DLA Enterprise External Business Portal Navigation User Job Aid

Effective June 2017

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Introduction

DLA Enterprise External Business Portal (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). The Portal eliminates the need for multiple login sessions, accounts for accessing DLA applications, and provides DLA external business partners with the following:

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

The **Purpose** of this job aid is to provide DLA external business partners with information on how to:

a. Access DLA applications through the Portal
b. Login to DLA applications through the Portal
c. Create new user accounts for DLA applications that are located within the Portal
d. Get user support for the Portal

The **Audience** for this job aid includes:

a. Demand Planning (DDE/Collab), DLA Disposition Services, Installation Support (Real Property), Engineering Support Activities (PDMI/ESA), Energy Commodity Support external users
b. DLA personnel who work with these external users (i.e.: Product Data Specialists, Product Specialists, Demand Planners, and EBS Business Process Analysts)

Some sections within this job aid are broken down by the following user types:

- **CAC Users** – Federal Agency Users/Contractors using a DoD issued Common Access Card (CAC)
- **Non-CAC Users** – Public or Federal Agency Users/Contractors without a DoD issued Common Access Card (CAC)
- **Real Property SCP Users** – Installation Support (Real Property) Service Control Point (SCP) users
- **Real Property Non-SCP CAC Users** – Installation Support (Real Property) Federal Agency Users/Contractors that are NOT Service Control Points (SCPs) using a DoD issued Common Access Card (CAC)

Helpful Information

The information below should be reviewed prior to logging into the Portal.

- Ensure any pop-up blockers are removed
- Ensure the box next to the **TLS 1.0** setting is checked
  - To do this, from your web browser click '***Tools*** > ***Internet Options*** > ***Advanced***'
  - Under Settings > Security, scroll down until you see the **TLS 1.0** box and ensure it is checked. If not, click the box to check it.

Fully tested browsers: Internet Explorer versions 6 through 8 and the more current versions of Firefox

- Other web browsers (Internet Explorer version 11, Safari, and Chrome) may work, but they have not been tested

If you receive a "Certificate Error" you should only have to select "allow pop-ups". If this does not work, the following links have been provided to assist you in the install process of the root CAs (which may be needed to read your certificate if you are using a CAC card) for Internet Explorer:

IE - http://iase.disa.mil/pki-pke/Pages/index.aspx

InstallRoot 5.0.1: http://iase.disa.mil/pki-pke/Pages/tools.aspx

Accessing the Portal Landing Page

The Portal can be accessed by:

a. Entering the Portal URL into the web browser: https://business.dla.mil
b. As a redirect from the existing DLA applications that will now be accessible through the Portal:
   i. Demand Planning (DDE/Collab)
   ii. DLA Disposition Services
   iii. Installation Support (Real Property)
   iv. Engineering Support Activities (PDMI/ESA)
   v. Energy Commodity Support

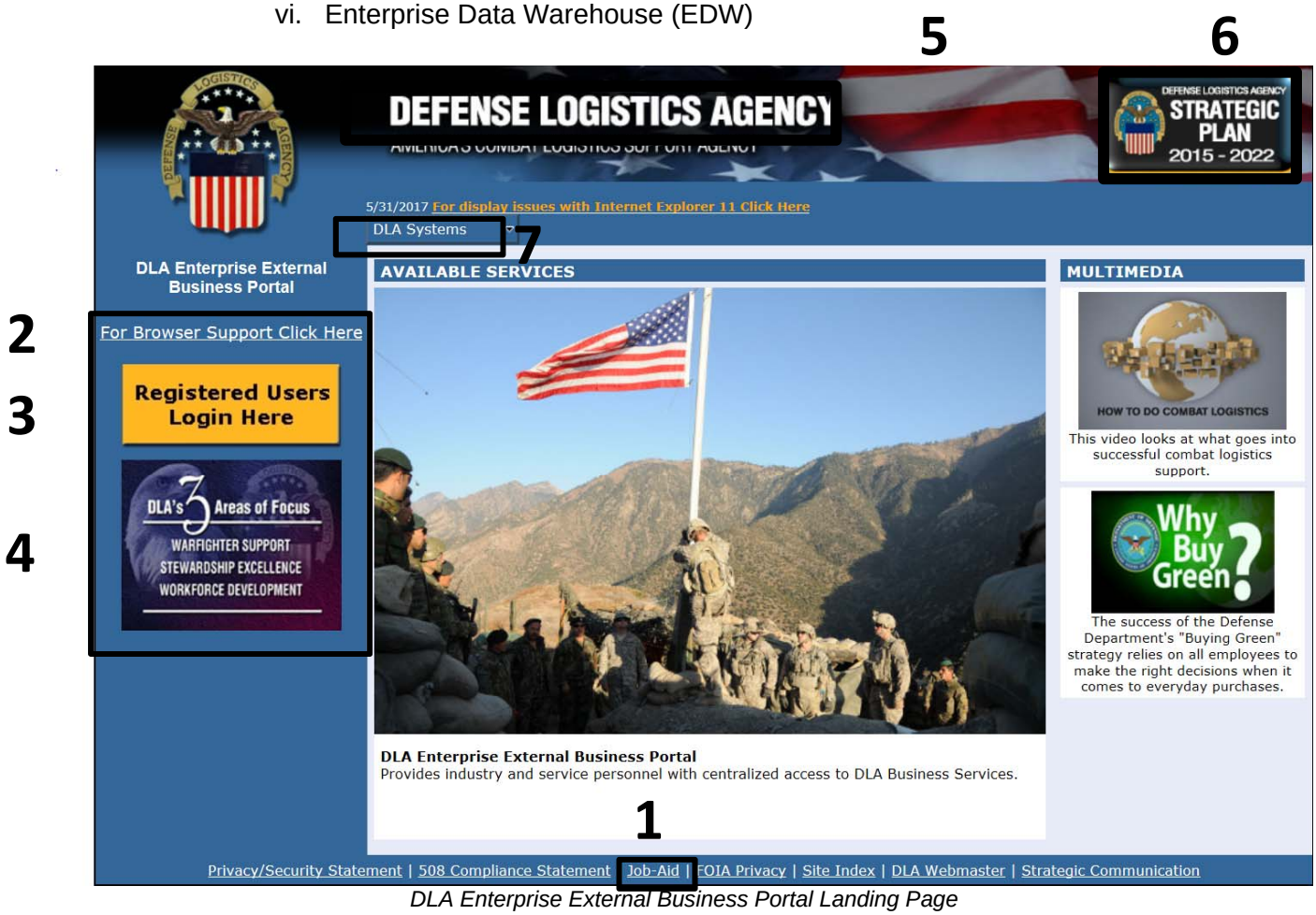
Once on the Portal landing page, DLA external users can do the following *(reference screenshot below with corresponding numbers)*:

a. **1** - Access the latest copy of the Portal Job Aid
b. **2** - "For Browser Support Click Here" – Directs user to a helpful hints page
c. **3** - Login to the Portal in order to access DLA applications for which user has an account
   i. Engineering Support Activities (PDMI/ESA)
   ii. Demand Planning (DDE/Collab)
   iii. Installation Support (Real Property)

iv. Disposition Services
v. Energy Commodity Support
vi. Enterprise Data Warehouse (EDW)

d. Access other DLA public sites by clicking on the appropriate icons:
   i. **4** - "DLA 3 Areas of Focus" – DLA Director's Focus Areas
   ii. **5** - "Defense Logistics Agency" – DLA's public site (http://www.dla.mil)
   iii. **6** - "DLA Strategic Plan 2015-2022" – Strategic Plan from DLA Director including initiatives designed to steer employees' efforts over the course of 7 years.

e. **7** - View Information on "DLA Systems"
   i. Engineering Support Activities (PDMI/ESA)
   ii. Demand Planning (DDE/Collab)
   iii. Installation Support (Real Property)
   iv. Disposition Services
   v. Energy Commodity Support
   vi. Enterprise Data Warehouse (EDW)

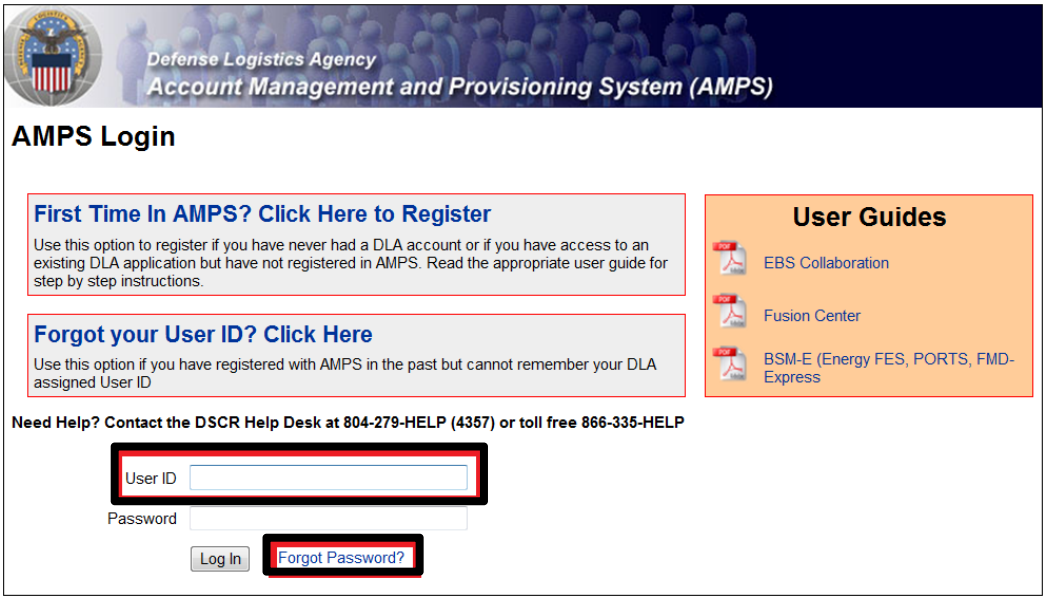


DLA Enterprise External Business Portal Landing Page

Unlocking User Accounts

Follow the instructions below to unlock accounts via AMPS.

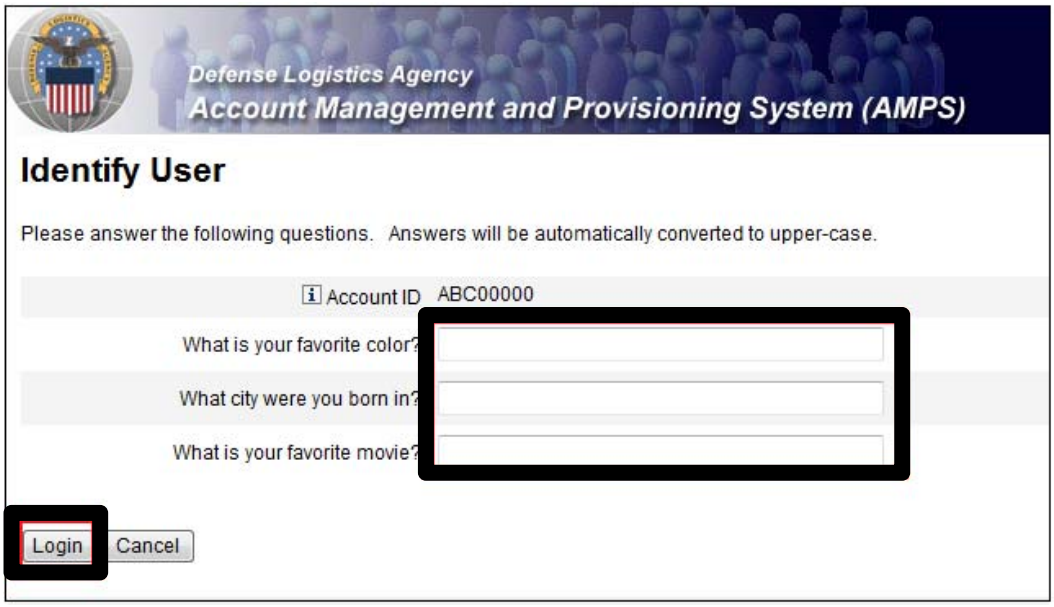
a. Go to the AMPS homepage: https://amps.dla.mil
b. Enter **User ID** *(Forgot User ID: Click the 'Forgot your User ID? Click Here' link and follow the instructions)*
c. Click the '**Forgot Password?**' link



AMPS Login Screen

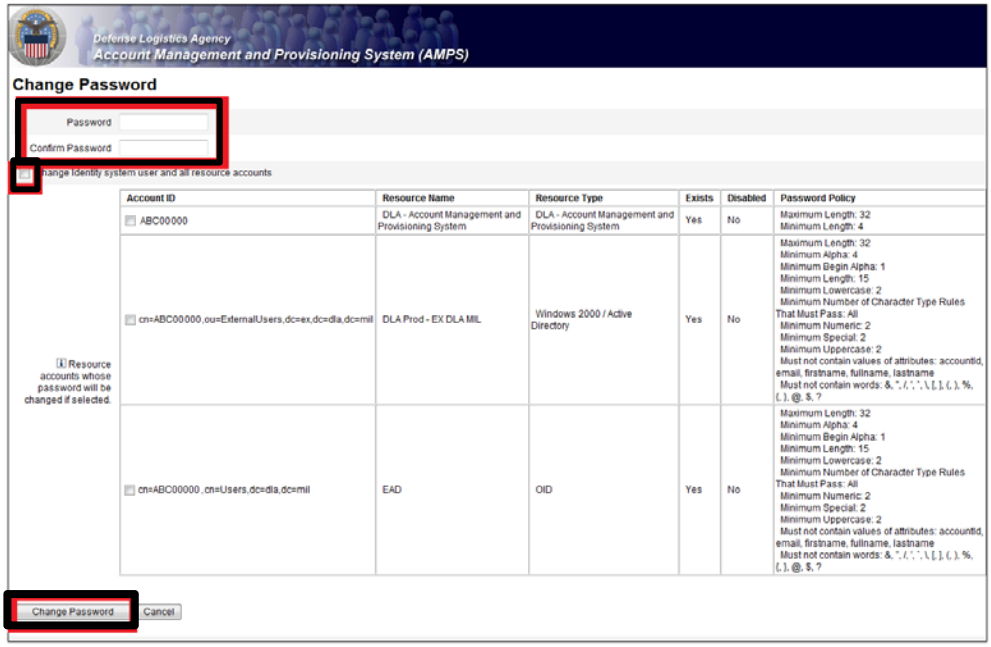
d. On the *Identify User* screen, answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process *(Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)*

e. Click '**Login**'



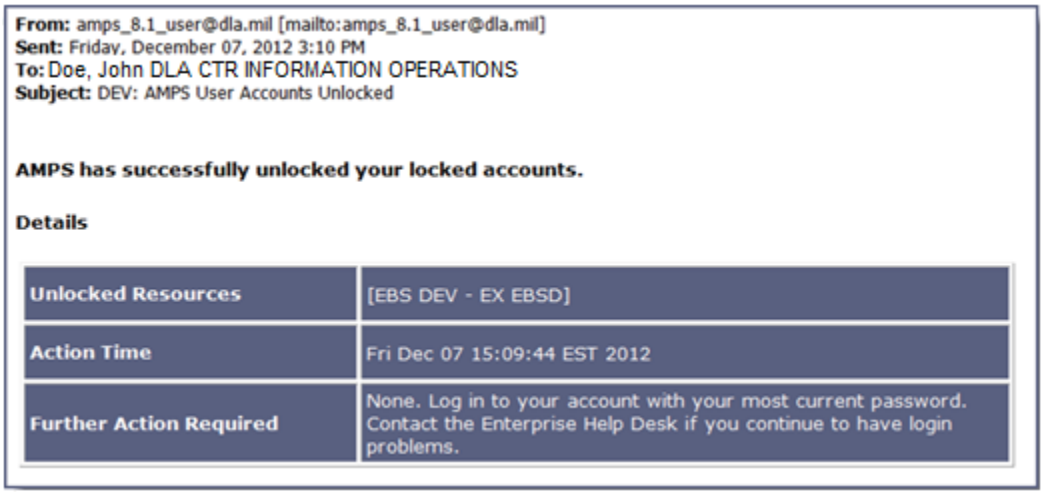
Authentication Questions Screen

f. On the *Change Password* screen, next to **Password**, type in a new password that fits the listed password policy
g. Next to **Confirm Password**, retype the new password
h. Check the box next to **Change Identity system user and all resource accounts**
i. Click '**Change Password**'



Change Password Screen

AMPS unlocks the user's account(s) and sends an e-mail notification stating that "AMPS has successfully unlocked your locked accounts". At this point, the user can now log into the Portal and AMPS using the new password.



From: amps_8.1_user@dla.mil [mailto:amps_8.1_user@dla.mil]
Sent: Friday, December 07, 2012 3:10 PM
To: Doe, John DLA CTR INFORMATION OPERATIONS
Subject: DEV: AMPS User Accounts Unlocked

AMPS has successfully unlocked your locked accounts.

Details

Unlocked Resources	[EBS DEV - EX EBSD]
Action Time	Fri Dec 07 15:09:44 EST 2012
Further Action Required	None. Log in to your account with your most current password. Contact the Enterprise Help Desk if you continue to have login problems.

Sample AMPS User Accounts Unlocked E-mail

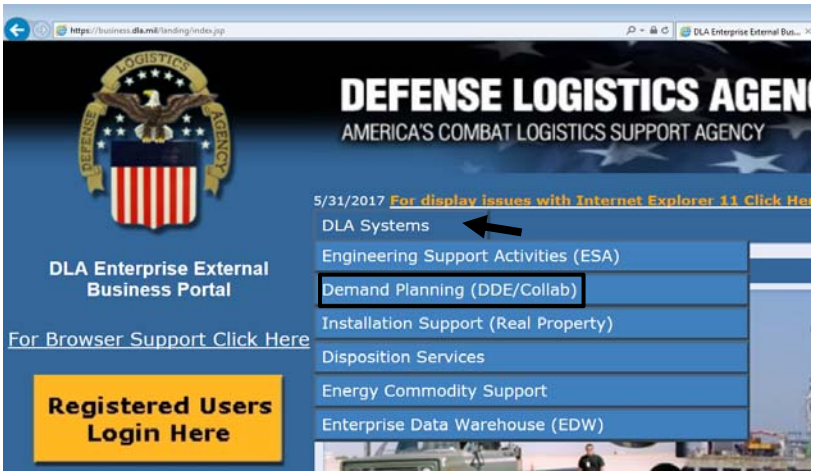
Demand Planning (DDE/Collab)

I. Accessing Demand Planning (DDE/Collab)

Users may access the Demand Planning (DDE/Collab) information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

a. Go to the Portal landing page: https://business.dla.mil
b. Click the dropdown arrow next to '**DLA Systems**'
c. Select '**Demand Planning (DDE/Collab)**'



DLA Enterprise External Business Portal Landing Page

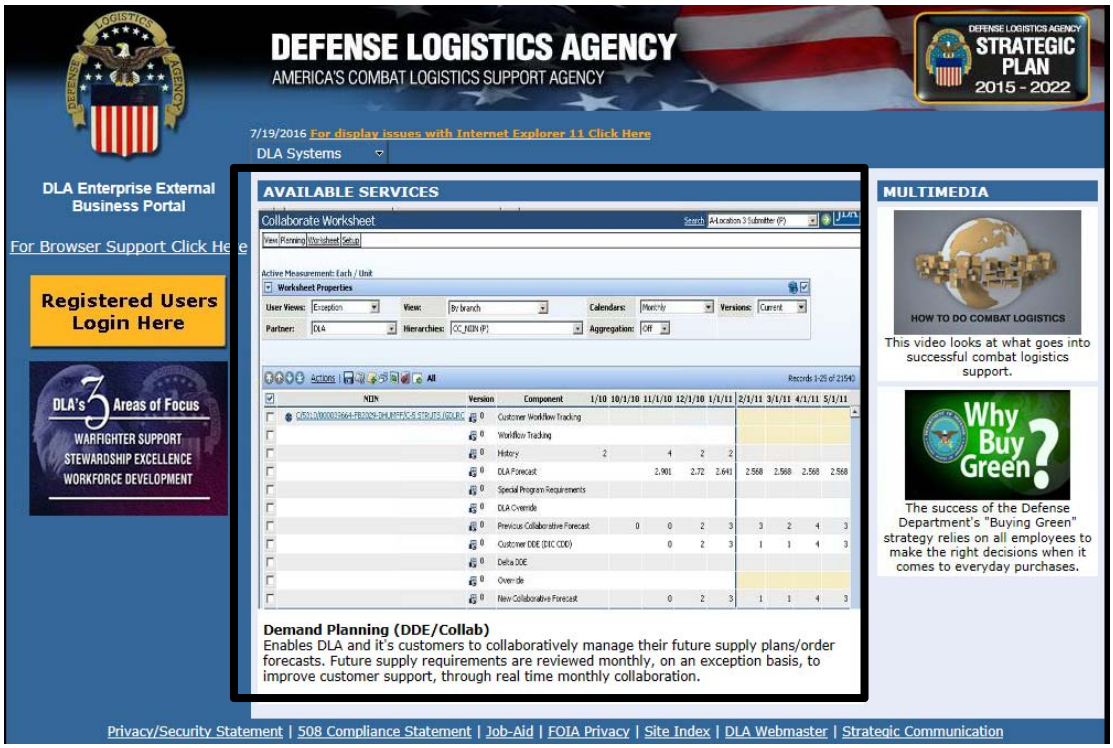
d. The *Demand Data Exchange/Customer Collaboration (DDE/CC)* information page will open

Demand Data Exchange/Customer Collaboration (DDE/CC) Information Page

Clicking the Revolving Pictures:

a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for Demand Planning (DDE/Collab)



DLA Enterprise External Business Portal Landing Page – Demand Planning (DDE/Collab) Picture

c. The Demand Data Exchange/Customer Collaboration (DDE/CC) information page will open

Demand Data Exchange/Customer Collaboration (DDE/CC) Information Page

II. Logging into Demand Planning (DDE/Collab)

This section provides instructions for CAC Users and Non-CAC Users

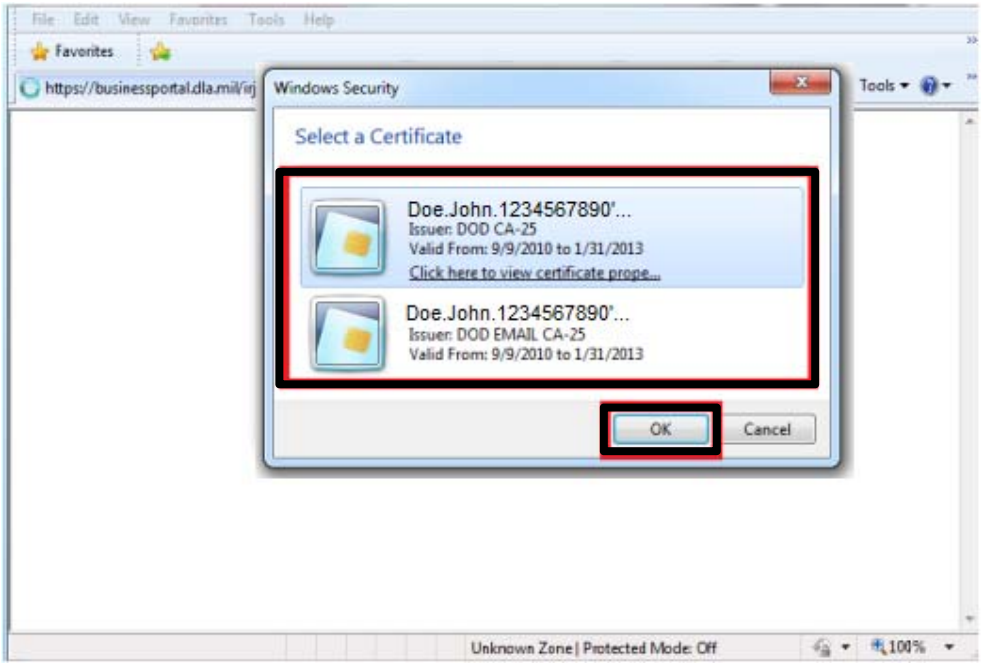
CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Insert DoD issued CAC and if prompted, enter PIN
c. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

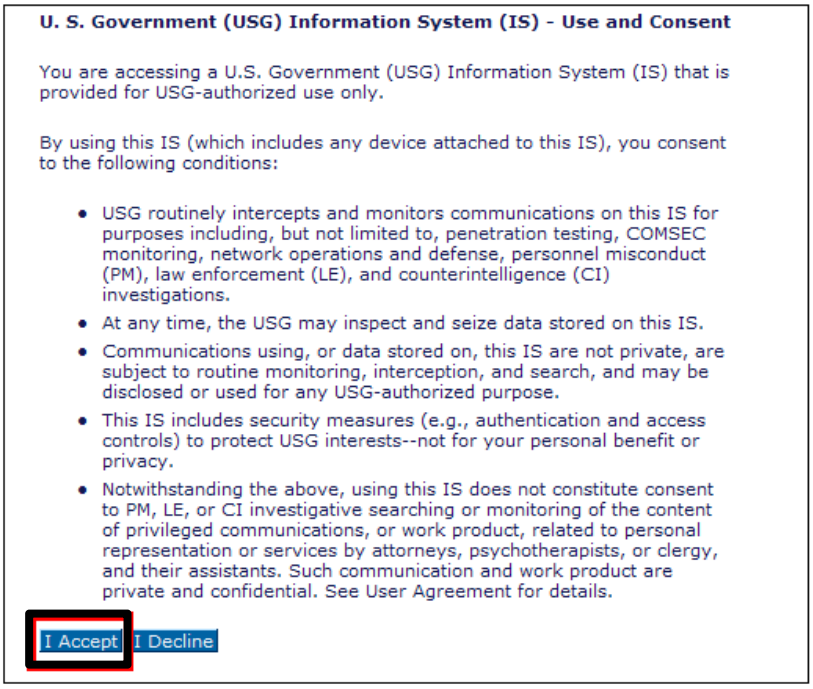
d. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below

e. Click '**OK**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

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 case **DDE Collaboration**.

g. Click '**DDE Collaboration**' to get started

Inside DLA Enterprise External Business Portal (DDE Collaboration)

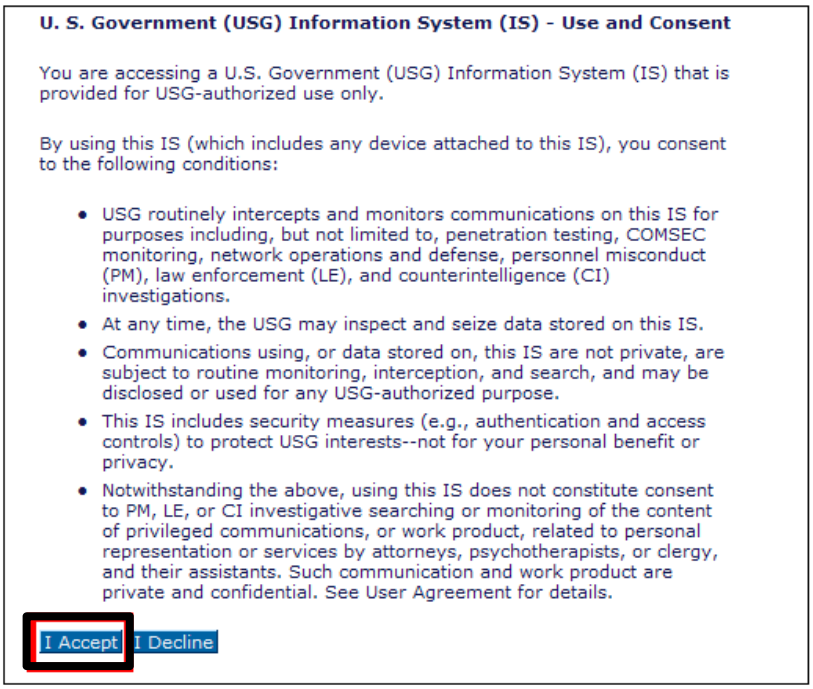
Non-CAC Users:

a. Go to the Portal landing page: https://business.dla.mil

b. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

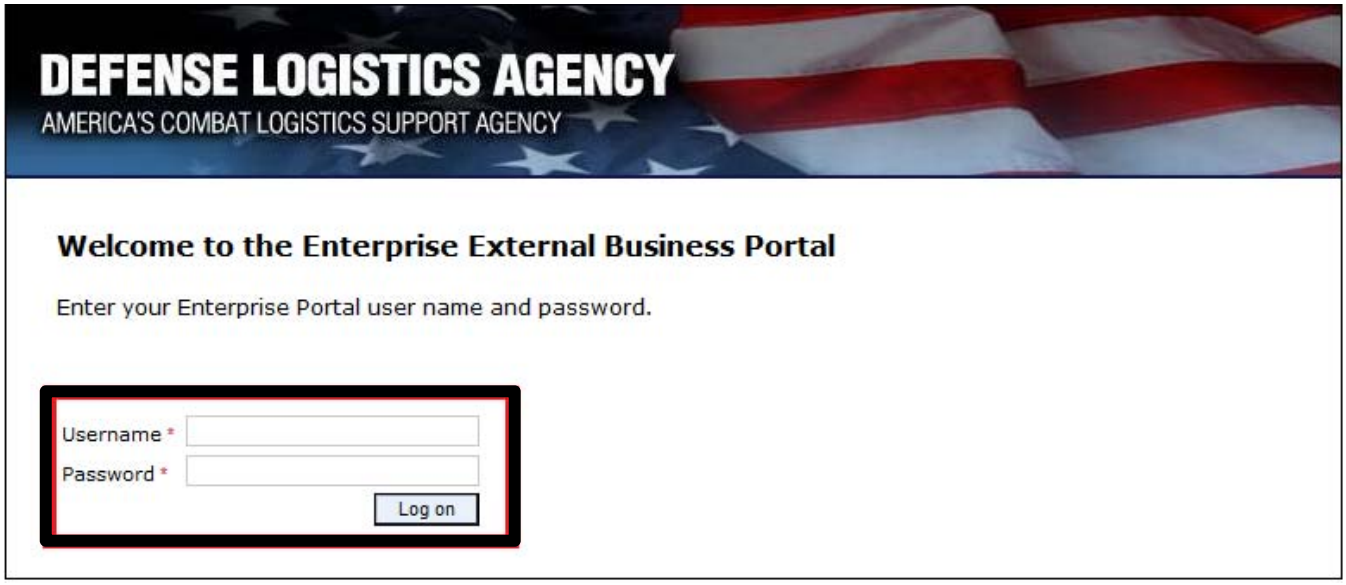
c. Read the information in the *U.S. Government (USG) Information System (IS) - Usage and Consent* dialog box and click '**I Accept**'



U.S. Government Information System – Use and Content

d. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

e. Click '**Log on**'



DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **DDE Collaboration**.

f. Click '**DDE Collaboration**' to get started

Inside DLA Enterprise External Business Portal (DDE Collaboration)

III. Password Information

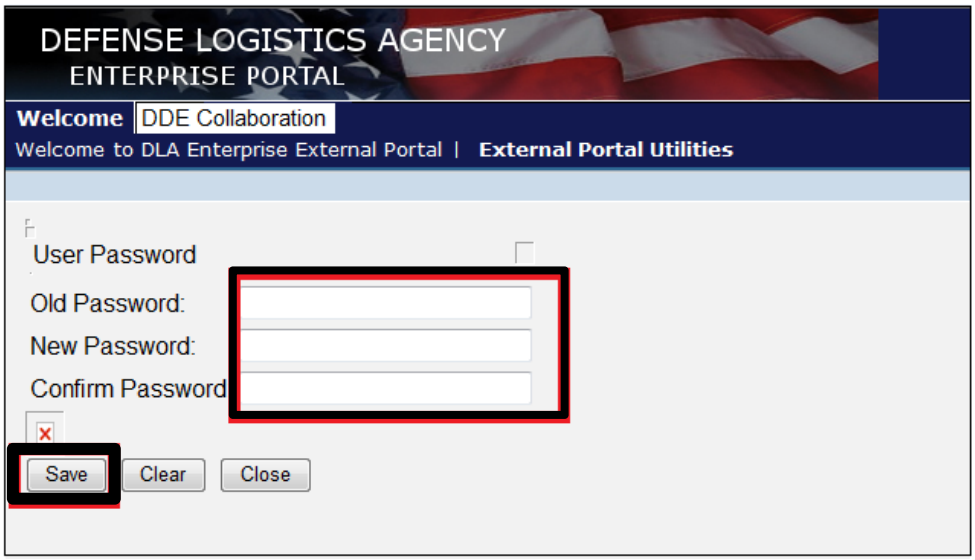
This section is for users WITHOUT a DoD issued CAC and provides instructions for DDE Collaboration application users that need to Change Password or Forgot Password.

Change Password:

a. Go to the Portal homepage https://business.dla.mil/
b. Click the '**Registered User Login Here**' link
c. Enter **Username** and **Password**
d. Click '**Log on**'
e. Once inside the Portal, click '**External Portal Utilities**'

Inside DLA Enterprise External Business Portal (DDE Collaboration)

f. Next to **Old Password**, enter existing password
g. Next to **New Password**, type in a new password
h. Next to **Confirm Password**, re-type the new password
i. Click '**Save**'



Inside DLA Enterprise External Business Portal (DDE Collaboration) - Change Password

The password has now been changed. The new password can now be used to log into the Portal.

Forgot Password:

a. Call the DLA Help Desk at (804) 279-4357; DSN 695-4357

IV. User Support for Demand Planning (DDE/Collab)

For questions or additional support on the DLA Enterprise External Business Portal or Demand Planning (DDE/Collab), please contact the DLA Help Desk at: (804) 279-4357; DSN 695-4357.

DLA Disposition Services

V. Creating a New Account for Demand Planning (DDE/Collab)

Note: Users that already have accounts for Demand Planning (DDE/Collab) may skip to *Section III: Logging into Demand Planning (DDE/Collab)*

First time Demand Planning (DDE/Collab) external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

a. **Step 1:** Create an account in the DLA Account Management and Provisioning System (AMPS). AMPS is DLA's automated application access system that assists with access requests, account creation, and maintenance of DLA user accounts.

b. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Demand Planning (DDE/Collab)].

Follow the detailed instructions listed in the AMPS User Reference for External Collaboration Users on how to create an AMPS account and request access to Demand Planning (DDE/Collab).

One of the following **Demand Planning (DDE/Collab) Job Definitions (JDs)** is required to obtain access:

a. JD-383 BSM Prod External – External Customer Collaborator - View
b. JD-384 BSM Prod External – External Customer Collaborator - Update

After the request for access to Demand Planning (DDE/Collab) has been approved, new users can access the application through the Portal as described below in Section III.

I. Accessing DLA Disposition Services

Users may access the DLA Disposition Services information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

a. Go to the Portal landing page: https://business.dla.mil
b. Click the dropdown arrow next to '**DLA Systems**'
c. Select '**DLA Disposition Services**'

DLA Enterprise External Business Portal Landing Page

d. The *DLA Disposition Services* information page will open

DLA Disposition Services Information Page

Clicking the Revolving Pictures:

a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for DLA Disposition Services

DLA Enterprise External Business Portal Landing Page – DLA Disposition Services Picture

c. The *DLA Disposition Services* information page will open

DLA Disposition Services Information Page

II. Creating a New Account for DLA Disposition Services

Note: Users that already have accounts for DLA Disposition Services may skip to *Section III: Logging into DLA Disposition Services*

First time DLA Disposition Services external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

a. **Step 1:** Create an account in the DLA Account Management and Provisioning System (AMPS). AMPS is DLA's automated application access system that assists with access requests, account creation, and maintenance of DLA user accounts.

b. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [DLA Disposition Services].

Follow the detailed instructions listed in the AMPS User Registration Job Aid on how to create an AMPS account and detailed instructions listed in the AMPS Role Request Job Aid to request access to DLA Disposition Services.

One of the following **DLA Disposition Services Job Definitions (JDs)** is required to obtain access:

a. DDS-413-DLA Disposition Services Prod EX – RTD Customer DDS-413
b. DDS-514-DLA Disposition Services Prod EX – ETID Customer DDS-514
c. DDS-600-DLA Disposition Services Prod EX – BO SASP Customer DDS-600
d. DDS-601-DLA Disposition Services Prod EX – BO NON_SASP Customer DDS-601
e. JD-2100-EBS Prod External – Disp Svcs External Reimbursable Report User JD-2100

After the request for access to DLA Disposition Services has been approved, new users can access the application through the Portal as described below in Section III.

III. Logging into DLA Disposition Services

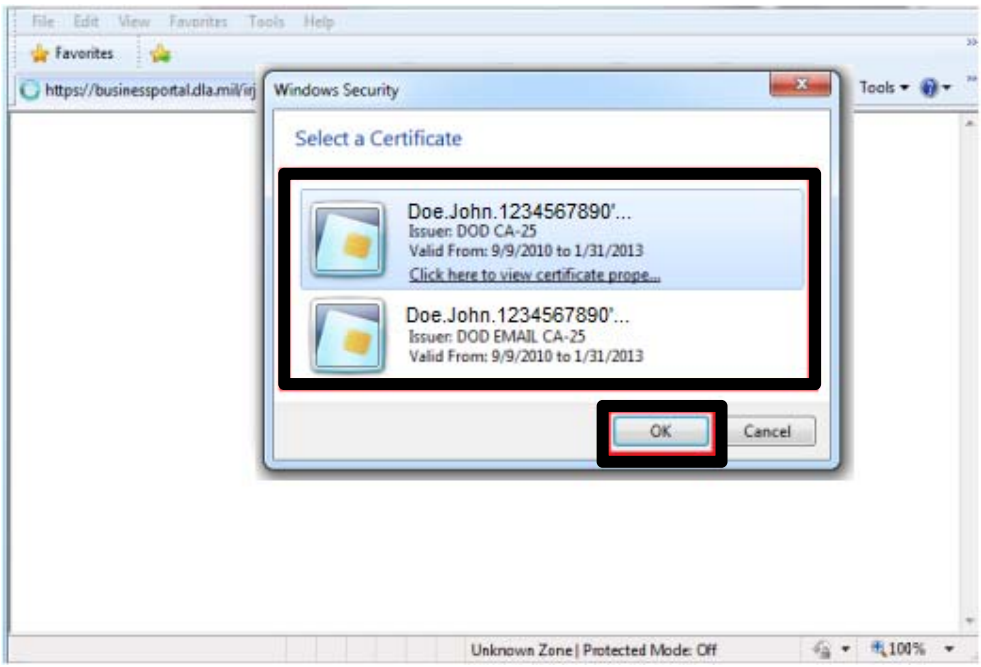
This section provides instructions for CAC Users and Non-CAC Users

CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Insert DoD issued CAC and enter PIN
c. Click on the '**Registered Users Login Here**' icon located on the left of the page

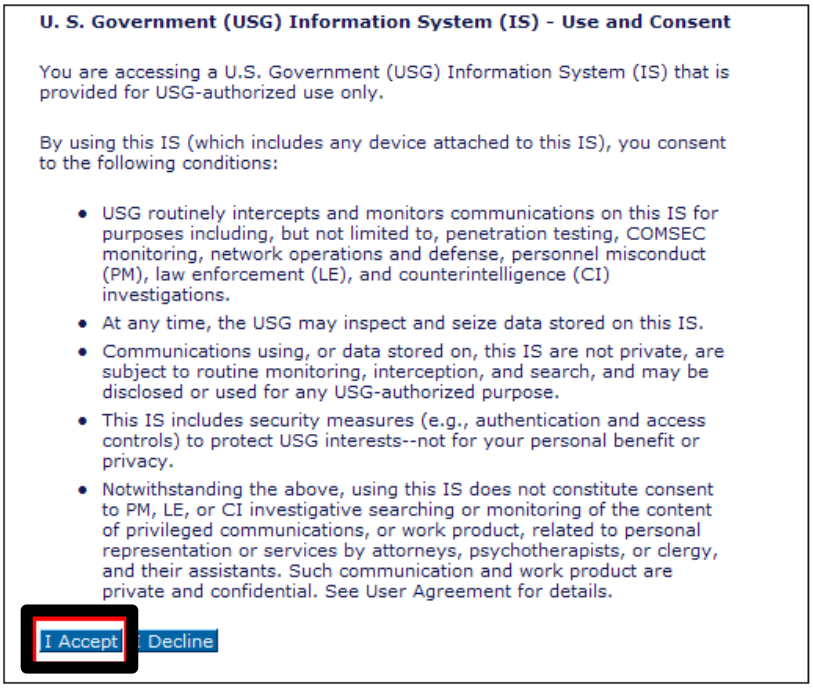
DLA Enterprise External Business Portal Landing Page

d. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below
e. Click '**OK**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

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 case **Disposition Services**.

g. Click '**Disposition Services**' to access the ETID and RTD applications

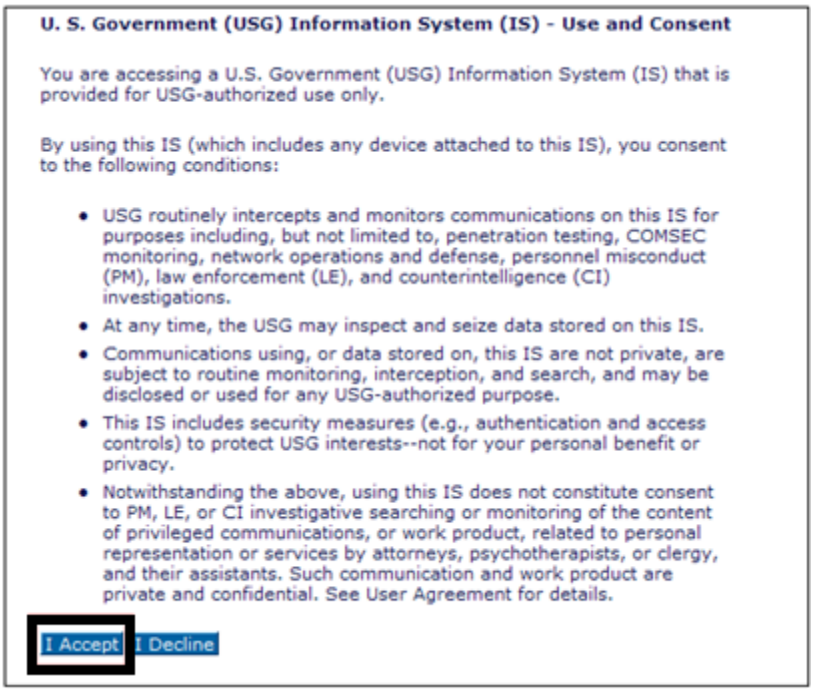
Inside DLA Enterprise External Business Portal (Disposition Services)

Non-CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

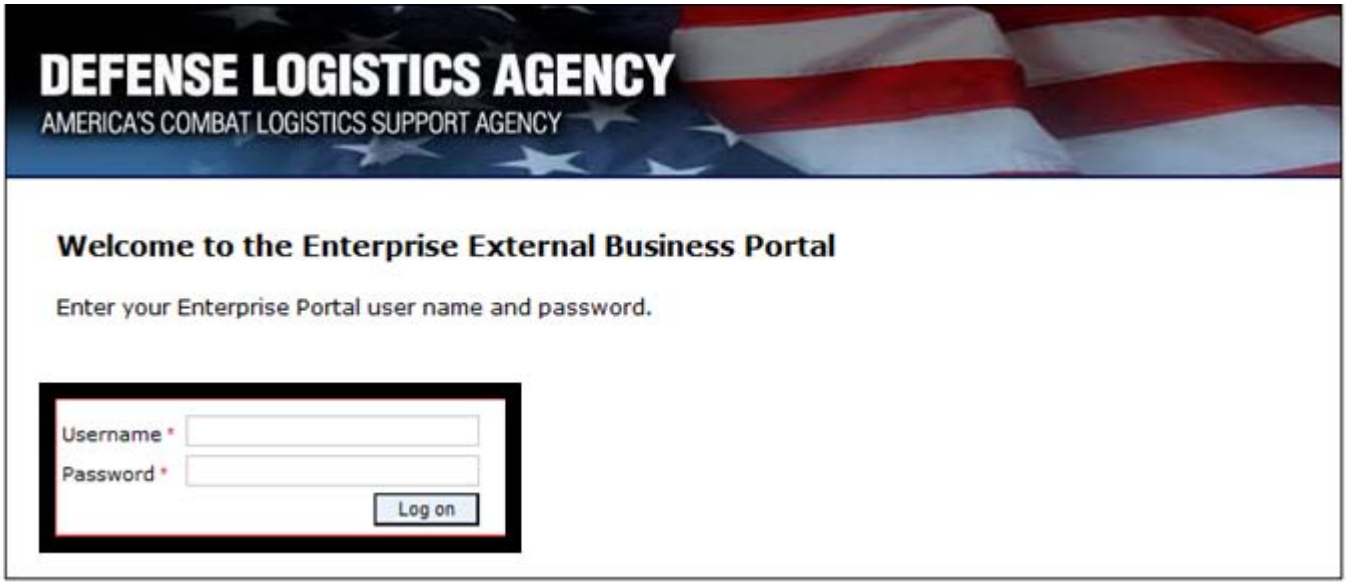
c. Read the information in the *U.S. Government (USG) Information System (IS) - Usage and Consent* dialog box and click '**I Accept**'



U.S. Government Information System – Use and Content

d. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

e. Click '**Log on**'



DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **Disposition Services**.

f. Click '**Disposition Services**' to access the ETID and RTD applications

Inside DLA Enterprise External Business Portal (Disposition Services)

IV. Password Information

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. This section is for users WITHOUT a DoD issued CAC and provides instructions for Expired Password, Change Password and Forgot Password.

Expired Password:

Portal passwords will expire **every 60 days** and are required to be changed via AMPS. In the event a user has not changed their password in 60 days or more, a "password expired" error message will be displayed upon trying to log into the Portal. Follow the instructions below on how to Change Password.

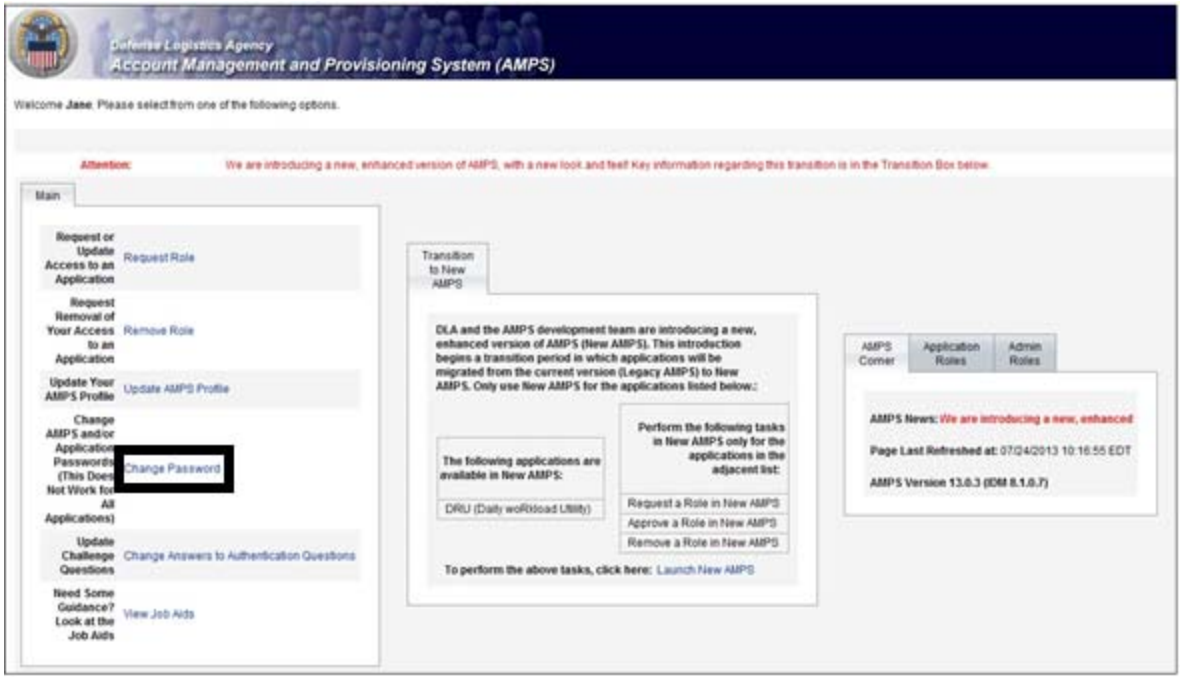
Change Password:

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 which outline how Disposition Services application users should change passwords.

a. Go to the AMPS homepage: https://amps.dla.mil
b. Enter **User ID** and **Password**
c. Click '**Log In**'

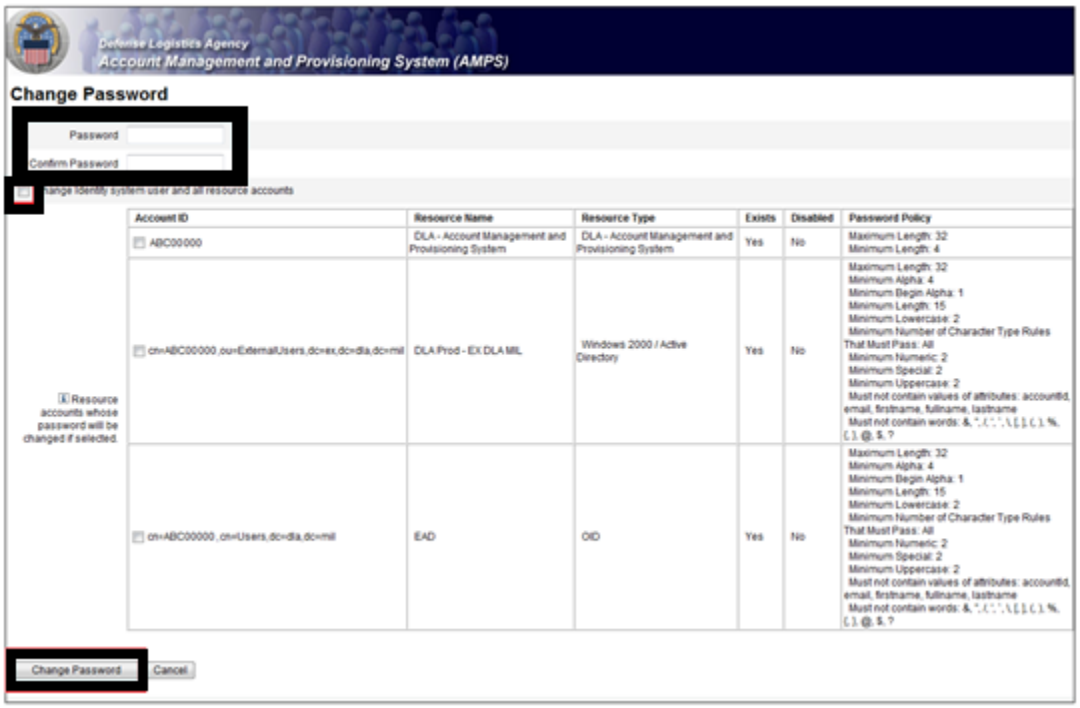
AMPS Login Screen

d. Click '**Change Password**'



AMPS Homepage

e. Next to **Password**, type in a new password that fits the listed password policy
f. Next to **Confirm Password**, retype the new password
g. Check the box next to **Change Identity system user and all resource accounts**
h. Click '**Change Password**'



Change Password Screen

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. Enter **User ID**

*Forgot User ID***:** Click the '**Forgot your User ID? Click Here**' link and follow the instructions

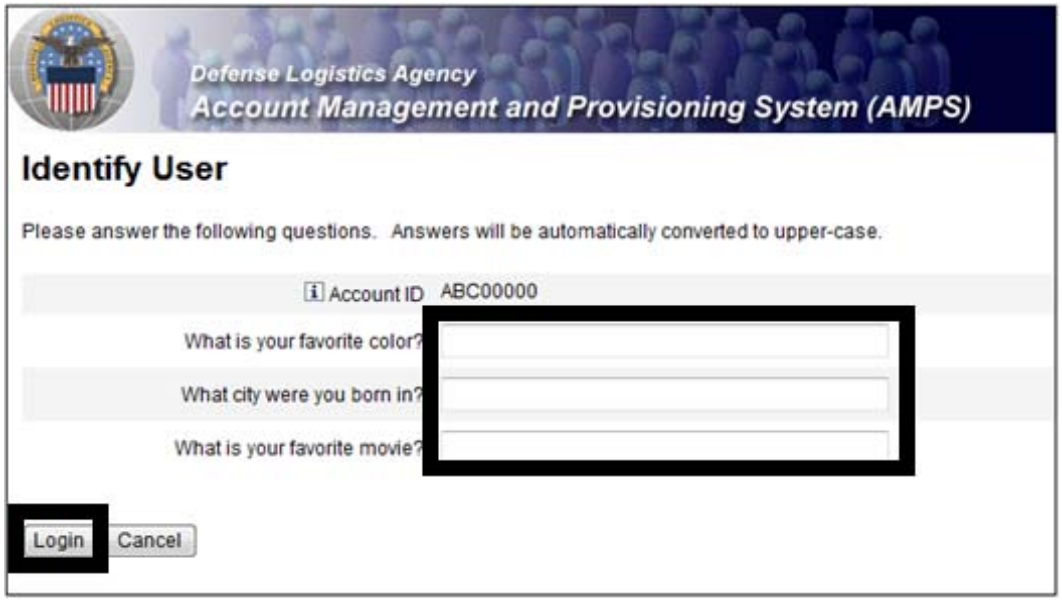
Click the '**Forgot Password?**' link

AMPS Login Screen

c. Answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process

Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)

d. Click '**Login**'



Authentication Questions Screen

User will then be prompted to **Change Password** (Follow the instructions in the Change Password section above)

V. User Support for DLA Disposition Services

For Access problems or Technical issues please contact:
Enterprise Help Desk
Toll Free: 1-855-352-0001
DSN: 809-4-OFF-DSN (809-463-3376), then, 1-855-352-0001
Email: enterpriseithelpdesk@dla.mil

For Navigation, Policy or Procedural issues please contact:
DLA Customer Interaction Center
Toll Free: 1-877-352-2255
DSN: 661-7766
Email: dlacontactcenter@dla.mil

Installation Support (Real Property)

I. Accessing Installation Support (Real Property)

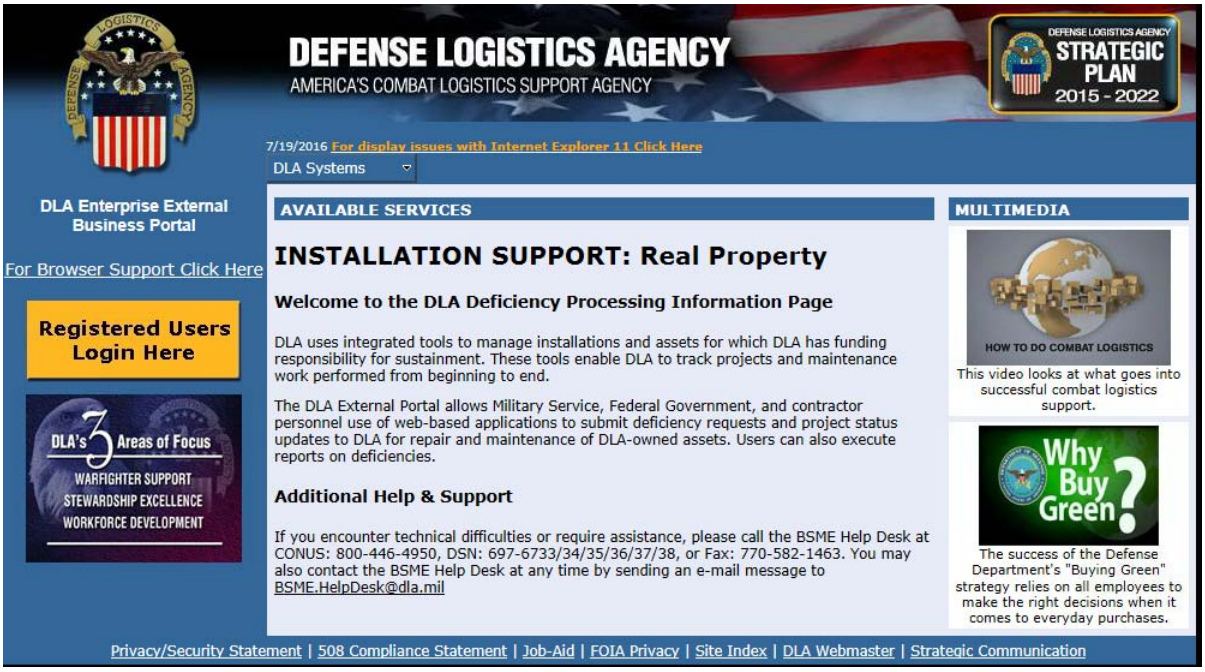
Users may access the Installation Support (Real Property) information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

a. Go to the Portal landing page: https://business.dla.mil
b. Click the dropdown arrow next to '**DLA Systems**'
c. Select '**Installation Support (Real Property)**'

DLA Enterprise External Business Portal Landing Page

d. The *Installation Support: Real Property* information page will open

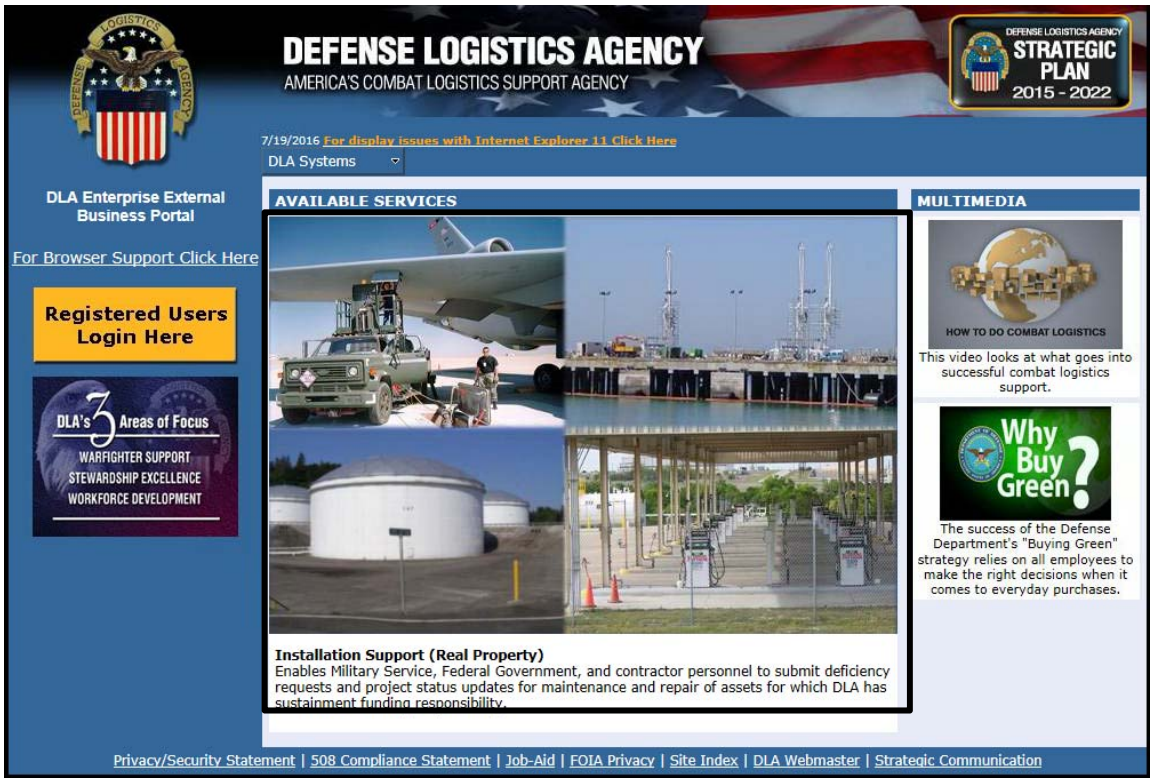


Installation Support: Real Property Information Page

Clicking the Revolving Pictures:

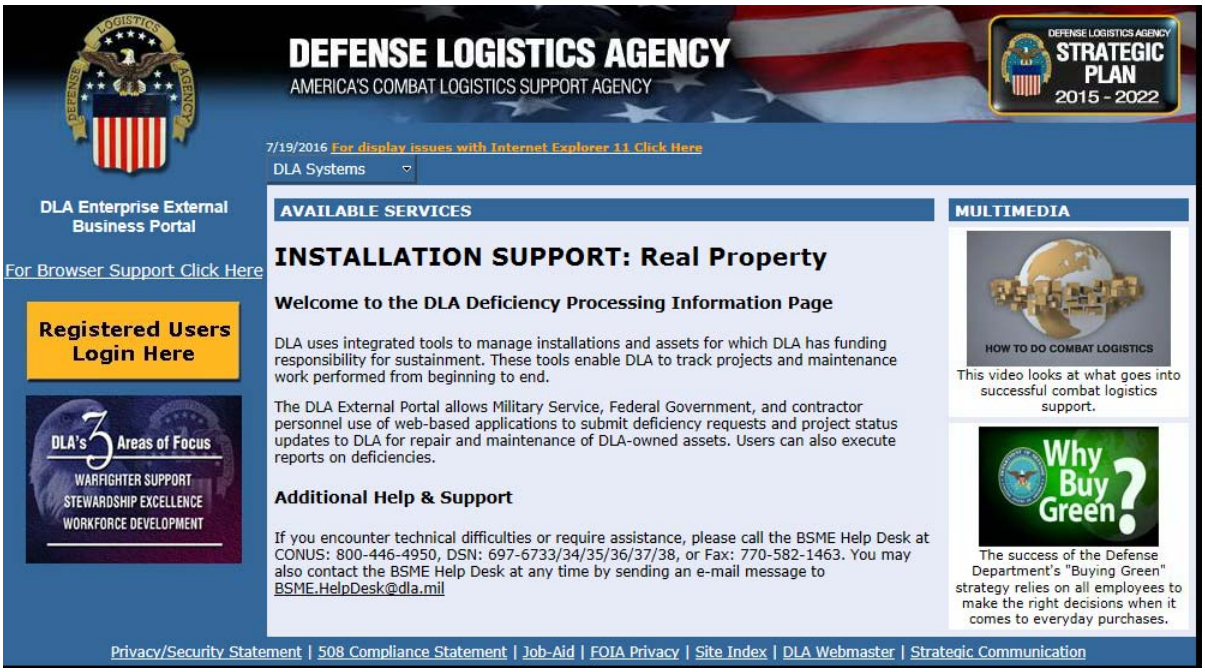
a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for Installation Support (Real Property)



DLA Enterprise External Business Portal Landing Page – Installation Support (Real Property) Picture

c. The Installation Support: Real Property information page will open



Installation Support: Real Property Information Page

II. Creating a New Account for Installation Support (Real Property)

Note: Users that already have accounts for Installation Support (Real Property) skip to *Section III: Logging into Installation Support (Real Property)*

First time Installation Support (Real Property) external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

a. **Step 1:** Create an account in the DLA Account Management and Provisioning System (AMPS). AMPS is DLA's automated application access system that assists with access requests, account creation, and maintenance of DLA user accounts.

b. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Installation Support (Real Property)].

Follow the detailed instructions listed in the AMPS User Registration Job Aid on how to create an AMPS account and detailed instructions listed in the AMPS Role Request Job Aid to request access to Installation Support (Real Property).

One of the following **Installation Support (Real Property) Job Definitions (JDs)** is required to obtain access.

PRIMARY ROLES: You must request approval for only ONE of the following roles

a. JD-2000 EBS Prod External– External Portal Deficiency Processor – Air Force
b. JD-2001 EBS Prod External– External Portal Deficiency Processor – Army
c. JD-2002 EBS Prod External– External Portal Deficiency Processor – Marine Corps
d. JD-2003 EBS Prod External– External Portal Deficiency Processor – Navy
e. JD-2004 EBS Prod External– External Portal Deficiency Processor – WHS/GSA

Service Control Points:

f. JD-594: EBS Prod- Real Property Restricted Viewer with Air Force Deficiency Approval
g. JD-595: EBS Prod- Real Property Restricted Viewer with Army Deficiency Approval
h. JD-596: EBS Prod- Real Property Restricted Viewer with Marine Corps Deficiency Approval
i. JD-597: EBS Prod- Real Property Restricted Viewer with Navy Deficiency Approval

BOLT-ON ROLES: After "Primary Role" approval, you may request approval for any of the additional roles below as needed

a. JD-2000B EBS Prod External– External Portal Deficiency Processor – Air Force
b. JD-2001B EBS Prod External– External Portal Deficiency Processor – Army
c. JD-2002B EBS Prod External– External Portal Deficiency Processor – Marine Corps
d. JD-2003B EBS Prod External– External Portal Deficiency Processor – Navy
e. JD-2004B EBS Prod External– External Portal Deficiency Processor – WHS/GSA

Service Control Points:

f. JD-594B: EBS Prod- Real Property Restricted Viewer with Air Force Deficiency Approval
g. JD-595B: EBS Prod- Real Property Restricted Viewer with Army Deficiency Approval
h. JD-596B: EBS Prod- Real Property Restricted Viewer with Marine Corps Deficiency Approval
i. JD-597B: EBS Prod- Real Property Restricted Viewer with Navy Deficiency Approval

Note: All users are required to request one of the "Primary Roles". In cases where a user has responsibilities for more than one service line, after a "Primary Role" has been approved, the user may request additional roles from the "Bolt-on Roles" list. It is important to only choose additional roles ending in 'B' as requesting another "Primary Role" will delete access to previously approved roles. (After the "Primary Role" is approved, you can apply for as many additional "Bolt-on Roles" as needed without waiting for each one to be approved).

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 Section III.

III. Logging into Installation Support (Real Property)

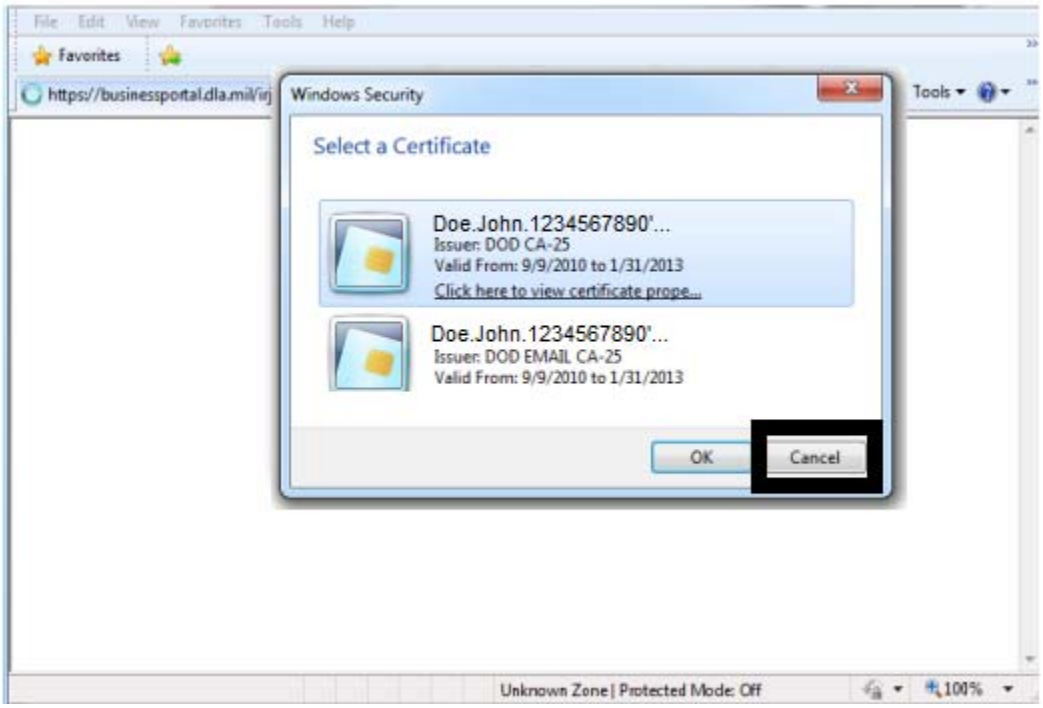
This section provides instructions for SCP Users, Non-SCP CAC Users and Non-CAC Users

SCP Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Click on the '**Registered Users Login Here**' icon located on the left of the page

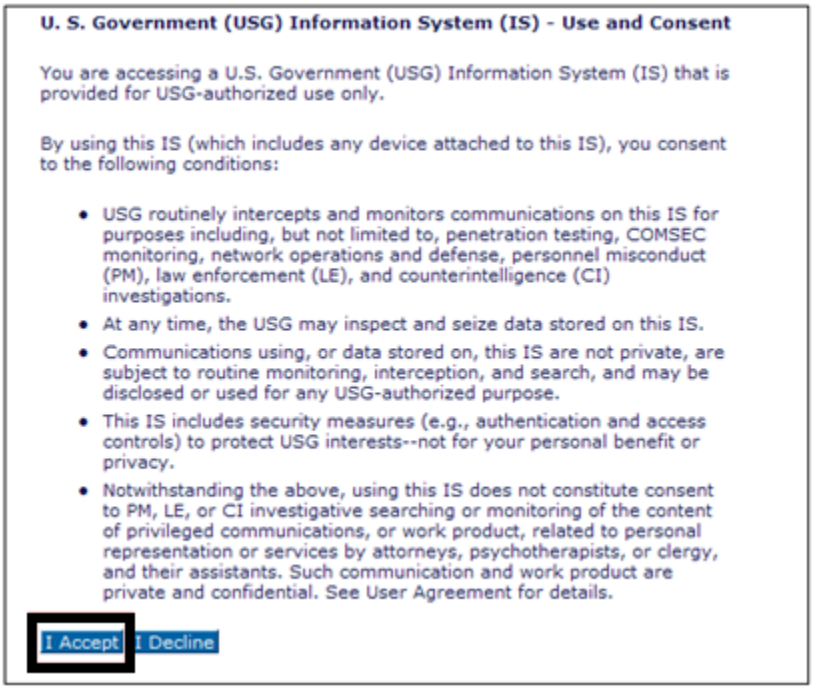
DLA Enterprise External Business Portal Landing Page

c. When prompted to select a certificate, click '**Cancel**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

e. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

f. Click '**Log on**'

DLA Enterprise External Business Portal Non-DoD CAC/SCP Users Login Page

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 case **Real Property**.

g. Click '**Real Property**' to get started

Inside DLA Enterprise External Business Portal (Real Property)

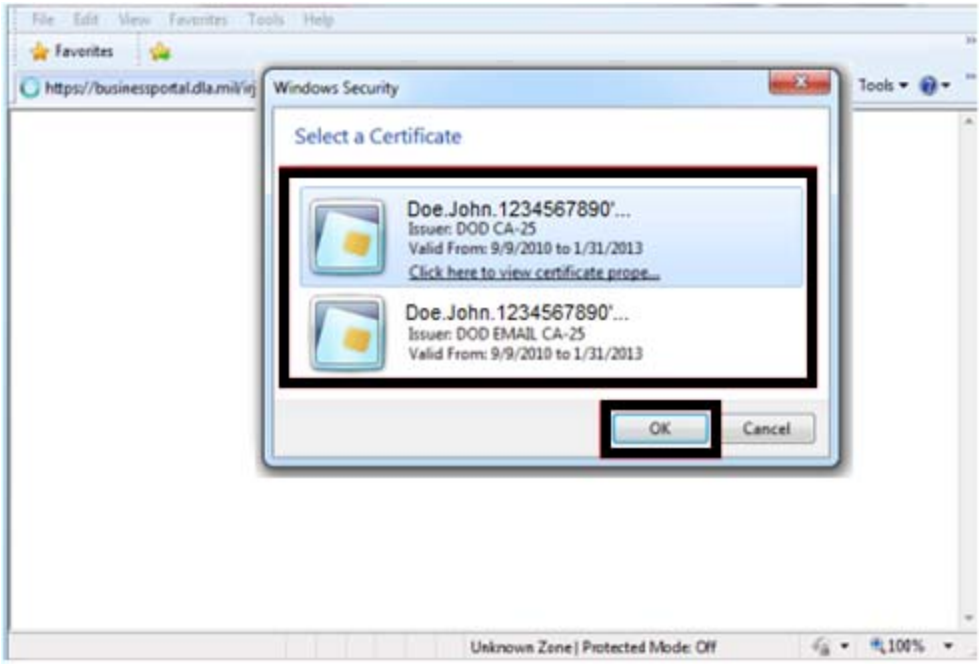
Non-SCP CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Insert DoD issued CAC and if prompted, enter PIN
c. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

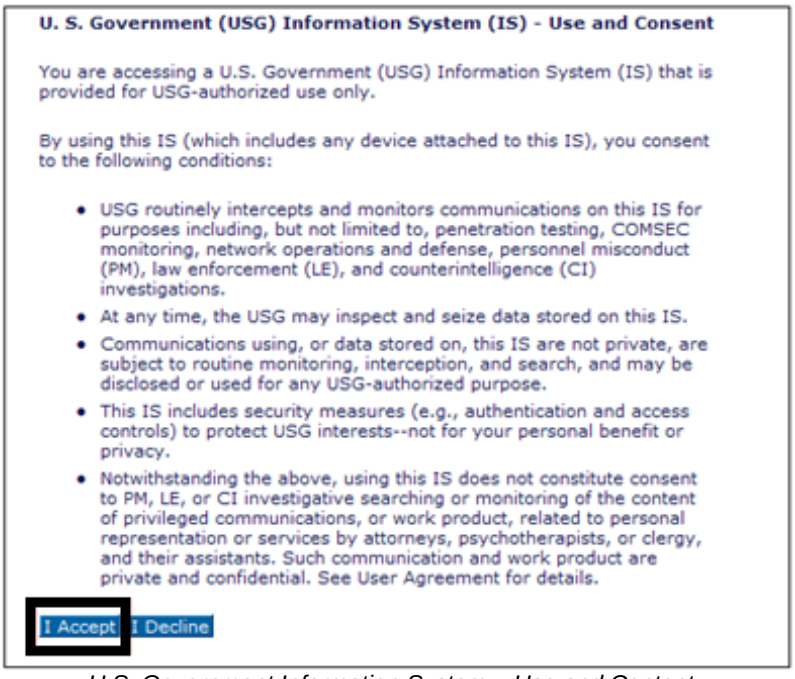
d. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below

e. Click '**OK**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

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 case **Real Property**.

g. Click '**Real Property**' to get started

Inside DLA Enterprise External Business Portal (Real Property)

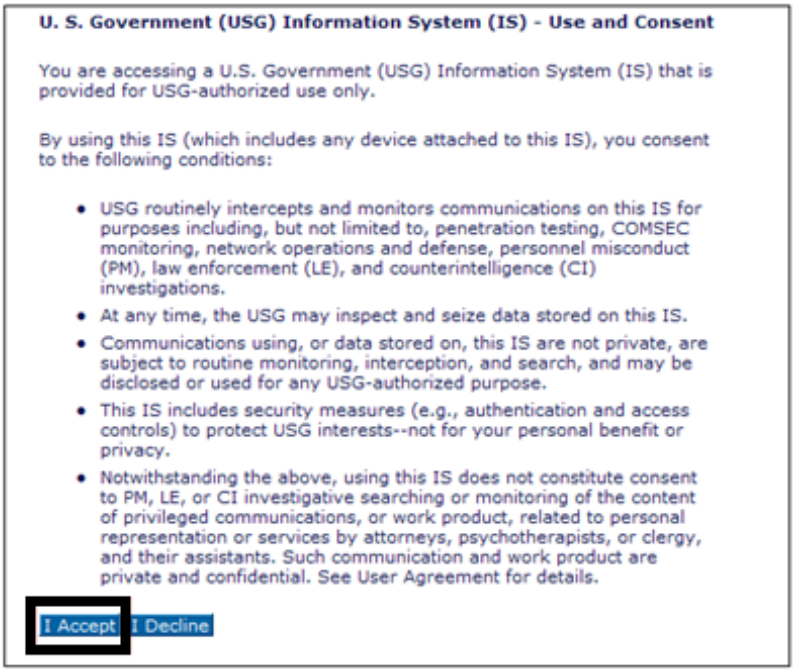
Non-CAC Users:

a. Go to the Portal landing page: https://business.dla.mil

b. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

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



U.S. Government Information System – Use and Content

d. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

e. Click '**Log on**'

DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **Real Property**.

f. Click '**Real Property**' to get started

Inside DLA Enterprise External Business Portal (Real Property)

IV. Password Information

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. This section is for users WITHOUT a DoD issued CAC and provides instructions for Expired Password, Change Password and Forgot Password.

Expired Password:

Portal passwords will expire **every 60 days** and are required to be changed via AMPS. In the event a user has not changed their password in 60 days or more, a "password expired" error message will be displayed upon trying to log into the Portal. User will need to follow the instructions below on how to Change Password.

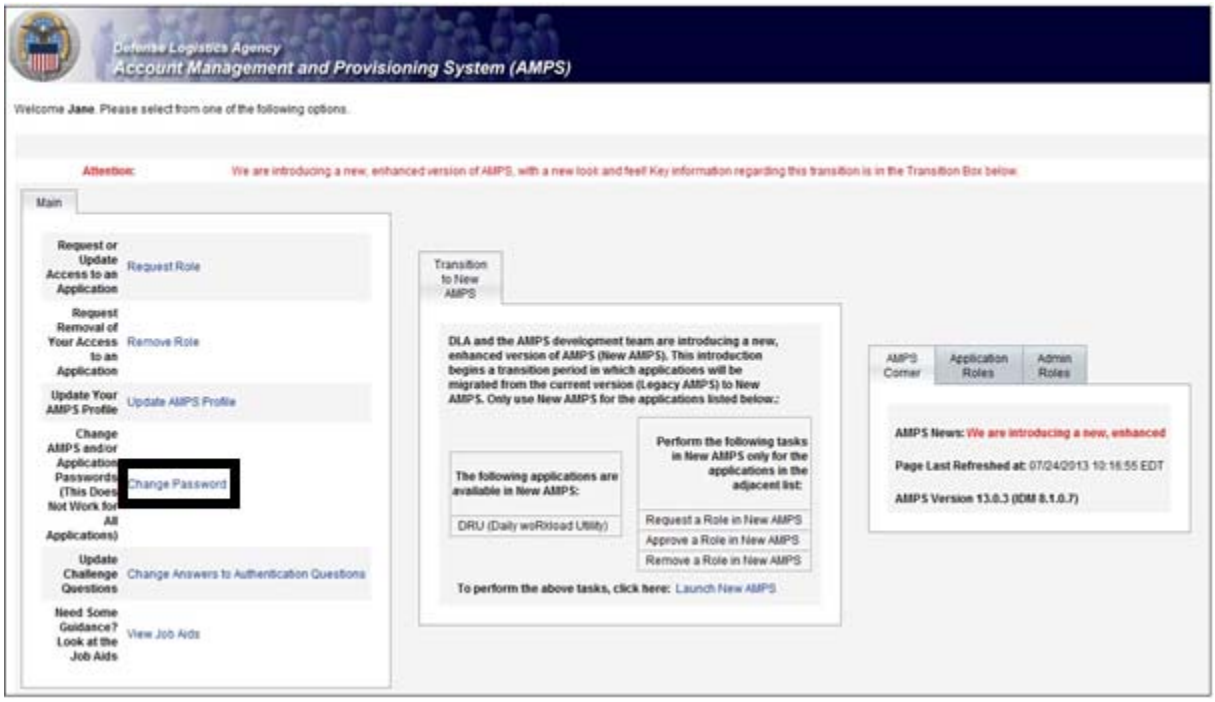
Change Password:

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 which outline how Installation Support (Real Property) application users should change passwords.

a. Go to the AMPS homepage: https://amps.dla.mil
b. Enter **User ID** and **Password**
c. Click '**Log In**'

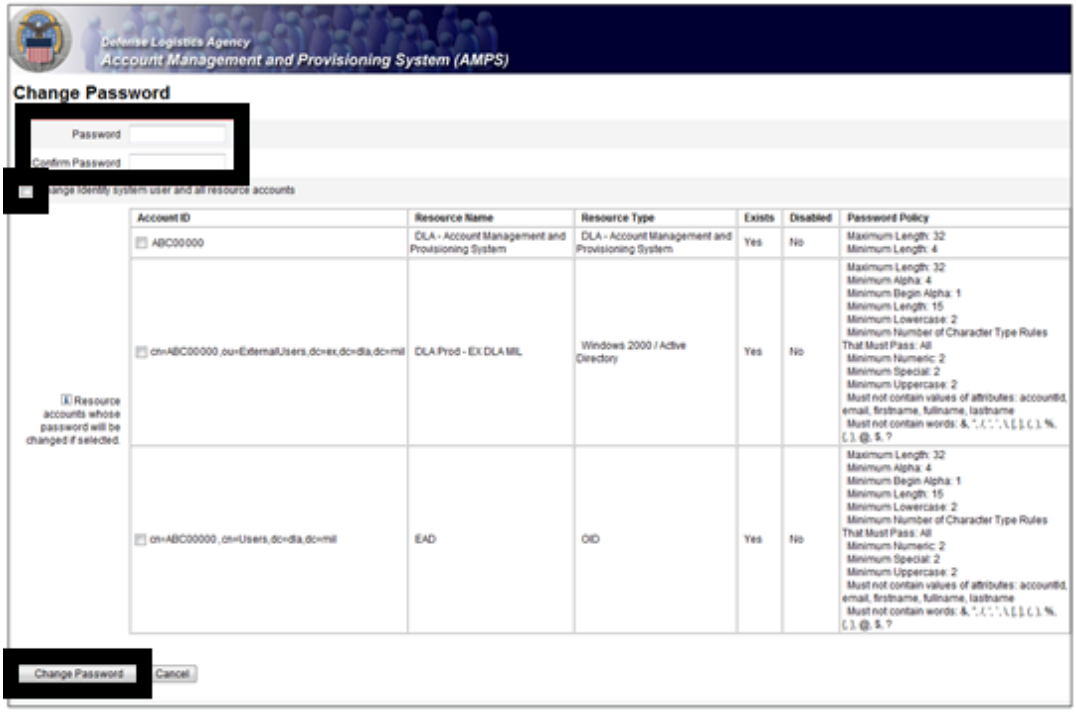
AMPS Login Screen

d. Click '**Change Password**'



AMPS Homepage

e. Next to **Password**, type in a new password that fits the listed password policy
f. Next to **Confirm Password**, retype the new password
g. Check the box next to **Change Identity system user and all resource accounts**
h. Click '**Change Password**'



Change Password Screen

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. Enter **User ID**

*Forgot User ID***:** Click the '**Forgot your User ID? Click Here**' link and follow the instructions

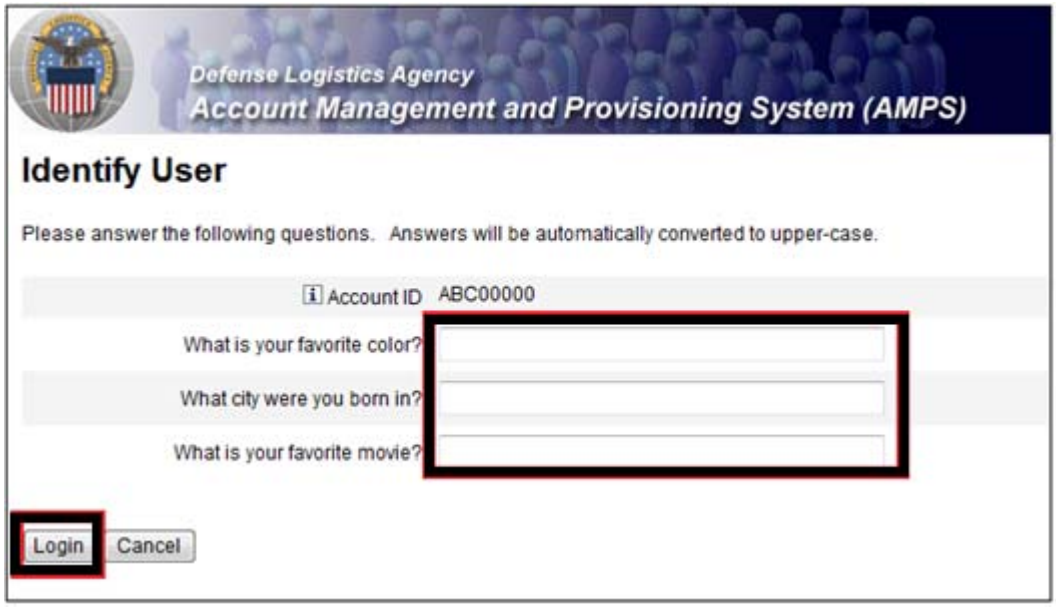
c. Click the '**Forgot Password?**' link

AMPS Login Screen

d. Answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process

Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)

e. Click '**Login**'



Authentication Questions Screen

User will then be prompted to **Change Password** (Follow the instructions in the Change Password section above)

V. User Support for Installation Support (Real Property)

If you encounter technical difficulties or require assistance, please call the BSME Help Desk at CONUS: 800-446-4950, DSN: 697-6733/34/35/36/37/38, Fax: 770-582-1463, E-mail: BSME.Helpdesk@dla.mil

Engineering Support Activities (PDMI/ESA)

I. Accessing Engineering Support Activities (PDMI/ESA)

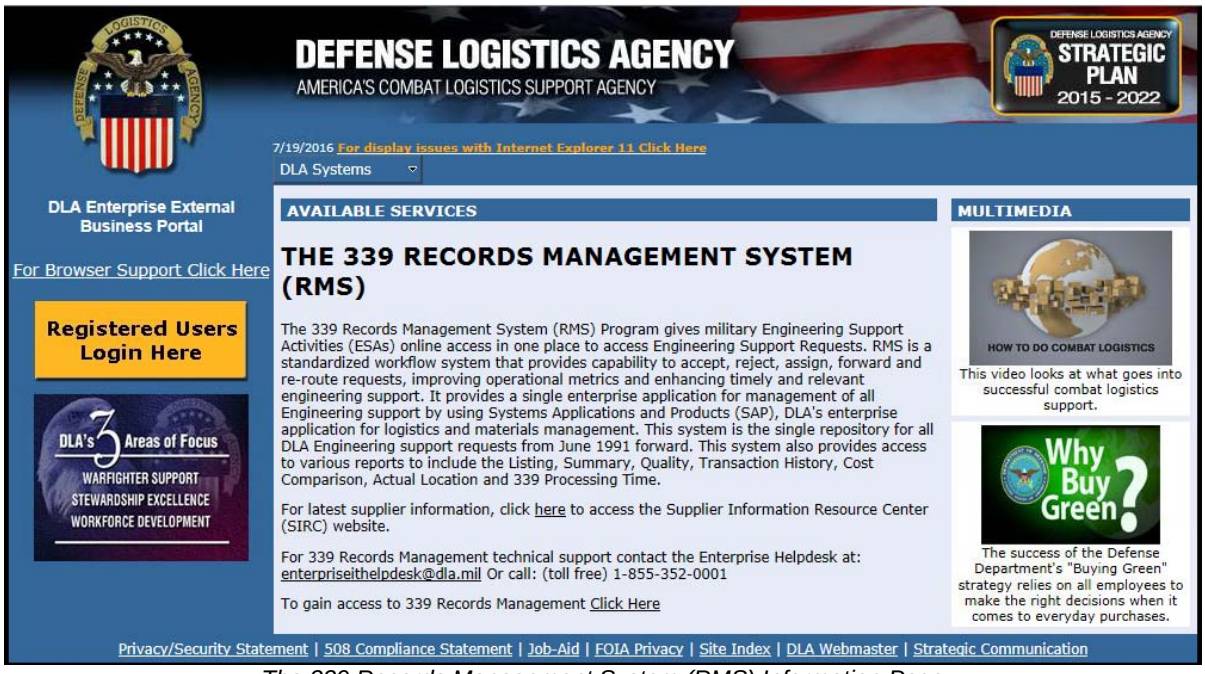
Users may access the Engineering Support Activities (PDMI/ESA) information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

a. Go to the Portal landing page: https://business.dla.mil
b. Click the dropdown arrow next to '**DLA Systems**'
c. Select '**Engineering Support Activities (PDMI/ESA)**'

DLA Enterprise External Business Portal Landing Page

d. The *339 Records Management System (RMS)* information page will open



The 339 Records Management System (RMS) Information Page

Clicking the Revolving Pictures:

a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for 339 RMS

DLA Enterprise External Business Portal Landing Page – 339 RMS Picture

c. The 339 Records Management System (RMS) information page will open

The 339 Records Management System (RMS) Information Page

II. Creating a New Account for Engineering Support Activities (PDMI/ESA)

Note: Users that already have accounts for Engineering Support Activities (PDMI/ESA) may skip to *Section III: Logging into Engineering Support Activities (PDMI/ESA)*

First time Engineering Support Activities (PDMI/ESA) external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

a. **Step 1:** Create an account in the DLA Account Management and Provisioning System (AMPS). AMPS is DLA's automated application access system that assists with access requests, account creation, and maintenance of DLA user accounts.

b. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Engineering Support Activities (PDMI/ESA)].

Follow the detailed instructions listed in the AMPS User Reference for External Collaboration Users on how to create an AMPS account and request access to Engineering Support Activities (PDMI/ESA).

One of the following **Engineering Support Activities (PDMI/ESA) Job Definitions (JDs)** is required to obtain access:

a. JD-702 BSM Prod External - ESA Engineer with Edit 339 Edit ECD Binder Clip Transfer
b. JD-703 BSM Prod External - ESA Engineer with Edit 339 Edit ECD Binder Clip
c. JD-708 BSM Prod External - ESA Engineer with Edit 339 and Edit ECD
d. JD-709 BSM Prod External - ESA Engineer with Edit 339
e. JD-713 BSM Prod External - ESA Engineer with Edit ECD
f. JD-714 BSM Prod External - ESA Engineer Basic
g. JD-716 BSM Prod External - ESA Engineer with Edit 339 Edit ECD Transfer
h. JD-710 BSM Prod External - ESA Supervisor with Binder Clip
i. JD-711 BSM Prod External - ESA Supervisor with Binder Clip and Transfer
j. JD-712 BSM Prod External - ESA Supervisor
k. JD-717 BSM Prod External - ESA Focal Point
l. JD-700 BSM Prod External - ESA View Records Management and Run Reports
m. JD-701 BSM Prod External - ESA View Records Management
n. JD-718 BSM Prod External - ESA View Records Management Reports and Binder Clip

After the request for access to Engineering Support Activities (PDMI/ESA) has been approved, new users can access the application through the Portal as described below in Section III.

III. Logging into Engineering Support Activities (PDMI/ESA)

This section provides instructions for CAC Users and Non-CAC Users

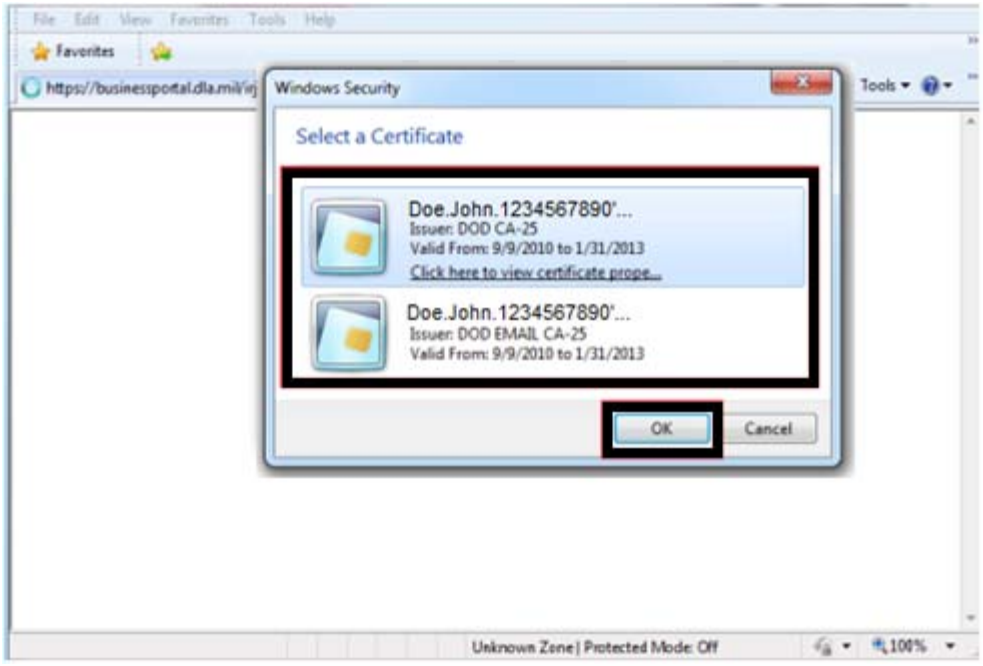
CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Insert DoD issued CAC and if prompted, enter PIN
c. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

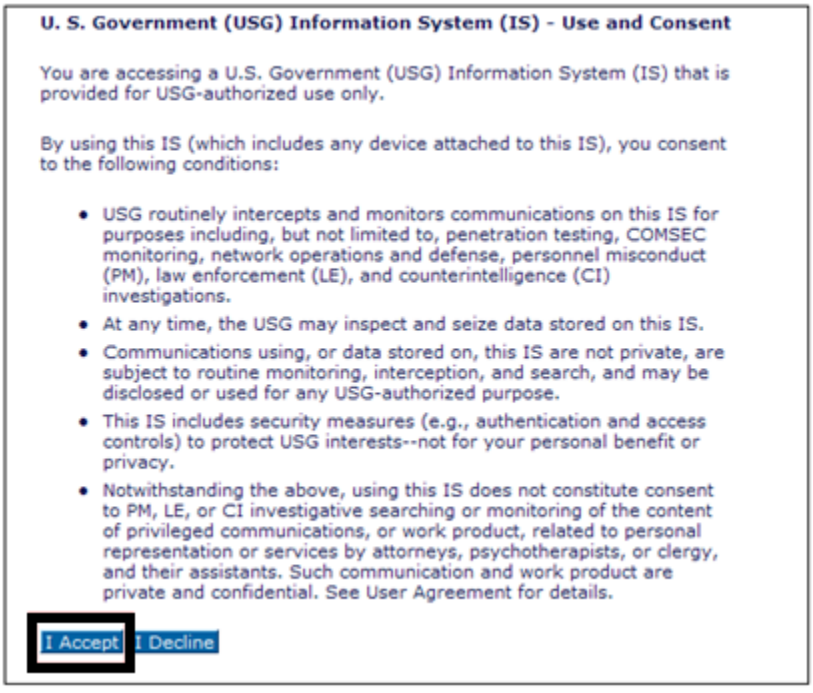
d. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below

e. Click '**OK**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

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 case **ESA**.

g. Click '**ESA**' to get started

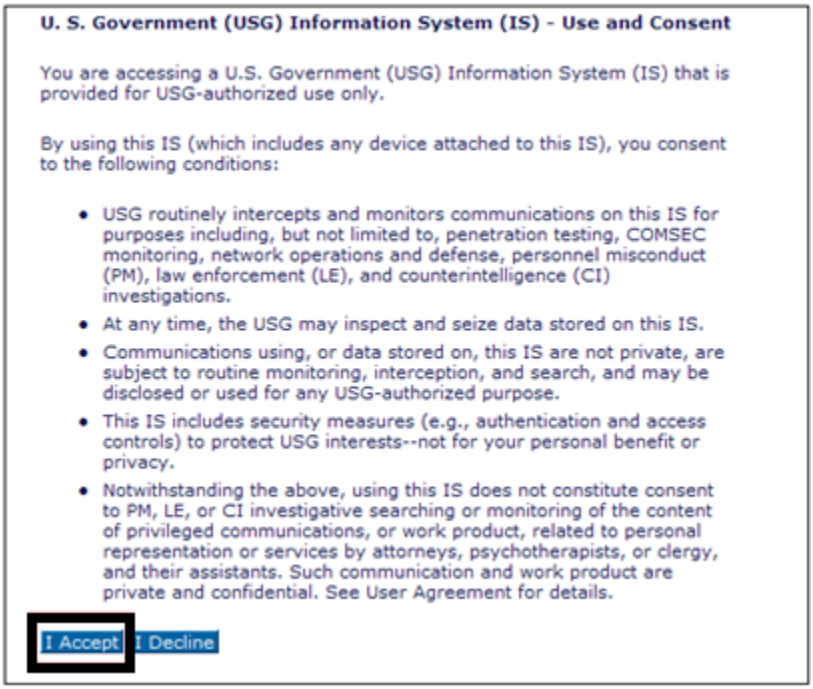
Inside DLA Enterprise External Business Portal (ESA)

Non-CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Click on the '**Registered Users Login Here**' icon located on the left of the page

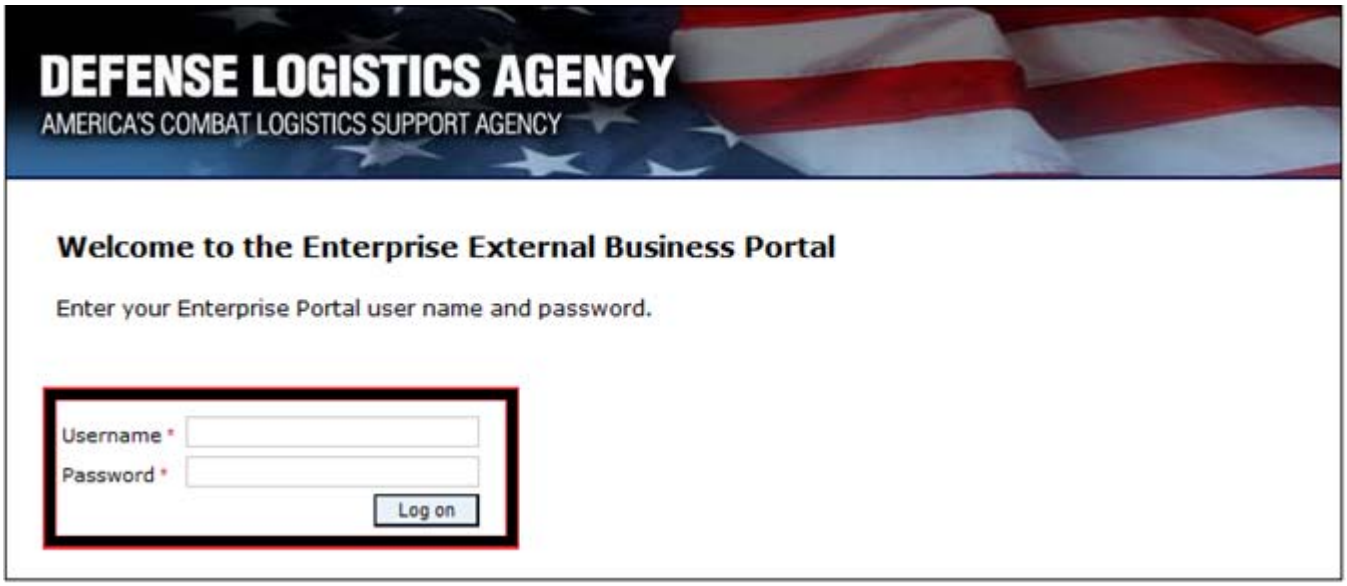
DLA Enterprise External Business Portal Landing Page

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



U.S. Government Information System – Use and Content

d. Enter username and password in the space provided (Forgot Username or Password)
e. Click '**Log on**'



DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **ESA**.

f. Click '**ESA**' to get started

Inside DLA Enterprise External Business Portal (ESA)

IV. Password Information

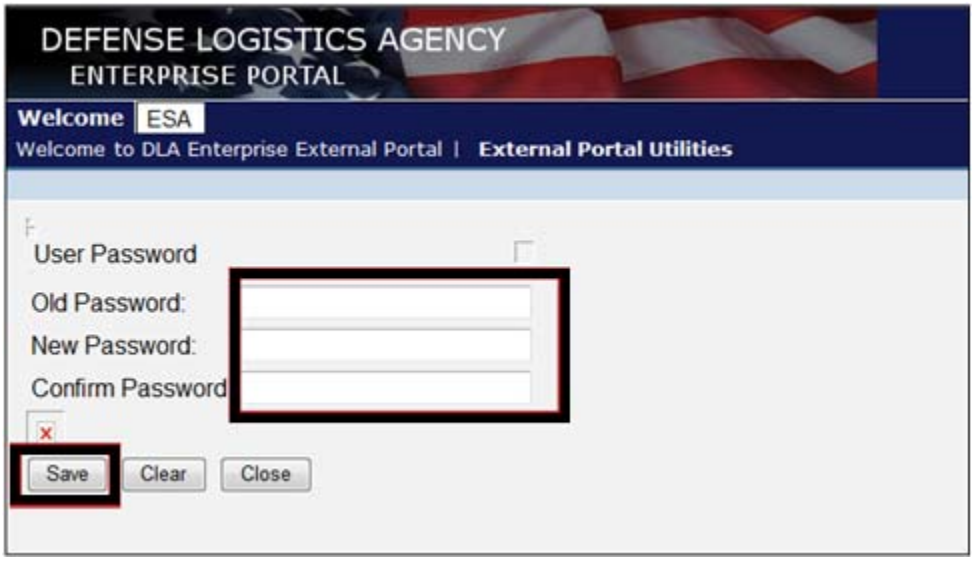
This section is for users WITHOUT a DoD issued CAC and provides instructions for ESA application users that need to Change Password or Forgot Password.

Change Password:

a. Go to the Portal homepage https://business.dla.mil/
b. Click the '**Registered User Login Here**' link
c. Enter **Username** and **Password**
d. Click '**Log on**'
e. Once inside the Portal, click '**External Portal Utilities**'

Inside DLA Enterprise External Business Portal (ESA)

f. Next to **Old Password**, enter existing password
g. Next to **New Password**, type in a new password
h. Next to **Confirm Password**, re-type the new password
i. Click '**Save**'



Inside DLA Enterprise External Business Portal (ESA) - Change Password

The password has now been changed. The new password can now be used to log into the Portal.

Forgot Password:

a. Call the DLA Enterprise Help Desk at 1-855-352-0001

V. User Support for Engineering Support Activities (PDMI/ESA)

For 339 Records Management technical support contact the DLA Enterprise Help Desk at: enterpriseithelpdesk@dla.mil Or call: 1-855-352-0001.

Energy Commodity Support

I. Accessing Energy Commodity Support

Users may access the Energy Convergence information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

a. Go to the Portal landing page: https://business.dla.mil
b. Click the dropdown arrow next to '**DLA Systems**'
c. Select '**Energy Commodity Support**'

DLA Enterprise External Business Portal Landing Page

d. The *DLA Energy* information page will open

DLA Energy Information Page

Clicking the Revolving Pictures:

a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for Energy Commodity Support

DLA Enterprise External Business Portal Landing Page – Energy Commodity Support Picture

c. The *DLA Energy* information page will open

DLA Energy Information Page

II. Creating a New Account for Energy Commodity Support

Note: Users that already have accounts for Energy Commodity Support may skip to *Section III: Logging into Energy Commodity Support*

First time Energy Commodity Support external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

a. **Step 1:** 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. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Energy].

Follow the detailed instructions listed in the AMPS User Registration Job Aid on how to create an AMPS account and detailed instructions listed in the AMPS Role Request Job Aid to request access to Energy Commodity Support.

One of the following **Energy Commodity Support Job Definitions (JDs)** is required to obtain access:

CAC users with @dla.mil e-mail address (Primary Roles):

a. EBS Prod - Energy Customer Direct Order Processor JD-790
b. EBS Prod - Energy Into-Stock Order Processor JD-791
c. EBS Prod - Energy Delivery Location Conditions Maintainer JD-792
d. EBS Prod - Energy Line of Accounting Maintainer JD-793
e. EBS Prod - Energy Line of Accounting Viewer JD-794
f. EBS Prod - Energy Planning Collaborator JD-795
g. EBS Prod - Energy Report Viewer JD-796
h. EBS Prod - Energy SCP Report Viewer JD-797

CAC users with @dla.mil e-mail address (Bolt-on Roles):

i. EBS Prod Additional- Energy Customer Direct Order Processor JD-790B
j. EBS Prod Additional - Energy Into-Stock Order Processor JD-791B
k. EBS Prod Additional - Energy Delivery Location Conditions Maintainer JD-792B
l. EBS Prod Additional - Energy Line of Accounting Maintainer JD-793B
m. EBS Prod Additional - Energy Line of Accounting Viewer JD-794B
n. EBS Prod Additional - Energy Planning Collaborator JD-795B
o. EBS Prod Additional - Energy Report Viewer JD-796B
p. EBS Prod Additional - Energy SCP Report Viewer JD-797B

Non-CAC users and users without @dla.mil e-mail address (Primary Roles):

a. EBS Prod External - Energy Customer Direct Order Processor JD-2200
b. EBS Prod External - Energy Into-Stock Order Processor JD-2201
c. EBS Prod External - Energy Delivery Locations Conditions Maintainer JD-2202
d. EBS Prod External - Energy LOA Maintainer JD-2203
e. EBS Prod External - Energy LOA Viewer JD-2204
f. EBS Prod External - Energy Planning Collaborator JD-2205
g. EBS Prod External - Energy Report Viewer JD-2206
h. EBS Prod External - Energy SCP Report Viewer JD-2207

Non-CAC users and users without @dla.mil e-mail address (Bolt-on Roles):

i. EBS Prod External Additional - Energy Customer Direct Order Processor JD-2200B
j. EBS Prod External Additional - Energy Into-Stock Order Processor JD-2201B
k. EBS Prod External Additional - Energy Delivery Locations Conditions Maintainer JD-2202B
l. EBS Prod External Additional - Energy LOA Maintainer JD-2203B
m. EBS Prod External Additional - Energy LOA Viewer JD-2204B
n. EBS Prod External Additional - Energy Planning Collaborator JD-2205B
o. EBS Prod External Additional - Energy Report Viewer JD-2206B
p. EBS Prod External Additional - Energy SCP Report Viewer JD-2207B

Note: All users are required to request ONE of the "Primary Roles". In cases where a user has responsibilities for more than one functionality, after a "Primary Role" has been approved, the user may request additional roles from the "Bolt-on Roles" list. It is important to only choose additional roles ending in 'B' as requesting another "Primary Role" will delete access to previously approved roles. After the "Primary Role" is approved, you can apply for as many additional "Bolt-on Roles" one-by-one without waiting for each one to be approved.

After the request for access to Energy Commodity Support has been approved, new users can access the application through the Portal as described below in Section III.

III. Logging into Energy Commodity Support

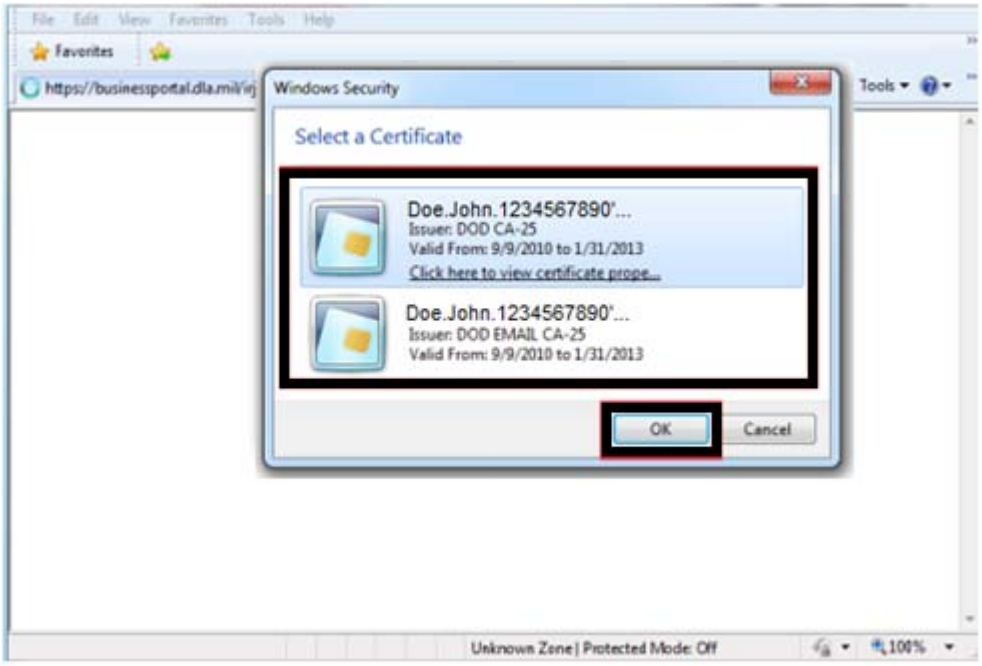
This section provides instructions for All CAC Users and Non-CAC Users

All CAC Users:

a. Go to the Portal landing page: https://business.dla.mil
b. Insert DoD issued CAC and if prompted, enter PIN
c. Click on the '**Registered Users Login Here**' icon located on the left of the page

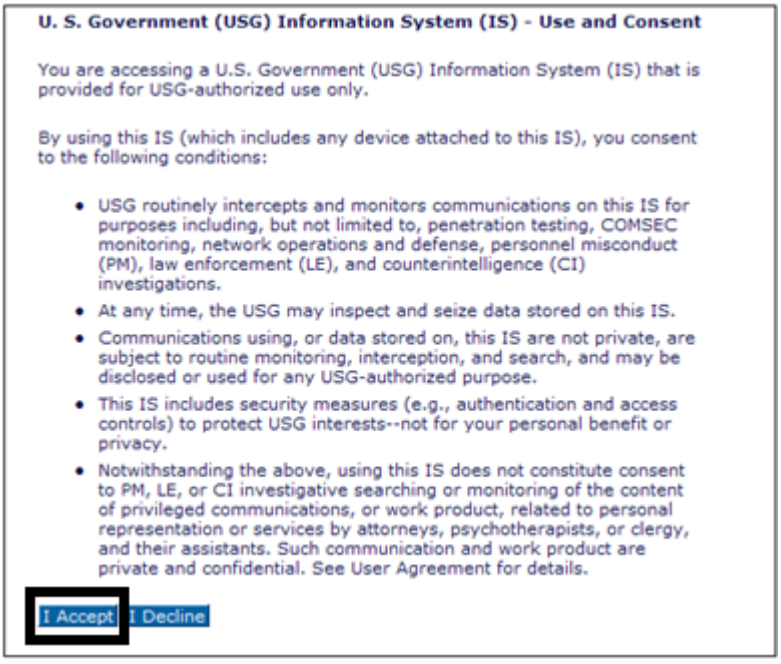
DLA Enterprise External Business Portal Landing Page

d. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below
e. Click '**OK**'



Select a Certificate Pop-up Window

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



U.S. Government Information System – Use and Content

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 case **Energy**.

g. Click '**Business Objects**' or '**Energy**' to get started

Note: Tabs will appear based on approved role(s). The 'Energy' tab should be used to access Line of Accounting, Ordering, Demand Planning Collaboration and Delivery Location Conditions. The 'Business Objects' tab should be used to access Reporting functionality.

Inside DLA Enterprise External Business Portal (Energy)

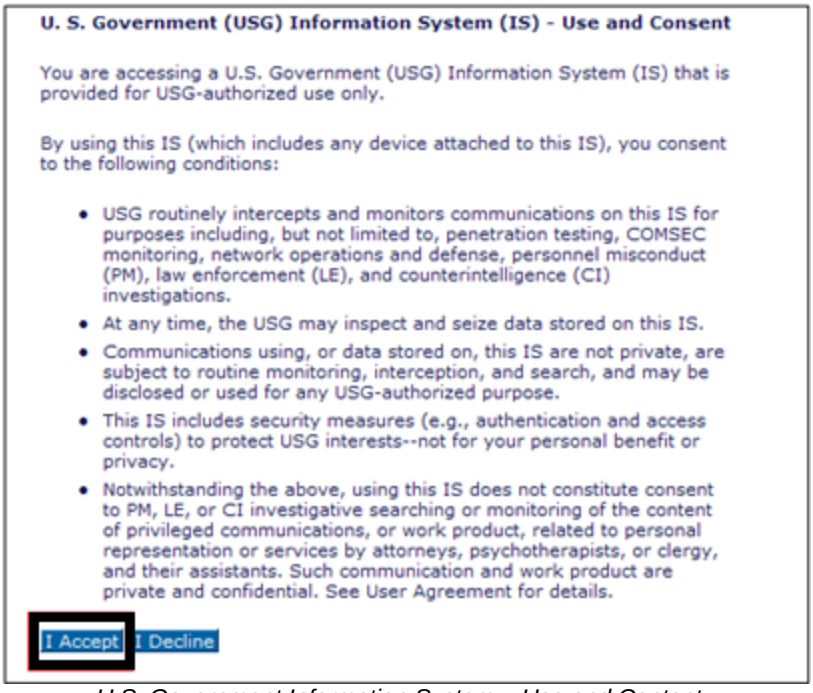
Non-CAC Users:

a. Go to the Portal landing page: https://business.dla.mil

b. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

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



U.S. Government Information System – Use and Content

d. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

e. Click '**Log on**'

DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **Energy**.

f. Click '**Business Objects**' or '**Energy**' to get started

Note: Tabs will appear based on approved role(s). The 'Energy' tab should be used to access Line of Accounting, Ordering, Demand Planning Collaboration and Delivery Location Conditions. The 'Business Objects' tab should be used to access Reporting functionality.

Inside DLA Enterprise External Business Portal (Energy)

IV. Password Information

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. This section is for users WITHOUT a DoD issued CAC and provides instructions for Expired Password, Change Password and Forgot Password.

Expired Password:

Portal passwords will expire **every 60 days** and are required to be changed via AMPS. In the event a user has not changed their password in 60 days or more, a "password expired" error message will be displayed upon trying to log into the Portal. Follow the instructions below on how to Change Password.

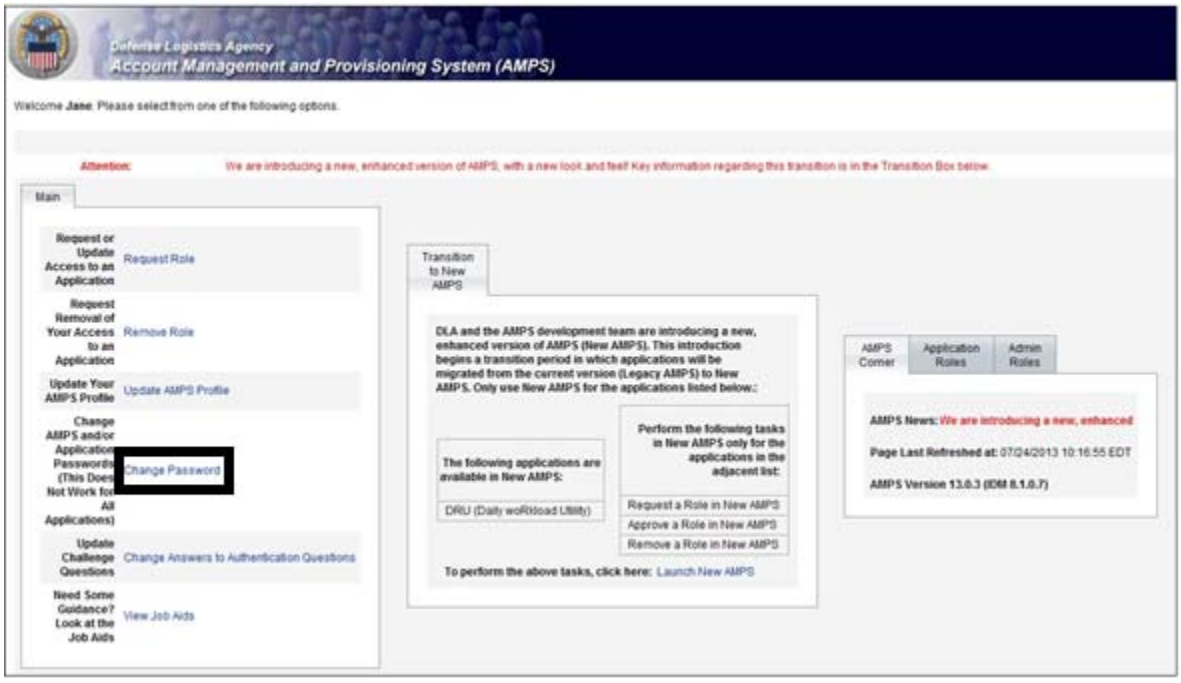
Change Password:

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 which outline how Energy Commodity Support application users should change passwords.

a. Go to the AMPS homepage: https://amps.dla.mil
b. Enter **User ID** and **Password**
c. Click '**Log In**'

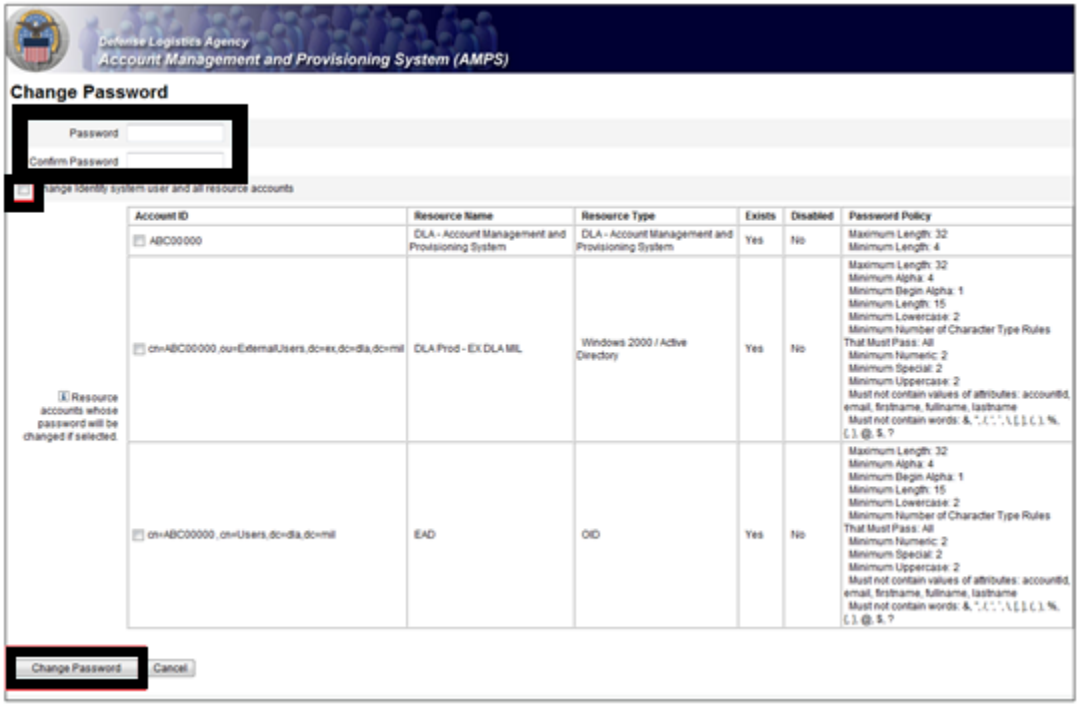
AMPS Login Screen

d. Click '**Change Password**'



AMPS Homepage

e. Next to **Password**, type in a new password that fits the listed password policy
f. Next to **Confirm Password**, retype the new password
g. Check the box next to **Change Identity system user and all resource accounts**
h. Click '**Change Password**'



Change Password Screen

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. Enter **User ID**

*Forgot User ID***:** Click the '**Forgot your User ID? Click Here**' link and follow the instructions

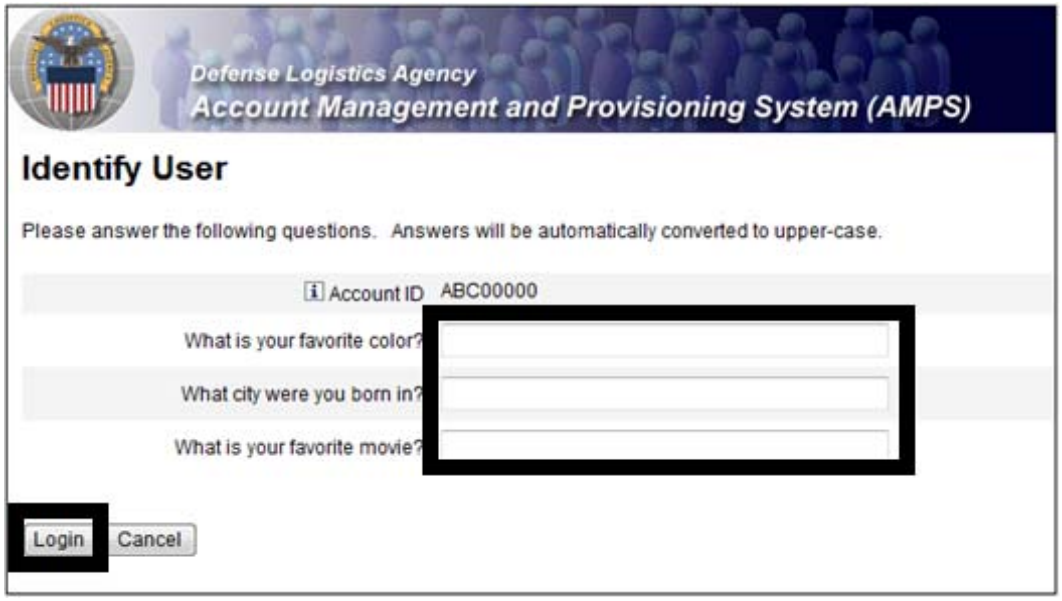
c. Click the '**Forgot Password?**' link

AMPS Login Screen

d. Answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process

Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)

e. Click '**Login**'



Authentication Questions Screen

User will then be prompted to **Change Password** (Follow the instructions in the Change Password section above)

V. User Support for Energy Commodity Support

If you encounter technical difficulties or require assistance, please call the DLA Energy Help Desk (formerly BSM-E and ECCC) at 800-446-4950, DSN: 697-6733/34/35/36/37/38, or Fax: 770-582-1463. You may also contact the DLA Energy Help Desk at any time by sending an e-mail message to BSME.HelpDesk@dla.mil.

Enterprise Data Warehouse

I. Timeout

To comply with DISA regulations, the Enterprise Data Warehouse content has a default 15-minute timeout session setting for user inactivity. To regain your session after it's timed out, you can:

- Refresh the IE11 browser
- Click on the "EDW" Top-Level Navigation link (which will re-launch the page and thereby re-establishing the connection)

II. Accessing Enterprise Data Warehouse

Users may access the Enterprise Data Warehouse information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

d. Go to the Portal landing page: https://business.dla.mil
e. Click the dropdown arrow next to '**DLA Systems**'
f. Select '**Enterprise Data Warehouse (EDW)**

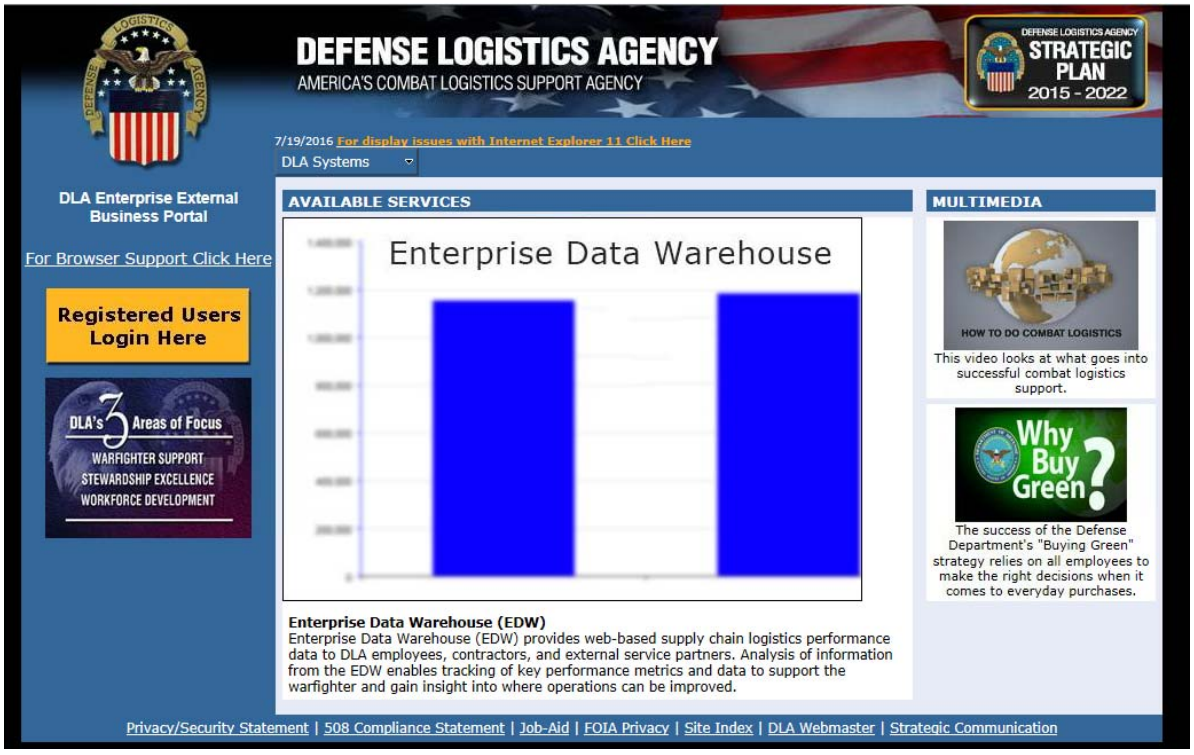
DLA Enterprise External Business Portal Landing Page

g. The Enterprise Data Warehouse information page will open

Clicking the Revolving Pictures:

a. Go to the Portal landing page: https://business.dla.mil

b. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for Enterprise Data Warehouse



DLA Enterprise External Business Portal Landing Page – Enterprise Data Warehouse

The Enterprise Data Warehouse information page will open

The Enterprise Data Warehouse Information Page

III. Creating a New Account for Enterprise Data Warehouse

Note: Users that already have accounts for Enterprise Data Warehouse may skip to *Section III: Logging into Enterprise Data Warehouse*

First time Enterprise Data Warehouse external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

c. **Step 1:** 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.

d. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Enterprise Data Warehouse].

Follow the detailed instructions listed in the AMPS User Registration Job Aid on how to create an AMPS account and detailed instructions listed in the AMPS Role Request Job Aid to request access to Enterprise Data Warehouse.

One of the following Enterprise Data Warehouse **Job Definitions (JDs)** is required to obtain access:

CAC users with @dla.mil e-mail address (Primary Roles):

a. EDW-01000 Production External-Air Force Dashboard Reporter
b. EDW-01001 Production External-Army Dashboard Reporter
c. EDW-01002 Production External-Marine Corps Dashboard Reporter
d. EDW-01003 Production External-Navy Dashboard Reporter
e. EDW-01004 Production External-Other Dashboard Reporter

CAC users with @dla.mil e-mail address (Bolt-on Roles):

a. EDW-01000B Production External-Air Force Dashboard Reporter
b. EDW-01001B Production External-Army Dashboard Reporter
c. EDW-01002B Production External-Marine Corps Dashboard Reporter
d. EDW-01003B Production External-Navy Dashboard Reporter
e. EDW-01004B Production External-Other Dashboard Reporter

Non-CAC users and users without @dla.mil e-mail address (Primary Roles):

a. EDW-01000 Production External-Air Force Dashboard Reporter
b. EDW-01001 Production External-Army Dashboard Reporter
c. EDW-01002 Production External-Marine Corps Dashboard Reporter
d. EDW-01003 Production External-Navy Dashboard Reporter
e. EDW-01004 Production External-Other Dashboard Reporter

Non-CAC users and users without @dla.mil e-mail address (Bolt-on Roles):

a. EDW-01000B Production External-Air Force Dashboard Reporter
b. EDW-01001B Production External-Army Dashboard Reporter

c. EDW-01002B Production External-Marine Corps Dashboard Reporter
d. EDW-01003B Production External-Navy Dashboard Reporter
e. EDW-01004B Production External-Other Dashboard Reporter

Note: All users are required to request ONE of the "Primary Roles". In cases where a user has responsibilities for more than one functionality, after a "Primary Role" has been approved, the user may request additional roles from the "Bolt-on Roles" list. It is important to only choose additional roles ending in 'B' as requesting another "Primary Role" will delete access to previously approved roles. After the "Primary Role" is approved, you can apply for as many additional "Bolt-on Roles" one-by-one without waiting for each one to be approved.

After the request for access to Enterprise Data Warehouse has been approved, new users can access the application through the Portal as described below in Section III.

IV. Logging into Enterprise Data Warehouse

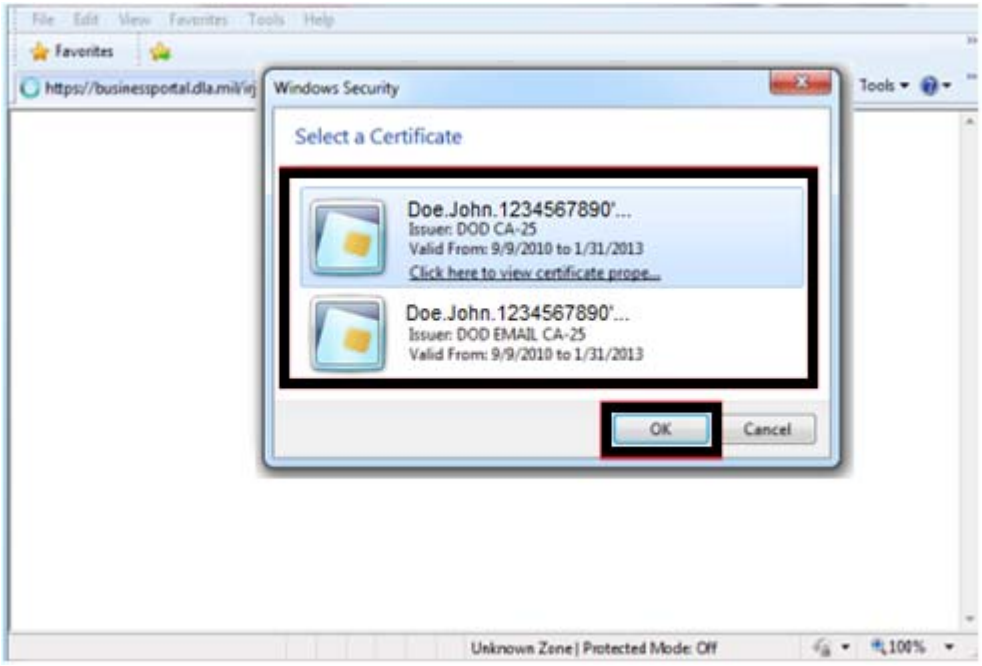
This section provides instructions for All CAC Users and Non-CAC Users

All CAC Users:

h. Go to the Portal landing page: https://business.dla.mil
i. Insert DoD issued CAC and if prompted, enter PIN
j. Click on the '**Registered Users Login Here**' icon located on the left of the page

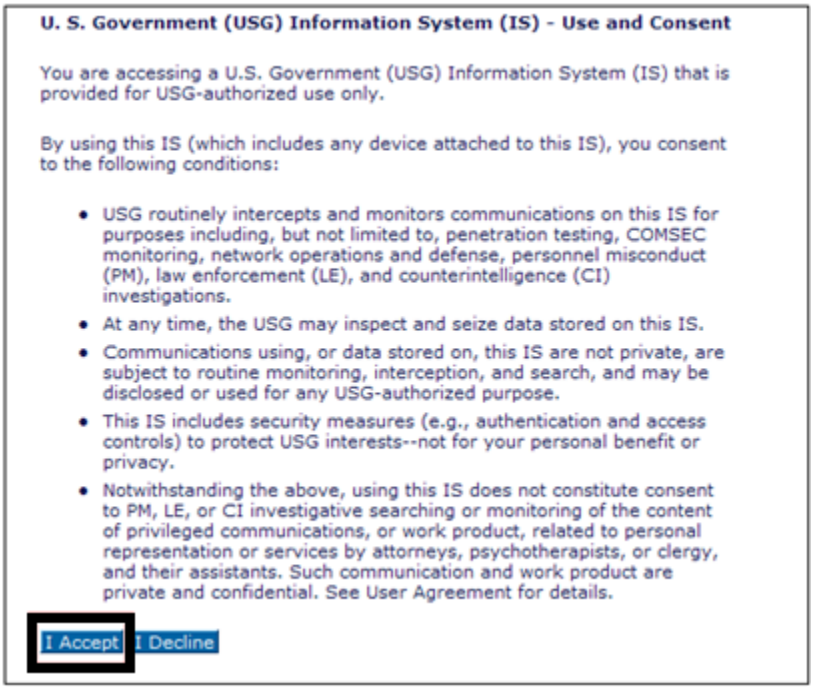
DLA Enterprise External Business Portal Landing Page

k. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below
l. Click '**OK**'



Select a Certificate Pop-up Window

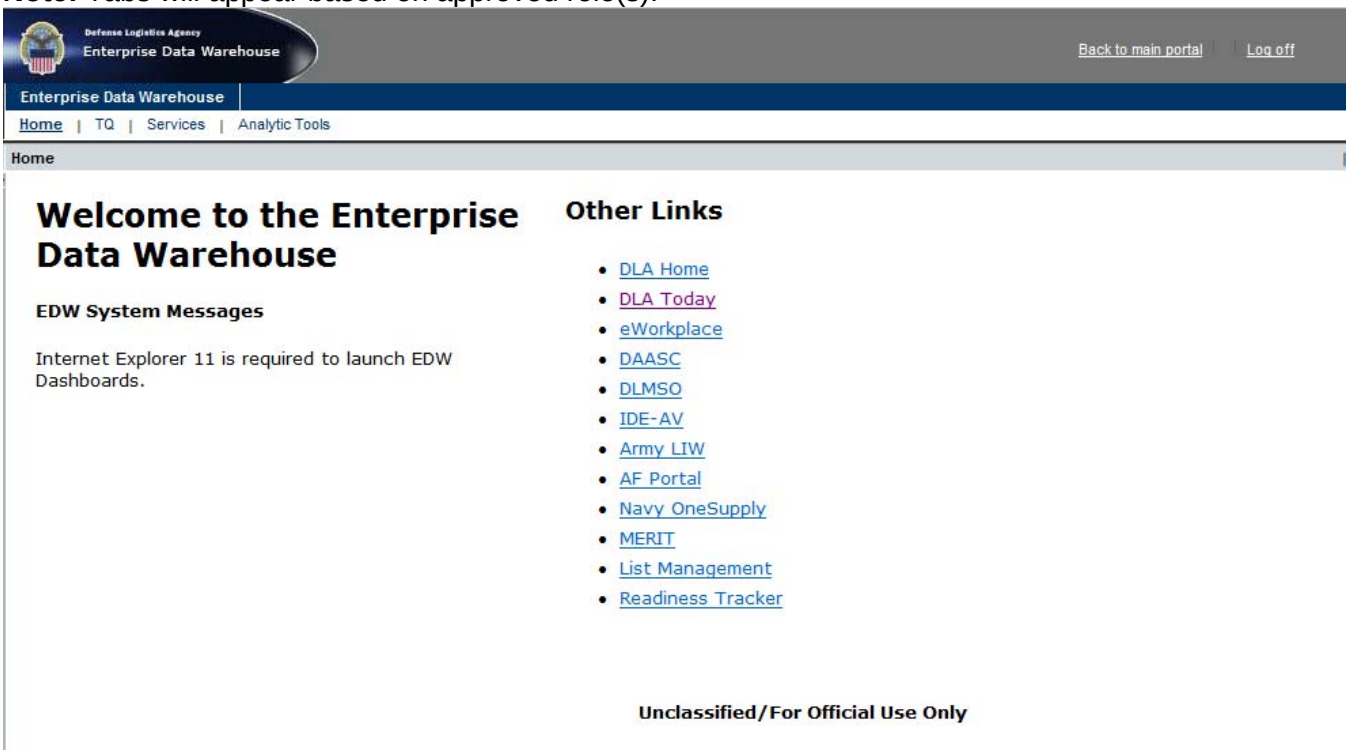
m. Read the information in the *U.S. Government (USG) Information System (IS) - Usage and Consent* dialog box and click '**I Accept**'



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 case **Enterprise Data Warehouse**.

n. Click '**Enterprise Data Warehouse**' to get started

Note: Tabs will appear based on approved role(s).



Inside DLA Enterprise External Business Portal (Enterprise Data Warehouse)
** Screen may appear differently depending on the Portal User Group the user belongs to*

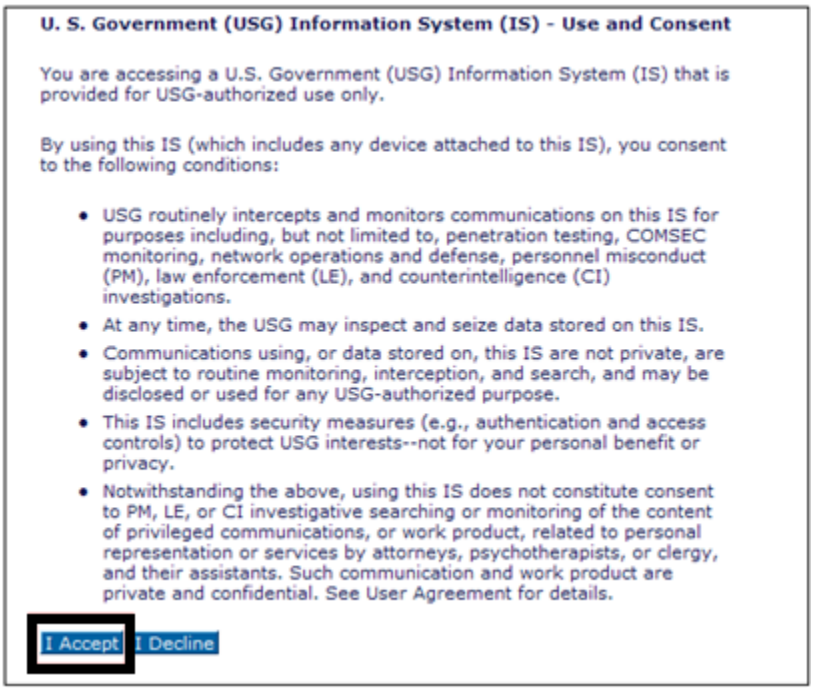
Non-CAC Users:

g. Go to the Portal landing page: https://business.dla.mil/

h. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

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



U.S. Government Information System – Use and Content

j. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

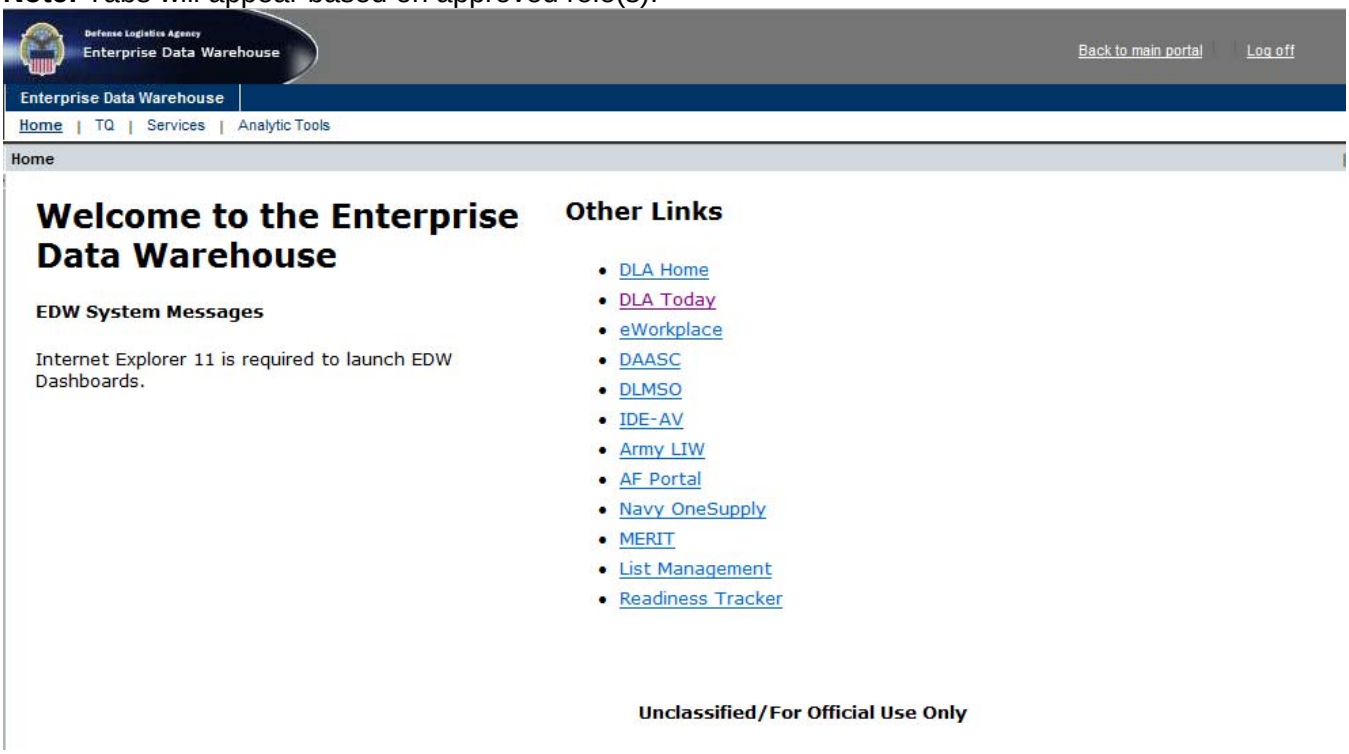
k. Click '**Log on**'

DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **Enterprise Data Warehouse**.

l. Click '**Enterprise Data Warehouse**' to get started

Note: Tabs will appear based on approved role(s).



Inside DLA Enterprise External Business Portal (Enterprise Data Warehouse)
** Screen may appear differently depending on the Portal User Group the user belongs to*

V. Password Information

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. This section is for users WITHOUT a DoD-issued CAC and provides instructions for Expired Password, Change Password and Forgot Password.

Expired Password:

Portal passwords will expire **every 60 days** and are required to be changed via AMPS. In the event a user has not changed their password in 60 days or more, a "password expired" error message will be displayed upon trying to log into the Portal. Follow the instructions below on how to Change 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 which outline how Enterprise Data Warehouse Center application users should change passwords.

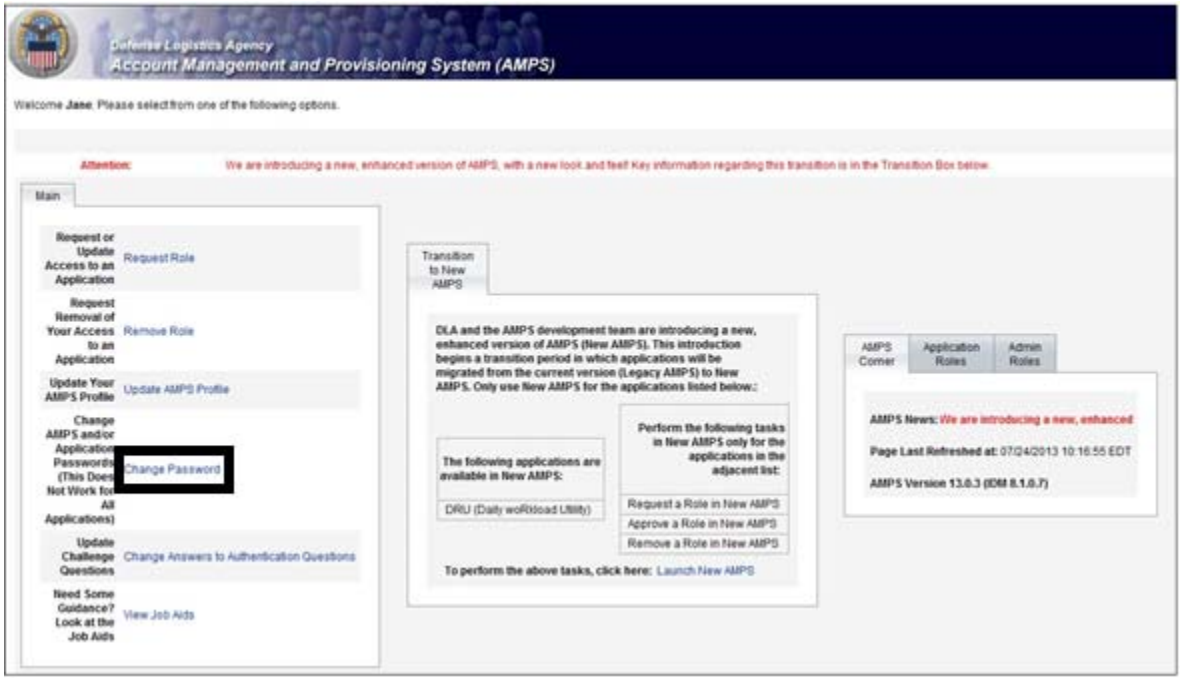
i. Go to the AMPS homepage: https://amps.dla.mil

j. Enter **User ID** and **Password**

k. Click '**Log In**'

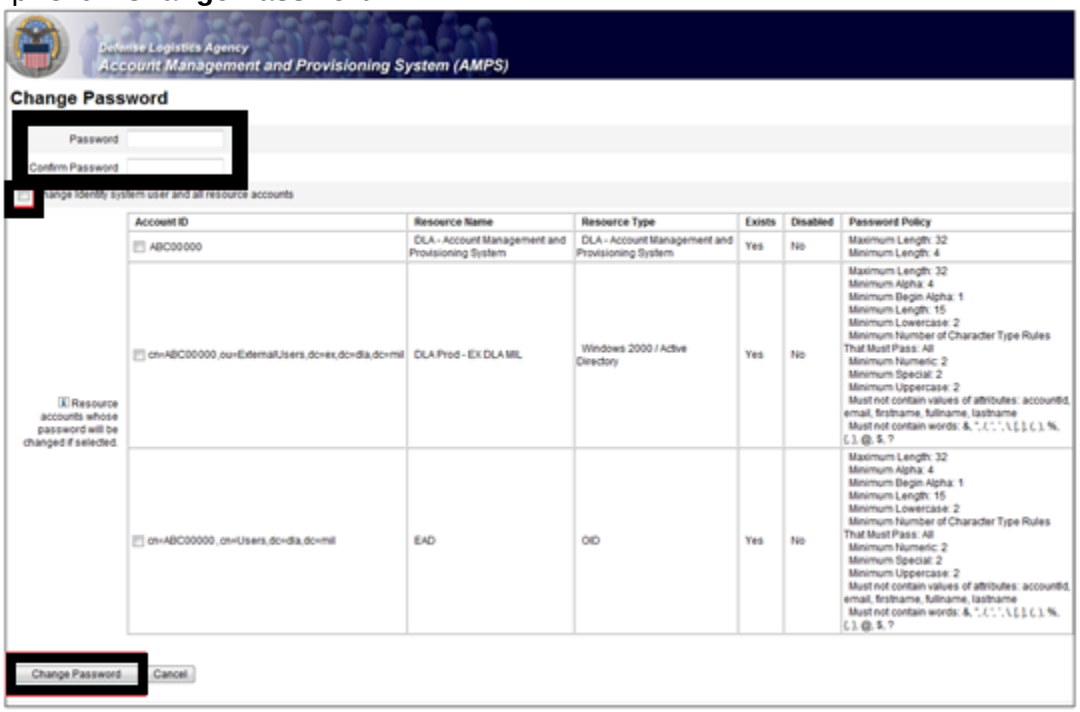
AMPS Login Screen

l. Click '**Change Password**'



AMPS Homepage

m. Next to **Password**, type in a new password that fits the listed password policy
n. Next to **Confirm Password**, retype the new password
o. Check the box next to **Change Identity system user and all resource accounts**
p. Click '**Change Password**'



Change Password Screen

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:

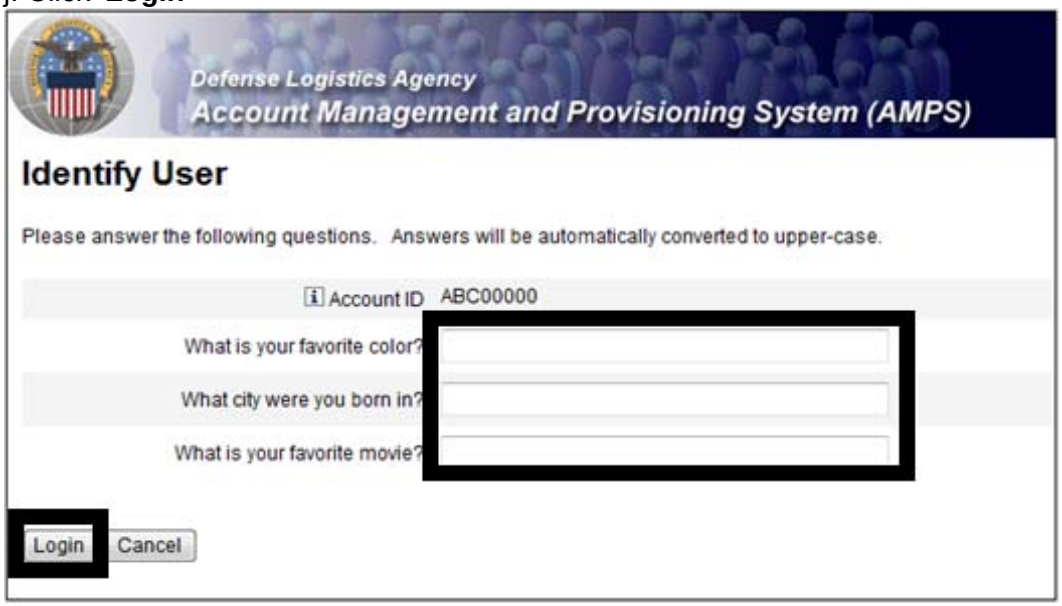
f. Go to the AMPS homepage: https://amps.dla.mil/
g. Enter **User ID**
*Forgot User ID***:** Click the '**Forgot your User ID? Click Here**' link and follow the instructions
h. Click the '**Forgot Password?**' link

AMPS Login Screen

i. Answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process

Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)

j. Click '**Login**'



User will then be prompted to **Change Password** (Follow the instructions in the Change Password section above)

VI. User Support for Enterprise Data Warehouse

If you encounter technical difficulties or require assistance, please call the DLA Enterprise Helpdesk at 1-855-352-0001, DSN: (809-463-3376) or call toll-free 1-855-352-0001. You may also contact the DLA Enterprise Helpdesk at any time by sending an e-mail message to enterpriseithelpdesk@dla.mil.

DLA - Handbook

I. Accessing DLA - Handbook

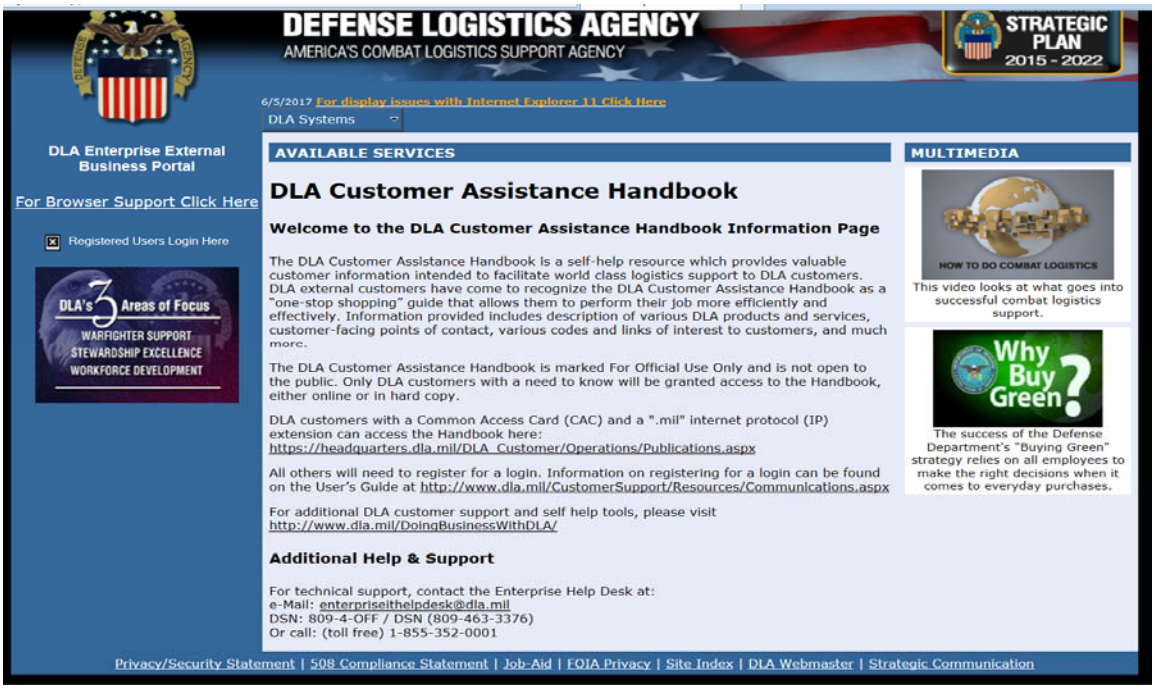
Users may access the DLA-Handbook information page two ways: Clicking Dropdown Arrow and Clicking the Revolving Pictures

Clicking Dropdown Arrow:

c. Go to the Portal landing page: https://business.dla.mil
d. Click the dropdown arrow next to '**DLA Systems**'
e. Select **DLA Customer Assistance Handbook**

DLA Enterprise External Business Portal Landing Page

f. The *DLA Customer Assistance Handbook* information page will open



DLA Handbook Information Page

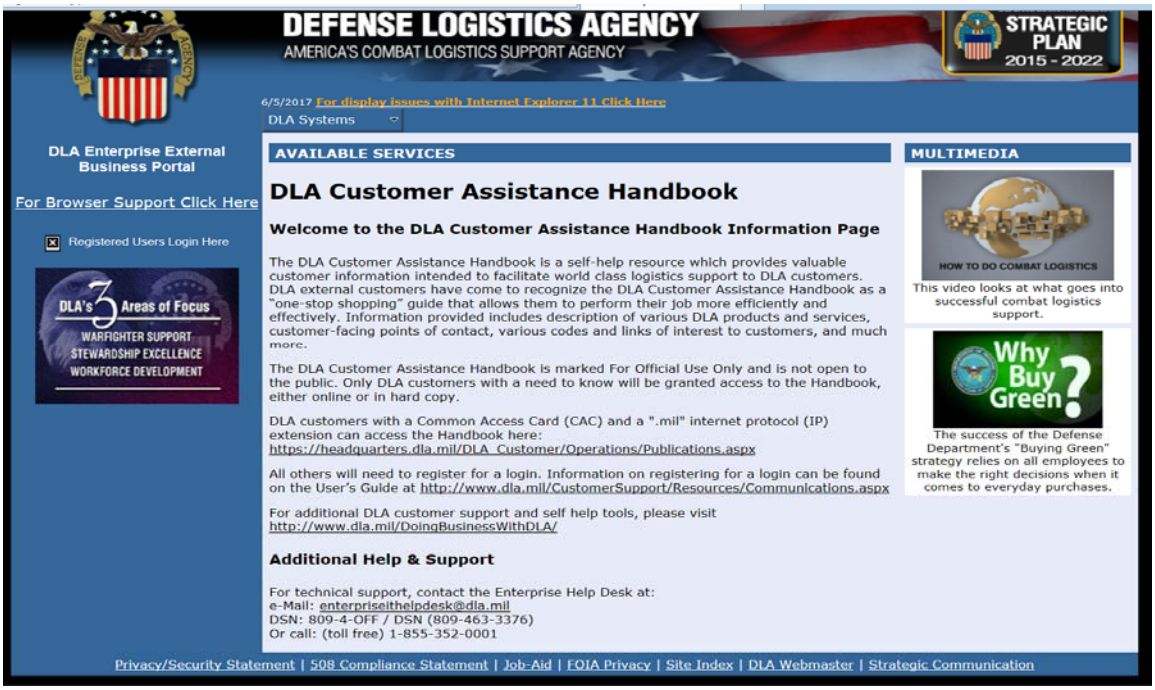
Clicking the Revolving Pictures:

g. Go to the Portal landing page: https://business.dla.mil

h. View the changing pictures under **AVAILABLE SERVICES** and click on the corresponding picture for DLA-Handbook

DLA Enterprise External Business Portal Landing Page – DLA Customer Assistance Handbook Picture

i. The *DLA Customer Assistance Handbook* information page will open



DLA Customer Assistance Handbook Information Page

II. Creating a New Account for DLA - Handbook

Note: Users that already have accounts DLA may skip to *Section III: Logging into DLA - Handbook*

First time DLA external users will need to request access to the application through the DLA Account Management and Provisioning System (AMPS: https://amps.dla.mil).

c. **Step 1:** 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.

d. **Step 2:** Submit a role request via AMPS. Once an AMPS account has been created, user will submit a role request. The role request specifies the application for which the user is requesting access [Energy].

Follow the detailed instructions listed in the AMPS User Registration Job Aid on how to create an AMPS account and detailed instructions listed in the AMPS Role Request Job Aid to request access to DLA-Handbook.

One of the following **DLA Job Definitions (JDs)** is required to obtain access:

DLA - Handbook

Non-CAC users with @dla.mil e-mail address (Primary Roles):

a. EBS Prod External – Handbook User JD-00902

CAC users with @dla.mil e-mail address (Primary Roles):

b. EBS Prod External Additional - TBD

CAC users with @dla.mil e-mail address (Bolt-on Roles):

c. EBS Prod External Additional - TBD

Note: All users are required to request ONE of the "Primary Roles". In cases where a user has responsibilities for more than one functionality, after a "Primary Role" has been approved, the user may request additional roles from the "Bolt-on Roles" list. It is important to only choose additional roles ending in 'B' as requesting another "Primary Role" will delete access to previously approved roles. After the "Primary Role" is approved, you can apply for as many additional "Bolt-on Roles" one-by-one without waiting for each one to be approved.

After the request for access to DLA-Handbook has been approved, new users can access the application through the Portal as described below in Section III.

III. Logging into DLA - Handbook

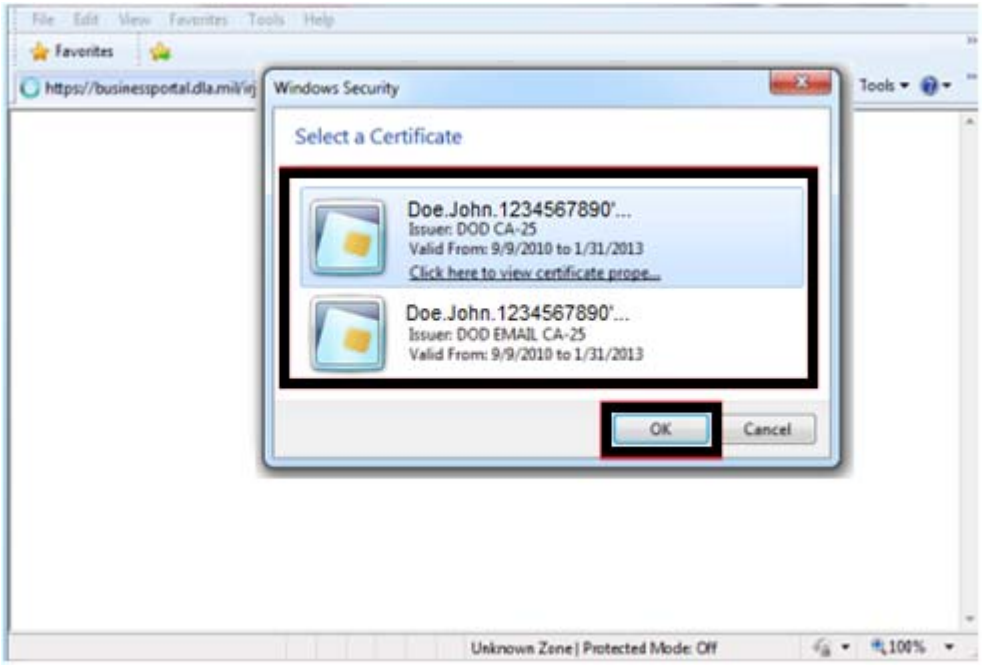
This section provides instructions for All CAC Users and Non-CAC Users

All CAC Users:

h. Go to the Portal landing page: https://business.dla.mil
i. Insert DoD issued CAC and if prompted, enter PIN
j. Click on the '**Registered Users Login Here**' icon located on the left of the page

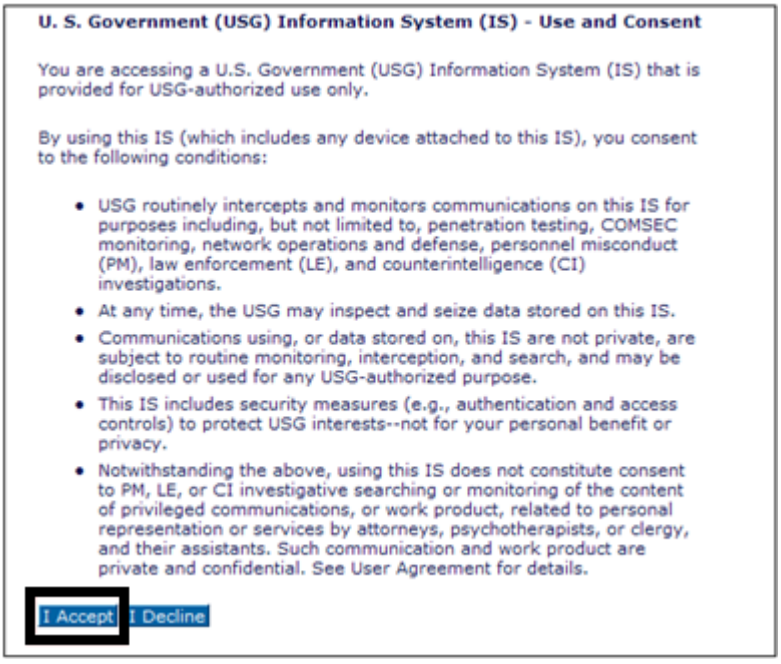
DLA Enterprise External Business Portal Landing Page

k. A new window will open. When the *Select a Certificate* window opens, select either the **ID** OR **EMAIL certificate** as shown below
l. Click '**OK**'



Select a Certificate Pop-up Window

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

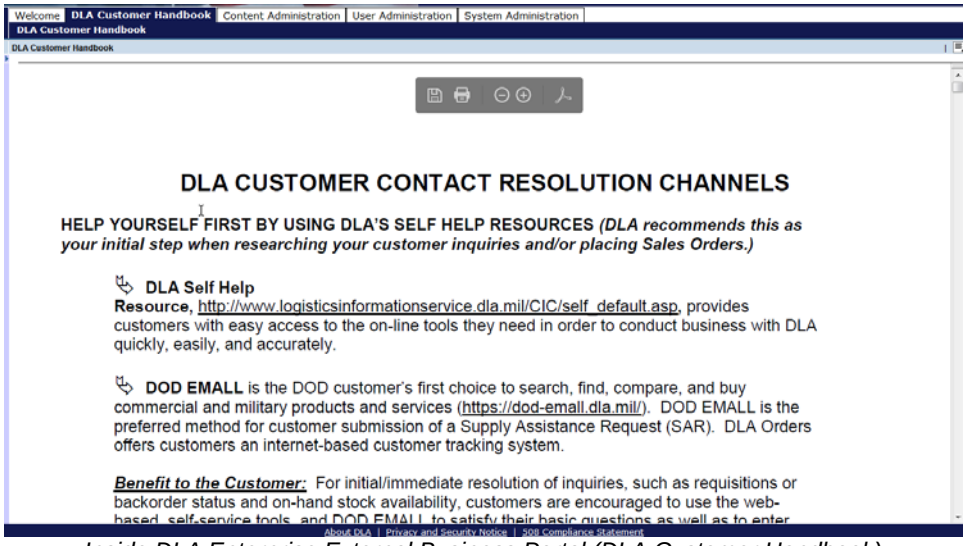


U.S. Government Information System – Use and Content

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 case **DLA Customer Handbook**.

n. Click '**DLA Customer Handbook**' to get started

Note: Tabs will appear based on approved role(s). The 'DLA Customer Handbook' tab should be used.



Inside DLA Enterprise External Business Portal (DLA Customer Handbook)

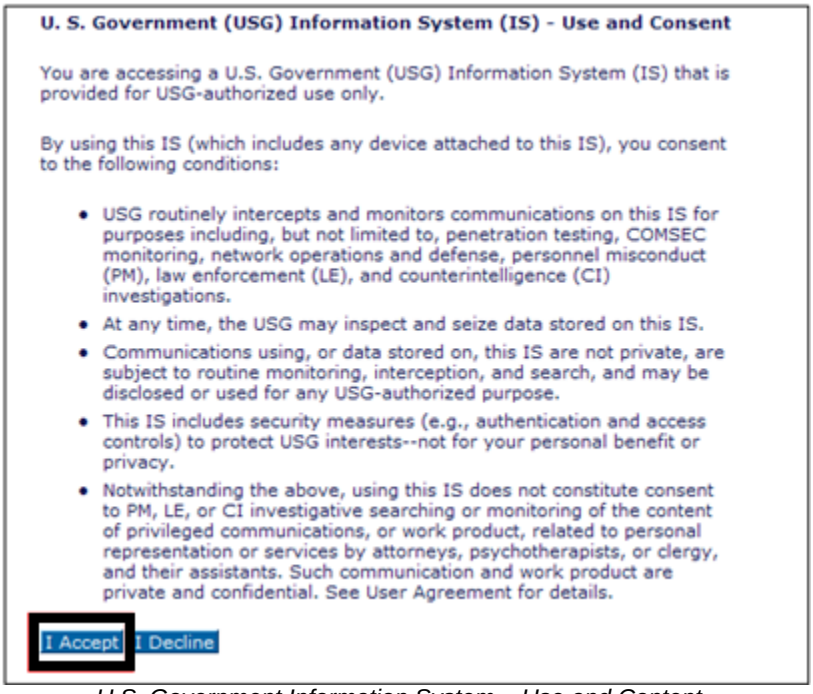
Non-CAC Users:

g. Go to the Portal landing page: https://business.dla.mil

h. Click on the '**Registered Users Login Here**' icon located on the left of the page

DLA Enterprise External Business Portal Landing Page

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



U.S. Government Information System – Use and Content

j. Enter the username that was provided during the AMPS account registration and the password you created in the space provided (Forgot Username or Password)

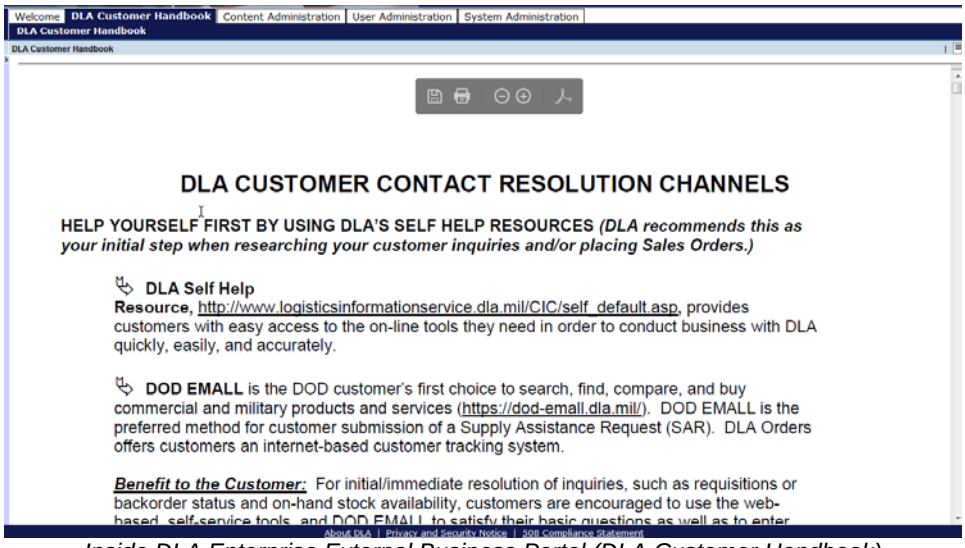
k. Click '**Log on**'

DLA Enterprise External Business Portal Non-DoD CAC Users Login Page

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 case **DLA Customer Handbook**.

a. Click '**DLA Customer Handbook**' to get started

Note: Tabs will appear based on approved role(s). The 'DLA Customer Handbook' tab should be used.



Inside DLA Enterprise External Business Portal (DLA Customer Handbook)

IV. Password Information

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. This section is for users WITHOUT a DoD issued CAC and provides instructions for Expired Password, Change Password and Forgot Password.

Expired Password:

Portal passwords will expire **every 60 days** and are required to be changed via AMPS. In the event a user has not changed their password in 60 days or more, a "password expired" error message will be displayed upon trying to log into the Portal. Follow the instructions below on how to Change Password.

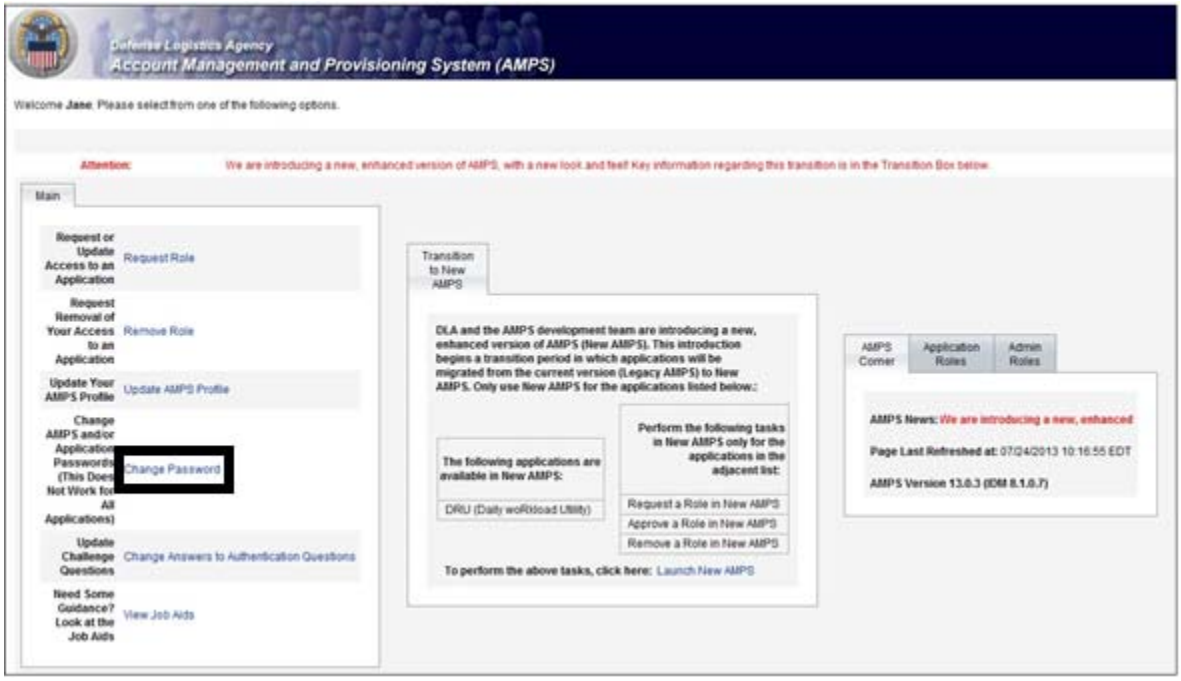
Change Password:

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 which outline how DLA-Handbook application users should change passwords.

i. Go to the AMPS homepage: https://amps.dla.mil
j. Enter **User ID** and **Password**
k. Click '**Log In**'

AMPS Login Screen

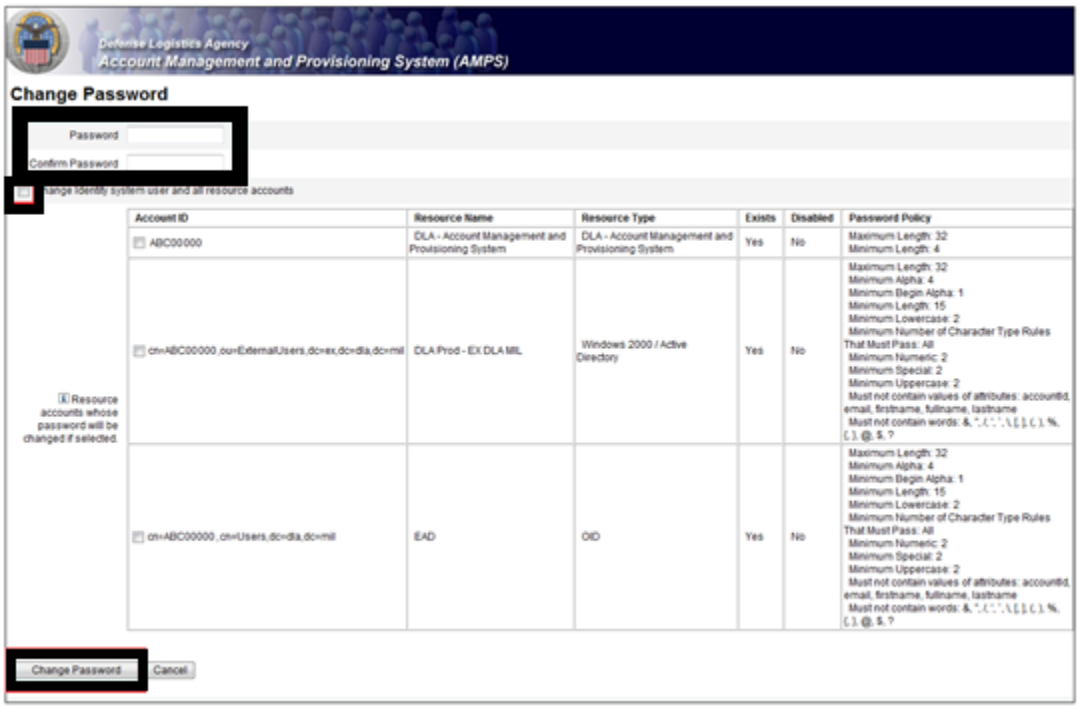
l. Click '**Change Password**'



AMPS Homepage

m. Next to **Password**, type in a new password that fits the listed password policy
n. Next to **Confirm Password**, retype the new password

o. Check the box next to **Change Identity system user and all resource accounts**
p. Click '**Change Password**'



Change Password Screen

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:

f. Go to the AMPS homepage: https://amps.dla.mil
g. Enter **User ID**

*Forgot User ID***:** Click the '**Forgot your User ID? Click Here**' link and follow the instructions

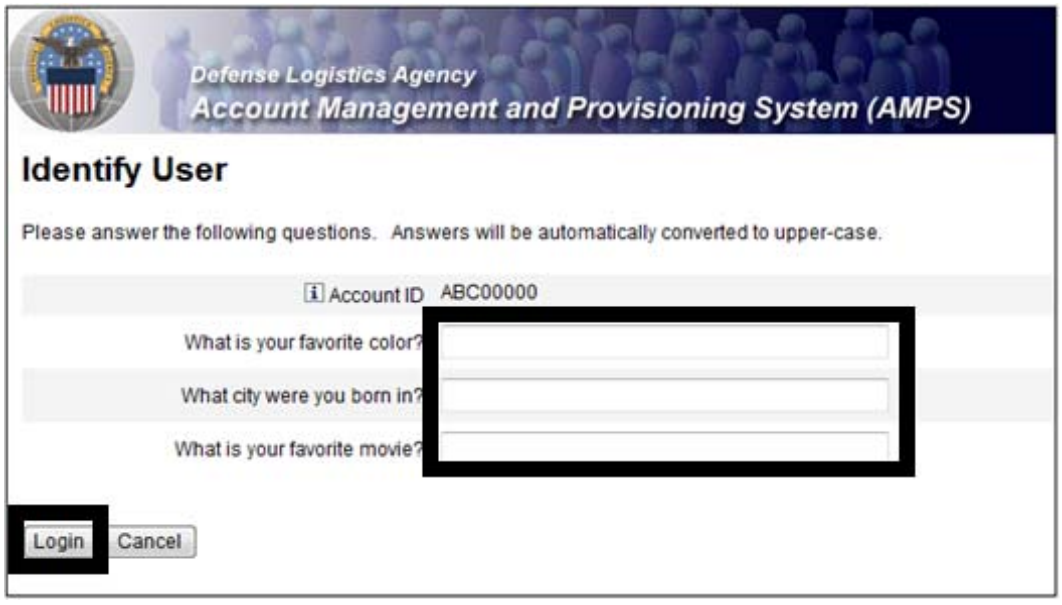
h. Click the '**Forgot Password?**' link

AMPS Login Screen

i. Answer the three **Authentication Questions** with the answers chosen during the AMPS account registration process

Forgotten Answers: User will have to call the DSCR Help Desk at 1-866-335-HELP (1-866-335-4357)

j. Click '**Login**'



Authentication Questions Screen

User will then be prompted to **Change Password** (Follow the instructions in the Change Password section above)

V. User Support for DLA - Handbook

If you encounter technical difficulties or require assistance, please call the DLA Enterprise Helpdesk at 1-855-352-0001, DSN: (809-463-3376) or call toll-free 1-855-352-0001. You may also contact the DLA Enterprise Helpdesk at any time by sending an e-mail message to enterpriseithelpdesk@dla.mil.

Internet Explorer 11 Compatibility Settings

I. Accessing IE11 Compatibility View

The DLA EEBP does not support Internet Explorer Version 11 (IE11) in “native mode” (the default view). To use EEBP with IE11, “Compatibility View (Enterprise Mode)” must be used. By enabling Compatibility View, IE11 is able to mimic IE8 that is currently supported.

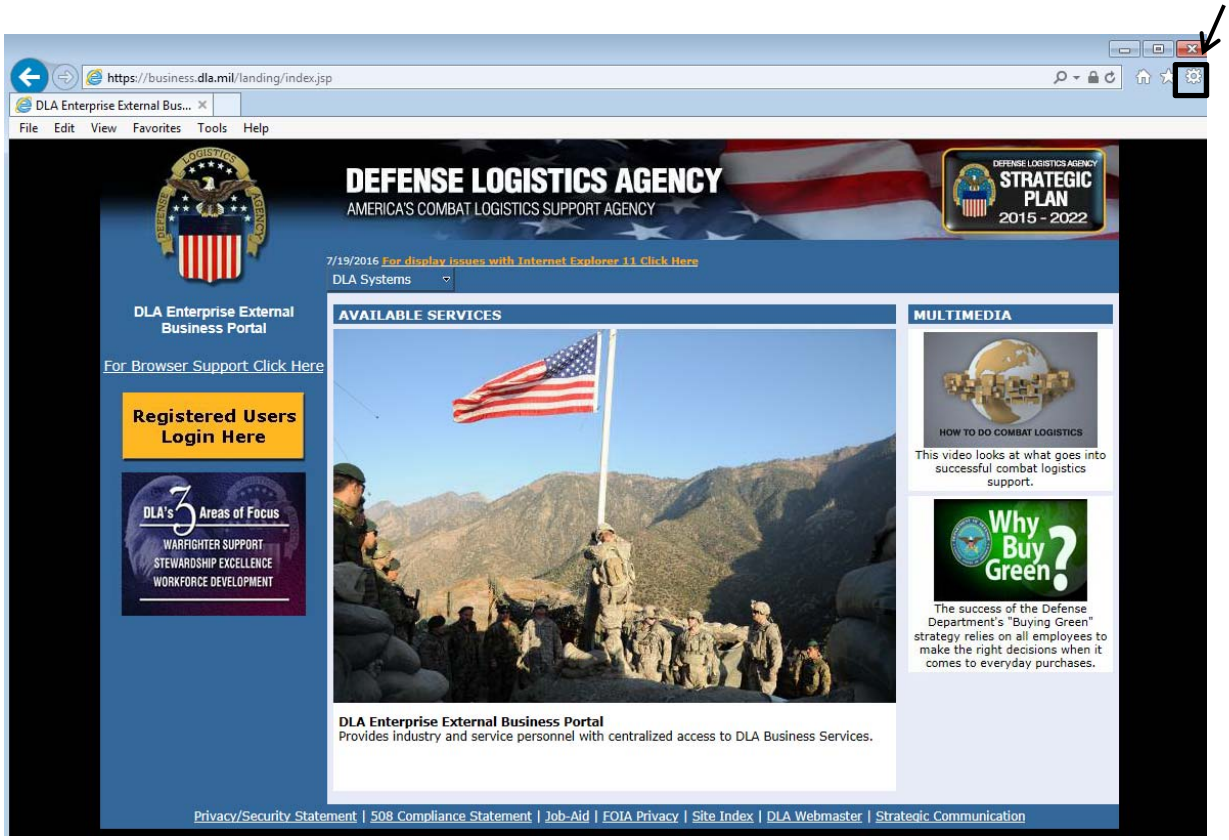
Below are:

- Instructions on how to turn on IE11 Compatibility View
- Explanation of look and feel changes in the EEBP when using IE11 via Compatibility View

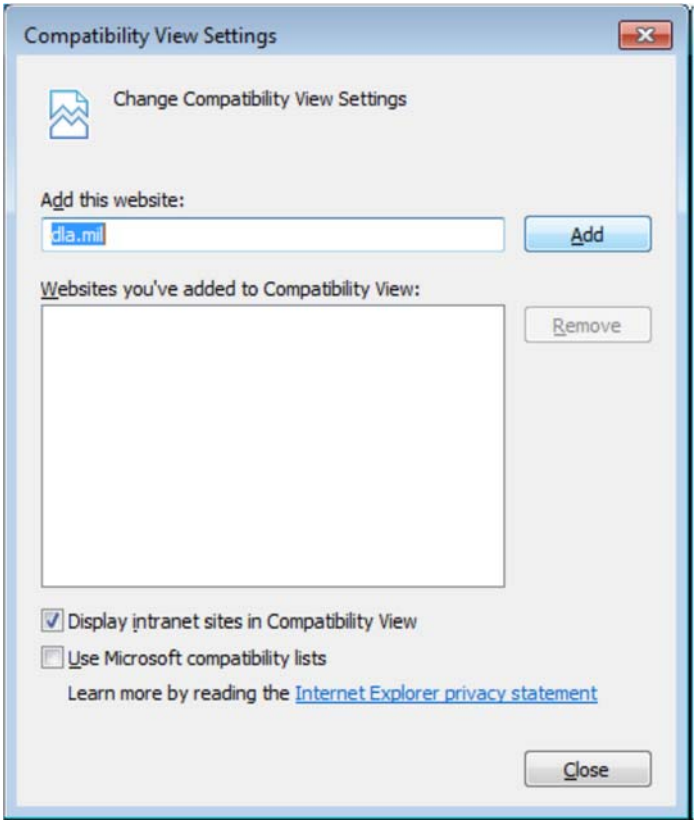
I. Instructions on how to turn on IE11 Compatibility View

a. Open the Internet Explorer 11 web browser

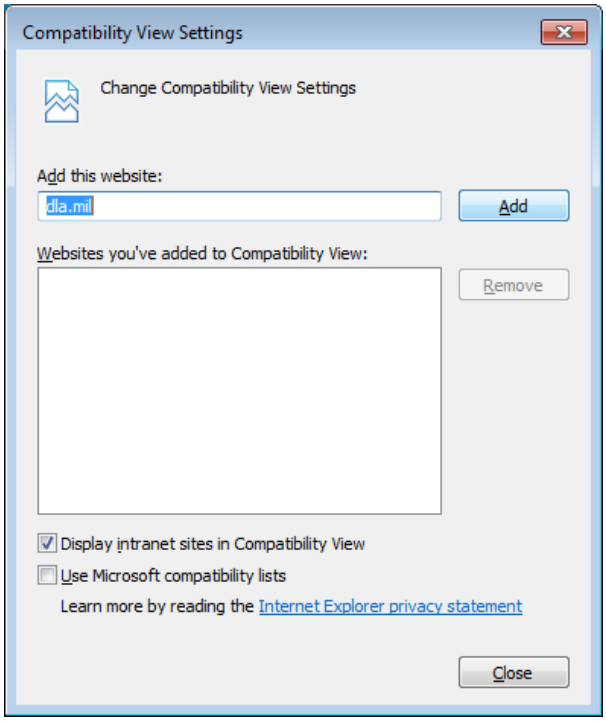
b. Click on the **gear** icon in the top right corner and select “**Compatibility View settings**”



c. Type ***dla.mil*** into text box labeled '**Add this website**'



d. Click **Add** button
e. Click the **Close** button



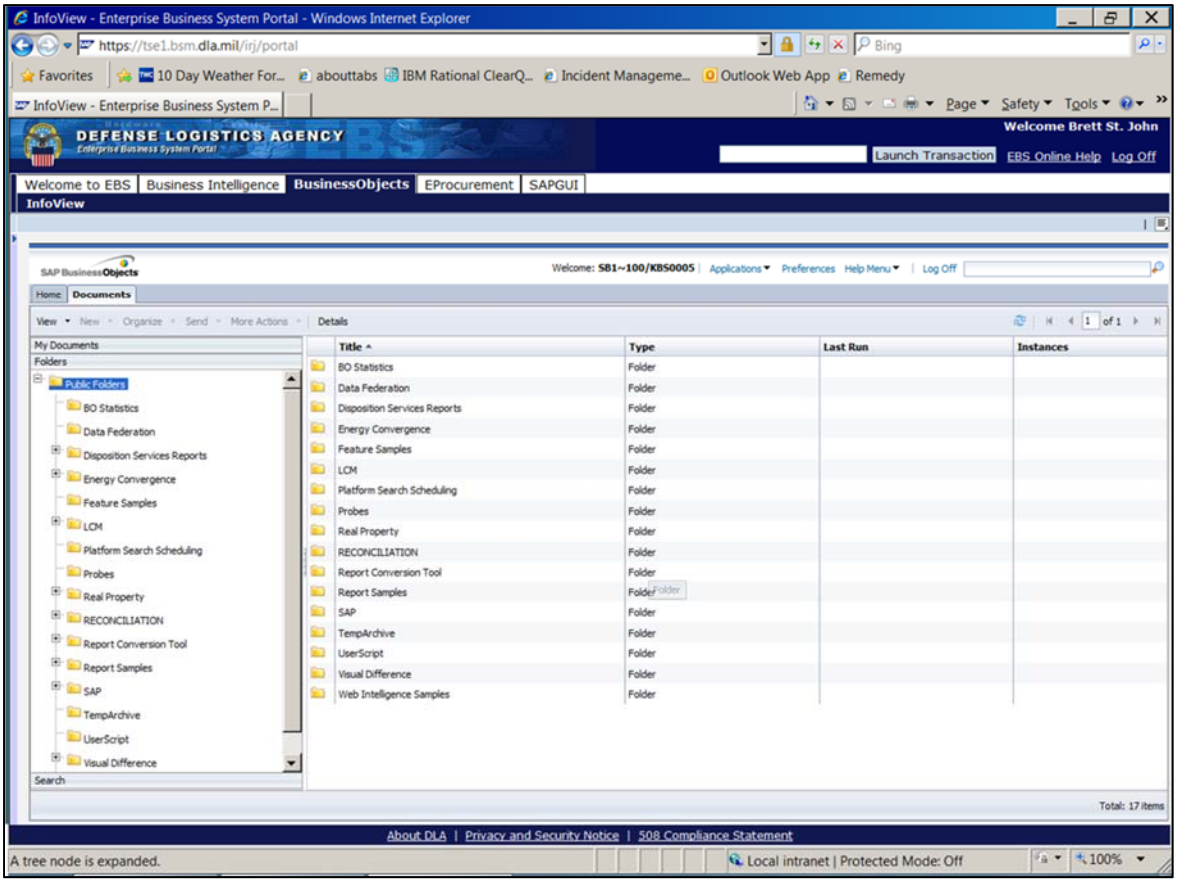
Note: if you do not have access to do this function, you may need to contact your local help desk or administrator to have them do this.

II. Look and feel changes in the EBS portal when using IE11

There are some differences between Compatibility View using IE11 and what your browser looks like using IE8. This section helps explain and identify these differences.

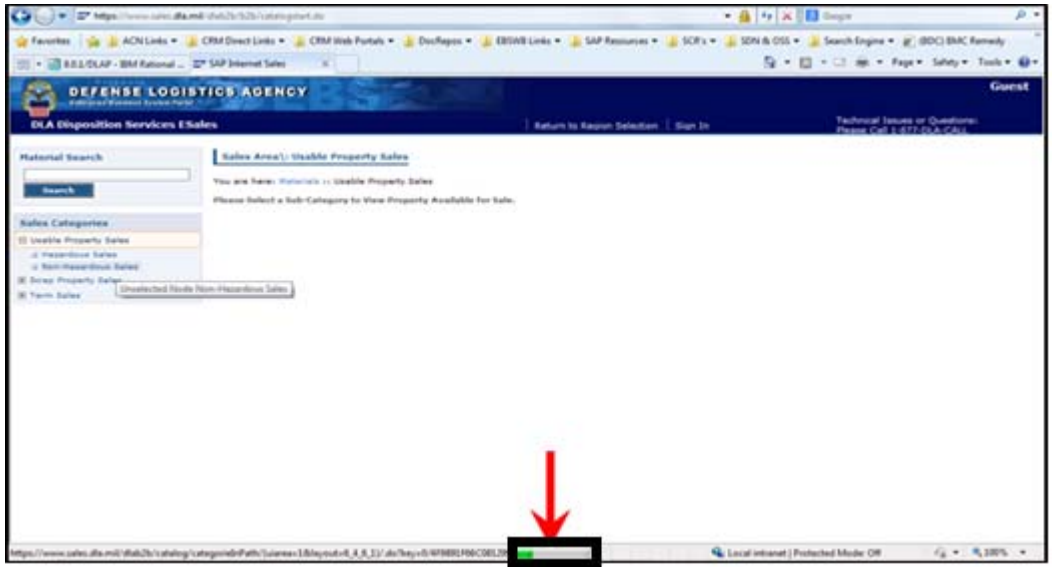
1. BusinessObjects tab:

a. After clicking on the **Business Object** tab, **Business Objects** will open in a separate window

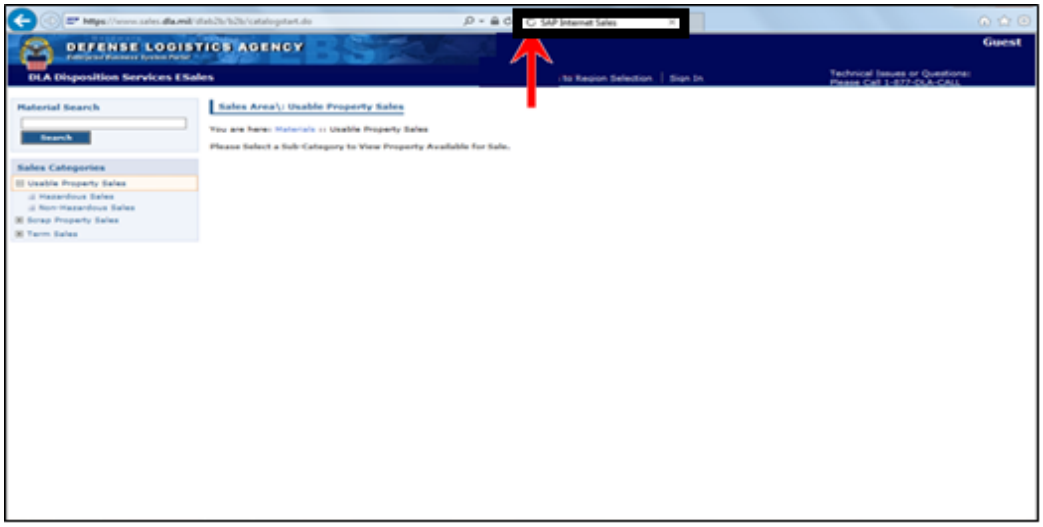


A **spinning progress wheel** will be shown in IE11, opposed to a **progress bar**. Below are examples:

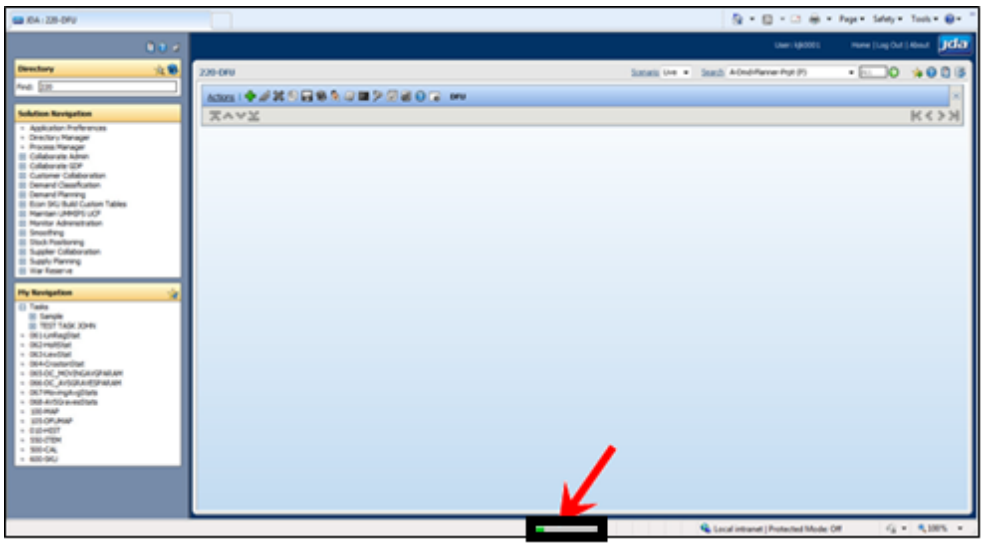
i. In IE8, when navigating on the CRM eSales site, a **progress bar** is visible at the bottom of the screen when processing a transaction:



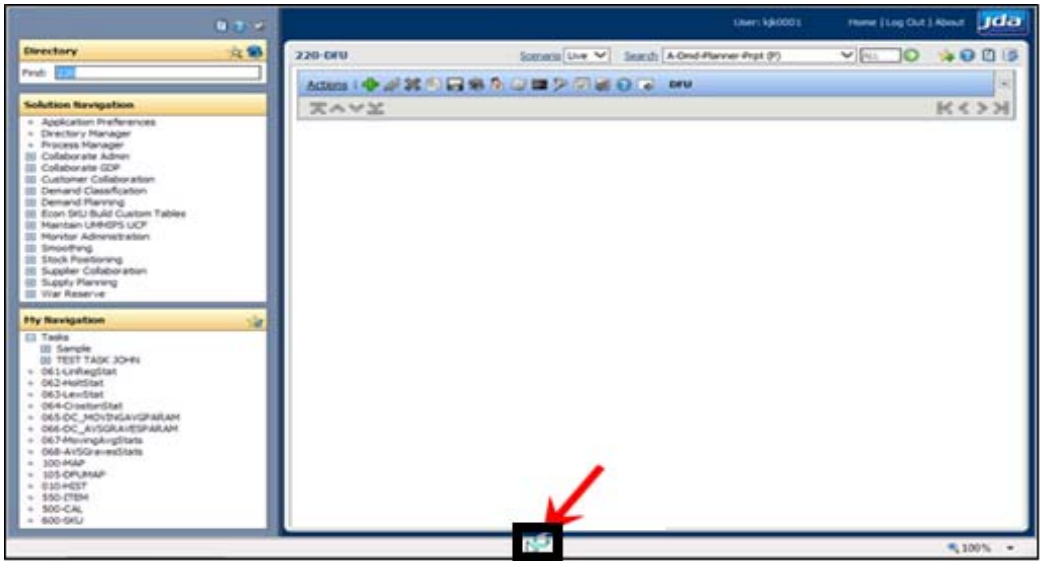
ii. Visiting the same page in IE11there is no progress bar, but rather a spinning wheel in the active IE tab:



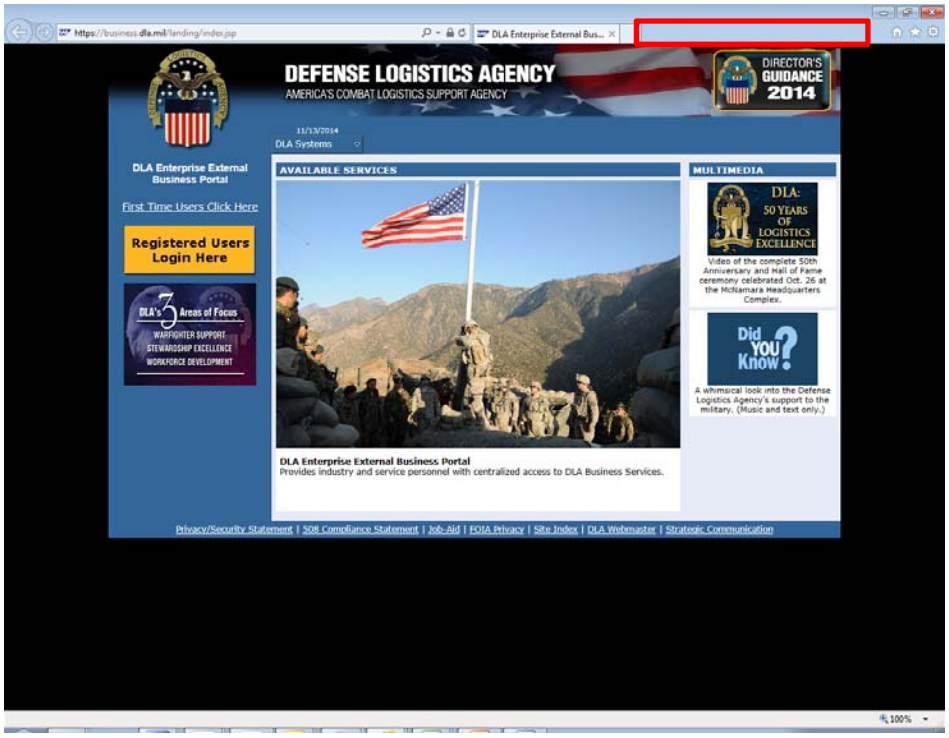
iii. In IE8, a progress bar shows the status of executing a search in JDA Manugistics



iv. In IE11, a **spinning progress wheel** appears when executing a search in JDA Manugistics if the user hovers the mouse over the Status Bar when the status bar is enabled.

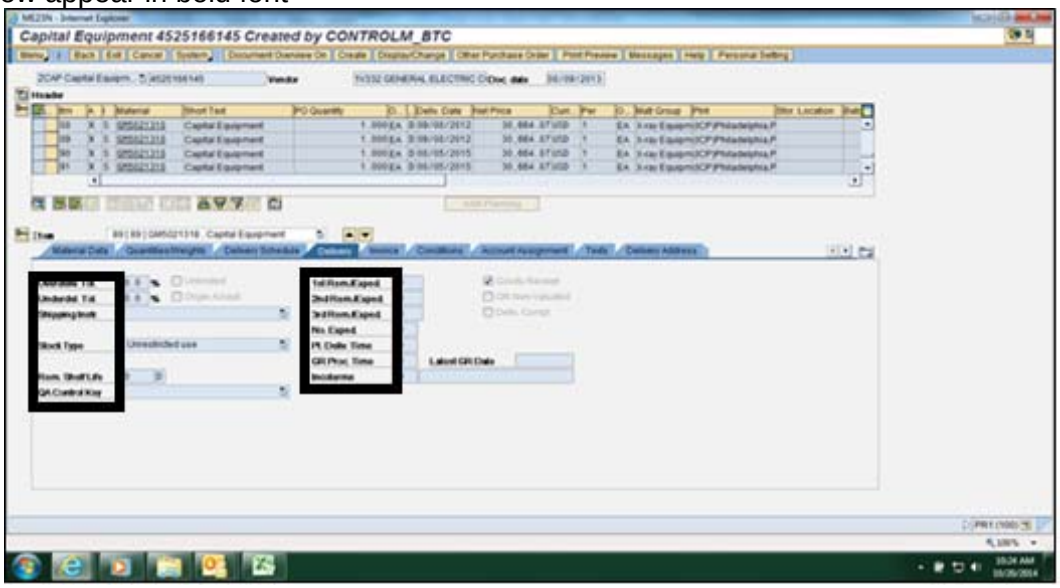


v. To check if the Status Bar is enabled and/or enable it, right-click in the blue bar at the top of IE11 (don't right-click on an open tab).

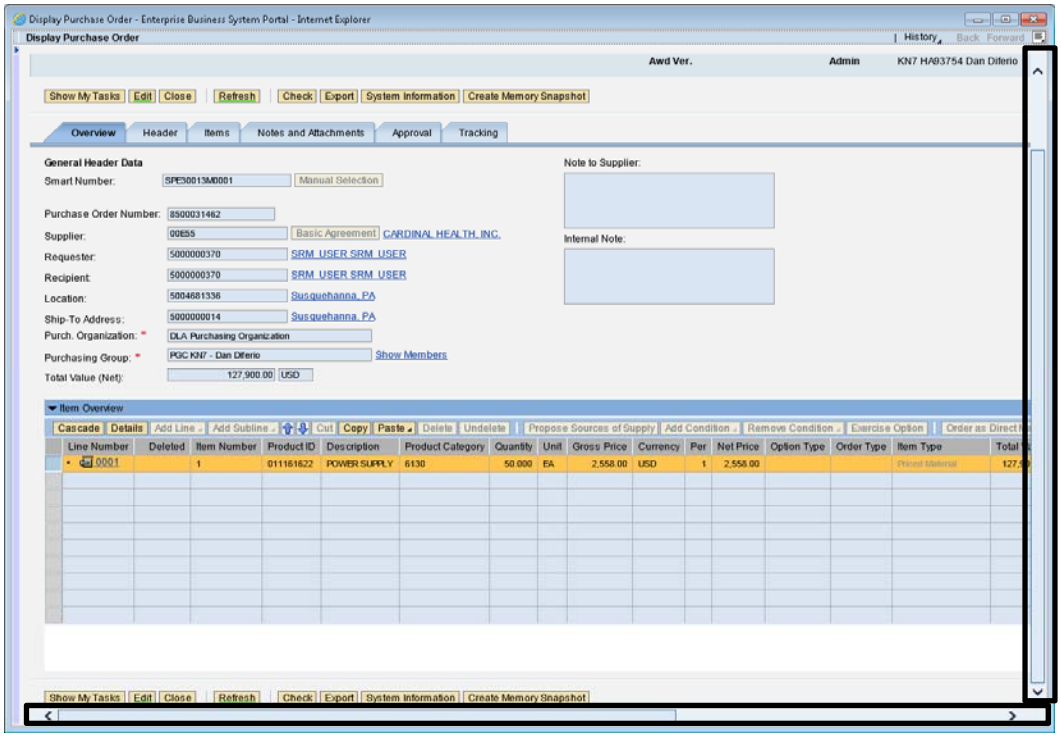


vi. In the menu that appears, if there is not a checkmark next to "Status bar", left-clicking "Status bar so a checkmark displays.

Field name headers now appear in bold font



vii. There is a very slight change to the color of the scroll bars in IE11


Display Purchase Order - Enterprise Business System Portal - Internet Explorer
Display Purchase Order
Awd Ver.
Admin
KN7 HA03754 Dan Diferio
Show My Tasks
Edit
Close
Refresh
Check
Export
System Information
Create Memory Snapshot
Overview
Header
Items
Notes and Attachments
Approval
Tracking
General Header Data
Smart Number:
Manual Selection
Purchase Order Number:
Supplier:
Basic Agreement
CARDINAL HEALTH, INC.
Requester:
SRM_USER SRM_USER
Recipient:
SRM_USER SRM_USER
Location:
Susquehanna, PA
Ship-To Address:
Susquehanna, PA
Purch. Organization:
DLA Purchasing Organization
Purchasing Group:
PGC KN7 - Dan Diferio
Show Members
Total Value (Net):
Note to Supplier:
Internal Note:
Item Overview
Cascade
Details
Add Line
Add Subline
Cut
Copy
Paste
Delete
Undelete
Propose Sources of Supply
Add Condition
Remove Condition
Exercise Option
Line Number
Deleted
Item Number
Product ID
Description
Product Category
Quantity
Unit
Gross Price
Currency
Per
Net Price
Option Type
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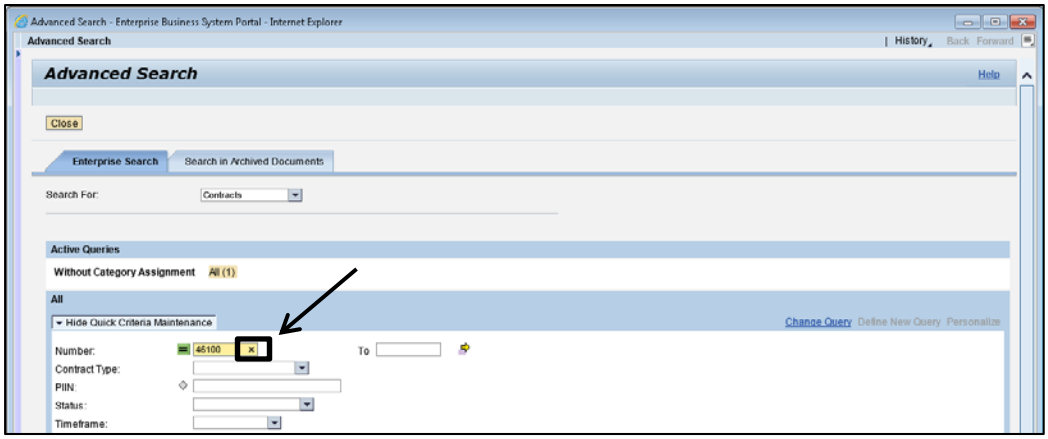
viii. After entering data into an input field, a small ‘X’ will appear within the field. If you click this ‘X’, you will clear out currently entered values in that field