

JCP Frequently Asked Questions (FAQs)

- 1) I don't get a code sent to my phone to log into the JCP Portal or where do I find the authentication code?
 - a. The JCP Portal requires 2-factor authentication for all username/password accounts. We only support Google Authenticator for iPhone and Android users and will only provide assistance for that application. However, any TOTP (Time-based one-time password) Authentication app will work.
 - b. The 6-digit code that is needed in the "Authentication Code" field in the JCP Portal after submitting your username and password comes from Authenticator app (as discussed above). You must type the 6-digit code that you see in your Authenticator app into the "Authentication Code" field in the JCP Portal.
 - c. Click this link to access the guide that details how to set up Google Authenticator for 2-factor authentication with the JCP Portal:
[https://www.public.dacs.dla.mil/jcp/ext/docs/JCP External User Access Manual V1.pdf](https://www.public.dacs.dla.mil/jcp/ext/docs/JCP_External_User_Access_Manual_V1.pdf)

- 2) My 6-digit code is not working, can it be reset?
 - a. Request that your JCP Portal secret key be reset by contacting the CIC:
Email: dlacontactcenter@dla.mil
Website: <https://www.dla.mil/Customer-Support/>
Toll Free Phone: 877-352-2255 My account is locked.

- 3) How do I unlock my account?
 - a. If you are locked out due to using the wrong password 3 times in a row, the account will unlock after a period of time.
 - b. You can unlock your account by going to this URL
<https://www.public.dacs.dla.mil/portal/UnlockAccount>

- 4) I need a password reset or, How do I reset my password?
 - a. If you do not remember your password, from the username/password page, click the "FORGOT PASSWORD" link. You will be prompted for your username. An email will be sent to your email address – make sure to check your junk email box if you don't see the email come to your inbox.
 - b. If you do not know your username, you will need to contact the CIC:
Email: dlacontactcenter@dla.mil
Website: <https://www.dla.mil/Customer-Support/>
Toll Free Phone: 877-352-2255

- 5) After resetting my password in the JCP Portal, I am not getting an email from the JCP portal so that I can complete the reset.
 - a. Check your junk email box for the password reset email from the JCP Portal.
 - b. If you do not find an email, contact the DISA Global Service Desk (see FAQ #2 and #4 above) so that a password reset can be done for you and a new password sent to you via email or via phone.

- 6) I'm getting a blank page and login error message when trying to log into the JCP Portal.
 - a. Are you being prompted for a certificate before the page tries to load? If so, please click "Cancel" in the pop-up if that happens.
 - b. Try a different browser and see if you get the same issue – and remember to click "Cancel" if prompted to choose a certificate.
 - c. Can you try this on a different computer or outside of your work network? Maybe the domain is blocking your IP.
 - d. Try using a VPN to access the JCP Portal.

- 7) How do I register for a new account, or I keep trying to register with the JCP Portal, but I get an error message that my account already exists. I tried to register, and an error message said the account already exists.
 - a. An account already exists for you. To register for a new account, you will need a different username and email address from the ones used in your prior registration. NOTE: You can change your email address by clicking the Profile link at the top, right of the page after you log in with your new account.

- 8) I can't upload documents into my application or I'm having trouble uploading documents into the JCP Portal.
 - a. Try reducing the size of the documents you are trying to upload. Some browsers are defaulted to not allow large sized document uploads. For instance, the Training Document, I believe you only need the last signed page of the training document, so just save that as its own document and upload it. Try reducing the size of the other document, if PDF, by compressing it via Adobe Acrobat.

- 9) How do I remove my current account and register a new one.
 - a. You cannot remove a previous account. You can register for a new one, but you will need to use a different username and email address. NOTE: You can change your email address by clicking the Profile link at the top, right of the page after you log in with your new account.

- 10) How do I join more than one organization in the JCP Portal, or I am the primary custodian for several CAGE Codes. How do I access all of them in the JCP Portal?
 - a. You cannot join more than one organization in the JCP Portal with the same account. You must register a new account for each organization you wish to join in the JCP Portal. For each new account, you must use a unique username and email address. NOTE: You can change your email address by clicking the Profile link at the top, right of the page after you log in with your new account.

- 11) I can't find my organization when trying to join an existing organization. But when I try to create a new organization, I get an error that the organization exists.
 - a. Try only searching by one filter field, for instance the CAGE Code.

- 12) My application shows status of "Completed" but I did not receive an email with my DD2345 and I cannot download the DD2345 from my application in the JCP Portal.
- a. Contact the CIC:
Email: dlacontactcenter@dla.mil
Website: <https://www.dla.mil/Customer-Support/>
Toll Free Phone: 877-352-2255
- 13) I need to make changes to my organization in the JCP Portal, but none of the fields are editable. How can I update my organization information?
- a. Editing of Organization information in the JCP Portal is not available. If you need to make updates to your organization, visit SAM.gov and update your organization info there. Updates are received from SAM.gov and CAGE.dla.mil into the JCP Portal on a daily and monthly basis.
- 14) I can't log in - I click OK to allow my certificate but am denied access. How can I get logged into the JCP Portal?
- a. If you have a JCP Portal username/password account, click "Cancel" if you are prompted for a certificate. Then you should be brought to a username/password login page.
- 15) How long does it take for getting approved to an organization in the JCP Portal?
- a. Contact the CIC for this question:
Email: dlacontactcenter@dla.mil
Website: <https://www.dla.mil/Customer-Support/>
Toll Free Phone: 877-352-2255
- 16) How long does it take to get my JCP application approved?
- a. Contact the CIC for this question:
Email: dlacontactcenter@dla.mil
Website: <https://www.dla.mil/Customer-Support/>
Toll Free Phone: 877-352-2255