

DCII FREQUENTLY ASKED QUESTIONS

What are the system requirements for DCII access, and where can I find them?

The current version of DCII is completely Web based. Therefore, Internet access and Microsoft Internet Explorer 6.0 or higher are required. Other browsers might also be compatible with DCII, but are not supported.

Is there a User's Guide for the new DCII Enhancement?

Yes. However, because the Guide is FOUO, it is only accessible to all users after they log in.

Is there a training available for Site Administrators?

No. Refer to the DCII User Guide after you log in to DCII.

Where do I get SAR forms?

You can download SAR forms from DCII web site.

Where do Site Administrators send their SARs?

Site Administrators must send their SARs to DoD Security Services Call Center.

Where do users send their SARs?

Users must send their SARs to their Site Administrators only. Do not send the user SAR to DoD Security Services Center or DMDC.

How can I send the SAR to the DoD Security Services Call Center?

You can scan the SAR into a PDF file and email it to account.request@dsshhelp.org . If the agency does not have scanning capabilities, documents can be faxed to (703) 493-8965, Attention: Customer Service. In addition, documents can be mailed to the below address. However, mailing documents may cause a delay in processing accounts:

DoD Security Services Center
10430 Furnace Road, Suite 101
Lorton, VA 22079

SARs (GENERAL)

I am a Site Administrator. What do I do with the User's SAR?

Site Administrators will set up new accounts for new users via the SAR. Site Administrators should send a new SAR Status Report with new user information to dcii@osd.pentagon.mil . Site Administrators must develop a repository for maintaining the newly created SAR. DO NOT SEND THE USER SAR TO DMDC or DoD Security Services Center.

Are the nominating official, validating official and user's signatures required on the SAR request forms?

Yes. Signatures must be on all SARs.

Do new Site Administrators require a signed SAR?

Yes. The Site Coordinator or Site Administrator is required to submit a signed SAR.

ACCOUNT MANAGEMENT

Is there a difference between Site Administrator and Site Coordinator?

The term DCII Site Coordinator is the person that is the Agency's point of contact for the DCII application. The Site Administrator is the person that has the physical duty of managing the application to include Add & Delete of user accounts. The Site Coordinator and the Site Administrator are generally used interchangeably.

Is there an Account Manager's Users guide for DCII?

No. Account management is included in the general User's Guide. The guide can be viewed once you log in to DCII.

Where can site administrators find information on how to add new accounts?

See the User's Guide for more information on setting up new accounts.

Who is responsible for re-setting passwords?

It is the responsibility of the Site Administrators to re-set the users' passwords if they are locked out. The DoD Security Services Center will assist with re-setting the Site Administrators' passwords if they are locked out.

How can I get a record of my active DCII users?

Please contact dcii@osd.pentagon.mil for assistance.

Who is the Nominating Government Official for the Site Coordinator or Administrator?

The Nominating Government Official is designated by the Administrative Coordinators agency.