Vendor User Accounts - managing your NAP User Account

This guide explains how to request and manage your NAP User Account so that you may access Web Status. Topics include:

- Reactivating an existing NAP User Account
- Requesting a NAP User Account
- Managing your existing NAP User Account
- Frequently asked questions - FAQs.

Reactivating an existing NAP User Account

Depending on when you last logged on the Web Status, you may or may not be able to reactivate your existing NAP User Account without contacting the Helpdesk:

- If you have an existing NAP User Account but have not logged in to Web Status or ROSS for more than 60 days, your NAP Password is expired. You can log in to NAP and reset your NAP Password, for up to 30 days, without contacting the Helpdesk. Your ROSS Account Manager cannot reset your NAP Password.

  See, "To reset your NAP password."

- If you have an existing NAP User Account but have not logged in to Web Status or ROSS for more than 90 days, your NAP User Account is disabled. You must contact the Helpdesk so that they can forward your request to a NAP User Account Manager.

To reactivate your NAP User Account

1. Contact the Helpdesk at 866-224-7677 and supply the following information
   - your NAP User Account Name
   - your need for access to Web Status as a Vendor Representative
   - any additional information as required by the Helpdesk.
2. Once you receive an e-mail from donotreply@dms.nwcg.gov stating that your NAP User Account has been reactivated, you must log on to NAP and change your Temporary NAP Password.
3. Complete steps # 1-8 in, "4. Set up your new NAP User Account."

Requesting a NAP User Account

User accounts that access Web Status employs the National Enterprise Support Service (NESS) utility for user account authentication and management. The National Application Portal, known as "NAP," allows you to maintain information related to your user account, such as setting up and/or changing your challenge questions, retrieving a forgotten user account, resetting a forgotten password, and managing your contact information.

To request a NAP User Account, complete the following sections, in order:

1. Gather the information required for the new NAP User Account.
2. Complete the online request.
3. Receive confirmation and new NAP User Account information.
4. Set up your new NAP User Account.
5. Request and obtain access to Web Status.

1. Gather the information required for the new NAP User Account

Gather the following information:

- Name and contact information of the person who will be using Web Status for your company
- Name of your company as it appears on the contract
- Name and contact information of the person at your Managing Dispatch Organization who will approve your request.

This person is usually a ROSS Account Manager at the Dispatch Organization where you status your contracted resources.

2. Complete the online request

Log in to NAP and enter the information you obtained in step 1, "Gather the information required for the new NAP User Account."

To request a new Web Status user account

An asterisk (*) on NAP-related dialog boxes denotes a required field.

1 Start your Internet Browser.

2 In the **Address bar**, type https://nap.nwcg.gov/NAP/, and then press Enter.

3 On the **Government Warning** dialog box, click the **Accept** button.

4 On the **NAP Home** screen, click the **Request User Account** button.

5 On the **User Information** tab on the **Request User Account** dialog box, complete the following information about your request and then click the **Next >>** button.

- First Name *
- Middle
- Last Name *
- Job Title
- Empoyee Type * - *select Contractor*
- Company - *enter the name of your company as shown on the contract*
- Office Number *
- Mobile
- Fax
- E-Mail*

6 On the **Applications Requested** tab, click the **Application access** drop-down arrow, and then click **ROSS-Resource Ordering and Status System.**

7 Click the **Instance** drop-down arrow, and then click **PROD (Standard)**.

8 Complete the following information and then click the **Next >>** button

- Contact's First Name *
- Contact's Last Name *
- (Contact's) Phone Number *
- (Contact's) Titile *
- (Contact's) E-Mail*

9 On the **Identity Verification** tab, click the **Identify Verification Contact** drop-down arrow, and then click the **Contact who will verify your request**.

Perform this step only if you identified more than one person who will verify your request.

10 Verify the following contact information, and then click the **Next >>** button.

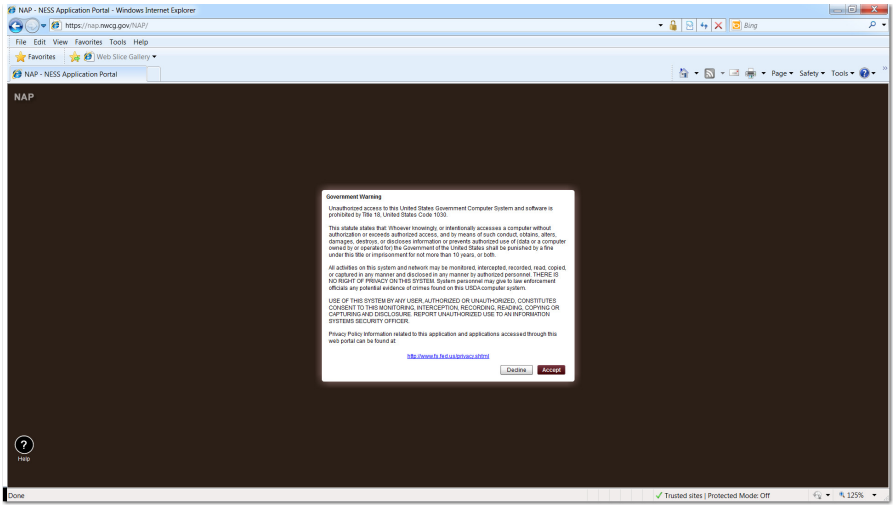
- Contact's First Name *
- Contact's Last Name *
- (Contact's) Phone Number *
- (Contact's) Titile *
- (Contact's) E-Mail*

Your contact information will typically be the government Contracting Officer.

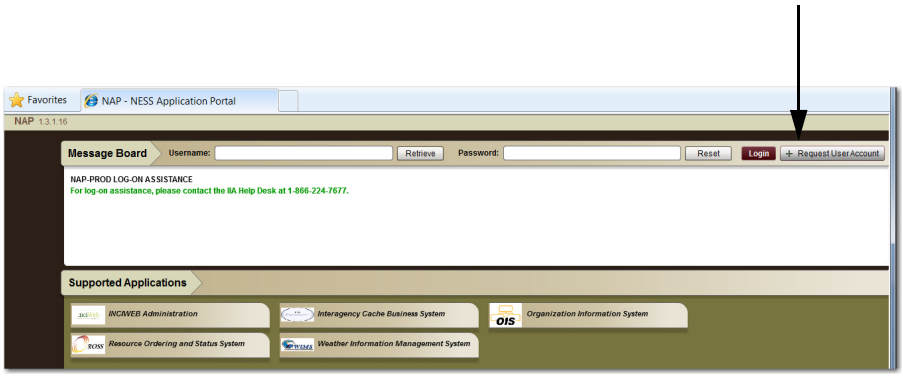
11 On the **Summary** tab, review your information for accuracy, and then click the **Save** button.

12 Close your Internet browser.

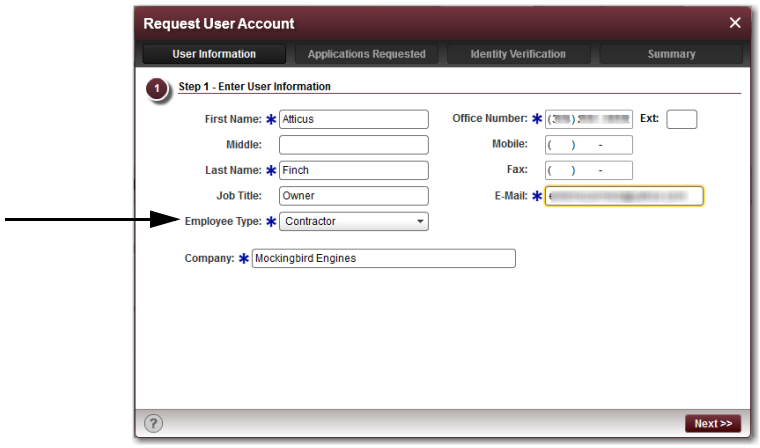
The following graphic shows the Government Warning dialog box on the NAP - NESS Application Portal web page.



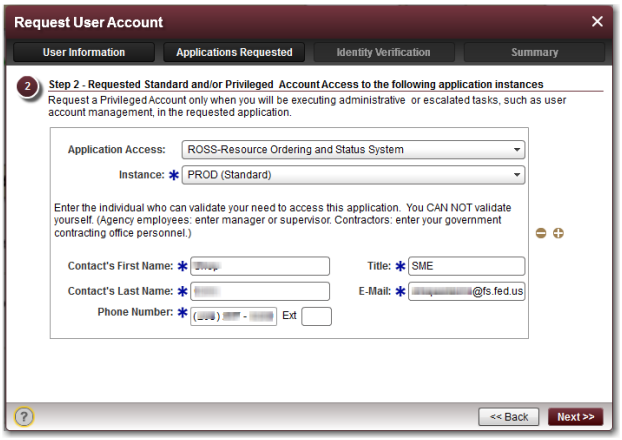
The following graphic shows the NAP Home screen. The arrow points to the Request User Account button.



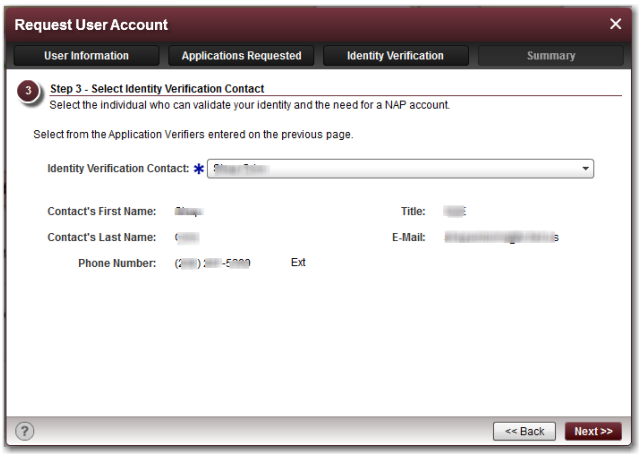
The following graphic shows a sample User Information tab on the Request User Account dialog box.The arrow points to the selection “Contractor,” as the Employee Type.



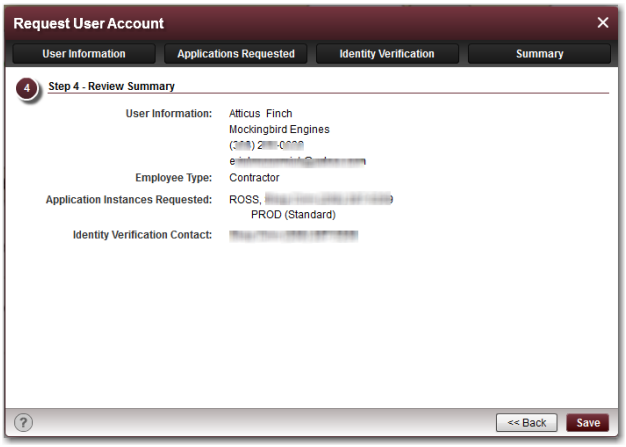
The following graphic shows a sample Applications Requested tab on the Request User Account dialog box.



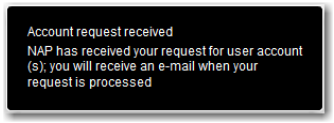
The following graphic shows a sample Identity Verification tab on the Request User Account dialog box.



The following graphic shows a sample Summary tab on the Request User Account dialog box.



The following graphic shows the confirmation message you receive once you save your request.



3. Receive confirmation and new NAP User Account information

Once your request is approved, you will receive three e-mails from donotreply@dms.nwcg.gov that identify the following:

- Standard NAP User Account Name (your Web Status user account)
- Temporary NAP Password associated to the new Standard NAP User Account Name
- Approval to request access Web Status.

4. Set up your new NAP User Account

You must change your Temporary NAP Password and set up your Challenge Questions the first time you log on to NAP or Web Status. You may change your Challenge Questions at any time.

If you attempt to log on to Web Status and the message, "User does not exist in ROSS," displays on your screen, contact your ROSS Account Manager or the Helpdesk at IIA-HelpDesk@fs.fed.us.

To set up your new user account from NAP

1. Start your Internet Browser.
2. In the **Address bar**, type https://nap.nwcg.gov/NAP/, and then press Enter.
3. On the **Government Warning** dialog box, click the **Accept** button.
4. On the **NAP Home** page in the **Username** text box, type your **NAP User Account Name**.

5. In the **Password** text box, type your **Temporary NAP Password**, and then click the **Login** button.
6. On the **Change Password** dialog box in the **Current Password** text box, type your **Temporary NAP Password**.
7. In the **New Password** text box, type your **New NAP Password.**

NAP Passwords must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non numeric character (!@#$%^*) Do not user <, >, or &.

8 In the **Confirm Password** text box, re-type your **New NAP Password**, and then click the **Save** button.

9 On the **Set Challenge Questions** dialog box, click the **1.Select your first Challenge Question** drop-down arrow, and then click the Challenge Question of your choice.

10 In the first **Answer** text box, type the **Answer to your Challenge Question**.

11 Complete the remaining **Challenge Questions** and **Answers**, and then click the **Save** button.

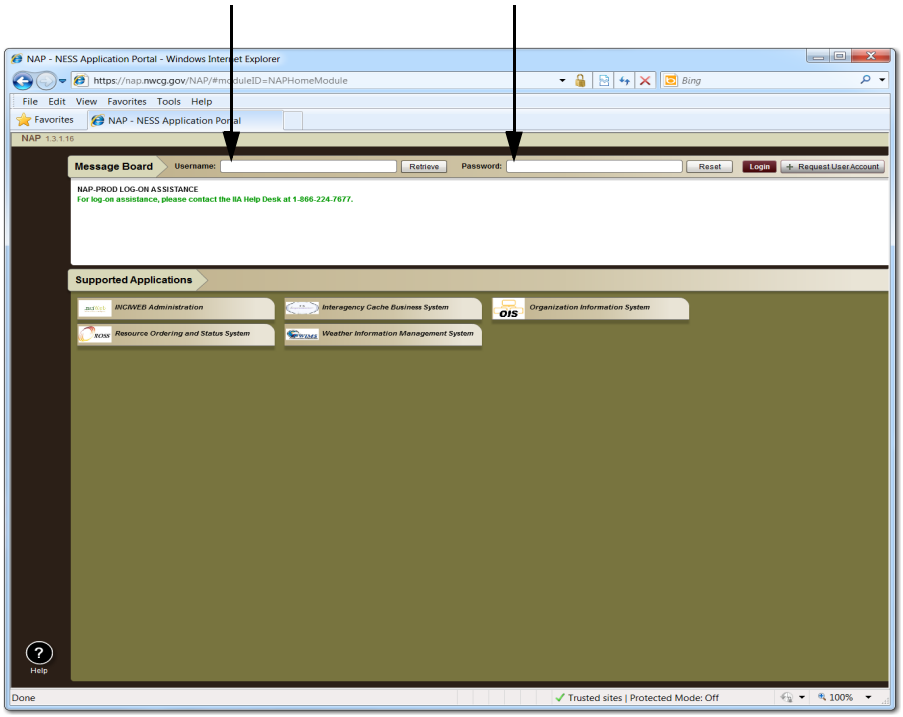
12 On the **Rules of Behavior** dialog box, review the information and then click the **Accept** button.

You must accept the Rules of Behavior to access NAP and Web Status.

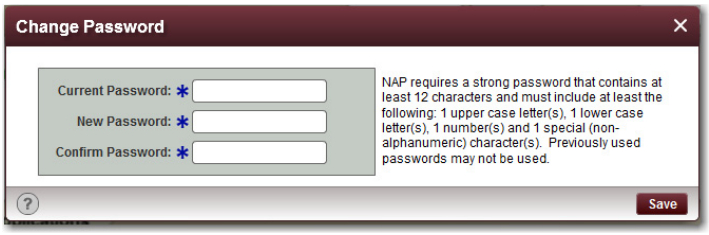
13 On the **NAP Navigation** panel, click the **Logout NAP** icon.

14 Close your Internet browser.

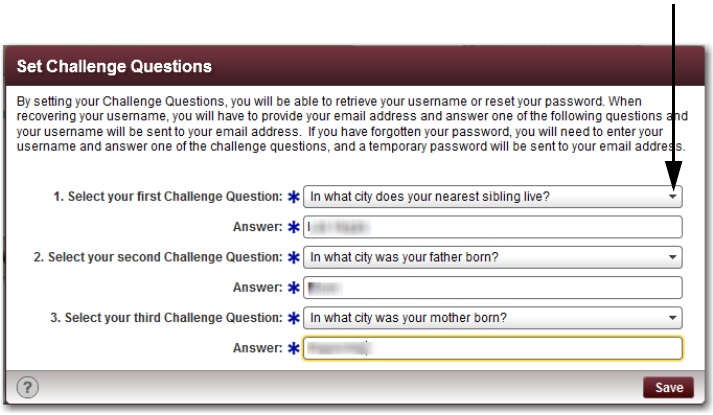
The following graphic shows the NAP Home screen. The arrows point to the Username text box and the Password text box.



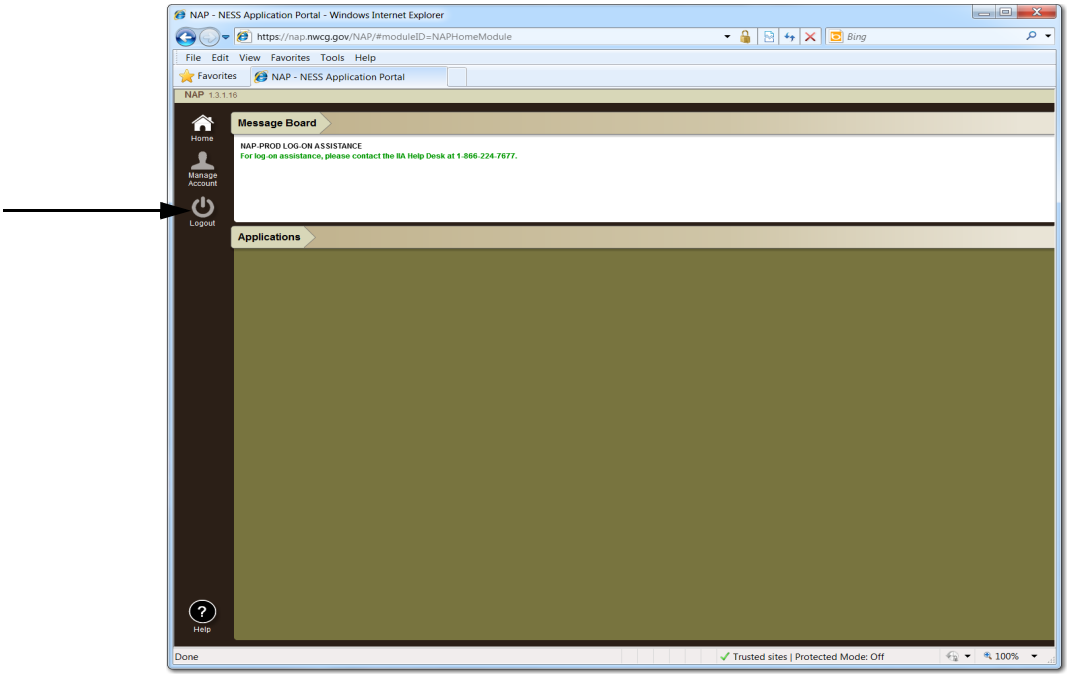
The following graphic shows the Change Password dialog box.



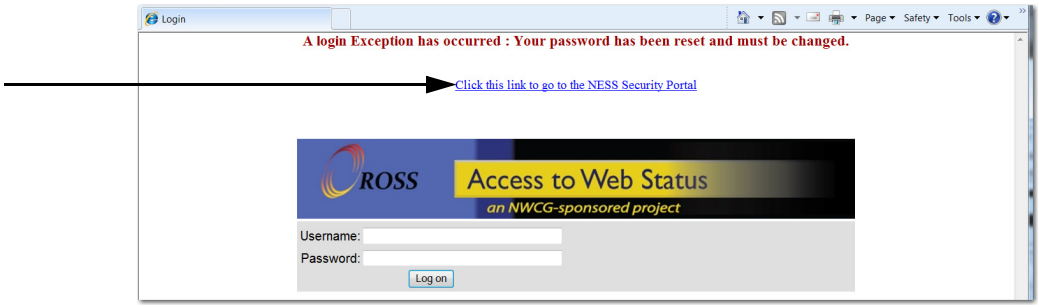
The following graphic shows a sample Set Challenge Questions dialog box. The arrow points to the drop-down arrow that displays the list of available Challenge Questions.



The following graphic shows the NAP Navigation panel. The arrow points to the Logout NAP icon.



The following graphic shows the web page that displays if you log in to Web Status before setting up your user account in NAP. The arrow points to the link.



5. Request and obtain access to Web Status

Once you obtain and set up your NAP User Account, contact the ROSS Account Manager from your Managing Dispatch Organization. The ROSS Account Manager, in turn, will add your NAP User Account to ROSS as a "Vendor Representative" with access to Web Status.

When you contact your ROSS Account Manager you will need the following information:

- Your NAP User Account Name
- Name of your company.

Managing your existing NAP User Account

If you forget your NAP User Account or NAP Password, you can provide the answer to one of your pre-established Challenge Question without any assistance from the Helpdesk. This information, either your NAP User Account or Temporary NAP Password, will be e-mailed to you from donotreply@dms.nwcg.gov.

Resetting your NAP Password issues a new, Temporary NAP Password. You must change the Temporary NAP Password the next time you log into Web Status and/or NAP.

To change your NAP Password in Web Status

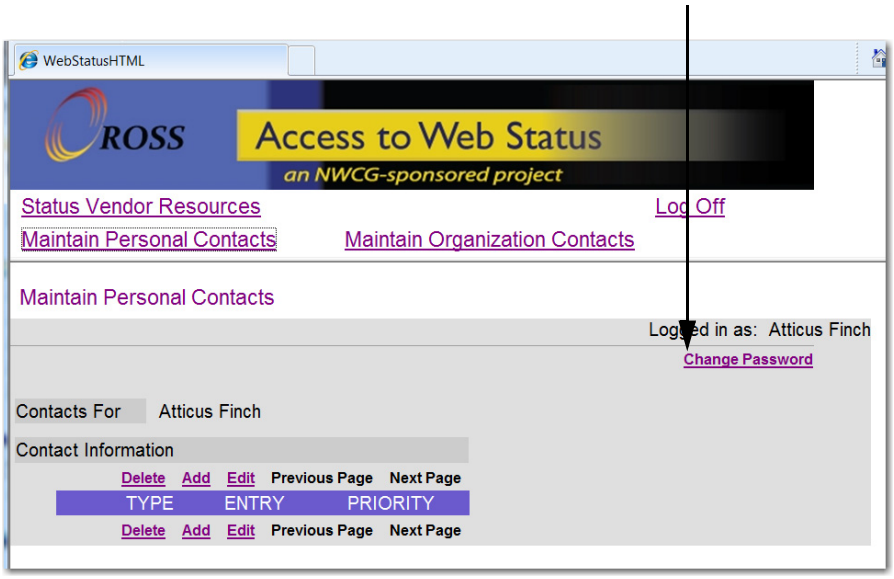
Password changes are controlled by NAP. Your NAP Password must follow the NAP password rules.

1. On the **Access to Web Status** menu, click one of the following links
   - Status Vendor Resources
   - Maintain Personal Contacts
   - Maintain Organization Contacts.
2. On the page that displays, click the **Change Password** link.
3. On the **Change Password** page, click **Click this link to go to the NESS Security Portal**.
4. On the **Government Warning** dialog box, click the **Accept** button.
5. On the **NAP Home** page in the **Username** text box, type your **NAP User Account Name**.
6. In the **Password** text box, type your **NAP Password**, and then click the **Login** button.

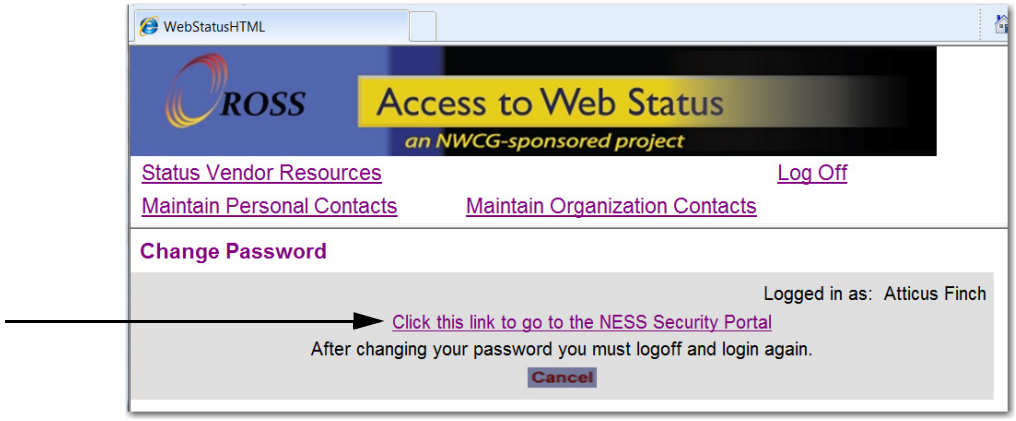
7. On the **NAP Navigation** panel, click the **Manage Account** icon.
8. On the **Edit Standard User Account** dialog box under the **Password Management** screen, perform the following
   - in the **Current Password** text box, type your **Temporary NAP Password**.
   - in the **New Password** text box, type your **New NAP Password.**
   - in the **Confirm Password** text box, re-type your **New NAP Password**, and then click the **Save** button.

9. On the **NAP Navigation** panel, click the **Logout NAP** icon.
10. Close your Internet browser.

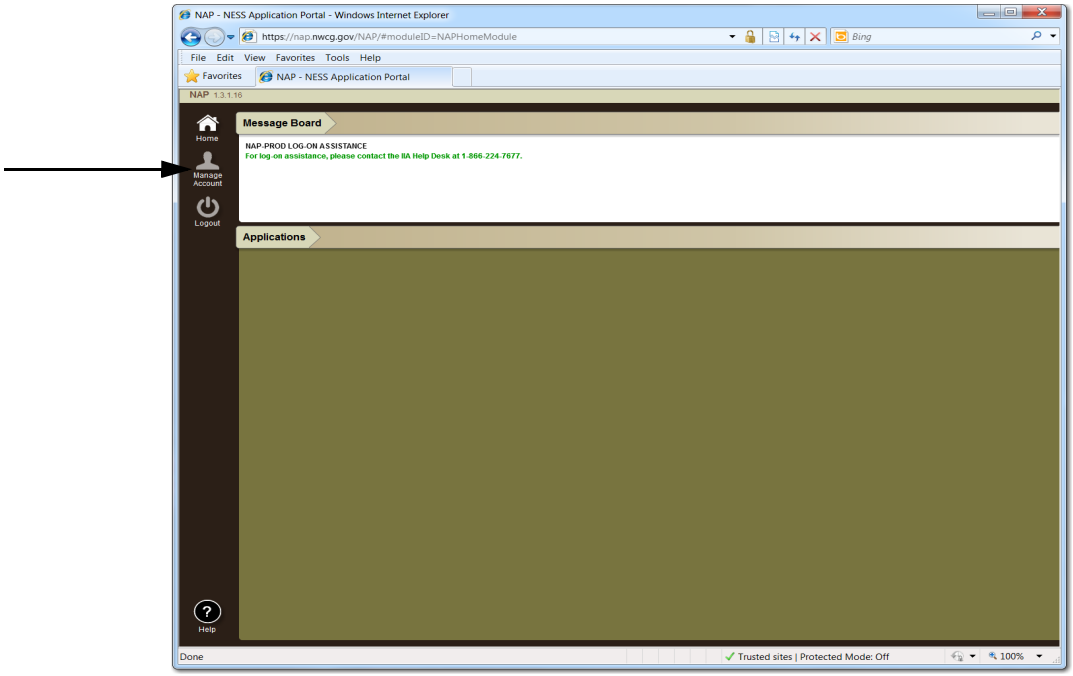
The following graphic shows the Maintain Personal Contacts page. The arrow points to the Change Password link.



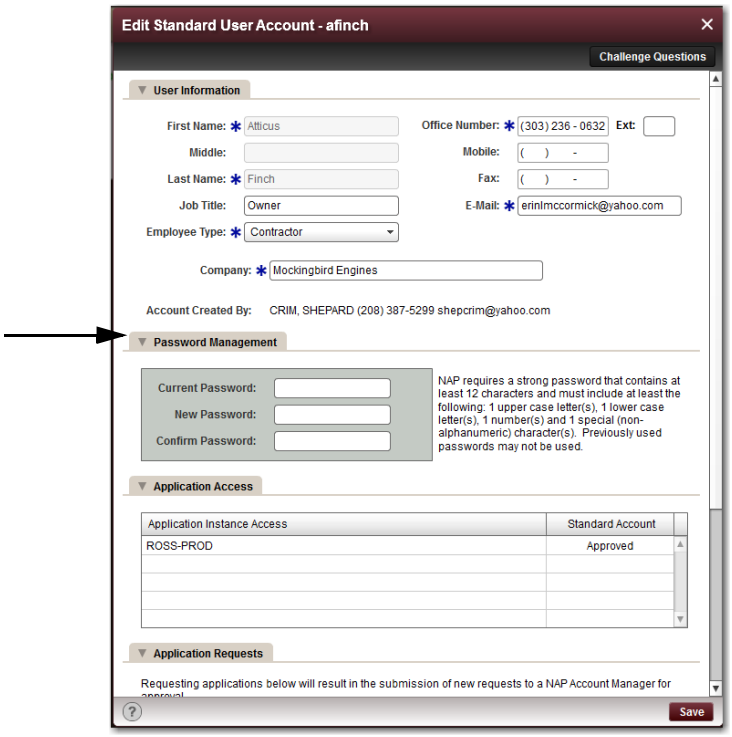
The following graphic shows the Change Password page. The arrow points to Click this link to go to the NESS Security Portal.



The following diagram shows the NAP Navigation panel. The arrow points to the Manage Account icon.



The following diagram shows the Edit Standard User Account dialog box. The arrow points to the Password Management tab.



To change your NAP Password from NAP

1. Start your Internet Browser.
2. In the **Address bar**, type *https://nap.nwcg.gov/NAP/*, and then press Enter.
3. On the **Government Warning** dialog box, click the **Accept** button.
4. Complete steps #6 through #11 as instructed in the previous task, "To change your NAP Password from Web Status."

To retrieve your forgotten NAP User Account

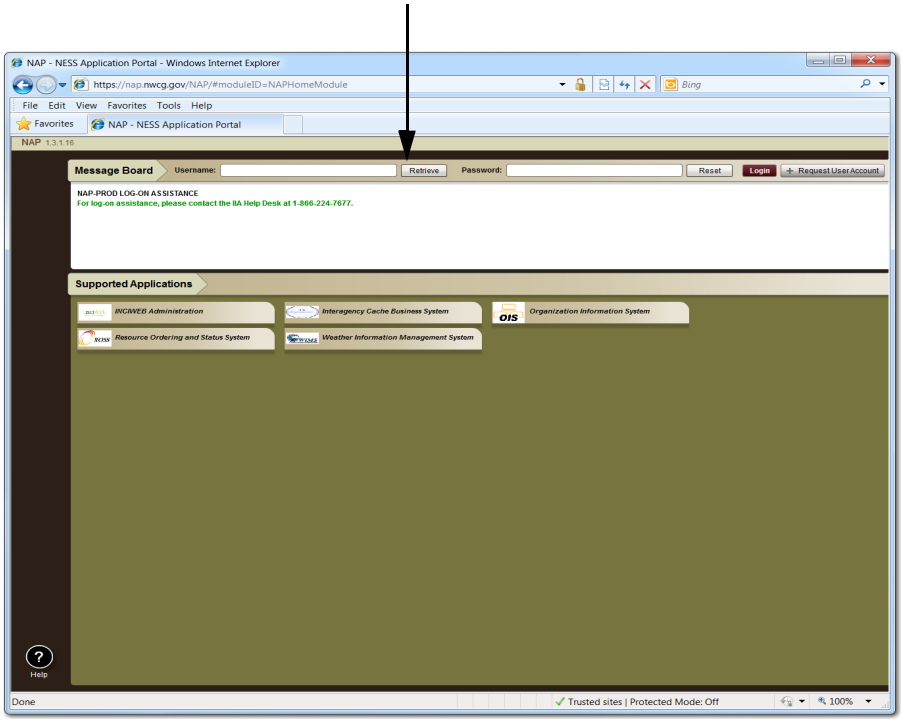
1. Start your Internet Browser.
2. In the **Address bar**, type *https://nap.nwcg.gov/NAP/*, and then press ENTER.
3. On the **Government Warning** dialog box, click the **Accept** button.
4. On the **NAP Home** screen, click the **Retrieve** button.
5. On the **Retrieve Your Username** dialog box in the **E-Mail Address** text box, type your **E-Mail Address**, and then click the **Enter** button.

6. Under **Step 2 - Respond to Challenge Question**, type the **Answer to Your Challenge Question**, and then click the **Submit** button.

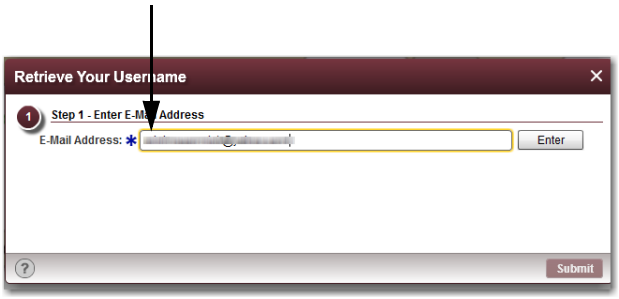
Once you successfully answer your challenge question, you will be e-mailed your NAP User Account from donotreply@dms.nwcg.gov.

7. Close your Internet browser.

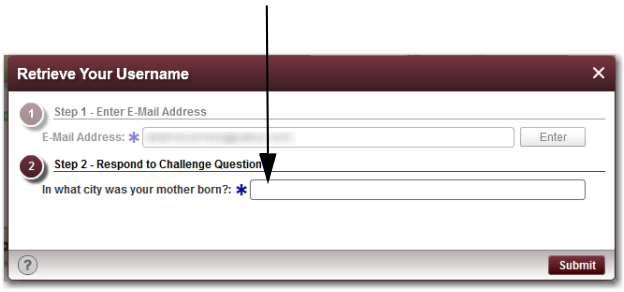
The following graphic shows the NAP Home screen. The arrow points to the Retrieve button.



The following graphic shows Step 1 of the Retrieve Your Username dialog box. The arrow points to the E-Mail Address text box.



The following graphic shows Step 2 of the Retrieve Your Username dialog box. The arrow points to the text box where you type the Answer to Your Challenge Question.



To reset your NAP password

1 Start your Internet Browser.

2 In the **Address bar**, type https://nap.nwcg.gov/NAP/, and then press ENTER.

3 On the **Government Warning** dialog box, click the **Accept** button.

4 On the **NAP Home** screen, click the **Reset** button.

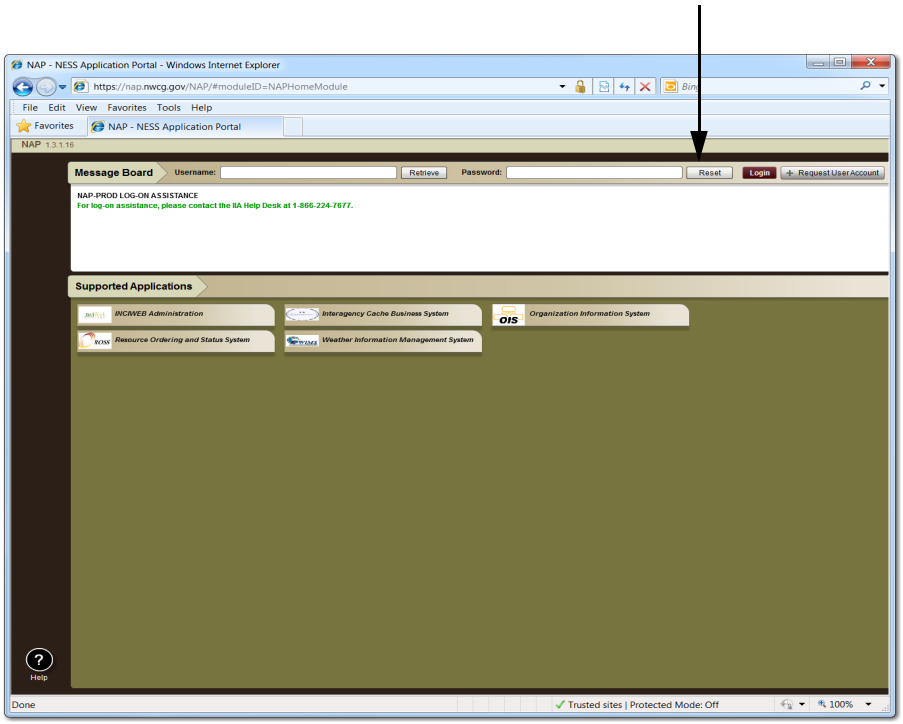
5 On the **Reset Your User Password** dialog box in the **Username** text box, type your **NAP User Account Name**, and then click the **Enter** button.

6 Under **Step 2 - Respond to Challenge Question**, type the **Answer to Your Challenge Question**, and then click the **Submit** button.

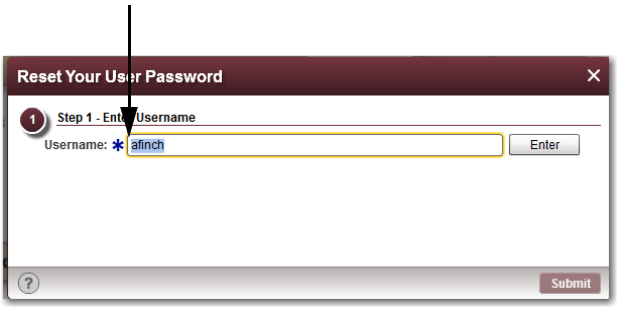
Once you successfully answer your challenge question, you will be e-mailed a Temporary NAP Password from donotreply@dms.nwcg.gov.

7 Close your Internet browser.

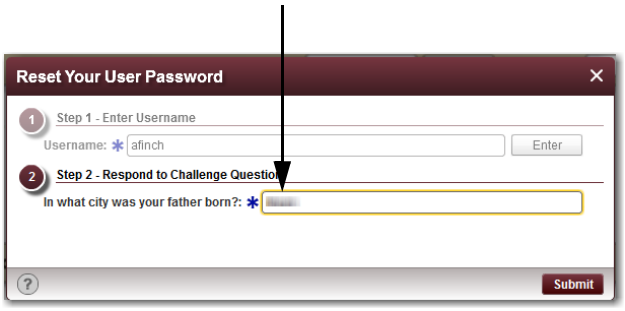
The following graphic shows the NAP Home screen. The arrow points to the Reset button.



The following graphic shows the Reset Your User Password dialog box. The arrow points to the Username text box.



The following graphic shows Step 2 of the Retrieve Your Username dialog box. The arrow points to the text box where you type the Answer to Your Challenge Question.



Frequently asked questions - *FAQs*

What is NAP and the NAP environment?

The National Enterprise Support System Application Portal (NAP) environment provides standardized user authentication and user account management. Web Status and ROSS use NAP to manage user accounts, passwords, and types of access to these programs.

What kind of account do I need to access Web Status?

You need a Standard NAP User Account to access Web Status.

Who approves my request for a new vendor (NAP) user account?

For vendor (NAP) user accounts, the Contracting Officer or Dispatch Center Manager approves the request.

How many Web Status user accounts may I request?

A vendor may request only one, unique vendor (NAP) user account.

Whom do I contact to grant me access to Web Status?

First, be sure that you have performed all tasks in this ROSS User Guide. You must have obtained your vendor (NAP) user account, logged on successfully to the NAP environment, reset your temporary password, and answered your Challenge Questions. Once you have performed these tasks notify your Managing Dispatch Organization where your contract was entered to request access to Vendor Rep Web Status.

How do I find out my Managing Organization for Web Status?

Contact your GACC or local Dispatch Organization to run the User Community Report, "Vendors by Managing Organization." If your company and your managing organization is not listed on that report, contact the ROSS Helpdesk at 866-224-7677.

Do I need to contact the Helpdesk to retrieve my forgotten Web Status user account or password?

No. If you already provided a valid e-mail account and set up your Challenge Questions you can retrieve this information yourself.

How do I retrieve a forgotten Web Status user account?

Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. Click the **Retrieve** button. Enter your **E-Mail Address** and correctly answer the **Challenge Question**. Your Web Status user account will be e-mailed to you.

How do I retrieve a forgotten password?

Your password must be reset to a temporary password. Start your Internet browser, and then type *https://nap.nwcg.gov/NAP/* in the **Address** bar. In the **Enter Password** text box, click the **Reset** button. Enter your **Username** and correctly answer the **Challenge Question**. Your temporary password will be e-mailed to you. Before accessing Web Status, you must reset your temporary password.

See, "4. Set up your new NAP User Account."

Why isn't my Web Status user account from last year already in Web Status?

If your Web Status user account has not been accessed in the last 90 days, your user account has been disabled. You must contact the Helpdesk at 866-224-7677 and obtain a Temporary NAP Password.

What are the Rules of Behavior?

The Rules of Behavior dialog box displays whenever you log in to the NAP environment for the first time, your acceptance of the Rules of Behavior has expired, or your acceptance of the Rules of Behavior is set to expire in 10 days or less. Every vendor user account holder must annually accept the Rules of Behavior before being allowed access to Web Status.

What are the rules for creating a password?

Your NAP Password must be 12 to 32 characters in length and contain a combination of one upper-case letter, one lower-case letter, one number, and one special, non-numeric character (!@#$%^*).

When does my password expire?

Your Web Status user account password expires every 60 days.

What is a temporary password?

A Temporary NAP Password is randomly generated by the system when your NAP User Account (your vendor user account) is created, disabled, or reactivated; if a change occurs to your First, Middle, and Last Name; or if you forgot your NAP Password and need to reset it.

What does “Active” mean?

Active is an account status and allows you to access NAP and Web Status. Other account status types include: Temporary NAP Password, Locked, Expired Password, Disabled, and Removed.

What are Challenge Questions?

When you log on to NAP for the first time to change your Temporary NAP Password, you must set up three Challenge Questions, which you select from a pre-determined list and type in your own personal answers. *You may be familiar with Challenge Questions if you use online banking.*

Who is donotreply@dms.nwcg.gov?

Information you receive from this e-mail address contains important information about your NAP User Account. Add this e-mail address to your other e-mail contacts so that information from donotreply@dms.nwcg.gov are not flagged by your e-mail application as “spam.”