AMPS: Troubleshooting Guide

Brief Guide to AMPS

What AMPS is . . .

AMPS is an account provisioning system that can set up your access to computer application resources or provide information to a provisioner for manual setup. Access is based on the approval of your request for one or more application roles (see **AMPS Terms**, page 2).

Application users, both internal (civilians, military, and contractors) and external (vendors, public), can have AMPS accounts that enable them to submit requests for these roles. When a role is approved, the user has access to the application resource.

What AMPS is NOT . . .

AMPS is NOT a portal to any application. Having an account in AMPS enables you to request an application role, submit and track the request, and receive a notification when the request is granted.

Access to any requested application is provided through the application itself or through the portal provided by the sponsoring organization.

Getting help with AMPS

Call the DISA Global Service Desk at:

844-DISA-HLP (844-347-2457) or DSN 850-0032
Press 5, then speak or enter D-L-A

Have this information ready . . .

- What is your telephone number?
- What is your email address?
- When did the problem start?
- Have you had this problem before?
- Is anyone around you having the same problem?
- Is this problem an application access-related issue?
- Is this problem related to a SAAR? If so, do you know the SAAR number?
- Is this issue related to a role request or a role expiration or extension request?

Topics and Questions

⮑ **Access to AMPS**

What is AMPS and how can I get access to it?

⮑ **Access to AMPS: Network or Browser Problems**

Help! I entered the correct URL but AMPS won't open!

Follow these instructions:

If you cannot resolve the issue, report the problem to the EHD.

⮑ **How to Delete Browser History in Internet Explorer**

Do you need to clear your browser cache?

Follow these instructions:

If you do not get the results you need, report the problem to the EHD.

⮑ **How to Refresh Stored Pages in Internet Explorer.**

Do you need to refresh all stored pages in Internet Explorer?

Either of the two instruction sets ensure that Internet Explorer refreshes the selected page each time you reopen it.

At the end of the instructions, close the browser and reopen it to continue work.

Answers

AMPS stands for **Account Management and Provisioning System**. AMPS helps you set up accounts on the computer systems you will use in your job. (See **What AMPS is…** at left.)

To launch AMPS, type the following URL into your Internet browser: **https://amps.dla.mil**

Are you seeing "**This page can't be displayed**" or another error in screen display?

Intermittent DLA network issues can cause users to get this message when attempting to launch AMPS. To resolve the issue, try these actions:

- Close your browser and repeat your effort to open AMPS.
- If this message continues to appear, call the EHD and listen to the list of outages.
- If AMPS is not on the outage list, try the following:
  1. Clear your browser cache and SSL State in the browser Options.
  2. Close all instances of the browser, no matter what website you are on.
  3. Restart the browser and try AMPS again.
  4. If that fails, leave the browser window open and open a new session (option under File menu in Internet Explorer) and navigate to AMPS from the new window.
  5. If you are on VPN, disconnect from the current site and try another one (Ogden/ Columbus in the USA or [other available location if in another part of the world]).
  6. If you are in VDI, you can try connecting through the VPN from your main desktop on the thin client (this has not been verified on zero clients):
     a) Exit VDI.
     b) Locate the Telework folder on your desktop.
     c) Double-click the Juniper icon.
     d) After connecting to a new location, return to the Telework folder and click the Internal VDI URL.
     e) After you are logged in and back on VDI, try AMPS again.

Follow these steps to delete the browsing history:
1. In Internet Explorer, click the **Tools** command on the main menu.
2. Click the **Delete browsing history** option in the **Tools** menu.
3. In the Delete Browsing History dialog, ensure that the following two options are checked:
   - **Temporary Internet files and website files**
   - **Cookies and website data**
4. Click the **Delete** button.
5. Click the **close** icon in the banner to dismiss the message.
6. Close the browser and reopen it to continue work.

To instruct Internet Explorer to refresh the stored pages each time you open them, follow these steps :
1. In Internet Explorer, click the **Tools** command on the main menu.
2. Click **Internet options** in the **Tools** menu.
3. In the **Internet Options** dialog, click the **Settings** button.
4. In the **Website Data Settings** dialog, click the radio button for this option: **Every time I visit the webpage**.
5. Click the **OK** button.
6. In the **Internet Options** dialog, click **OK** to close the dialog.

As an alternative method, follow these instructions:
1. With Internet Explorer opened, click the gear icon in the upper right corner of the browser window.
2. Click **Internet Options** in the drop-down menu.
3. In the **Internet Options** dialog, locate the **Browsing History** section and click the **Settings** button.
4. In the **Website Data Settings** dialog, click the radio button for this option: **Every time I visit the webpage**.
5. Click the **OK** button.
6. In the **Internet Options** dialog, click **OK** to close the dialog.

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Access to AMPS: Internal Users

After you are issued an account in AMPS, you can request roles and perform various maintenance functions. Internal users get access to AMPS by logging in with a CAC or other accepted authentication.

Internal users see sections in profile screens for maintaining passwords and challenge questions. Because internal users don't need passwords or challenge questions, they can disregard these sections.

Problems with Access to AMPS

Occasional problems with CAC certificate registration can interfere with access to AMPS. If you cannot open AMPS or other secured (https) Web sites, contact the EHD for assistance with CAC registration, browser proxy settings, and other issues.

AMPS Terms

Account: a system entity that provides access to that system, along with permissions to perform tasks or see certain data in the system.

Approvers: users who approve or deny user requests for roles. Approvers include Supervisors, Security Officers, Data Owners, and Information Assurance Officers (IAOs). IAO approvals are not required for DLA users.

Provisioners: administrative system users who provide access for users to their systems after all role approvals are complete. Provisioning may be automatic or manual.

Resource: anything a user may have access to, such as an email account, database access account, or application.

Role: a set of permissions and a resource. Assigning a role in AMPS provides information necessary to set up a user's account in a resource.

AMPS Training

The following documentation is available through the **AMPS Documentation** link on the Home page:

- **AMPS User Guide**: for all users and approvers.
- **Snapshots**: quick references for specific procedures.
- **AMPS Release Notes:** information and/or training for newly released features.

Topics and Questions | Answers

Topics and Questions	Answers
➲ **Role Request: Date of Birth (DOB) and Social Security Number (SSN)** • **Why does the Role Request process require me to enter my Date of Birth?** • **Why do I need to add a Social Security number?**	All role requestors must enter a DOB for security check purposes. If you are an external user who logs in with a user name and password, you must also enter an SSN. The Security Officer who reviews your request needs a DOB to verify that you have the correct clearance for your request. If an EDIPI is not entered in your AMPS profile, the system displays fields that require you to enter and confirm your SSN when you request a role. Your DOB and SSN are displayed only to the Security Officer during the approval process, and then discarded. An SSN is required for certain external user types and only if no EDIPI is on record for the user. AMPS does not save the DOB or SSN in the user's profile. All information in AMPS is protected under the Privacy Act. For more information, call the EHD.
➲ **Role Request: Selection** **Which role should I select for access to a certain application?**	Your best option is to see your supervisor for guidance in selecting the appropriate role or roles for your job. Help Desk staff do not maintain lists of roles for different users. Your team resources and supervisor provide the most reliable and accurate information.
➲ **Role Request: Approval Process** **How much time does the AMPS approval process take?**	The amount of time varies according to each approver's approach. Each approver has 20 days from the date of receiving the SAAR notification to act on the approval request. Because the SAAR approval process requires staff interaction, an approval can take as little as one day or as long as several weeks to be completed. Ask your supervisor for further guidance on this process.
➲ **Role Request: Error** I submitted a role request, but AMPS displayed an error message without a SAAR number assigned. How can I correct the error?	A problem in the role's setup in AMPS could cause an error. Follow these steps to get the problem resolved: • Note the date and approximate time of the request submission, and the role you requested. • Notify the Enterprise Help Desk and report the error message.
➲ **Role Request: Sent to the Wrong Supervisor** I submitted a SAAR to a person who is no longer my supervisor. I then changed the supervisor name in my profile. Will this change redirect my SAAR to the correct supervisor?	• Yes, you no longer need to cancel SAARs in progress if you submit them to the wrong Supervisor. • To redirect each pending SAAR, update your Supervisor, follow these steps: ◇ From the AMPS main menu, go to **My Profile > My Information > User Information,** and click the **Update Supervisor** link. ◇ After you make the change, AMPS moves the pending SAAR to the new Supervisor's **Inbox** and notifies the new Supervisor about pending SAARs.
➲ **Role Request: How to Cancel a Request** I submitted a role request in error or just need to cancel the request and resubmit it. Can I cancel a role request after I've submitted it?	Yes. Current role requests are listed as SAARs in your **Pending Requests** table. Click **My Pending Requests** from the **My Profile** section of the AMPS main menu. (Accept the Privacy Act Statement, if presented.) Select the SAAR you want to cancel from the **Pending Requests** table, and click the **Cancel Request** button. If the SAAR is not in a TICKETED status, this action terminates the SAAR. If the SAAR status is TICKETED, please call the Enterprise Help Desk to terminate the SAAR.

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Access to AMPS: External Users

. . . Authentication with an ID and password:

After you register for an AMPS account, the system provides you with an account ID. Use this ID along with the password you defined during registration to log in to AMPS.

. . . Authentication with a CAC or PIV:

When you register for an account, you can insert a CAC or PIV in a card reader. AMPS captures and stores the correct certificates, enabling you to authenticate without an ID and password.

After you log in, you can request roles and perform various account maintenance functions.

External users see sections in profile screens for maintaining passwords and security questions. As an external user, you can manage this information for your login authentication credentials.

Problems with Access to AMPS

Occasional problems with CAC certificate registration can interfere with access to AMPS. If you cannot open AMPS or other secured (https) Web sites, contact the EHD for assistance with CAC registration, browser proxy settings, and other issues.

External Approvers

External approvers can approve or deny external user requests for roles. External approvers include **External Supervisors**, **External Security Officers**, and **External Authorizing Officials**, all of which are identified by the external user during the registration process.

Application **Data Owners** and **Information Assurance Officers** (IAOs) also approve requests for external users.

Provisioners are administrative system users who provide access for external and internal users to systems after all role approvals are complete. Provisioning may be automatic or manual.

Resource: anything a user may have access to, such as an email account, database access account, or application.

Role: a set of permissions and a resource. Assigning a role in AMPS provides information necessary to set up a user's account in a resource.

Topics and Questions	Answers
⮫ **Supervisor: Change a Supervisor in AMPS** **How can I update my supervisor in AMPS?**	You have two options for changing your AMPS supervisor information: • Open **My Information** from the AMPS main menu. In the **User Information** tab page, locate the **Supervisor** section, and click the search icon to open a utility for locating and selecting the correct supervisor. • On the **User Information** screen during the role request procedure, click the **Update Supervisor** command. Search for and select the name of the correct supervisor. AMPS saves this change to your profile after you submit the request.
⮫ **Supervisor: Role Error** **My supervisor does not have the correct role in AMPS to approve my role request or annual revalidation. What can I do?**	If your supervisor does not have the correct AMPS Supervisor role, he or she cannot approve any role requests. During an approval procedure, AMPS tells the supervisor to suspend the approval temporarily and request the AMPS Supervisor role. After receiving the correct role, the supervisor can complete the approval.
⮫ **Can't See Roles due to Incorrect User Type** I registered for a Public account, but I cannot see the roles I need to request. I am told I should have registered as a **Civilian** for **User Type.** How can I change my User Type?	If you have completed a registration for the wrong user type, such as Public or Vendor, you cannot see the correct roles to request, and you cannot change your user type after registration is complete. Ask the Help Desk to disable the incorrect account; this change enables you to re-register as a Federal Agency User or Contractor. After you complete the new registration, use the My Information page to select a User Type, as needed, and fill in any required information.
⮫ **Role Expiration and Extension** My role is about to expire. What can I do?	AMPS notifies you by email message when a role is about to expire. Follow the instructions in the email message to request an extension of the role assignment or to expedite a role expiration request.
⮫ **My Profile: Supervisor's Direct Reports** I'm a supervisor. Where can I find a list of my direct reports in AMPS?	Users with the Supervisor role in AMPS have a **Direct Reports** tab page in their **My Information** screens. This tab page lists all direct reports and provides read-only access to each person's User Information, Applications & Roles, and if applicable, their Direct Reports. To view this data, click the **User ID** entry for any direct report. AMPS displays a **Details** screen containing the direct report's User Information and Applications & Roles. A Supervisor can request a role, remove a role, update additional attributes, and cancel a request for a subordinate.
⮫ **My Profile: Direct Report's Role Information** I'm a supervisor, and I need to know which roles are assigned to one of my direct reports. Where is this information available?	Users with the Supervisor role in AMPS have a **Direct Reports** tab page in their **My Information** screens. To view role information for a direct report, select the name of a direct report; AMPS displays the user's **Current Roles**, **Pending Requests**, and **SAAR History**.
⮫ **My Profile: User Contact Information** How do I enter my telephone number, APO, or other contact information in AMPS? How can I change my email address?	Click **My Information** from the main menu, locate the **Contact Information** section, and make changes as needed. Your official email address is modified automatically in AMPS if it changes in your Active Directory (AD) listing. **To inquire about an email change or name change, contact the Enterprise Help Desk.**
⮫ **My Profile: Name Change in AMPS** My name is about to change. Should I request a name change in AMPS?	No; your name comes from your listing in the Active Directory (AD). After it is changed in AD, the change is propagated to AMPS and other AD-related systems.