

# **KEY SUPPORT CENTRAL FACILITY**

## **Key Support Site User Guide**

**April 2010**

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## Section 1 Before You Join

This guide is presented in three sections: Section 1 describes what you will see prior to joining the site, Section 2 describes how to join the site, and Section 3 describes what you will see after joining the site.

### 1.1 Introducing the Site

Only minimal access to the site is permitted without becoming a member. You will only be able to see the following pages, which will be discussed in later topics, and only the publicly available information on these pages will be shown:

- Home
- Search
- Links
- FAQ
- Contact Us
- Login/Join
- Terms of Use
- Site Map
- Publicly available Document pages



**(U) Note that when you access the site before you become a member or login, you will see the greeting “Welcome guest” above the menu bar.**

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### 1.2 Usability and Accessibility

This site uses JavaScript. If you do not have JavaScript enabled, you will see:

**You do not have JavaScript enabled. Either enable JavaScript or click the "No JavaScript" button below to load the non-JavaScript pages for this site.**

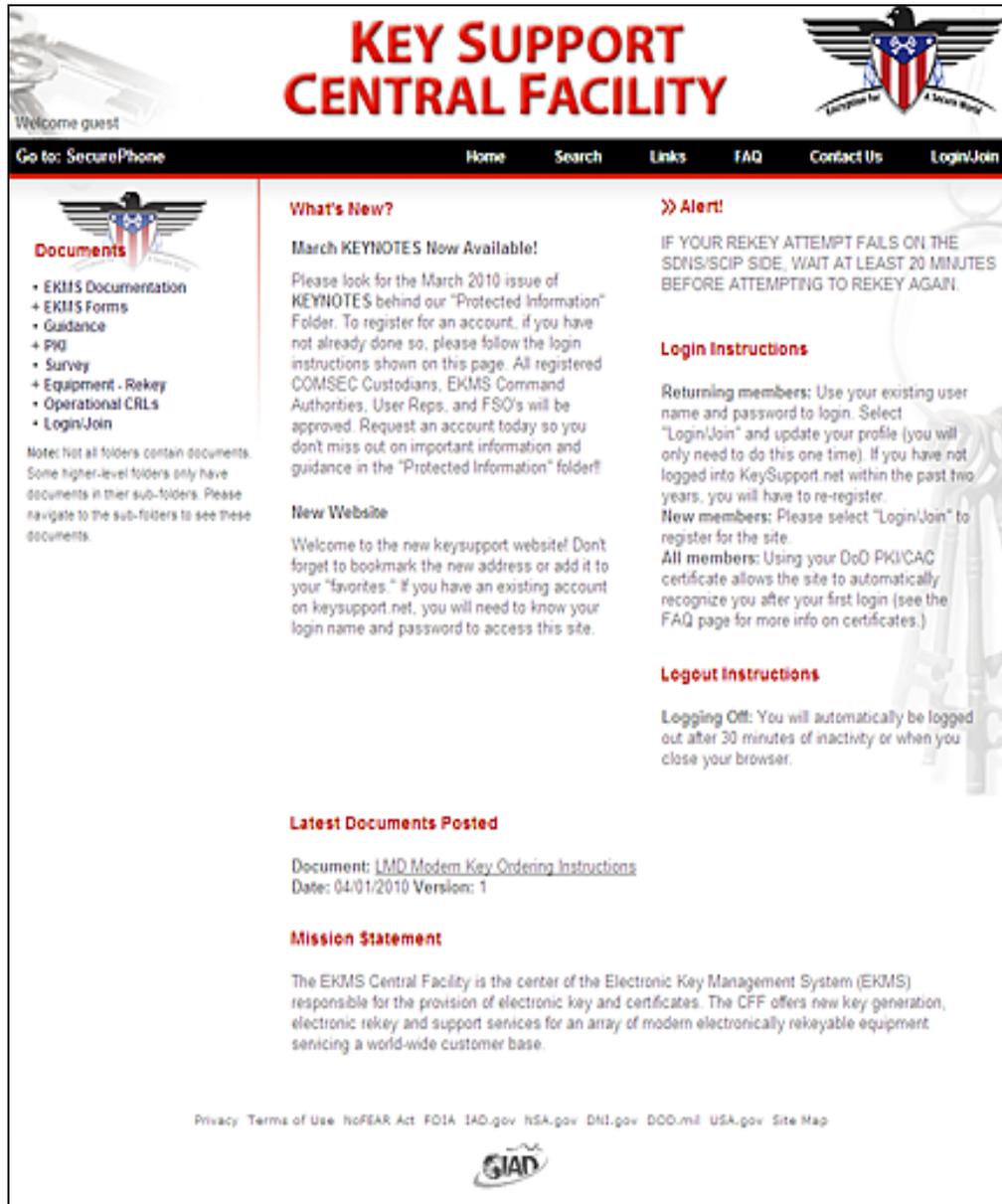
If you click the *No JavaScript* button, the *KeySupport Documents* menu, the *Site Map*, and *FAQ* pages will default to the open position (i.e., all levels of the *KeySupport Documents*, all the *Site Map* information and all the *FAQ* answers will be displayed and will not be collapsible).

If you navigate the site using your keyboard or other assistive device, rather than a mouse, you are also given the option to permanently open all collapsible menus on the site. This will have the same result as clicking the *No JavaScript* button. You also have the option to skip all navigation and jump directly to the content on every page. If you are using a screen reader, you can also jump to links and headings on all pages throughout the site to reduce your navigation time.

This site has been designed to provide maximum flexibility to the user, allowing you to change any presentation options (e.g., colors, text size, screen size) on the site as you require through your web browser's interface. If you have any problems with our site, please let us know.

## 1.3 Using the Site

There are four presentation areas on the *KeySupport* index page (Figure 1): the site navigation in the top menu bar area, the main content navigation area on the left side of the page, the main content area of the page on the right side of the page, and the footer at the bottom.



The screenshot shows the KeySupport Central Facility website. At the top, there is a header with the title "KEY SUPPORT CENTRAL FACILITY" in large red letters, a logo on the right, and a navigation bar with links: Home, Search, Links, FAQ, Contact Us, and Login/Join. Below the navigation bar, the page is divided into several sections. On the left, there is a "Documents" section with a list of links and a note. The main content area on the right contains "What's New?", "Alert!", "Login Instructions", "Logout Instructions", "Latest Documents Posted", and "Mission Statement". At the bottom, there is a footer with legal links and the GIAD logo.

Welcome guest

Go to: [SecurePhone](#)      [Home](#)    [Search](#)    [Links](#)    [FAQ](#)    [Contact Us](#)    [Login/Join](#)

### Documents

- EKMS Documentation
- + EKMS Forms
- Guidance
- + PKI
- Survey
- + Equipment - Rekey
- Operational CRLs
- Login/Join

Note: Not all folders contain documents. Some higher-level folders only have documents in their sub-folders. Please navigate to the sub-folders to see these documents.

### What's New?

**March KEYNOTES Now Available!**

Please look for the March 2010 issue of KEYNOTES behind our "Protected Information" Folder. To register for an account, if you have not already done so, please follow the login instructions shown on this page. All registered COMSEC Custodians, EKMS Command Authorities, User Reps, and FSO's will be approved. Request an account today so you don't miss out on important information and guidance in the "Protected Information" folder!

### New Website

Welcome to the new keysupport website! Don't forget to bookmark the new address or add it to your "favorites." If you have an existing account on keysupport.net, you will need to know your login name and password to access this site.

### Alert!

IF YOUR REKEY ATTEMPT FAILS ON THE SDNS/SCIP SIDE, WAIT AT LEAST 20 MINUTES BEFORE ATTEMPTING TO REKEY AGAIN.

### Login Instructions

**Returning members:** Use your existing user name and password to login. Select "Login/Join" and update your profile (you will only need to do this one time). If you have not logged into KeySupport.net within the past two years, you will have to re-register.

**New members:** Please select "Login/Join" to register for the site.

**All members:** Using your DoD PKI/CAC certificate allows the site to automatically recognize you after your first login (see the FAQ page for more info on certificates.)

### Logout Instructions

**Logging Off:** You will automatically be logged out after 30 minutes of inactivity or when you close your browser.

### Latest Documents Posted

Document: [LMD Modern Key Ordering Instructions](#)  
Date: 04/01/2010 Version: 1

### Mission Statement

The EKMS Central Facility is the center of the Electronic Key Management System (EKMS) responsible for the provision of electronic key and certificates. The CFF offers new key generation, electronic rekey and support services for an array of modern electronically rekeyable equipment servicing a world-wide customer base.

Privacy Terms of Use NoFEAR Act FOIA IAD.gov NSA.gov DNI.gov DOD.mil USA.gov Site Map

GIAD

Figure 1. The Home Page before Joining

### 1.3.1 Top Menu Bar

The top menu bar contains the site navigation. Before you join the site, the top menu bar includes links to the following pages:

- Home
- Search
- Links
- FAQ
- Contact Us
- Login/Join

### 1.3.2 Left Side Navigation

Before you join the site, the left side of every page displays links to Sections that are viewable to the public and *Login/Join*. These navigation sections contain links to the documents and information that are the main focus of this site.



**Note that the left navigation list of document categories can be expanded and collapsed by clicking on the accompanying + and – signs.**

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### 1.3.3 Page Footer

The footer at the bottom of every page offers the following links:

- *Privacy* – links to the Privacy Policy within the Terms of Use
- *Terms of Use* – Compliance requirements for using this site
- *NoFEAR Act* – links to the NSA Notification and Federal Employee Antidiscrimination and Retaliation Act notice.
- *FOIA*– links to the NSA Freedom of Information Act notice.
- *IAD.gov* – links to the website of the Information Assurance Directorate, which provides IAD information to the general public.
- *NSA.gov* – links to the website of the National Security Agency, which provides NSA information to the general public.
- *DNI.gov* – links to the website of the Director of National Intelligence (DNI)
- *DOD.mil* – links to the Department of Defense website
- *USA.gov* – links to the website of the same name, which is a resource of collected federal government news on myriad topics for multiple audiences
- *Site Map* – contains links to all the sections that are available to you based on your permissions.

## 1.3.4 Content Pages

### 1.3.4.1 Home Page

Clicking **Home** takes you to the **Home** (index) page. The main content area of the **Home** page includes:

- **What's New** contains publicly available announcements from the KeySupport Office. At times, special announcements are included to the right of this area.
- The **Latest Documents Posted** section contains the most recent additions to the document library, along with the publication date and version, if they are publicly available.
- The **Mission Statement** succinctly sets out the premise of the site.
- **Alerts** or special announcements may also be posted from time to time on the home page.

### 1.3.4.2 Search Page

Clicking the **Search** link opens the **Search** page (Figure 2). You must enter at least one search term and select at least one of the listed sections within which to search (the user will only see listed the sections that they have permission to see). Before you join, you can only select **Public Documents**; after you join, you may select **additional collections**.



The screenshot shows a web form titled "Search Options". It contains a text input field with the placeholder text "What would you like to search for?". Below the input field is the instruction "Please select at least one (1) section to search within:". There are two buttons: "Check All" and "Uncheck All". A checkbox labeled "Public Documents" is checked. At the bottom of the form is a "Submit" button.

*Figure 2. Search Form before Joining*

### 1.3.4.3 Links Page

Clicking the **Links** link takes you to the **Links** page. The **Links** page provides hyperlinks to sites commonly of interest to the KeySupport user.



**Note that any site that is not a .gov or .mil site will go through an exit notice.**

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#### 1.3.4.4 FAQ Page

Clicking the **FAQ** tab takes you to the **FAQ** page. The **FAQ** page provides answers to common questions about using the site.

To display the answer to one of the listed questions, click on the + icon next to the question or on the linked question, itself. The relevant information appears.



**Note that if JavaScript is not enabled on your browser, all FAQ answers will be opened.**

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#### 1.3.4.5 Contact Us Page

If you wish to direct a comment or question to the KeySupport web tool managers, click on the **Contact Us** link. The **Feedback** form below appears. All requested information is required. Fill in the text boxes and click the **Send Feedback** button. Users are encouraged to make use of this page.

The image shows a web form titled "Contact Information". It contains four input fields, each with an asterisk indicating it is required: "First Name \*", "Last Name \*", "Email Address \*", and "Your Message \*". The "Your Message" field is a larger text area with a vertical scrollbar. Below the form is a button labeled "Send Feedback".

*Figure 3. The Feedback Form*

#### 1.3.4.6 Login/Join Page

To view public content on this site, you do not have to be a registered member of the site; however, only minimal access to information is permitted without becoming a member. If you wish to view the additional content available to registered members, you do so by clicking the **Login/Join** link or left-hand **Login/Join** text link, which takes you to the **Login/Join** page (figure 4). The joining process is discussed in **Section 2 –Joining the Site**. This topic briefly covers the options available on this page:

- **Returning Members:** Use the Login Form (if you are already registered). If this is your first time logging into the new web site as a returning member, you will be required to change your password and update your profile.
- **Account Disabled:** If you have not logged in for 6 months, your account will be disabled (you will receive a warning after 5 months). Once this happens, you will need to use the **Account Disabled** option to request that your account be reinstated. Clicking on the **Account Disabled** button will move your account to “Pending” status. You will be notified once your account is reactivated.

- **New Members:** You can reach the *New User Registration* page by clicking the *Registration Form* button. The registration process is discussed in *Section 2 – Joining the Site*.

The screenshot displays a web page titled "Login/Join" with several sections:

- Returning Members:** A "Login Form" box containing "Login Name \*" and "Password \*" input fields, and a "Login" button.
- Account Disabled:** A text prompt: "If your account has been disabled, click on the 'Account Disabled' button below." followed by an "Account Disabled" button.
- New Members:** A text prompt: "If you would like to become a website member, please register by clicking on the Registration Form button below." followed by a "Registration Form" button.
- Forgot Password:** A text prompt: "Forgot your password? We cannot reset your password, to change your password click on the 'Forgot Password' button below." followed by a "Forgot Password" button.
- Forgot Username:** A text prompt: "Forgot your username? We'll send it to you by email, to receive your username click on the 'Forgot Username' button below." followed by a "Forgot Username" button.

*Figure 4. Login/Join Page*

- **Forgot Password:** If you have forgotten your password, we cannot reset it; to change your password click on the *Forgot Password* button. You will then see Step 1 of the password retrieval process (Figure 5).

**Forgot Password**

**Step 1**

Please enter your account Login Name and E-mail address.

Login Name \*

E-mail \*

**Figure 5. Forgot Password Page – Step 1**

Enter your Login Name and the E-mail address you used when you originally registered and click *Next*. Step 2 of the process appears, asking you for the answer to your reminder question (Figure 6).

**Forgot Password**

**Step 1**

Please enter your account Login Name and E-mail address.

Login Name \*

E-mail \*

**Step 2**

Please provide the correct answer for your reminder question.

Reminder Question \*

Reminder Answer \*

**Figure 6. Forgot Password Page - Step 2**

Enter your **Reminder Answer** and click **Next**. Step 3 of the process appears on the page; this is where you enter and verify your new password (Figure 7). Click **Submit**.

The screenshot shows a web form titled "Forgot Password" with three steps. Step 1 asks for "Login Name" (jxsmith) and "E-mail" (jxsmith@nsa.gov). Step 2 asks for a "Reminder Question" (What is your mother's maiden name?) and "Reminder Answer" (Jones). Step 3 asks for a "New Password" and "Confirm Password".

**Figure 7. Forgot Password Page - Step 3**

You are returned to the Login/Join page, where a message informs you that your password has been updated and you can now login with your new password.

- **Forgot Username:** If you have forgotten your username, the site will send it to you by email. To receive your username, click on the **Forgot Username** button. The **Forgot Username** page opens to step 1 of the process (Figure 8). Enter your E-mail address.

The screenshot shows a web form titled "Forgot Username" with Step 1 asking for "E-mail" address.

**Figure 8. Forgot Username Page – Step 1**

Click *Next*. Step 2 appears (Figure 9). In this step you are asked to provide the answer to your *Reminder Question*.

The screenshot displays a two-step registration process. Step 1, titled 'Step 1', prompts the user to 'Please enter your account E-mail address.' The 'E-mail \*' field contains 'jksmith@nsa.gov', and there are 'Next' and 'Cancel' buttons below it. Step 2, titled 'Step 2', prompts the user to 'Please provide the correct answer for your reminder question.' The 'Reminder Question \*' field contains 'What is your mother's maiden name?', and the 'Reminder Answer \*' field is empty. Below these fields are 'Back', 'Next', and 'Cancel' buttons.

*Figure 9. Forgot Username Page – Step 2*

Enter the answer and click *Next*. You are returned to the *Login/Join* page, where a message informs you that your Username has been emailed to you and you may use it to login to the site.

#### 1.3.4.7 Document Page

Clicking on any of the links in the Documents menu on the left will display the page for that document category. These pages may contain either information about the selected category or links to documents within that category.

## Section 2 Joining the Site

This section describes the registration process for both Returning Members and for New Members. To join the site as a registered member, you may have a certificate or you may use a login and password. Your login and password may be used as your sole means of accessing the secure content within the site, or it may be used in addition to your certificate. See the site's FAQ page or Appendix A in this document for instructions on how to obtain a certificate.

### 2.1 Returning Members

**First Time Login:** If you were previously a member of www.keysupport.net and this is the first time you are logging into the new site, you will be required to login, change your password and verify your profile information.

**Login Form:** Click on the **Login/Join** tab at the top of the page. Enter the username and password you used to login to www.keysupport.net in the **Login Form**. Clicking on the **Login** button will take you to your profile page where you will need to update your profile information and change your password. Please fill in all required items on the profile form and click the **Update** button.



**Please remember that you must have logged into either this site or the keysupport.net site within the previous 6 months to be able to be considered a “Returning Member.” If you do not meet these qualifications, you will need to use the Account Disabled or New Member option, as appropriate.**

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**Subsequent Logins:** If you have any type of DoD certificate (PKI, CAC, or IECA/ECA) correctly installed in your browser, you will automatically be logged in the next time you come to the site using your certificate. If you are using a login name and password to access the site, you will continue to need to login each time you visit this site using the **Login Form**.



**Note that if you are a current, valid user and have a certificate loaded into your browser and still see “Welcome Guest” on the Home page after your first login or cannot access all the information, instead of “Welcome, [your name],” then your certificate is not being read; it may not have been installed correctly.**

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### 2.2 New Member Registration Process

Click on the **Login/Join** tab at the top of the page; then click the **Registration Form** button. This will take you to the **New User Registration** form.

**Registration Form:** Follow the instructions for registering on the **New User Registration** page. Fill out all required information on the **New User Registration** form. When you click the **Register** button after filling in the form, you will see a success message.

Your request for access will be forwarded to the KeySupport office.

Your application will be reviewed by the KeySupport office for approval. You will then receive an email from the Key Support office notifying you of your approval or disapproval.

## 2.3 Central Office of Record Access Requests

Access to the Central Office of Record (COR) web site is based on your COMSEC account. Users who need access to this site will see the option to request access at the bottom of their **Registration** form. If you believe you need access to this site and do not see this option, please contact the Central Office of Record directly with your request.

## 2.4 Common Login Error Messages

There are two login issues that may be encountered.

1. If you *have* a PKI Certificate or CAC Card, you may see this message when accessing the site:

Forbidden: SSL Certificate Revoked message

If this occurs, click on the **Cancel** button. You should then be able to continue to the registration form.

The reason for the error is that our site uses SSL to encrypt your personal information when you fill out the registration form (this must be done for security reasons). If you are using a certificate or CAC card, your browser is aware of it and tries to use it to access our site. The Revoked error is usually due to a slow network or occurs because the site that issued the certificate is down and the server cannot verify that the certificate is still valid.

2. If your PKI certificate or CAC Card is not correctly installed in your browser , you may see something like this:

There is a problem with this website's certificate

In this case, click on the **Continue with this site (not recommended)** link and follow any directions to load the server certificate into their browser.

## Section 3 After You Join

This section describes the changes you will see in the site after becoming a registered member. After joining the KeySupport site, you will notice a number of functional changes on the home page. These changes will happen automatically if you are using a certificate to access the site or after you login, if you are not using a certificate:

- The home page now displays more documents under the heading *Latest Documents Posted* than it did before joining. You will probably see more *What's New* notices as well.
- “Members Only” sections are now available in the *Documents* menu on the left.
- A *Profile* link replaces the top navigation bar *Login/Join* link and the left navigation *Login/Join* link is gone. When you subsequently log in to the site, the success message at the top of the home page from the first login no longer appears.
- The greeting at the top of the page that previously said “Welcome Guest” should now greet you with your name. If you would like something other than your actual name to appear in the greeting, update the *Display Name* in your *Profile*.

### 3.1 Left Navigation Document Menu

On the left side of the page, the content is grouped by Document categories.

Clicking on a *Document* link opens a page that displays information about that document category and provides links to any available documents. If the *Document* category exhibits a gold key icon after the name, it will require special access. If you need access to one of these categories, it can be requested by clicking on the category name.



**The list of document categories can be expanded and collapsed by clicking on the accompanying + and – signs, the ■ indicates no expansion. Clicking on a plus sign (+) or a document category will expand a list of sub-categories beneath it. Clicking on a category or sub-category displays the page that lists the associated documents and expands the subcategories beneath it.**

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### 3.2 New Profile Page

Where you previously saw a link labeled *Login/Join*, you now have a *Profile* link, which takes you to the *Edit User Profile* page. This page displays the same information you provided when you registered to join the site. You may update this information as needed and click the *Update* button to input the changes. Only you and the Site Administrators can view this information. Site Administrators do not have access to your password.



**If you change your COMSEC Account Number, your account will be moved to *Pending* status, requiring the Site Administrators to verify that you still require access to the site.**

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## Appendix A Obtaining Your PKI Certificates

### A.1 How to Obtain a DoD PKI Client Certificate

This site does not issue certificates; however, this type of certificate is recommended for easier access.

DoD PKI client certificates include 1 identity, 1 email signature, and 1 email encryption certificate and may be obtained from the DoD free of charge. DoD PKI certificates are available as software certificates (private keys stored in three .p12 files) or on Common Access Cards (private keys embedded in CAC). DoD Contractors may obtain CACs if their government sponsor deems it necessary. In order for you to obtain a DOD issued certificate users must fulfill one of three requirements:

1. Be active duty, reservist, or a DoD civilian
2. The user must work on site at a military or government installation
3. User is a DoD contractor that works on GFE equipment

If you do not work on DoD GFE, you will need to obtain IECA client certificates (identity, email signature and email encryption certificate). PKI client certificates issued by IECAs are available as software certificates only. The IECA vendors require payment for PKI client certificates.

### A.2 How to Obtain a DoD PKI Client Certificate as a Civilian Contractor

**Software Certificates** may be obtained from the DoD if you fulfill one of the requirements listed above. You must contact your Local Registration Authority (LRA). Your DOD sponsor will be able to provide information on contacting your LRA. Obtain a "Certificate Registration Instructions"(CRI) sheet from the LRA. The CRI contains your user number and one time password which you will need to obtain your personal DoD certificate. Provide the LRA:

- Picture form of identification
- A signed PKI User Responsibility Form

Your LRA may request that you complete DD Form 2842. If so, please read the DD Form 2842 Instructions.

If you do not fulfill one of the above requirements, an **IECA/ECA certificate** must be purchased from one of the three DoD approved vendors. More information is listed [IECA/ECA certificates](#).

If you cannot obtain a DoD PKI client certificate, you may use one of the following.

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### **A.3 How to Obtain a Common Access Card (CAC)**

Common Access Card (CAC), contact DEERS/RAPIDS personnel. To locate the nearest DEERS/RAPIDS office (1-800-372-7437), visit the following site (accessible from all domains): <http://www.dmdc.osd.mil/rsl/> and search by city, state, or zip code.

Please note that a smart card reader and middleware are required for your Operating System to access the CAC PKI certificates. Eligible contractors must complete Section I and have their government sponsor complete Section III of DD Form 1172-2 prior to visiting a DEERS/RAPIDS office.

**Hardware Certificates** in the form of a CAC may be obtained by DoD Contractors if their government sponsor deems it necessary. **Use the link listed above to determine the nearest DEERS/RAPIDS office.**

### **A.4 How to Obtain an IECA/ECA PKI Client Certificate?**

To obtain **-Interim- External Certificate Authority (-I-ECA) certificates**, visit the following IASE link: <http://iase.disa.mil/pki/eca/> (lists the 3 steps to obtain an -I-ECA certificate).

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