



MP ICAM Support Documentation v3.x External

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MP ICAM Support Documentation and FAQ

IMPORTANT: Close the web browser and all tabs after logging out of MP ICAM. If the user does not close all tabs and browser, the PII may still be accessed due to individual computer caching. This is extremely important when sharing a computer or using a public computer.

MP ICAM frequently posts important information, tips, new requirements and other messages on the MP ICAM home page. MP ICAM frequently updates the Support Documentation and FAQ so it is not recommended to print this document. The document is dated in the footer.

General Information about MP ICAM Program

What is MP ICAM?

- MP ICAM application provides sponsorship and credential management capabilities for non-DoD Mission Partners including the ability to sponsor the issuance of DoD credentials (e.g., Common Access Card (CAC)) for physical and/or logical access or use of the non-DoD Personal Identity Verification (PIV) credentials for DoD logical access. The MP ICAM application allows for the initiation, sponsorship, and management of the DoD and non-DoD credentials. The sponsorship enables Applicants to have logical and/or physical access to DoD systems and facilities, depending on credential type and sponsorship. Mission Partners are described as other federal agencies and industry partners who have an affiliation with the DoD. MP ICAM replaces the Trusted Associates Sponsorship System (TASS) functionality and creates efficiencies to the credential sponsorship lifecycle.

What are the different portals and functions of MP ICAM?

- **MP ICAM Registration Portal:** The Registration Portal is a secure portal for Mission Partner Applicants to submit required personal identifiable information (PII) to request sponsorship to the DoD for logical access using their non-DoD credential or sponsorship for a DoD credential for physical and/or logical access.
- **MP ICAM Sponsorship Portal:** The Sponsorship Portal is a secure portal for provisioned Sponsors or DoD Personnel to manage and sponsor a credential. The Sponsorship Portal enables a Sponsor to initiate an application, review, revoke, reject and/or grant a sponsorship to the Applicant. The portal also allows for verification of the continued need of the credential. Additionally, the Sponsorship Portal provides the Mission Partner affiliation information and contract information associated with the Applicant for the purpose of credential sponsorship.

What are the policies surrounding MP ICAM?

- **POLICY:** DoDM 1000.13 Volume 1 is the DoD Manual that references the implementation regarding the DoD policy for DoD Identification (ID) card issuance to uniformed service members, their dependents, and other eligible individuals that can be used as proof of identity and DoD affiliation.
- **SPONSORSHIP AND ELIGIBILITY:** Sponsorship shall incorporate the processes for confirming the appropriate personnel vetting (e.g., background investigation) and eligibility for DoD issued credentials. The Sponsor is the person affiliated with the DoD who is responsible for verifying and authorizing the Applicant's need for a DoD issued credential for physical and/or logical access or the use of their non-DoD credential for logical access. Applicants for a DoD issued credential shall be sponsored by a DoD Government official and require a Federal Bureau of Investigation (FBI) fingerprint check with favorable results and submission of a National Agency Check with Inquiries (NACI) to receive a CAC, NEATS and/or USID.

What is the overall lifecycle of credential sponsorship?

- The credential sponsorship process includes the following required tasks. The MP ICAM application allows for the initiation, sponsorship, and management of the DoD and non-DoD credential lifecycle.
 1. **Sponsorship & Eligibility** – This step confirms the processes for confirming eligibility of a DoD Credential. The Applicant shall be sponsored by a DoD Government official or employee. The Sponsor is the person affiliated with the DoD or other Federal agency. This person takes responsibility for verifying and authorizing the applicant's need for a DoD Credential.
 2. **Registration & Enrollment** – Sponsorship and enrollment information about the DoD Credential Applicant shall be registered in the Defense Enrollment Eligibility Reporting System (DEERS) prior to card issuance.
 3. **Background Investigation** – A background investigation is required for those individuals eligible for a CAC, NEATS, and USID credentials. Sponsored Applicants shall not be issued without the required background investigation.
 4. **Identity and Eligibility Verification** – Identity and eligibility verification shall be completed at a Real-Time Automated Personnel Identification Systems (RAPIDS) workstation. Verifying Officials (VO's) inspect identity and eligibility documentation and RAPIDS authenticates individuals to ensure that DoD Credentials are provided only to those who are sponsored and who have a current affiliation with DoD.
 5. **DoD Credential Issuance** – DoD Credentials for CACs and USID are issued at the RAPIDS workstation after all sponsorship, enrollment and registration, background investigation, and identity and eligibility requirements have been satisfied. NEATS are issued by ATIMS
 6. **Use & Maintenance** – DoD Credentials are used as proof of identity and DoD affiliation to facilitate access to DoD facilities and systems. Additionally, DoD Credentials represent authorization for entitled benefits and privileges in accordance with DoD policies.
 7. **Revocation & DoD Credential collection** – DoD Credentials shall be retrieved by the sponsor or sponsorship organization when the DoD Credential has expired, when it is damaged or compromised, or when the card holder is no longer affiliated with the DoD or no longer meets the eligibility requirements for the card. The active status of the card shall be terminated within the DEERS and RAPIDS infrastructure.

What are the high-level steps of the sponsorship process within MP ICAM?

- **DoD Sponsorship:** MP ICAM enables the Sponsor to manage the lifecycle of the DoD issued credential sponsorship for physical and/or logical access. The Sponsor will need to log into the Sponsorship Portal by selecting what type of sponsorship will occur, DoD credentials or non-DoD credential registration. To sponsor a DoD issued credential the following steps apply:
 1. The MPASM enters Mission Partner information
 2. The MPASM/MPAS enters the contract information
 3. The MPASM/MPAS initiates a DoD Credential Application
 4. The Applicant accesses the Registration Portal to complete the application and submit to the DoD Sponsor
 5. The DoD Sponsor reviews the application and adjudicates the sponsorship
 - Denial of Application - The DoD Sponsor may deny the application for data discrepancies, does not meet qualifications for physical and/or logical access, or other reasons
 - Approval of Application - The DoD Sponsor may approve the Applicant to be issued a DoD credential at a RAPIDS site or by ATIMS

General Information about MP ICAM Application

What are the URLs for the MP ICAM?

- Registration Portal: <https://mpartnerregweb.dmdc.osd.mil/mpartnerregweb/app/>
- Sponsorship Portal: <https://mpartnerspnrweb.dmdc.osd.mil/mpartnerspnrweb/app/>
- For Role and User Provisioning EMMA: <https://emma-web.dmdc.osd.mil/>

How often must a Sponsor log into the Sponsorship Portal?

- You must log in every 30 days to prevent the Sponsor's account from being suspended. If it has been more than 30 days, the Sponsor will need to call the DMDC CCC (DSC) at 1-800-372-7437 to reactivate the Sponsorship Portal account.

Is training required to get access to MP ICAM Sponsorship Portal?

- Yes. Training is required prior to accessing MP ICAM. Training is also required on an annual basis. You must pass your training classes with 100% during knowledge base testing.
- Go to the Training Information section of this document for additional information.

Training Information

How do I get my MP ICAM certification training in JKO?

- MP ICAM courses are not available in the Course Catalog. SPOCs, TASMs, and TAs need ONLY to select one course Audience. You will receive either one or two courses depending on your MP ICAM role. Do NOT select multiple courses Audiences.
- You can follow the steps below to get to MP ICAM training:
 1. Log in to JKO at <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf?ORG=DMDC>.
 2. Click the Profile link in the upper right corner.
 3. Scroll down to the Audience Association area.
 4. Click the Add Audience(s) link.
 5. Enter MP ICAM in the Name search field.
 6. You will see three options and select **ONLY** 1.
 - a. **MPAS ONLY**: DMDC-US1430-MPICAM; Mission Partner Identity, Credential and Access Management (MP ICAM) Overview (1 hr)
 - b. **MPASM ONLY**: DMDC-US1431-MPICAM; MP ICAM Privileged User Functions (1 hr). 1430 will automatically populate.
 - c. **SPOC ONLY**: DMDC-US1431-MPICAM; MP ICAM Privileged User Functions (1 hr). 1430 will automatically populate.
 7. Click the green Plus icon to the left of the Audience name. It will move to the top of the window.
 8. Select the Add Audience(s) button.
 9. Click Save at the bottom of your Profile.
 10. Your courses will now appear in the My Training tab in the Assigned Training area.

I am an MPASM. Do I need to also be in the MPAS Audience in my JKO Profile?

- No. You only need to be in the DMDC – MP ICAM MPASM audience.
- If you were an MPAS and then provisioned to an MPASM, join the DMDC – MP ICAM MPASM audience and remove yourself from the DMDC – MP ICAM MPAS audience in your Profile. Select **Save** at the bottom of your Profile.

How will I know when training is next due?

- After you complete your certification training the first time to get access to MP ICAM initially, you will automatically be reassigned to take the training 60 days prior to your Training Expiration Date. JKO will send an email to the email address in your JKO Profile letting you know you have new training assignments.

What training do I need to take?

- MP ICAM courses are not available in the Course Catalog. SPOCs, MPASM, and MPAS need ONLY to select one course Audience. You will receive either one or two courses depending on your MP ICAM role. Do NOT select multiple courses Audiences.
- **MPAS ONLY**: DMDC-US1430-MPICAM; Mission Partner Identity, Credential and Access Management (MP ICAM) Overview (1 hr)
- **MPASM ONLY**: DMDC-US1431-MPICAM; MP ICAM Privileged User Functions (1 hr). 1430 will automatically populate.
- **SPOC ONLY**: DMDC-US1431-MPICAM; MP ICAM Privileged User Functions (1 hr). 1430 will automatically populate.
- Optional Training for SPOCs and MPASMs:
 - DMDC-US1378-EMMA, Enterprise Monitoring and Management of Accounts (EMMA) Overview
 - DMDC-US1379-EMMA, Organization Functions in EMMA
 - DMDC-US1380-EMMA, Role and User Functions in EMMA

Where do I get help regarding MP ICAM training in JKO?

- Verify you have followed all the steps needed to join a MP ICAM audience prior to calling or emailing JKO.
- The JKO Help Desk for DMDC operations is available at COMM: 757-203-5186; DSN: 668-5186, or JS.JKO.HelpDesk@mail.mil

Types of User Roles of MP ICAM

What are the various roles in MP ICAM?

- Applicant - The Applicant is the person applying for sponsorship for issuance of a DoD credential for physical and/or logical access or use of a non-DoD PIV credential for logical access. The Applicant will submit PII information via the Registration Portal to request sponsorship.
- Sponsors:
 - **Mission Partner Agent (MPA)** - The MPA is the industry Mission Partner point of contact (POC) who is responsible for coordinating the application process for their employees that are applying for credential sponsorship. The MPA will often be a Human Resources representative involved with providing services to the DoD. This MPA can initiate applications, automatically send the application to the Applicant to fill out, and ensure the Applicant meets the qualifications for sponsorship. This role is a new role in MP ICAM and did not exist in TASS.
 - **Mission Partner Affiliation Sponsor (MPAS)** - The MPAS is responsible for sponsoring the Applicant for issuance of a DoD credential for physical and/or logical access or non-DoD credential use for logical access. The Sponsor is responsible for managing the complete lifecycle of credential sponsorship. There can be one or more MPAS at a site that manages the Applicants associated with the site. MPAS responsibilities include: establish sponsorship of Applicants; notification to other Sponsors of MP ICAM outages; notification to DMDC of any suspected/known system compromises within 4 hours and remain current with all training requirements. This role is equivalent to TASS' Trusted Agent (TA).
 - **Mission Partner Affiliation Sponsor Manager (MPASM)** - The MPASM is responsible for all activities associated with the site to include provisioning MPAS, ensuring Applicants are managed appropriately throughout the credential sponsorship lifecycle, and ensuring all DoD policies and procedures are followed at the site regarding credential sponsorship. The MPASM must meet the same eligibility requirements as a MPAS and may perform the same actions as a MPAS in the management of the credential sponsorship. In addition, MPASM can provision and manage MPAS roles and Sponsors for their site(s) in EMMA. MPASMs are responsible for:

Troubleshoot questions and issues for their site(s); manage Sponsors at their site(s) to include requests for additional Sponsors; provide additional training, if necessary, provide communication their site(s). This can include but is not limited to information ~~re~~ regarding MP ICAM, meetings with SPOCs and/or Sponsors, emails, newsletters, etc.; notification to DMDC of any suspected or known system compromises within 4 hours. This role is equivalent to TASS' Trusted Agency Site Manager (TASM).

- **Service Point of Contact (SPOC)** - The SPOC is the highest level Sponsor (parent). Applications and Sponsorships are owned and managed at the site level (child). SPOCs are unable to input contract and Mission Partner information. SPOC(s) handle day-to-day MP ICAM management and operations. SPOCs are responsible for: Management of Sponsors at their service/agency sites to include provisioning/ updating/removing of Sponsors accounts, communication, troubleshooting, training, and coordination; act as a Liaison between DMDC and site(s); management of MP ICAM sites to include establishing, updating, and removing sites; ensuring that all policy, procedures and requirements are met by all Sponsors, to include SPOCs at their site/agency; perform any required actions with Applicants; and create policies, operating procedures, and other supporting documentation in support of service or agency-specific implementation. This role is equivalent to TASS' SPOC.

Helpdesk Information

Prior to calling the helpdesk, please go to Need Support while logged in the MP ICAM application. There are many documents to assist registered users to include an extended FAQs, User Guide, and GTK.

DMDC:

Applicants only who have data discrepancies issues:

- Phone Number: DMDC CCC (DSO) at 1- 800-538-9552.

Sponsors Only:

- For assistance with data issues, DMDC Field Support Office at 1-800-361-2508
- For assistance with technical issues, DMDC CCC (DSC) at 1-800-372-7437

JKO:

Sponsors Only:

Phone Number: 757-203-5186; DSN: 668-5186

Email Address: JS.JKO.HelpDesk@mail.mil