



DEFENSE LOGISTICS AGENCY

DLA Training

DLA Enterprise External Business Portal (EEBP)

Navigation User Job Aid

Defense Logistics Agency
DLA Training
Enterprise Business System (EBS)

March 2023



EBS enterprise business system
delivering 21st century logistics

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Overview

Revision

Table 1. Revisions information

Date	Email	Modification
10/5/2022	Bria.west.ctr@dla.mil	Initial draft created
10/11/2022	Jared.nakasone.ctr@dla.mil	Version 2
10/20/2022	Jared.nakasone.ctr@dla.mil	Version 3
10/26/2022	Jared.nakasone.ctr@dla.mil	Version 4

Introduction

DLA Enterprise External Business Portal (also known as the External Portal) provides users outside of the DLA network with a single point of access to DLA business applications. This highly secure, web-enabled interface will provide single sign-on capabilities once customers and business partners (external users) are authenticated via a username and password or a DoD-issued Common Access Card (CAC), or a Federal Personal Identity Verification (PIV) card. The Portal eliminates the need for multiple login sessions, accounts for accessing DLA applications, and provides DLA external business partners with the following:

- A web-enabled access point to DLA business applications.
- An improved user experience through single sign-on to multiple DLA applications.
- A simplified account set-up and maintenance process.

Purpose

This job aid is necessary to provide DLA external business partners with information on how to:

- Access DLA applications through the DLA EEBP.
- Login to DLA applications through the DLA EEBP.
- Create new user accounts for DLA applications that are located within the DLA EEBP.
- Get user support for the DLA EEBP application scenario.

Audience

The audience for this job aid includes the following CAC and non-CAC users:

- Demand Planning /Demand Data Exchange (DDE/Collab)
- DLA Disposition Services

- Installation Support (Real Property)
 - Service Control Point (SCP) users
 - Federal Agency users/Contractors (non-SCP)
- Engineering Support Activities /Product Data Management Initiative (PDMI/ESA)
- Energy Commodity Support external users
- DLA personnel who work with these external users (i.e.: Product Data Specialists, Product Specialists, Demand Planners, and EBS Business Process Analysts)

Accessibility Using Keyboard Commands

This job aid may include the terms “click,” “right click,” and “double click.” Users who rely on keyboard commands may use the corresponding keyboard commands and shortcuts specific to their systems.

Helpful information

- The information contained in this job aid should be reviewed before logging into the Portal. Please ensure all pop-up blockers are removed. This is necessary for specific DLA applications to launch including the SAP Logon Pad for SAPGUI SSO.
- Please use Microsoft Edge, which is the defaulted approved browser.
- If you receive a “Certificate Error” select “allow pop-ups.” If this does not work, the following links have been provided to help you install the root certificate authority (CA) (which may be needed to read your certificate if you are using a CAC):
 - InstallRoot 5.0.1: http://public.cyber.mil/installroot_5-6/

How to Create a New Account for DLA EEBP

NOTE: If an account already exists, please skip to [Navigating the Portal](#) section.

Request access to the application

First time DLA EEBP external users must request access to the application through the DLA Account Management and Provisioning System (AMPS: <https://amps.dla.mil>). For information on specific roles and job descriptions contact your application POC.

- A. Create an account in AMPS. AMPS is DLA's automated application access system that assists with access requests, account creation, and maintenance of DLA user accounts.
- B. Submit a role request in AMPS. When an AMPS account has been created, they will submit a role request. The role request specifies the application for which the user is requesting access [e.g., Installation Support (Real Property)].
- C. After the request for access to Installation Support (Real Property) has been approved, new users can access the application through the Portal as described below in [Navigate to the External Portal homepage](#) section.

How to Get User ID and Password for DLA EEBP Applications for non-CAC Users

Note: This section is for users WITHOUT a DoD-issued CAC and provides instructions for how to update an expired password, how to change a password, and how to change a forgotten password.

User ID

The user ID provided during the AMPS account registration process and the password you created are the same as the username and password used to log into the Portal.

Expired Password

Portal passwords will expire every 60 days and are required to be changed in AMPS. If a user has not changed their password in 60 days or more, a “password expired” error message will display when they try to log into the Portal. Users must follow the instructions below on how to change their password.

Change Password

Passwords should only be changed in AMPS, not the Portal. Changing a password in the Portal will cause the AMPS and Portal passwords to be out-of-sync. Follow the instructions below that outline how Installation Support (Real Property) application users should change their passwords.

- A. Go to the AMPS homepage: <https://amps.dla.mil>
- B. In the **User ID** field, type your User ID and in the **Password** field, type your Password.
- C. Click **Log In** button located below the User ID and Password fields.

Defense Logistics Agency
Single Sign-On Authentication

No certificate was detected. If you have a valid DoD, Federal Bridge or ECA certificate and were not prompted to provide it, please contact the Enterprise Service Desk for further assistance. Otherwise, you may log in with your User ID and password below.

First Time User? Click Here to Register
Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS.

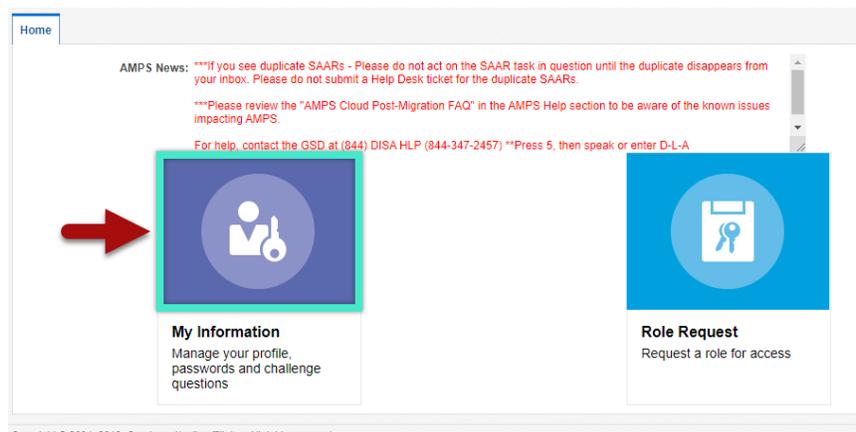
Forgot your User ID? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID.

Forgot your Password? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your password.

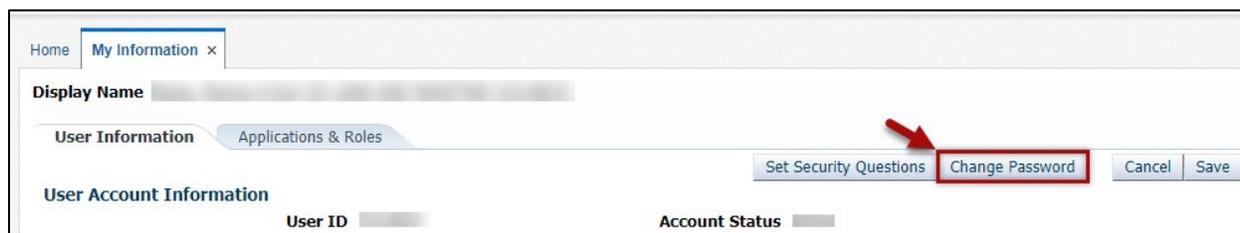
User ID
Password

If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <https://dla.servicenowservices.mil/sp?id=index>

- D. Click **My Information** icon located on the AMPS Home tab.

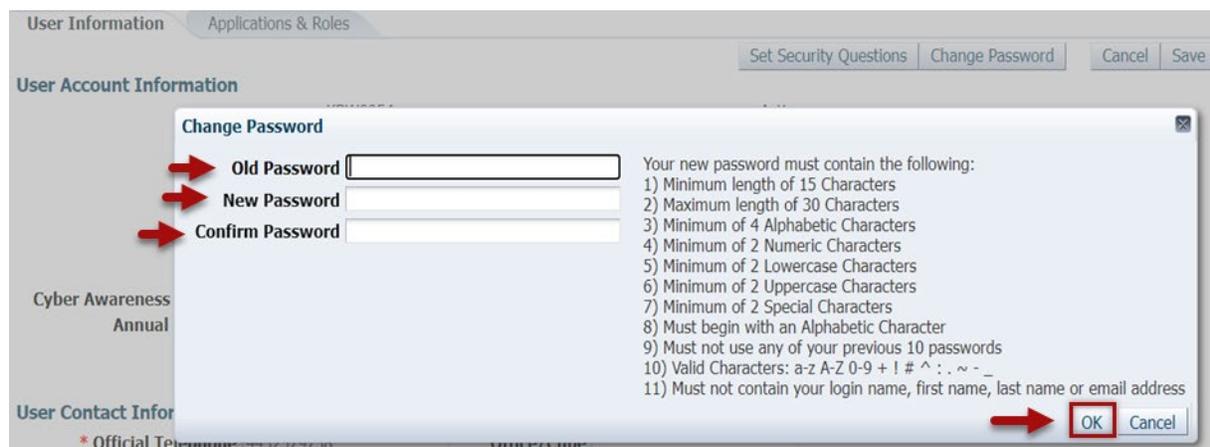


- E. Click the **Change Password** button available under the **My Information** tab.



The screenshot shows the 'My Information' tab selected. Below the 'Display Name' field, there are two tabs: 'User Information' and 'Applications & Roles'. Under 'User Information', there are buttons for 'Set Security Questions', 'Change Password', 'Cancel', and 'Save'. The 'Change Password' button is highlighted with a red box and a red arrow points to it.

- F. In the **Old Password** field, type in the old password.
- G. In the **New Password** field, type in a new password that fits the password policy as specified on the Change Password page.
- H. In the **Confirm Password** field, retype the new password.
- I. Click **Ok** button located in the bottom right corner of the pop-up window.



The screenshot shows the 'Change Password' pop-up window. It has three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Red arrows point to each of these fields. To the right of the fields is a list of password requirements. At the bottom right, the 'OK' button is highlighted with a red box and a red arrow points to it.

Your new password must contain the following:

- 1) Minimum length of 15 Characters
- 2) Maximum length of 30 Characters
- 3) Minimum of 4 Alphabetic Characters
- 4) Minimum of 2 Numeric Characters
- 5) Minimum of 2 Lowercase Characters
- 6) Minimum of 2 Uppercase Characters
- 7) Minimum of 2 Special Characters
- 8) Must begin with an Alphabetic Character
- 9) Must not use any of your previous 10 passwords
- 10) Valid Characters: a-z A-Z 0-9 + ! # ^ : . ~ - _
- 11) Must not contain your login name, first name, last name or email address

- J. The password has now been changed and you will be redirected to the AMPS homepage. The new password can now be used to log into both AMPS and Portal.

Forgot User ID or Password

- A. Go to the AMPS homepage: <https://amps.dla.mil>
- B. Forgot User ID: Click the **Forgot your User ID? Click Here** link and follow the instructions.

Defense Logistics Agency
Single Sign-On Authentication

No certificate was detected. If you have a valid DoD, Federal Bridge or ECA certificate and were not prompted to provide it, please contact the Enterprise Service Desk for further assistance. Otherwise, you may log in with your User ID and password below.

First Time User? Click Here to Register
Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS.

Forgot your User ID? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID.

Forgot your Password? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your password.

User ID
Password

If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <https://dla.servicenowservices.mil/sp?id=index>

- i. In the **Enter Email Address** field, type your email address and click the **Continue** button located below the Enter Email Address field.

Account Management and Provisioning System (AMPS)

Retrieve User ID

Enter Email Send User ID

* Enter Email Address:

- ii. An email will be sent to the user with the User ID.

C. Forgot Password: Click the **Forgot Password? Click here** and follow the instructions.

Defense Logistics Agency
Single Sign-On Authentication

No certificate was detected. If you have a valid DoD, Federal Bridge or ECA certificate and were not prompted to provide it, please contact the Enterprise Service Desk for further assistance. Otherwise, you may log in with your User ID and password below.

First Time User? Click Here to Register
Use this option to register if you have never had a DLA account or if you have access to an existing DLA application but have not registered in AMPS.

Forgot your User ID? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your DLA assigned User ID.

Forgot your Password? Click Here
Use this option if you have registered with AMPS in the past but cannot remember your password.

User ID
Password

If you need IT assistance, please contact the DISA Global Service Desk by calling toll free 844-DISA-HLP (844-347-2457) or DSN 850-0032 (press 5, then speak or enter D-L-A) or visit the DLA Service Portal (.mil only) at <https://dla.servicenowservices.mil/sp?id=index>

i. In the **Enter User ID** field, type User ID and click the **Go** button located to the right of the Enter User Id field.

Account Management and Provisioning System (AMPS)

Forgot Password

Enter Username Send Email

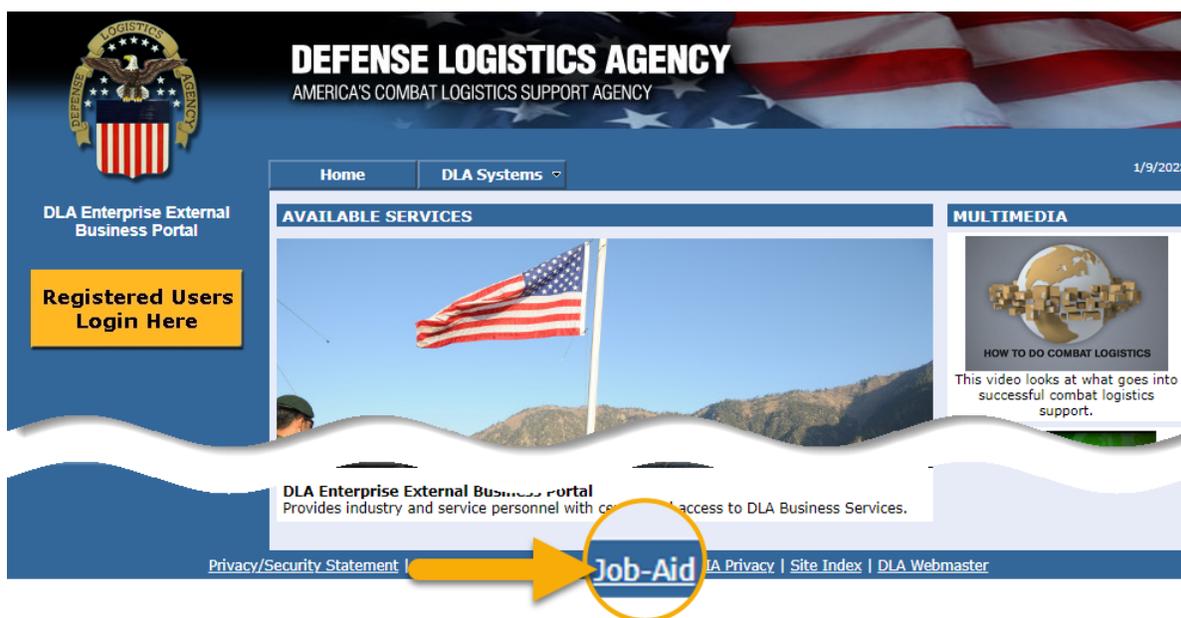
Enter User ID:

ii. An email will be sent to the user and they will be prompted to Change Password (Follow the instructions in the [Change Password](#) section above).

How to Navigate the Portal Landing Page

Navigating the Portal

- A. Use a web browser to go to <https://business.dla.mil>
- B. Once on the Portal landing page, DLA external users can do the following:
 - i. Portal job aid: Navigate to the bottom of the portal landing page and click on the **Job-Aid** link.



- ii. Portal Login: Click the yellow **Registered Users Login Here** button on the left side of the screen to access all DLA Applications that the user has an account to.



- iii. **Home button:** Click the **Home** button to take you back to the **DLA EEBP Landing Page** <https://business.dla.mil>



- iv. **DLA Systems:** Use the dropdown menu to view information on the following applications:
- a. Engineering Support Activities (ESA)
 - b. Demand Planning (DDE/Collab)
 - c. Installation Support (Real Property)
 - d. DLA Disposition Services
 - e. Energy Commodity Support
 - f. Enterprise Data Warehouse (EDW)
 - g. DLA Customer Assistance Handbook
 - h. Shelf-Life Extension System (SLES)
 - i. Strategic Materials Sales Portal
 - j. DLA DMSMS SRRT



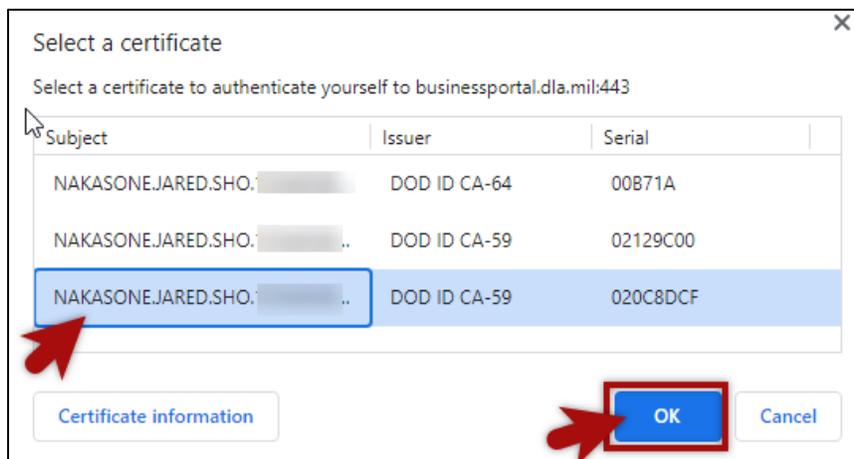
How to Log into DLA Applications Through DLA EEBP

Navigate to the External Portal homepage

- C. Go to the **Portal** landing page: <https://business.dla.mil>
- D. Click the yellow **Registered Users Login Here** button on the left side of the screen to login with your CAC or user ID/password.



- v. CAC Users:
 - a. A new window will open. When the **Select a Certificate** window opens, select either the **ID OR EMAIL** certificate.
 - b. Click **OK** button located on the bottom right side of the window.



- c. Read the information in the **U.S. Government (USG) Information System (IS) - Usage and Consent** dialog box and click the **I Accept** button.

U. S. Government (USG) Information System (IS) - Use and Consent

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communication and work product are private and confidential. See User Agreement for details.

EEBP SYSTEM MESSAGE:

1. EEBP users

- External Portal users who use User ID and Password to login must change their Password in AMPS every 60 days per DOD policy.
- *****FLASH***** Users must access each EEBP application every 60 days or your account will be locked. If you receive a login error while accessing EEBP, please contact the DISA service desk at 844-347-2457 and request all accounts be unlocked. If you gained access to EEBP and the functionality appears to not be working as expected or the supporting data is not as expected, please call the Enterprise Service Desk at 1-855-352-0001

2. DOD CAC users

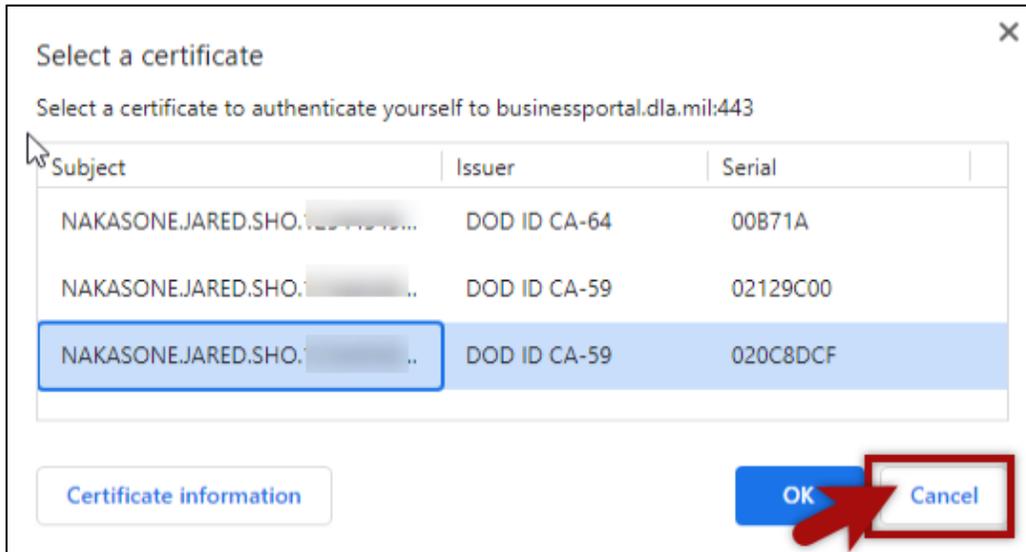
Please ensure when you login to the EBS Portal to select the -EMAIL- Certificate on your CAC card. The PIV (AUTHENTICATION) Certificate on the CAC card has not been fully activated at this time. Direction on PIV activation and use will be provided by DLA Stratcom and Active Directory Team in the future.

- In accordance with DOD CIO Memorandum released on December 7, 2018, all

- d. User is now logged into the **Portal**. The top left portion of the window will display tabs corresponding to all **DLA Applications** for which the user has an account, in this example the user has access to **Business Objects, Disposition Services, Energy, EDW, ESA, and Real Property**.
- e. Click the **DLA Applications** you wish to access. In this example the user clicked **Real Property** to get started.



- vi. Non-CAC users
- a. A new window will open. When the **Select a Certificate** window opens, select either the **ID** or **EMAIL** certificate.
 - b. Click the **Cancel** button.



- c. Read the information in the **U.S. Government (USG) Information System (IS) – Usage and Consent** dialog box and click the **I Accept** button.

U. S. Government (USG) Information System (IS) - Use and Consent

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communication and work product are private and confidential. See User Agreement for details.

I Accept **Decline**

EEBP SYSTEM MESSAGE:

1. EEBP users

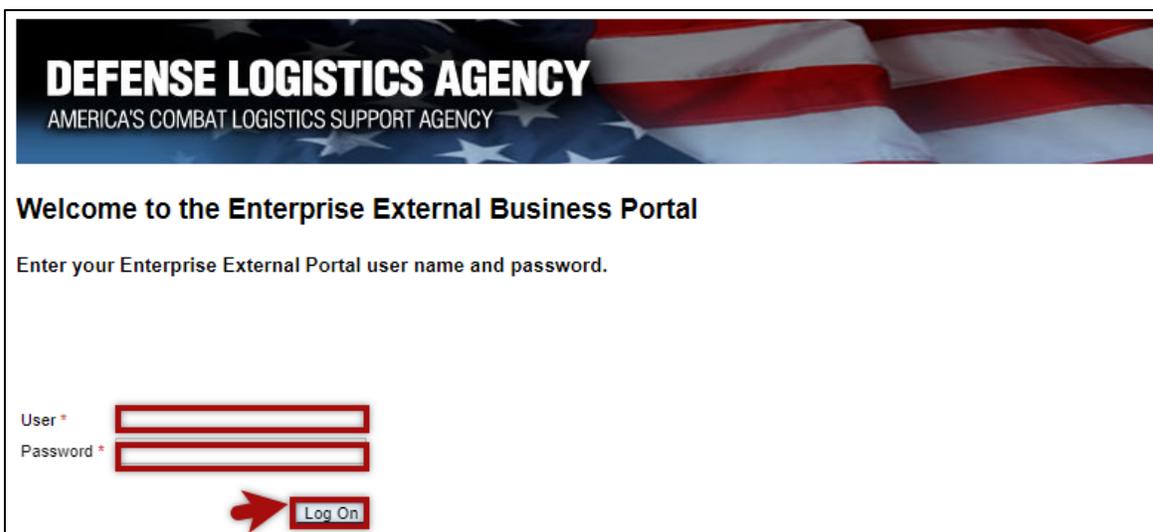
- External Portal users who use User ID and Password to login must change their Password in AMPS every 60 days per DOD policy.
- **FLASH**** Users must access each EEBP application every 60 days or your account will be locked. If you receive a login error while accessing EEBP, please contact the DISA service desk at 844-347-2457 and request all accounts be unlocked. If you gained access to EEBP and the functionality appears to not be working as expected or the supporting data is not as expected, please call the Enterprise Service Desk at 1-855-352-0001.

2. DOD CAC users

Please ensure when you login to the EBS Portal to select the -EMAIL- Certificate on your CAC card. The PIV (AUTHENTICATION) Certificate on the CAC card has not been fully activated at this time. Direction on PIV activation and use will be provided by DLA Stratcom and Active Directory Team in the future.

- In accordance with DOD CIO Memorandum released on December 7, 2018, all

- d. Enter **User** and **Password** in the fields provided.
- e. Click the **Log on** button.



- f. User is now logged into the **Portal**. The top left portion of the window displays tabs corresponding to all **DLA Applications** for which the user has an account. In this example, the user has access to **Business Objects, Disposition Services, Energy, EDW, ESA, and Real Property**.
- g. Click the DLA applications you wish to access. In this example, the user clicked **Real Property** to get started.



How to Access DLA Systems Information

Accessing information and user support

- A. Users may access the DLA Systems Information page one of two ways:
 - i. One way is via the **DLA Systems** dropdown menu.
 - a. Click the dropdown arrow located on the right side of **DLA Systems**.
 - b. Select the DLA Systems you wish to access. In this example the user clicked **Installation Support (Real Property)**.



- c. The DLA System you have chosen will open an information and support page. In this example, the user clicked on **Installation Support (Real Property)** and it opened the information and user support page.
- d. For technical support contact the **DISA Global Service Desk** at disa.global.servicedesk.mbx.application-ticket-request@mail.mil or call (844) 347-2457 (DLA Help Desk at DISA) Press 5, then speak or enter D-L-A.

The screenshot displays the DLA Enterprise External Business Portal. At the top left is the DLA logo, featuring an eagle with wings spread, holding an olive branch and arrows, with the words 'DEFENSE LOGISTICS AGENCY' around it. Below the logo is the text 'DLA Enterprise External Business Portal' and a yellow button that says 'Registered Users Login Here'. The main header area has 'DEFENSE LOGISTICS AGENCY' in large white letters and 'AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY' below it. A navigation bar includes 'Home' and 'DLA Systems'. The date '1/9/2023' is in the top right. The main content area is titled 'AVAILABLE SERVICES' and features 'INSTALLATION SUPPORT: Real Property'. Below this title is a welcome message: 'Welcome to the DLA Deficiency Processing Information Page'. The text explains that DLA uses integrated tools to manage installations and assets for which DLA has funding responsibility for production support. It also states that the DLA External Portal allows Military Service, Federal Government, and contractor personnel use of web-based applications to submit deficiency requests and project status updates to DLA for repair and maintenance of DLA-owned assets. Users can also execute reports on deficiencies. Under 'Additional Help & Support', it provides contact information for the DISA Global Service Desk: 'For technical support, contact the DISA Global Service Desk at: EMail: disa.global.servicedesk.mbx.dla-ticket-request@mail.mil DSN: 809-4-OFF-DSN(809-463-3376) Or call: (toll free)1-844-347-2457'. To the right, there is a 'MULTIMEDIA' section with two video thumbnails. The first is titled 'HOW TO DO COMBAT LOGISTICS' and has the description: 'This video looks at what goes into successful combat logistics support.' The second is titled 'Why Buy Green?' and has the description: 'The success of the Defense Department's "Buying Green" strategy relies on all employees to make the right decisions when it comes to everyday purchases.' At the bottom, there is a footer with links: 'Privacy/Security Statement | 508 Compliance Statement | Job-Aid | FOIA Privacy | Site Index | DLA Webmaster'.

- ii. The second way is by clicking the revolving pictures.
 - e. Click the revolving pictures located in the center of the window:
 - f. View the changing pictures under **AVAILABLE SERVICES** and click a **DLA System** you wish to access. In this example, the corresponding picture is for **Installation Support (Real Property)**.

The screenshot displays the DLA Enterprise External Business Portal. At the top left is the DLA logo, and the main header reads "DEFENSE LOGISTICS AGENCY" and "AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY". Navigation tabs for "Home" and "DLA Systems" are visible, along with a date "2/2/2023". On the left, there is a "DLA Enterprise External Business Portal" label and a yellow button that says "Registered Users Login Here". The main content area is titled "AVAILABLE SERVICES" and features a grid of four images: a truck at an aircraft, an industrial facility, large storage tanks, and a covered walkway. A yellow arrow points to the "Installation Support (Real Property)" service, which is described as enabling Military Service, Federal Government, and contractor personnel to submit deficiency requests and project status updates for maintenance and repair of assets for which DLA has sustainment funding responsibility. To the right, a "MULTIMEDIA" section includes a video titled "HOW TO DO COMBAT LOGISTICS" and a graphic titled "Why Buy Green?" with a question mark.

- g. The DLA System you have chosen will open an information and support page. In this example, the user clicked on the revolving picture for **Installation Support (Real Property)** and it opened the information and user support page.
- h. For technical support, contact the **DISA Global Service Desk** at disa.global.servicedesk.mbx.application-ticket-request@mail.mil or call (844) 347-2457 (DLA Help Desk at DISA) Press 5, then speak or enter D-L-A.

The screenshot displays the DLA Enterprise External Business Portal. At the top left is the DLA logo, featuring an eagle with wings spread, holding an olive branch and arrows, with the words 'DEFENSE', 'LOGISTICS', and 'SUPPORT' around it. Below the logo is the text 'DLA Enterprise External Business Portal' and a yellow button that says 'Registered Users Login Here'. The main header area has 'DEFENSE LOGISTICS AGENCY' in large white letters, with 'AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY' underneath. To the right of the header is a navigation bar with 'Home' and 'DLA Systems' (with a dropdown arrow). The date '1/9/2023' is in the top right corner. The main content area is divided into two columns. The left column is titled 'AVAILABLE SERVICES' and features a large heading 'INSTALLATION SUPPORT: Real Property'. Below this heading is a sub-heading 'Welcome to the DLA Deficiency Processing Information Page'. The text explains that DLA uses integrated tools to manage installations and assets for which DLA has funding responsibility for production support. It also states that the DLA External Portal allows Military Service, Federal Government, and contractor personnel use of web-based applications to submit deficiency requests and project status updates to DLA for repair and maintenance of DLA-owned assets. Below this text is a section titled 'Additional Help & Support' which provides contact information for the DISA Global Service Desk: EMail: disa.global.servicedesk.mbx.dla-ticket-request@mail.mil, DSN: 809-4-OFF-DSN(809-463-3376), and Or call: (toll free)1-844-347-2457. The right column is titled 'MULTIMEDIA' and contains two video thumbnails. The first is titled 'HOW TO DO COMBAT LOGISTICS' and has a description: 'This video looks at what goes into successful combat logistics support.' The second is titled 'Why Buy Green?' and has a description: 'The success of the Defense Department's "Buying Green" strategy relies on all employees to make the right decisions when it comes to everyday purchases.' At the bottom of the page is a footer with links: 'Privacy/Security Statement | 508 Compliance Statement | Job-Aid | FOIA Privacy | Site Index | DLA Webmaster'.