

**Equipment Management Solutions**

**External Customer Help Guide**

**for**

**Access to the Equipment Management Solutions  
(EMS)**

**Prepared by OpenText Public Sector Solutions**

**2/3/2022  
Version 1.0**



## 1.0 Document Information

### 1.1 Revision History

Version	Author	Date	Changes
1.0	Jeanne Brown	2/3/2022	Initial Issuance

### Disclosure Information

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## 2.0 Introduction

This document describes the process of gaining access to the DACS EMS system for customers of the Equipment Management Services organization. This tool was developed to enable the entry of Orders, requests for or completion of Assessments, and inquiry regarding Inventory and the search for any of the above. Instructions are given for gaining access to the system, and then instructions for interacting with the system once access has been approved are available internally as part of the help feature.

## 3.0 How Customers Register and Get Access to the EMS Portal

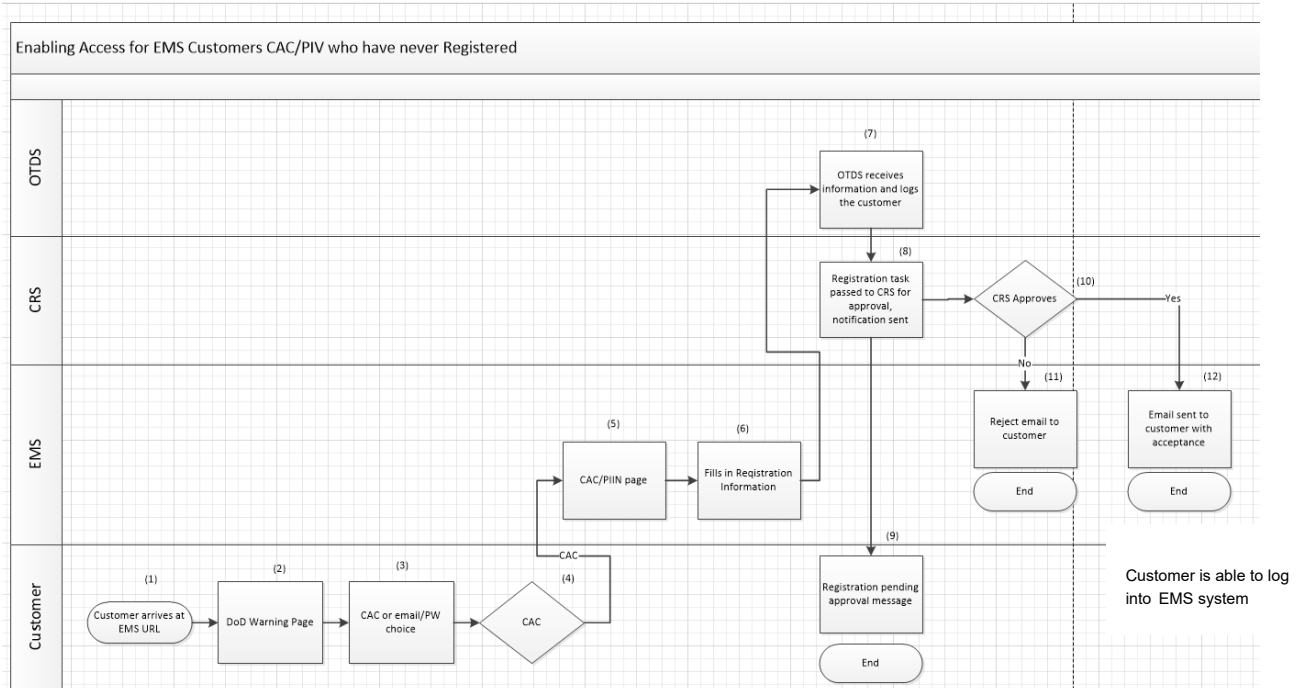
Customers desiring access to the EMS Portal fall into four (4) categories:

- Those who have a CAC/PIV and have never Registered
- Those who have a CAC/PIV and have previously Registered
- Those who do not have a CAC/PIV and have never Registered
- Those who do not have a CAC/PIV and have previously Registered

The following swim lane flowcharts depict each of these scenarios and have descriptions of the functions within them. Initial system access request will be via the URL: <https://www.public.dacs.dla.mil/ems/ext/>



## 4.0 Those who have a CAC/PIV and Have Never Registered

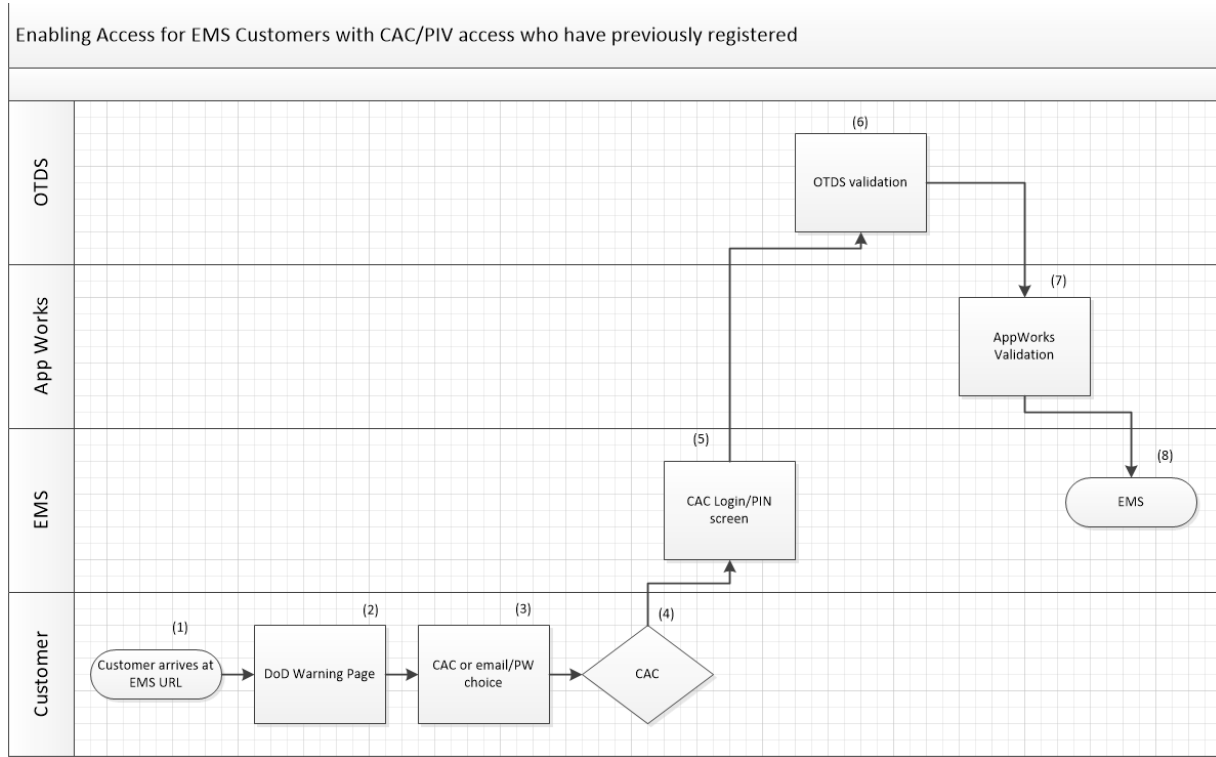


These users must be established in the OTDS system and be accepted by a CRS representative.

#	Explanation
(1)	The system will display the DoD Warning page
(2)	The customer will acknowledge the warning
(3)	The CAC/PIV or Email and Password choice will be displayed
(4)	Customer chooses CAC
(5)	The CAC login pin entry screen is displayed and the customer enters their PIN
(6)	The customer fills in the registration information and receives an email acknowledging attempt to register
(7)	OTDS received the information and logs the Customer

(8)	CRS received registration request and must either approve or reject the request
(9)	Customer receives an acknowledgement of their request
(10)	CRS either Approves or Rejects the request
(11)	The request is rejected and a message is sent to the customer
(12)	The request is accepted and a message is sent to the customer
	Customer is able to log in to the EMS system

## 5.0 Those who have a CAC/PIV and Have Previously Registered



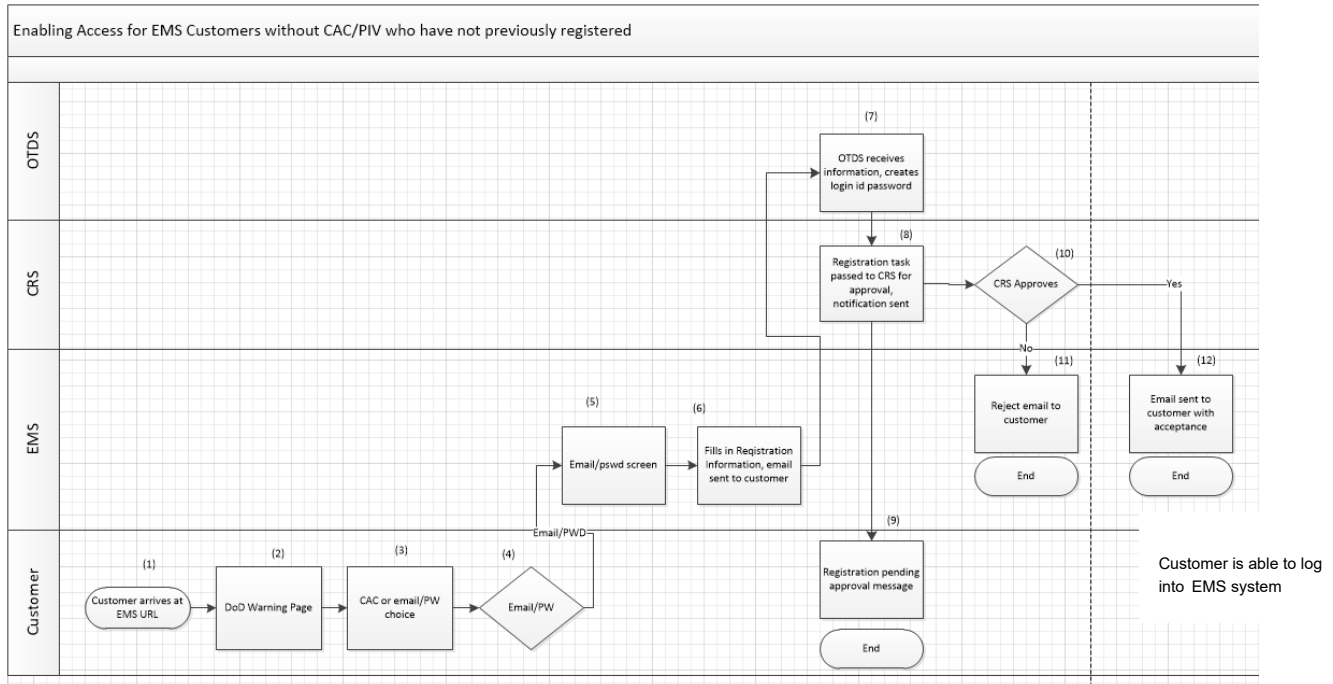
For these users, their identity is already established within the OTDS system.

#	Explanation
(1)	The system will display the DoD Warning page
(2)	The customer will acknowledge the warning
(3)	The CAC/PIV or Email and Password choice will be displayed
(4)	Customer chooses CAC
(5)	The CAC login pin entry screen is displayed and the customer enters their PIN
(6)	The request is relayed to the OTDS system for validation; customer will be put in the EMS_Portal_Customer group



#	Explanation
(7)	AppWorks validates the customer
(8)	The EMS customer landing page will be displayed

## 6.0 Those who do not have a CAC/PIV and Have Never Registered



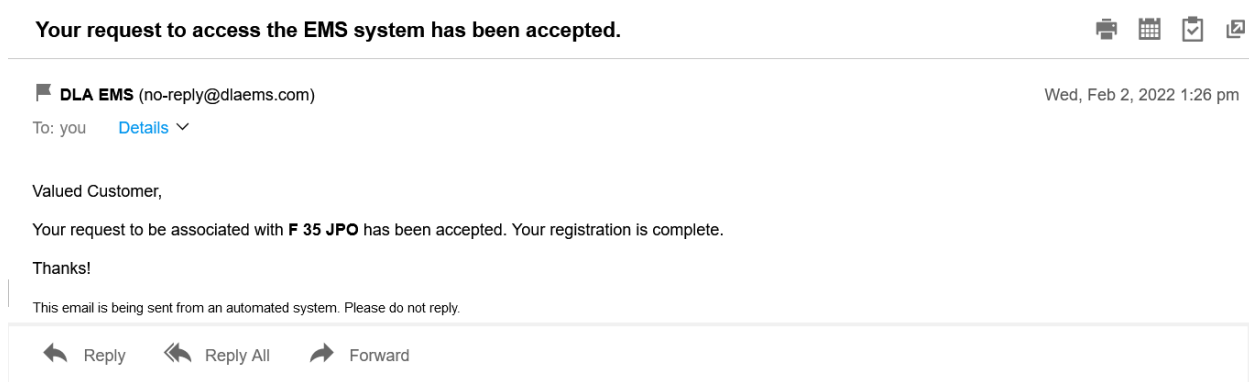
For these users, they do not have a CAC/PIV and their identity has never been established within the OTDS system.

#	Explanation
(1)	The system will display the DoD Warning page
(2)	The customer will acknowledge the warning
(3)	The CAC/PIV or Email and Password choice will be displayed
(4)	Customer chooses Email/Password
(5)	The Email/Password information is filled in, then the customer clicks Register
(6)	Customer will fill in the registration information
(7)	OTDS receives and validates the request

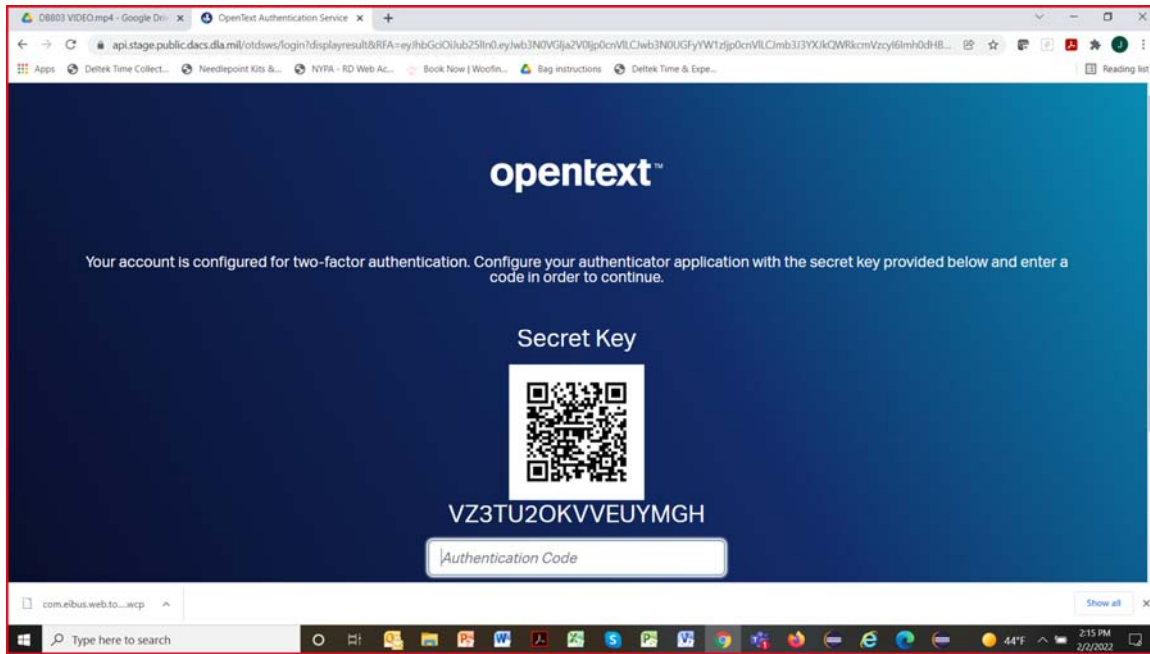
#	Explanation
(8)	The EMS system will display the registration information to the CRS for the customer's state
(9)	The customer receives a message that their registration is pending approval
(10)	The CRS will approve or deny the request
(11)	Customer receives an email that their registration has been denied
(12)	Customer receives an email that their registration has been approved
	Customer is able to log in to the EMS system

## 7.0 Those whose registration has been Approved for the First Time

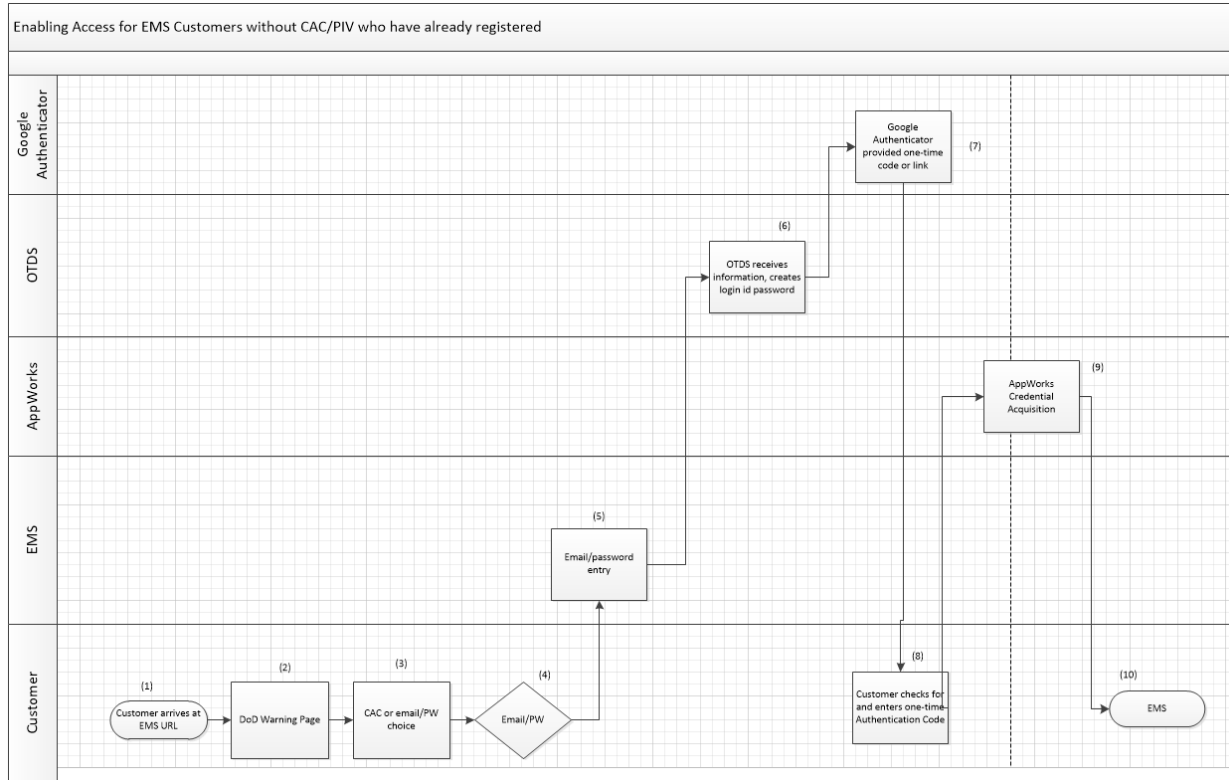
For users who have registered and whose registration has been approved, an email similar to the following will be received:



Customers should be aware that DLA uses Google Authenticator to provide two-factor authentication for those without a CAC. Once your Registration information is complete, when you get ready to log in, you will see a screen like the below. Using your smart phone, install Google Authenticator, if you do not already have it. Use Google Authenticator to snap a picture of the code and the Authenticator will add the EMS account to your account list and provide an Authentication Code. Type this code into this screen. Going forward, when you log in, the account will already be in Google Authenticator and you can use the code there to gain entry to the EMS system.



## 8.0 Those who do not have a CAC/PIV but have Previously Registered



For these users, their identity is already established within the OTDS system, but for two-factor identification they must use Google Authenticator to provide a one-time authenticator code.

#	Explanation
(1)	The system will display the DoD Warning page
(2)	The customer will acknowledge the warning
(3)	The CAC/PIV or Email and Password choice will be displayed
(4)	Customer chooses Email/Password
(5)	The customer views the entry screen and enters their credentials
(6)	Registration information is checked in EMS

(7)	Authentication screen is displayed for entry of one-time login information from Google Authenticator
(8)	Customer enters one-time Authentication code
(9)	Customer received email with one-time login information
(10)	Customer uses one-time login information to log into EMS
(11)	Customer is presented with their landing page in EMS