requesting an OBMS account via NCAISS, and no other KMPs can approve the request, NCAISS allows the FSO to self-sponsor their request. The Call Center will then validate the request before the user is granted access to OBMS.

Q: Will OBMS accounts fall under the CYBERCOM directive requirement that accounts will be disabled after 30 days?

A: The CYBERCOM directive has not been implemented yet. Currently, accounts that are not used for 30 days are locked; accounts that are not used for 90 days will be disabled.

Q: How are NCAISS and OBMS accounts validated for approval for Industry? Can it be via email from a KMP documented in ISFD and the ISFD data confirmation by the call center?

A: After an Industry user submits an OBMS account request via NCAISS, the KMP(s) specified by the user in the request is/are notified to access NCAISS and approve or reject the request. After the KMP(s) has/have approved the request, the Call Center validates the request before OBMS access is granted to the user.

Q: If an ISSM supports multiple CAGE Codes, can reports be pulled across CAGE Codes with this release? Or will this functionality happen later?

A: When running reports, External Users currently have the ability to select data from any subset of CAGE Codes to which they are assigned.

Q: How many days does it take from account request to approval and notification?

A: Three business days should be allowed for this process.

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Q: Where can I verify if my CAC /ECA works with NCAISS?

A: To verify a current list of all DoD-Approved PKIs:

Please use the following link to find <http://iase.disa.mil/pki-pke/interoperability/>

Q: Is NCAISS the only way to get an OBMS account?

A: Yes. Please use the following link to access NCAISS:

<https://sso.dss.mil/opensso/cert/login?goto=https%3A%2F%2Fsso.dss.mil%3A443%2Fidm%2Fuser%2F>

Once your NCAISS account has been created, please use the OBMS Quick Links to request access.

Q. Where are the User Manuals located within the OBMS application?

A: User manuals are located under the Help Menu within the OBMS application.

Q. Who do I contact if I need my CAC PIN number resets?

A: This depends on the specific type of credential you are dealing with:

1. For a DoD CAC, you have 3 attempts to enter a correct PIN, if you fail the 3rd attempt your credential will be locked; in order to unlock you will need to visit a DEERS/RAPIDS station to unlock and subsequently use it.
2. For a Federal PIV, a similar procedure will be necessary as with the CAC. Check with your local PKI Issuance Office regarding procedures for the Federal PIV cards.
3. For ECA and other DoD approved PKI credentials this process can vary from issuer to issuer.

Q. Who do I contact for OBMS Assistance?

A: For technical issues, please contact the DOD Security Services (Call) Center at: 1-888-282-7682

- Emailing us at: Call.Center@DSSHelp.org.

Please be sure to include your name, email address, telephone number, and a brief message, and we will be sure to get back with you.

- For non-technical questions, please email odaa@dss.mil