



**Joint Certification Program
Operations Support Solution
External Portal**

Access User Guide

Prepared by: New River Systems, Inc.

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Version 1.0**

1.0 Document Information

1.1 Revision History

<i>Version</i>	<i>Author</i>	<i>Date</i>	<i>Changes</i>
1.0	Kelly Conboy	3/20/2023	Initial Draft

1.2 Document Specifics

<i>Item</i>	<i>Details</i>
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Contact Information	<ul style="list-style-type: none"> -

1.3 Disclosure Information

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2.0 Introduction

The purpose of this document is to provide end user instructions for gaining access to the JCP External Portal.

Portal URL:

<https://www.public.dacs.dla.mil/jcp/ext> (for PROD)

2.1 Scope

The scope for the JCP External Portal User document is as follows:

- User Registration
- Logging into the Portal
- Update Profile (for non-CAC users)
- Reset Password (for non-CAC users)
- Joining an Organization

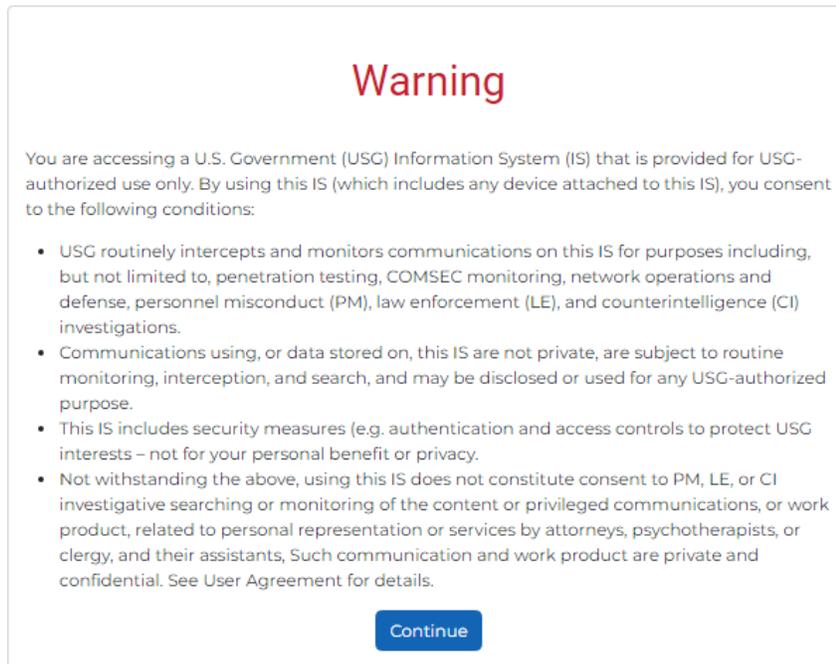
2.2 Assumptions

The following assumptions apply to the JCP Portal.

- The user has browser software to access the JCP Portal.
- The user has Google Authenticator set up on their phone ([directions in Appendix A](#))

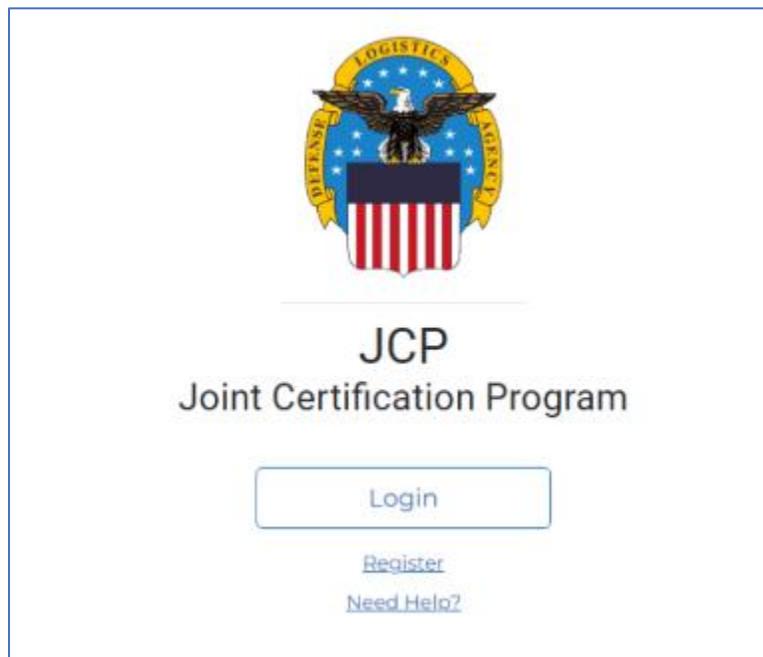
3.0 User Registration into the JCP Portal

When the user accesses the JCP External Portal, a Warning message appears. To move onto the Login page, click the **Continue** button.



JCP Portal Warning Page

When the user is on the Login page, click the **Registration** link below the **Login** button to go to the **Registration** page.



JCP Access Page

Register – User Name and Password page – for use by users that do NOT process a government Common Access Card (CAC).

- All fields must be filled in.
 - User Name - Enter your Username as **firstname.lastname** (ex: michael.gordon, sarah.jones).
 - Enter your password:
 - must be 12 characters long and must contain at least:
 - 1 lowercase letter
 - 1 uppercase letter
 - 1 number
 - 1 special character.
 - You must type your password into the **Password** as well as the **Confirm Password** fields.
 - Once all fields are filled in, click the **Register** button to create the new account.

Register - User Name and Password

First Name *

Last Name *

Email *

Telephone *

User Name * ?

Password * ?

Confirm Password *

Have a CAC? - [Register with CAC](#)

[Return to Login](#) [Register](#)

Registration – User Name and Password Page

Register – CAC page:

- All fields must be filled in.
 - EDIPI - Enter the 10-digit ID on the back of your CAC.
 - User Name - Enter your Username as **firstname.lastname** (ex: michael.gordon, sarah.jones).
 - Once all fields are filled in, click the **Register** button to create the new account.

Register - CAC

Don't have a CAC? - [Register with User Name and Password](#)

EDIPI * ?

User Name * ?

First Name *

Last Name *

Email *

Telephone *

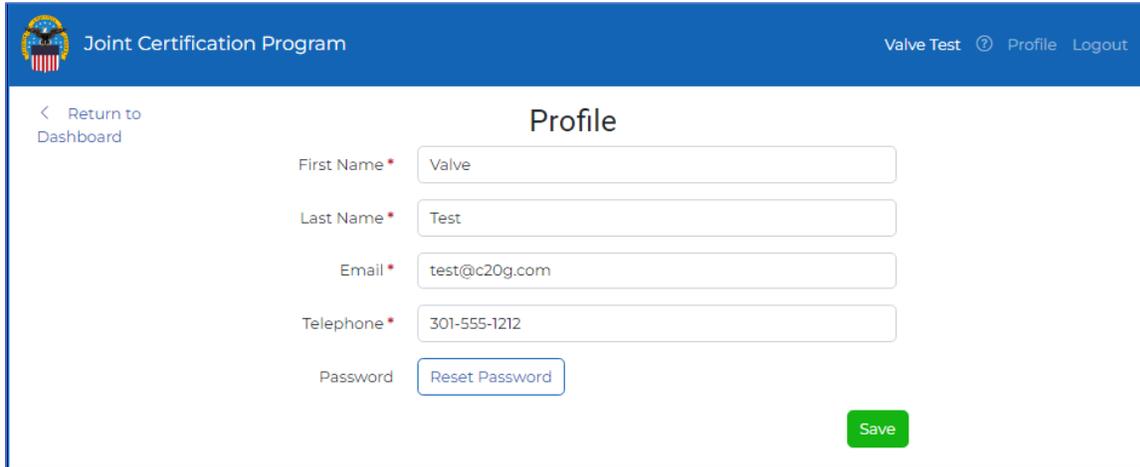
[Return to Login](#) [Register](#)

Registration – CAC Page

4.0 Profile

In the header of a main page, such as the Dashboard, next to the **Help** and **Logout** links, is the **Profile** link.

To update your **Profile** information (First Name, Last name, Email, or Telephone), make a change in any or all the form fields and save by clicking the **Save** button.



The screenshot shows the 'Profile' page of the Joint Certification Program. The page has a blue header with the program logo and name on the left, and navigation links 'Valve Test', 'Profile', and 'Logout' on the right. The main content area is white and contains a 'Profile' title, a 'Return to Dashboard' link, and a form with the following fields: 'First Name' (Valve), 'Last Name' (Test), 'Email' (test@c20g.com), 'Telephone' (301-555-1212), and a 'Password' field with a 'Reset Password' button. A green 'Save' button is located at the bottom right of the form.

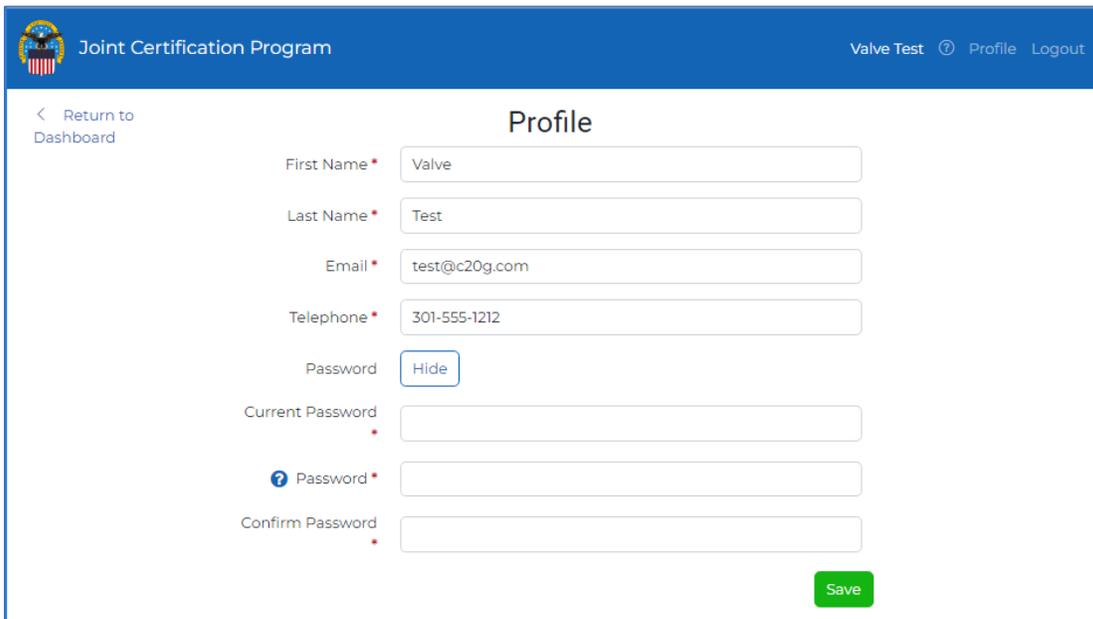
User Profile Page

To reset your password, click the **Reset Password** button. Key in the current password into the **Current Password** field, then key in your new password into the **Password** and **Confirm Password** fields and click the **Save** button.

Note: Clicking the **Hide** button will remove the password fields from the page.

Important: Your password MUST follow the following naming convention: *This info is available when the  icon is hovered over by your mouse.*

- at least 12 characters
- at least 1 upper case letter
- at least 1 lower case letter
- at least 1 number
- at least 1 special character

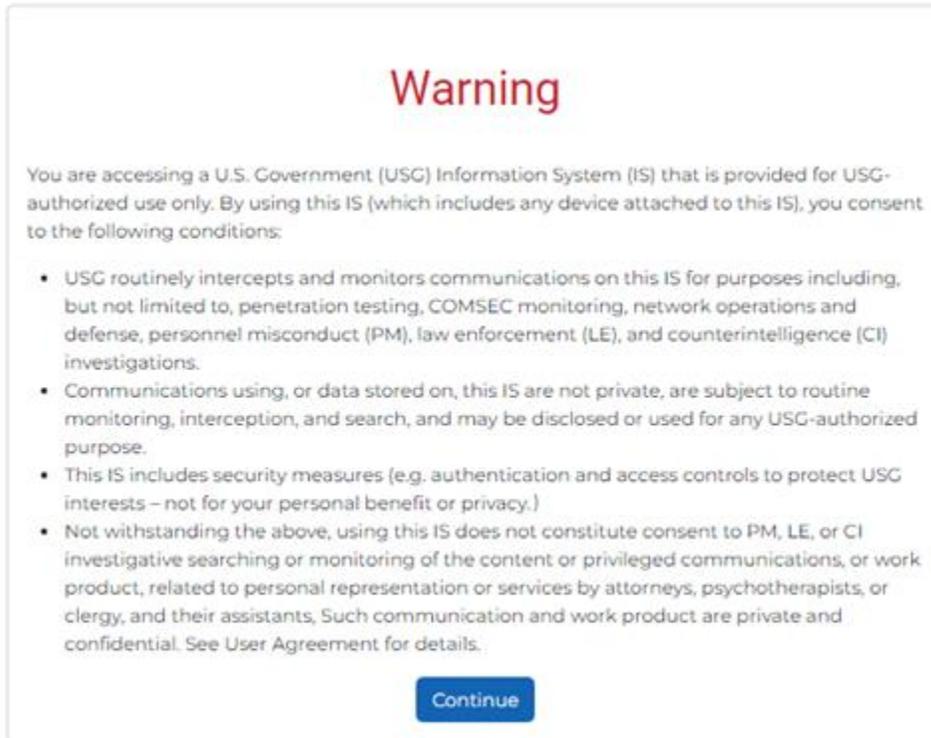


The screenshot shows the 'Profile' page of the Joint Certification Program. The header includes the program logo and navigation links for 'Valve Test', 'Profile', and 'Logout'. The main content area has a 'Return to Dashboard' link and a 'Profile' title. Below the title are several input fields: 'First Name' (Valve), 'Last Name' (Test), 'Email' (test@c20g.com), 'Telephone' (301-555-1212), 'Password' (with a 'Hide' button), 'Current Password', 'Password' (with a help icon), and 'Confirm Password'. A green 'Save' button is located at the bottom right of the form.

User Profile Page - Password Reset

5.0 Logging into the JCP Portal

To Log into the JCP External Portal you must click the **Continue** button on the USG Warning page.



JCP Portal Warning Page

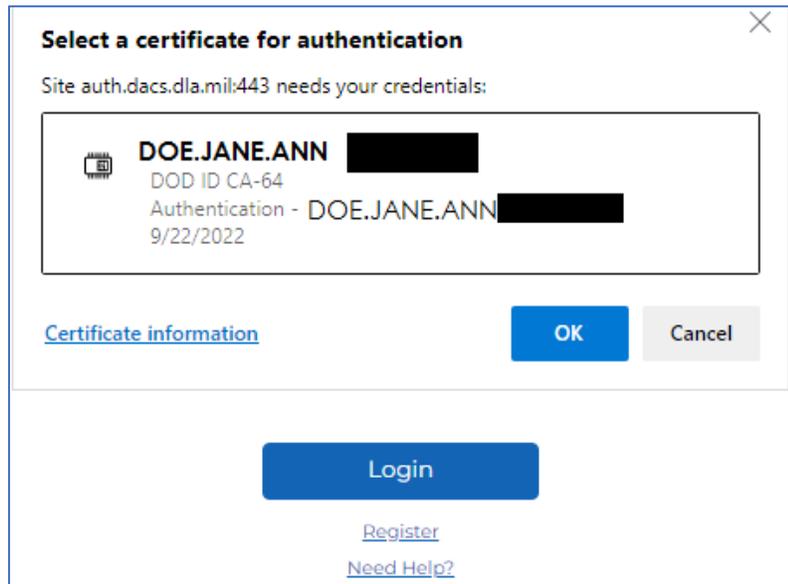
Then you must click the Login button. You will be prompted for your CAC certificate.



JCP Access Page

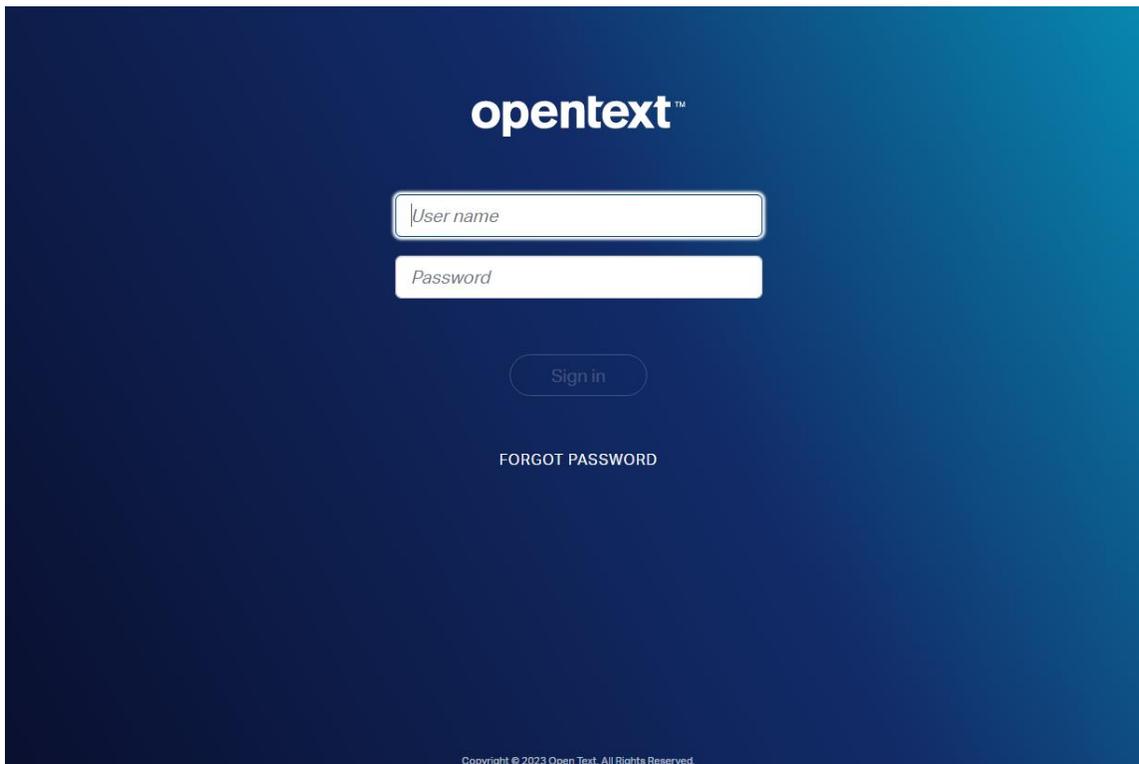
If you have a CAC, click on the **CAC certificate**, and click the **OK** button. You will be taken to the Dashboard page.

If you do not possess a CAC, click the **Cancel** button.



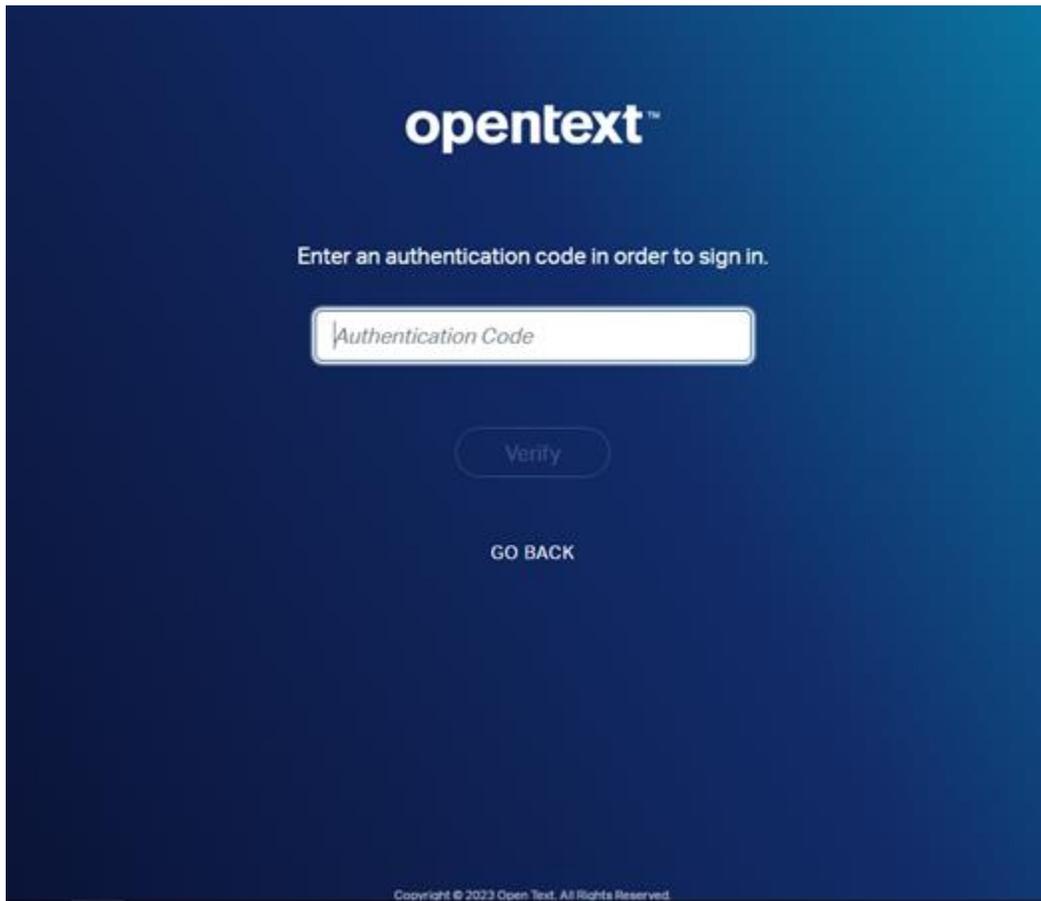
CAC Certificate on Login Page

Key in your **User name** and **Password** and click the **Sign In** Button.



JCP Portal Login Page

Get the code from your Authenticator on your phone and key it into the **Authentication Code** box (see instructions in [Appendix C](#) for setting up two-factor authentication). Once you key in your Authentication Code, click the **Verify** button. You will be taken to the Dashboard page. Be aware that the Authenticate Code changes every minute.



JCP Portal Login - Authentication Code Page

6.0 Joining an Organization

If you have just registered with the JCP Portal, you won't be initially attached to any organization. Upon first login after registration, you will see the **Dashboard** page display similar to the screenshot below. The **Organization Details** on the left, top side state **No Linked Organization**.

The screenshot displays the JCP Portal Dashboard for a user named Abraham Lincoln. The top navigation bar includes the Joint Certification Program logo and the user's name with links for Profile and Logout. The left sidebar contains 'Organization Details' (No Linked Organization) and a 'Menu' with 'Dashboard' and 'Organization Search' options. The main content area is titled 'Dashboard' and features an 'Actions' dropdown menu. It is divided into three sections: 'Draft Applications', 'In-Progress Applications', and 'Completed Applications'. Each section has a table header and a message indicating no applications are currently shown. The 'Draft Applications' table has columns for Application ID, Application Type, Status, Created On, and Created By. The 'In-Progress Applications' table has columns for Application ID, Application Type, Submitted By, Date Received, Date Assigned, Application Status, and Age Indicator. The 'Completed Applications' table has columns for Application ID, Application Type, Application Status, Date Completed, Expiration Date, and Age Indicator. The footer shows 'DLA' on the left and 'Copyright © 2023. All rights reserved.' on the right.

In the Actions drop-down are two options:

- Request to Join an Organization
- Create New Organization

6.1 Request to Join an Organization

To request to join an existing organization, click the **Actions** drop-down and choose **Request to Join an Organization**. The **Request to Join an Organization** pop-up appears. Search for an existing organization that you would like to join by filling in search criteria into one of the fields and clicking the **Search** button. You can search by **CAGE Code**, **UEI**, **Legal Name**, **Zip/Postal Code**, **State/Province**, or **Contact Phone**.

A list of search results should appear with a radio button next to each organization.

Click the radio button for the organization you want to join and click the **Select** button.

NOTE: If you do NOT select an organization and click the **Select** button, an error message will display at the bottom right of the page and the pop-up will remain.

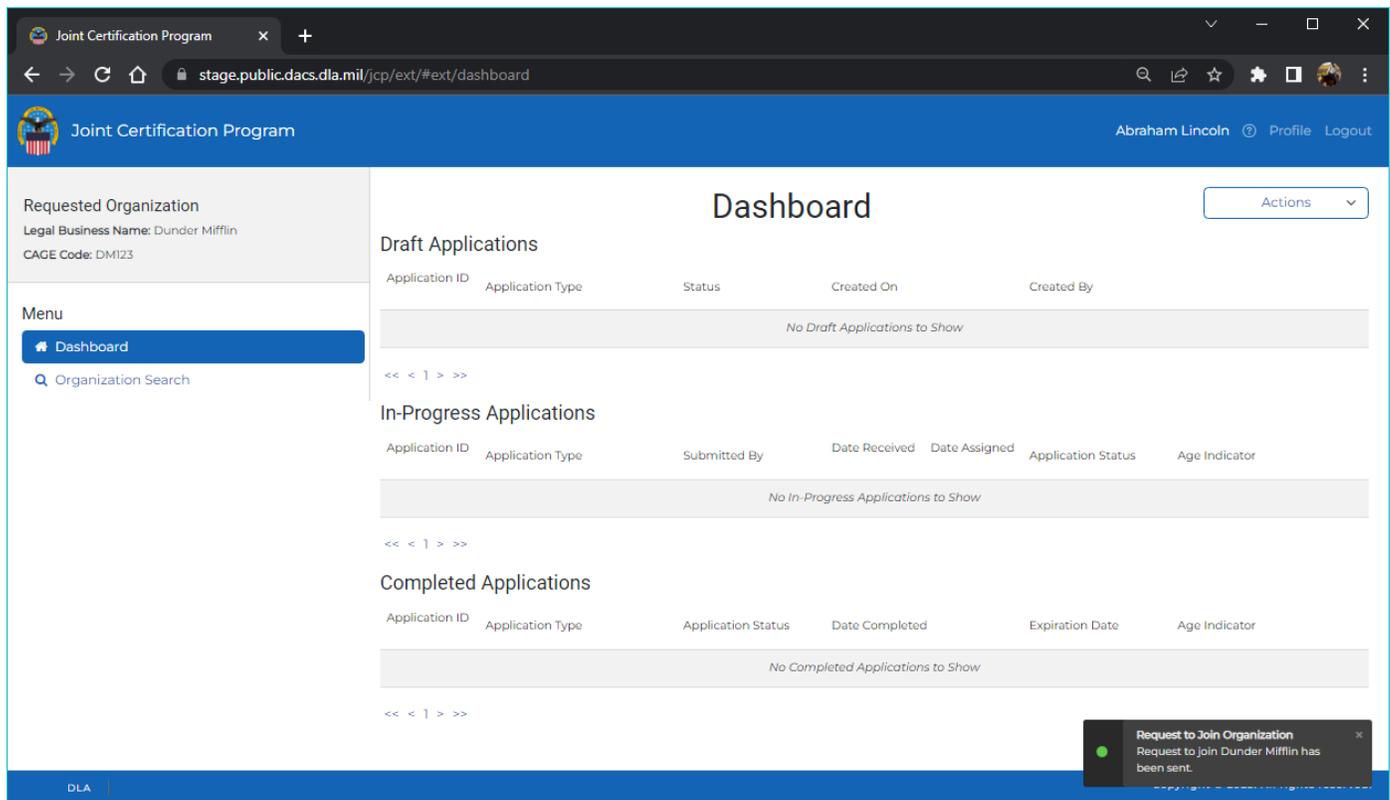
Request to Join an Organization
✕

CAGE Code	UEI	Legal Business Name	City	State/Prov.	JCP Status	
<input checked="" type="radio"/> DM123	123456	Dunder Mifflin	Scranton	PA	Active	<input type="button" value="Open"/>

<< < 1 > >>

Request to Join an Organization Pop-Up

You will be taken back to the Dashboard page and will see that in the upper left side of the page **Requested Organization** appears with **Legal Business Name** and **CAGE Code**, and a message will appear at the bottom right of the page stating: **Request to join [Legal Name] has been sent.** You will not be able to start any applications until an existing member of the Organization you have requested to join approves your request.



Dashboard after new user completes Organization join request

NOTE: If you are the first user to request to join an organization, a JCP Administrator will approve or deny your request.

You will receive an email stating whether you were approved or denied, so be sure to have a valid email address in your user profile.

6.2 Create New Organization

To create a new organization, from the **Actions** drop-down in the **Dashboard** page, click **Create New Organization**. The **Create New Organization** page will appear. Fill in all the necessary information into the form and click the **Submit** button. The Dashboard page appears again with a success message at the bottom right of the page stating **Organization [CAGE Code] has been created successfully**.

Joint Certification Program Abraham Lincoln Profile Logout

[Return to Dashboard](#)

Create New Organization

Basic Information

Legal Business Name *

CAGE Code *

Type

Established Date

Ownership of Offeror Information

Highest Level Owner Immediate Level Owner

List of Officers

Additional Information

CAO Pay

Contact Information

POC Name

POC Title

POC Email

Phone

Fax

Address 1

Address 2

PO Box

City

County

State/Province *

Country *

ZIP Code

ZIP+4 Extension

Corporate URL

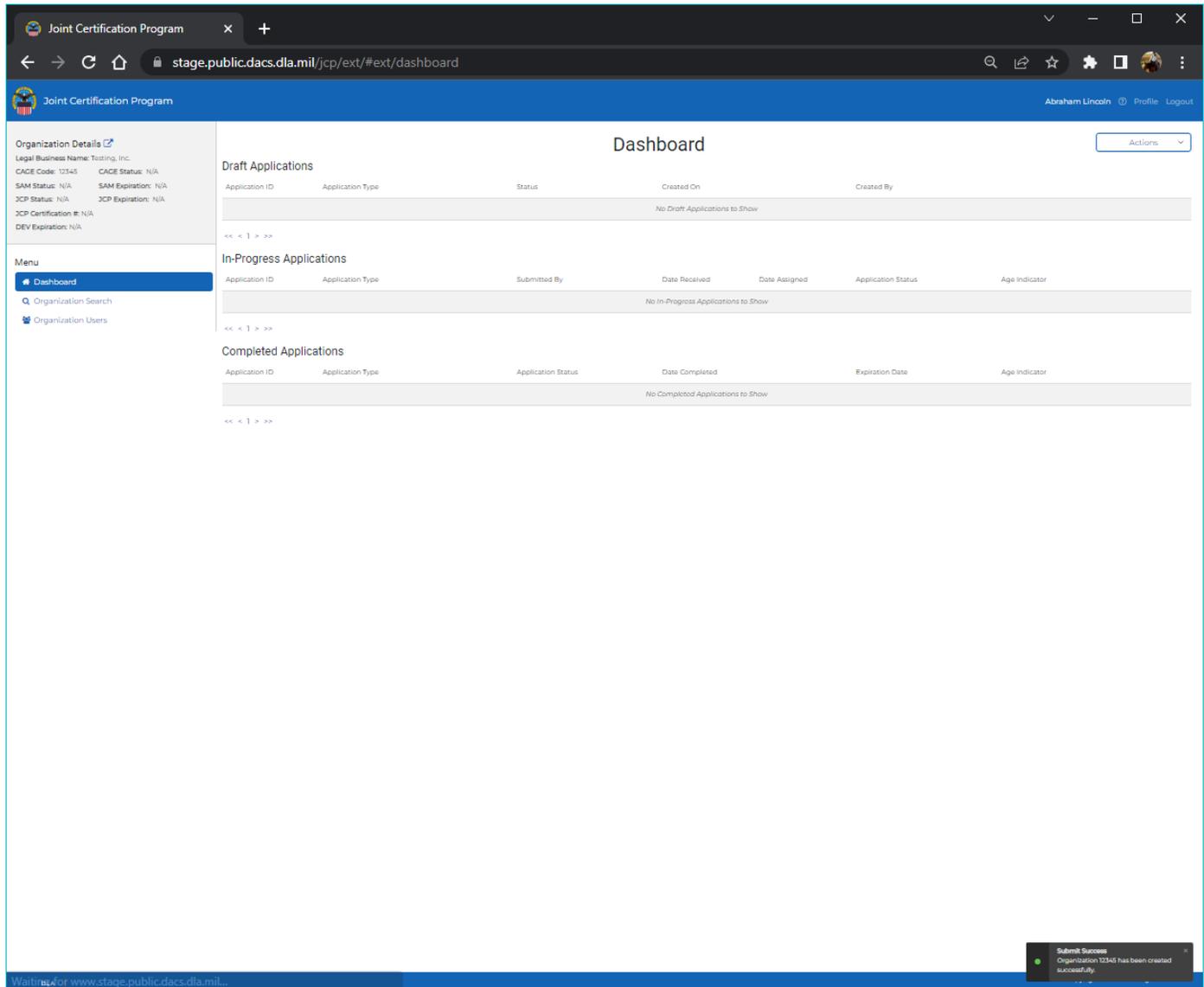
[Submit](#)

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Create New Organization Form

Notice in the **Dashboard** page the new Organization Details on top left with your organization's information. Since you created the new organization, you can now create a new **JCP Certification Request**. You will also be able to approve or deny new user join requests for your organization.

Note: It is best to try to search for an organization first before attempting to create a new organization. You can do this by requesting to join an existing organization, which allows you to search. If you attempt to create an organization that already exists, you will see an error message and the transaction will not complete. If that happens, you'll have to ask to join the existing organization (see [Section 7.1](#))



Dashboard with successful Organization Creation

7.0 Appendices

7.1 Appendix A: Two-Factor Authentication Setup

All JCP Portal users, who have a username and password, will need to enable Two Factor Authentication (TFA) on their JCP Portal accounts. Two Factor Authentication (TFA) is a tool to help prevent unauthorized users from accessing your JCP Portal account.

How it works

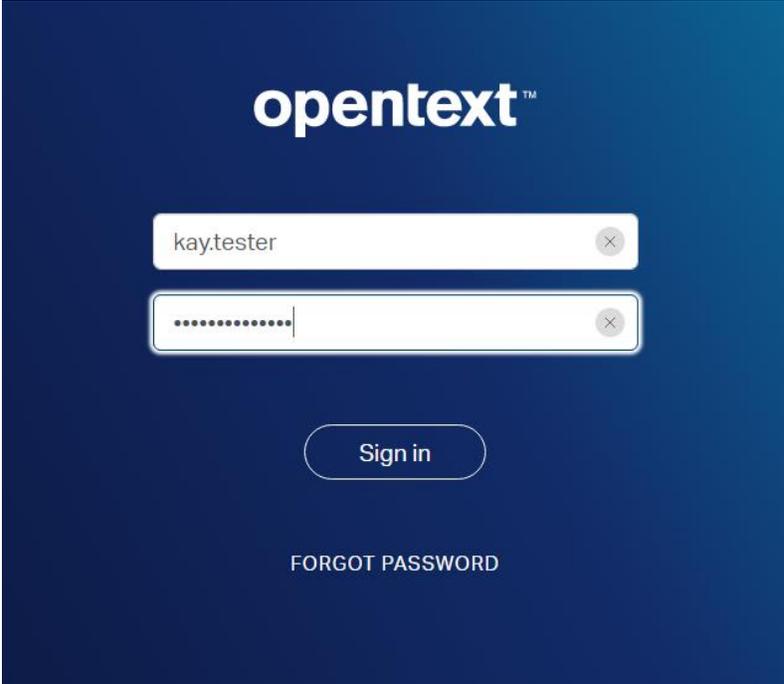
In a two-factor authentication system the first form of user identification is your current login credentials - your username and password. The second form of identification is created by a special algorithm in the JCP Portal system and sent to a device you have authorized to receive that code. JCP Portal is using a smartphone application, Google Authenticator, as the primary tool for receiving codes. Because any user attempting to login must possess both your username and password AND your phone, it is much more difficult for a user account to become compromised.

Google Authenticator app generates a six-digit code for you to enter when you log in. The code changes about every minute. Once you have set up the connection with JCP Portal's site, every time that you log out of your JCP Portal account you will need to use Google Authenticator to regain access when you login again.

Steps to set up Google Authenticator

Follow the steps below to link Google Authenticator to your JCP Portal account and use it as your secondary method of identification.

- Login to your JCP Portal account using your username and password as you normally would.



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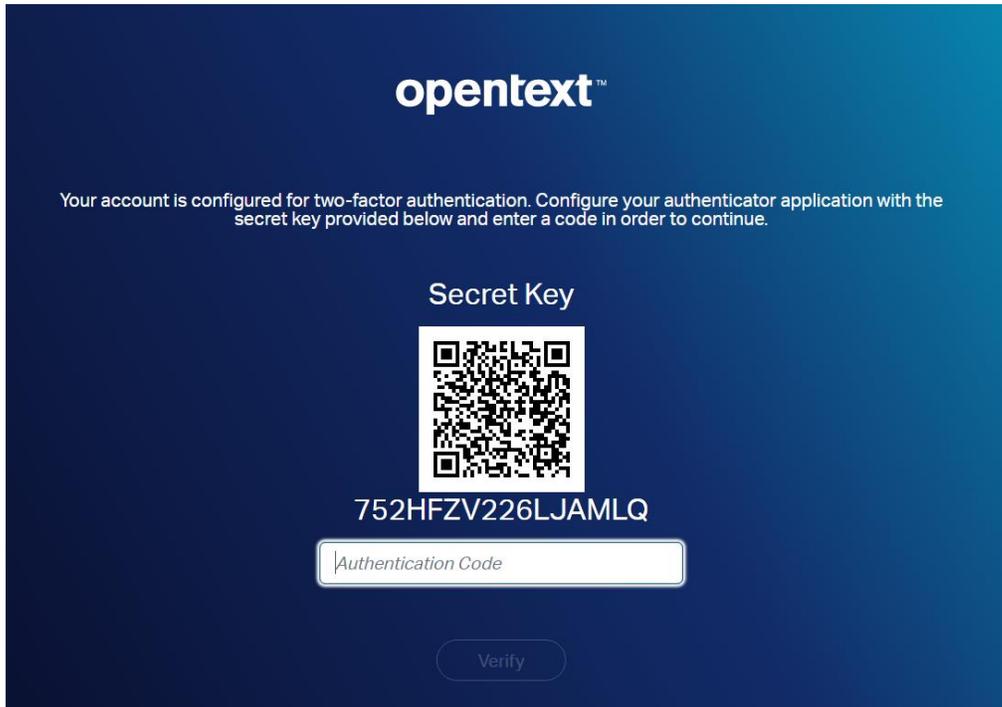
kay.testester

.....

Sign in

FORGOT PASSWORD

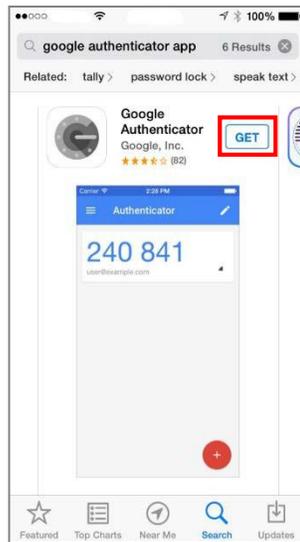
- On the next page, a prompt will inform you that you need to set up TFA on your account.
- On the next page, you will begin setup of Google Authenticator on your smartphone.
- You will be using Google Authenticator each time you login to JCP Portal to acquire the second authentication code the system now requires. Below that, you will see a manual verification code and a QR code you can scan with your phone.



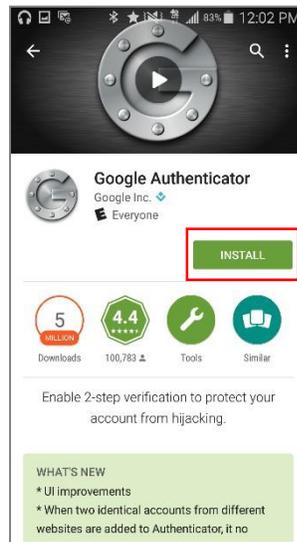
Browser screen showing the QR and manual authentication codes

- You will use these in the following steps to connect your smartphone app with your JCP Portal account.
- On your smartphone, open the App Store on your iPhone or the Google Play Store on your Android device. Search for "Google Authenticator."

- The Google Authenticator app will appear as the top search result. In the App Store, select “Get” and then “Install”, as you do with any app you are installing. Choose the “Install” option in the Google Play Store.

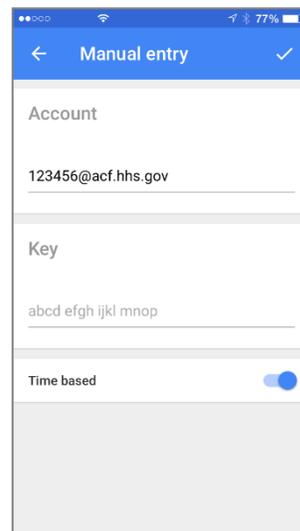
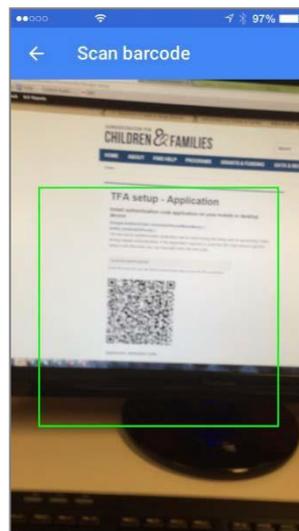
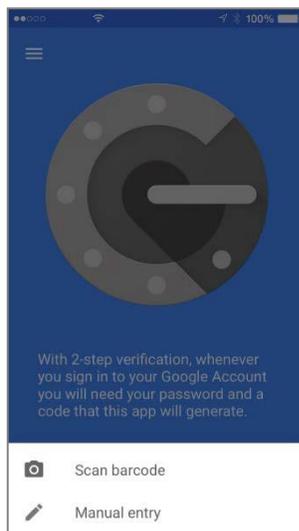


iPhone App Store Screen



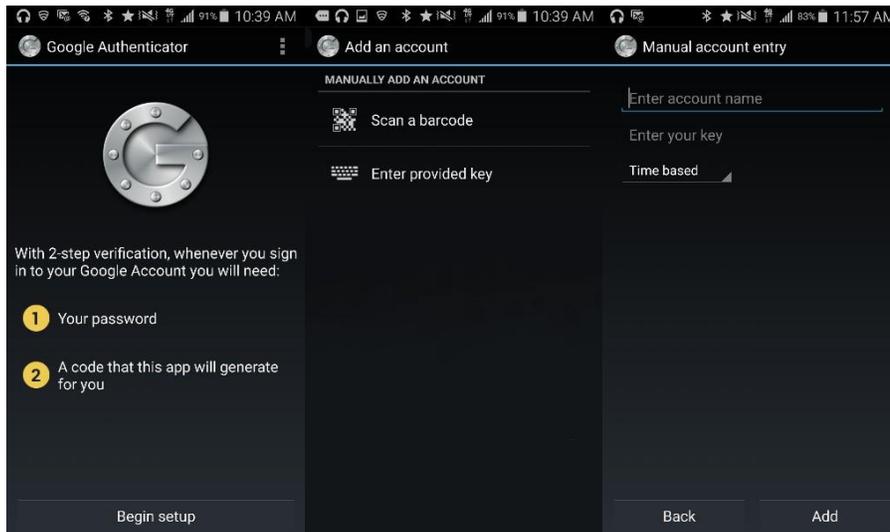
Google Play Store Screen

- **Note:** you may need to enter your App/Play Store password to verify that you want to download the application.
- Exit the app store and wait for the app to download before continuing. Once the Google Authenticator app has been installed, open the app.
- A menu will appear that will allow to you either scan the QR code on the JCP Portal or manually enter the verification code that appears above the QR code.



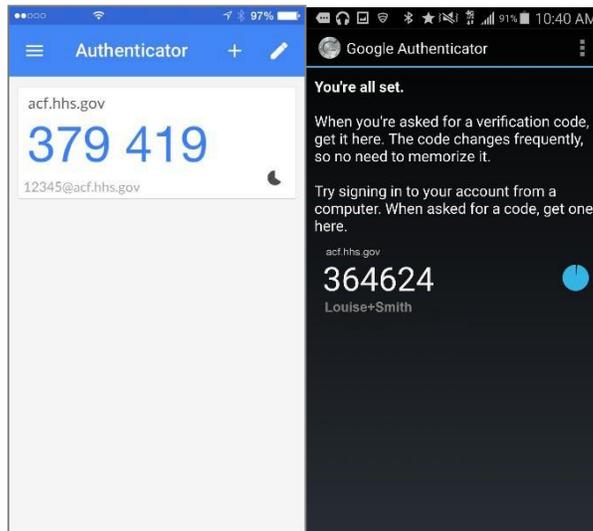
iPhone Screenshots from the Google Authenticator App

- **Note:** Android users should tap the “Begin Setup” button on the first screen in the application.



Android Screenshots from the Google Authenticator App

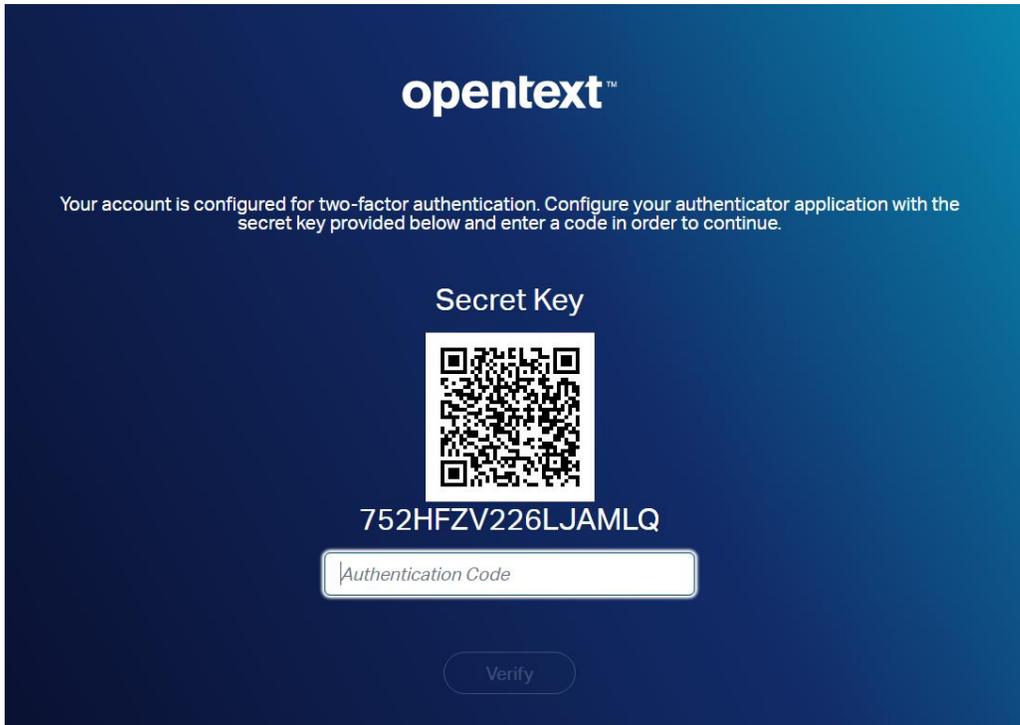
- If you select “Scan a barcode,” your phone’s camera will activate. Hold your phone close to the screen to allow the camera to capture the QR code.
- When the QR code or manual code has processed, Google Authenticator will generate a six-digit verification code and display it.



iPhone Google Authenticator Code Screen

Android Google Authenticator Code Screen

- Type the six-digit code you see in the app into the JCP Portal below the QR code. Then select verify and save.
- **Note:** the code has a timer, if the timer expires you may need to enter in a new code before continuing your login.



The field in your Browser where you enter the initial Verification Code from the app