

## **STEP 1: ACTIVATE SERVICENOW ACCOUNT**

*The first thing NISP Contractors will need to do is reset their password by completing the steps below:*

### **COMPLETE PASSWORD OR ACCOUNT RESET**

1. Navigate to NBIS ServiceNow (Customer Service Portal - Customer Support (servicenowservices.com) or <https://dcsa.servicenowservices.com/csm>)
2. Click the "OK, Proceed To Application" message to proceed to the login page.
3. Click on "Forgot Password or Account Locked?"
4. Within the pop-up, complete the "Identify" steps by including "User ID/Email", "type the CAPTCHA characters you see above", and selecting "Next".
5. If ServiceNow doesn't recognize your User ID/Email, call the NBIS Customer Engagements Team for assistance.
6. If ServiceNow recognizes your User ID/Email, you will proceed to the step 2 of the pop-up Verify, add "Email", and select "Next".
7. Begin the Reset steps.
  - a. If the account is not locked, select "Reset Password".
  - b. If the account is locked, select "Reset Password" to generate a password or select "Unlock Account".
8. Ensure successful Reset.
  - a. If "Reset Password" was selected, select "Login Page" from the Password Reset Success page.
  - b. If "Unlock Account" was selected, select "Login Page" from the Account Unlock Success page.
  - c. Click the "OK, Proceed To Application" message to proceed to the login page.
  - d. Login with your username (email address) and new password created.

## **STEP 2: SET UP MULTI-FACTOR AUTHENTICATION**

1. Select NISP Contractor's name in the top right of the Login Page and select "Profile".
2. Scroll down to User Preferences, and select "Configure Multi-Factor Authentication":
3. Complete the Multi-Factor Authentication (MFA) steps.
  - a. Download a free Authentication App (i.e., Microsoft Authenticator, Google Authenticator, etc.).
  - b. Open the app and scan the QR code or type in a pass code.
  - c. Enter the code generated by the authenticator app within the "6-digit code field" and select "Pair Device".
4. Select "OK" once MFA has been successfully configured.
5. Upon password reset completion, proceed Submitting the NBIS Onboarding Request for NISP Contractors section.

## **STEP 3: SUBMITTING THE NBIS ONBOARDING REQUEST FOR NISP CONTRACTORS**

The NBIS Onboarding Request for NISP Contractors allows NISP Contractors to access and complete the onboarding tasks needed to be provisioned into NBIS.

1. From the NBIS ServiceNow, click the "Request Service" to enter the Service Catalogue.

2. After navigating to the Request Service catalogue, a NISP Contractor will click “Help Desk” from the categories and locate the “NBIS Onboarding Request for NISP Contractors”.
3. The NBIS Onboarding Request for NISP Contractor will display the onboarding tasks needed to be completed to be provisioned into NBIS.

### **What Do I Upload?**

- Identifying and Safeguarding PII Certificate
- Cyber Awareness Certificate
- DD Form 2962 – PSSAR (***Attached***)

### **Required Training**

#### **Identifying and Safeguarding Personally Identifiable Information**

<https://securityawareness.usalearning.gov/piiv2/index.htm>

#### **Cyber Awareness**

<https://securityawareness.usalearning.gov/cybersecurity/index.htm>

If you have trouble accessing the Industry Onboarding Portal or experience issues during onboarding and/or within the NBIS system, please contact the Customer Engagement Team (CET) at [dcsa.ncr.nbis.mbx.contact-center@mail.mil](mailto:dcsa.ncr.nbis.mbx.contact-center@mail.mil) or 724-794-7765