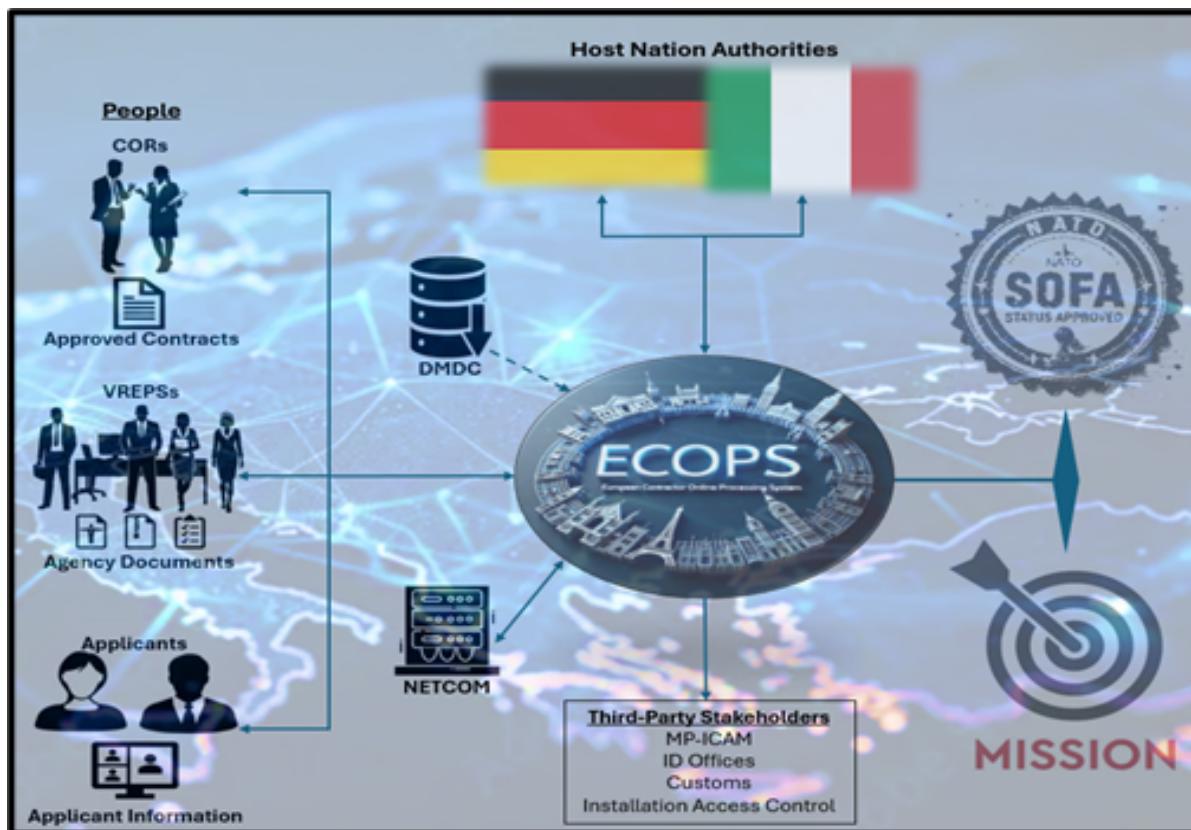


European Contractor Online Processing System

(ECOPS) Login Quick Start Guide

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1. Signatures

DoD Contractor Personnel Office Representative

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1.1 Document Change Log

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3 Introduction

This document outlines the basic procedures for initial access and use of the European Contractor Online Processing System (ECOPS). It covers account creation and login procedures.

3.1 Purpose

This document is intended as a resource to assist with initial account creation and login for ECOPS. The intended audience is Applicants, Vendor Representatives, and Contracting Officer Representatives (CORs) who will be accessing ECOPS.

3.2 Platform Overview

The ECOPS platform provides a central tool for Applicants, Vendor Representatives (V-Reps), CORs, and DOCPER staff to process contractor employee NATO SOFA Status Accreditation (NSSA) applications and associated contracts within specific nations in the European Theater.

The platform is broken down into separate modules for contracts and applications.

4 Platform Pre-requisites

The ECOPS platform must be accessed via a DoD or commercial web browser. An active internet connection is required.

4.1 Supported Browsers

Chrome  and Firefox  are the recommended browsers. Edge can be used, but users may experience some compatibility issues. ***Internet Explorer is not supported by ECOPS*** and should not be used. A message indicating this will display to anyone accessing ECOPS via Internet Explorer.

4.2 Emailed Links

Many emails sent by ECOPS contain links to various pages in the ECOPS system. These links can be navigated by directly clicking on them within the email or copy-and-pasting the link into a web browser. The latter is necessary if user security protocols strip the hyperlink and recommended if the user's email client (e.g. Outlook) defaults to Internet Explorer, since IE is no longer supported by ECOPS.

4.3 Two-Factor Authentication

ECOPS utilizes two-factor authentication for login. Users have two login options: login via pin-activated Common Access Card (CAC) or username/password with a third-party

authenticator app.

4.4 DoD Internal and External Access

ECOPS is accessible from both internal DoD networks and the external internet.

5 Account Setup and Login

The initial login process varies based on the role of the user, whether the user previously had a ECOPS account, and which email address is being used.

5.1.1 Email Confirmation

When an application is created by the COR or Authorized Vendor Representative for a new applicant, the applicant will receive two emails (***may need to check the junk/spam email folder**). The first email will be used to confirm the applicants email address, which will enable login.

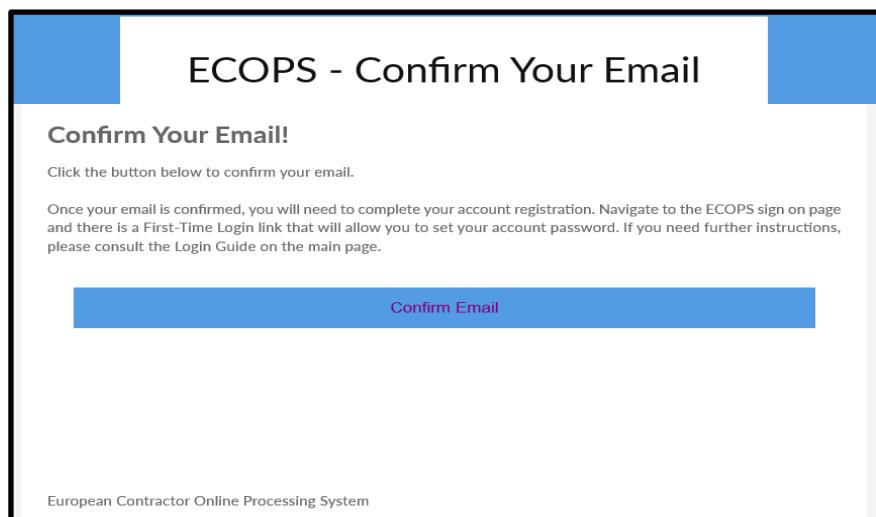


Figure 1. 'Confirm Your Email'

Navigating to the Confirm Email link within that email; a message indicating that their email address has been confirmed.

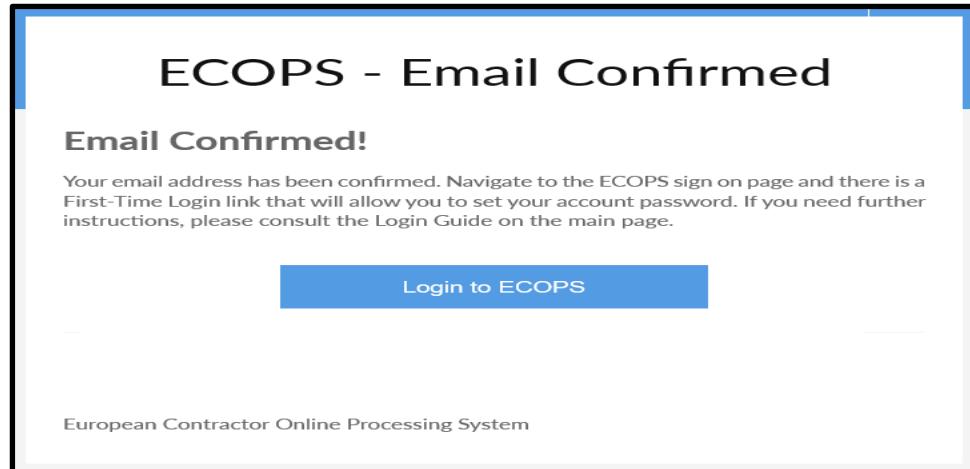


Figure 2. 'Email Confirmed'

The link in the password email will take the user to the main ECOPS login page.

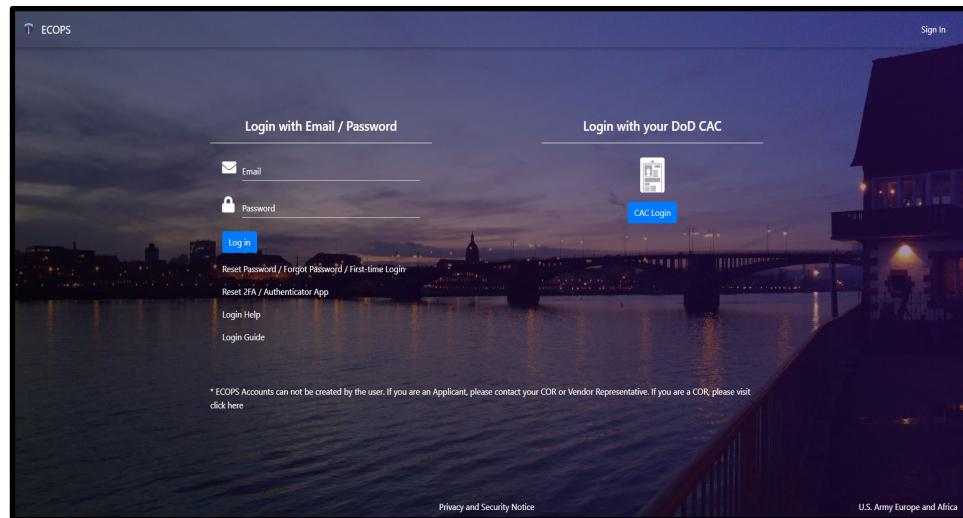


Figure 3. ECOPS sign-in page

See the subsequent section in this document for login steps (including initial login).

5.1.2 New Application Creation

When an application is created for an applicant, they receive an email indicating new application request. This email is sent to the email address that was entered as the applicant's primary email address during application creation (**normally executed by the COR or the Vendor Representative**)

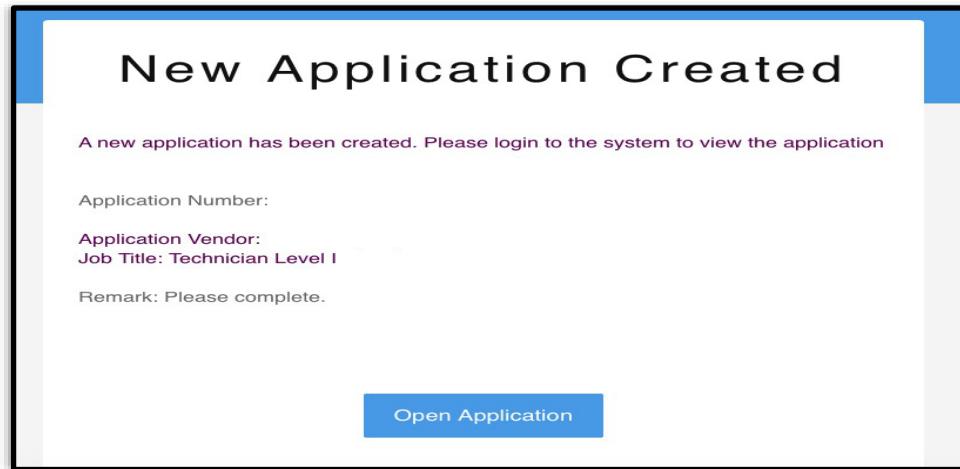


Figure 4. 'New Application Created'

The email contains a direct link to the new application. Navigating to the application URL, the applicant will be asked to sign into ECOPS. If the user reaches this point, but has not yet confirmed their email address, they should first complete email verification, as this is a required to enable login.

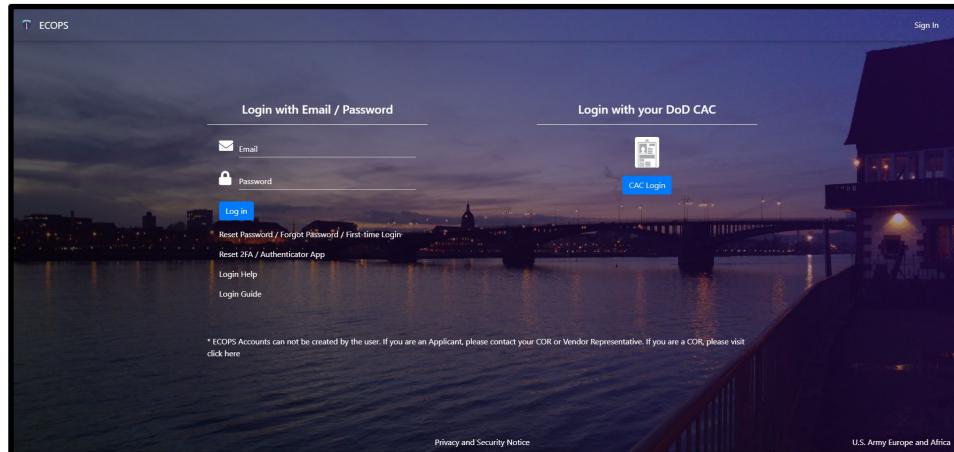


Figure 5. ECOPS sign-in page

5.2 COR / Vendor Representative Account Setup

When a COR or V-Rep is first assigned to a contract, they'll receive two emails.

5.2.1 Existing CORs / V-Rep

If the COR or V-Rep has an existing ECOPS account and is already assigned to one or more contracts in ECOPS, then they will not receive these emails. For existing COR or V-Rep they can login to ECOPS using their existing ECOPS account information. If that fails, they should utilize the password reset function on the main ECOPS sign-in page.

5.2.2 Email Confirmation

The first email received by a newly-assigned COR or V-Rep is for them to confirm their email address, which is required to enable login.

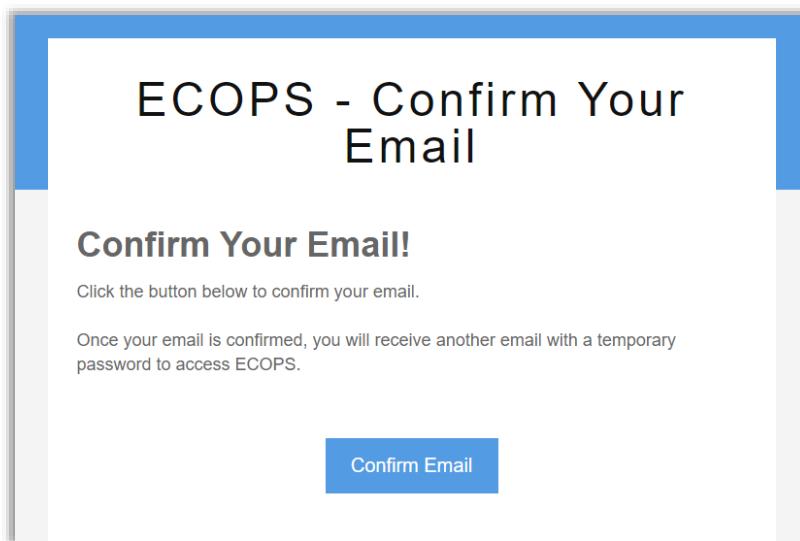


Figure 6. 'Confirm Your Email'

Navigating to the link in that email will display a message indicating that their email address has been confirmed.

The link in the email will take the user to the main ECOPS login page.

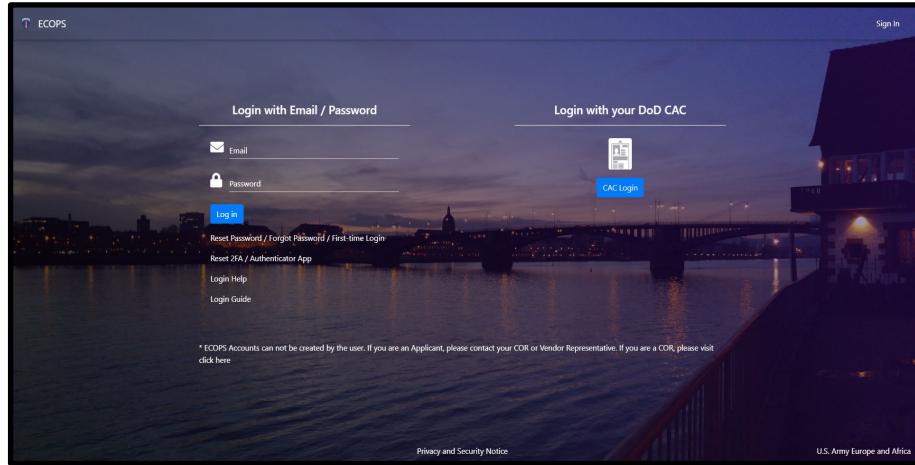


Figure 7. ECOPS sign-in page

See the subsequent section in this document for login steps (including initial login).

5.2.3 Contract Notification

When a COR or V-Rep is first assigned to a contract, then they'll receive the 'Contract Notification' email, containing basic contract information. As mentioned above, existing CORs and V-Reps already assigned to contracts in ECOPS will not receive this email.



Figure 8. 'COR / V-Rep Assignment'

The bottom of the email also contains a direct link to the contract to which the COR or V-Rep was assigned.

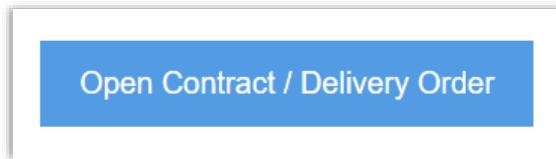


Figure 9. Link to Contract / Delivery Order

Before attempting to login and access a contract or delivery order, the COR or V-Rep user should first confirm their email address, if they've not done so. This step is required to enable login.

5.3 ECOPS Login

5.3.1 Login Overview

There are two methods for logging into ECOPS: email/password (coupled with two-factor authentication) or Common Access card (CAC). All users are required to set up a password, even if they will subsequently login using CAC.

5.3.2 Initial Login

For initial login to ECOPS, complete the following steps:

1. Navigate to <https://ecops.ext.eur.army.mil/>, arriving at the sign-in page.
2. Login with existing username (email) and password, if applicable.
3. If you can't remember your password, use the 'Forgot Password' function.

4. After successfully entering the email/password, you'll be prompted to utilize a two-factor authentication method. The available options are a third-party authentication app (via QR code) or "associating" a CAC card with your account. To associate, you only need to click the button and enter your CAC pin. Once associated with your account, you can login using just CAC, without needing enter the email/password again.

5.3.3 Email / Password Login

If the user had a ECOPS account with the same email address and remembers the password, they should login using that information. Otherwise, the user should request a password reset by clicking the 'Forgot Password' link.

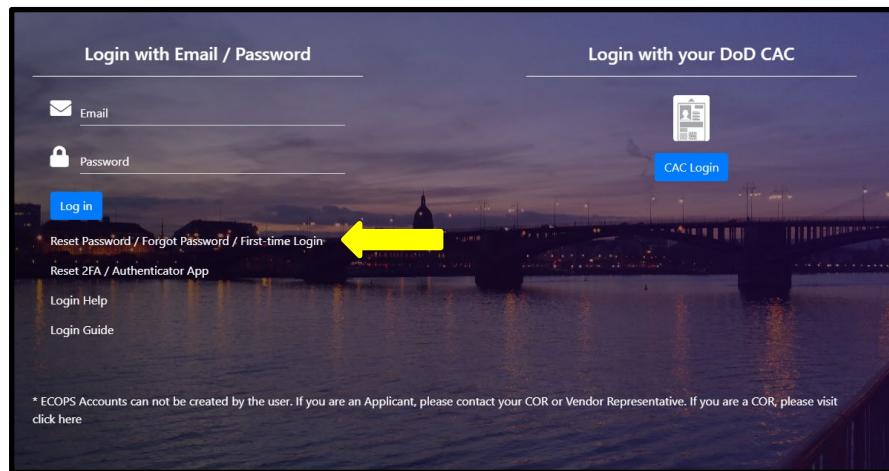


Figure 10. Forgot Password link

On the 'Forgot Password' page, the user will enter their email address and click 'Submit'.



Figure 11. Reset Password

If the submitted email address is associated with an account, then they will receive a password reset email via the email address previously entered into ECOPS.

5.3.3.1 Using a new email address

In order to update the login email address of an applicant, the COR or VREP must send an email to usarmy.wiesbaden.usareur.mbx.ecops-tech-issues@army.mil and include the old email address as well as the new email address they wish to change it to. We recommend that you update your email address to a personal email.

The COR or VREP must be assigned to the users contract.

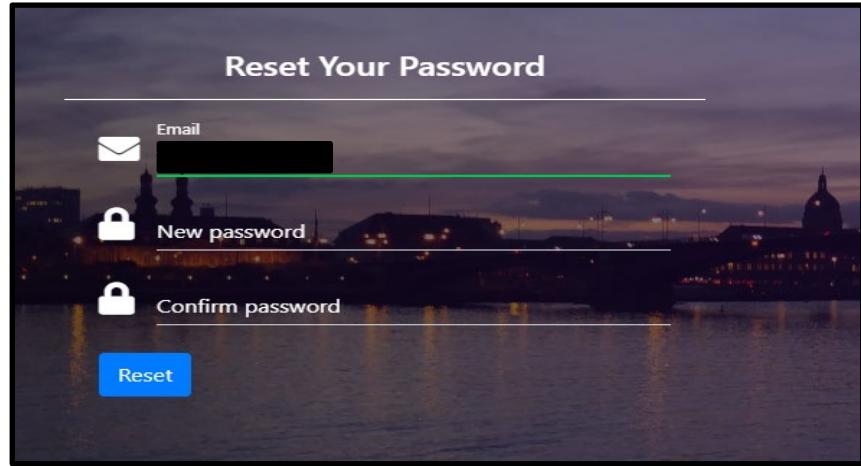
5.3.3.2 Password Reset

If the applicant successfully requested a password reset, they will receive a password reset email.



Figure 12. Password Reset email

CUI



If the user navigates to the URL in the email, they'll arrive at the password reset page in ECOPS. Here, they can set a new password for their account.

Figure 13. Password Reset screen

The emailed password reset token expires after one hour. If the token expires, the user must request the reset again.

The password requirements are as follows: minimum 15 characters in length, at least one non-alphanumeric character (e.g. a symbol), at least one number, and at least one uppercase character.



Figure 14. ECOPS password requirements

CUI

CUI

The password can only be reset once every 24 hours. If the user tries to reset again before that, they'll see an error message stating "Minimum password life is 24 hours".

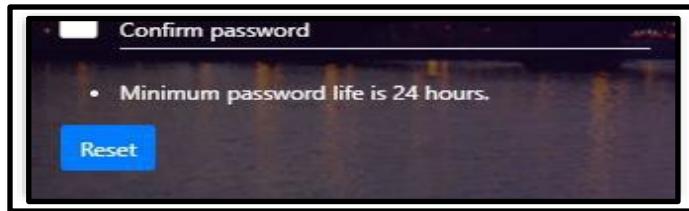


Figure 15. Minimum Password Life

Once they've reset their password, the user can use those credentials to login.

5.3.3.3 Two-Factor authentication

After successfully entering email/password, the user will be prompted to utilize a two-factor authentication method. The two options for completing the two-factor authentication are pin-activated CAC and third-party authenticator app. The latter option is for continued use of email/password for access. Once you enter a correct username and password, you will either be presented with a screen that has a QR code or you will only be presented with an input box for the authenticator code. The QR code is only for the first time registration. Once you setup your authenticator app, you will not see the QR code anymore. To enter the code, just open the authenticator app you used to register with ECOPS and input the value.

CUI

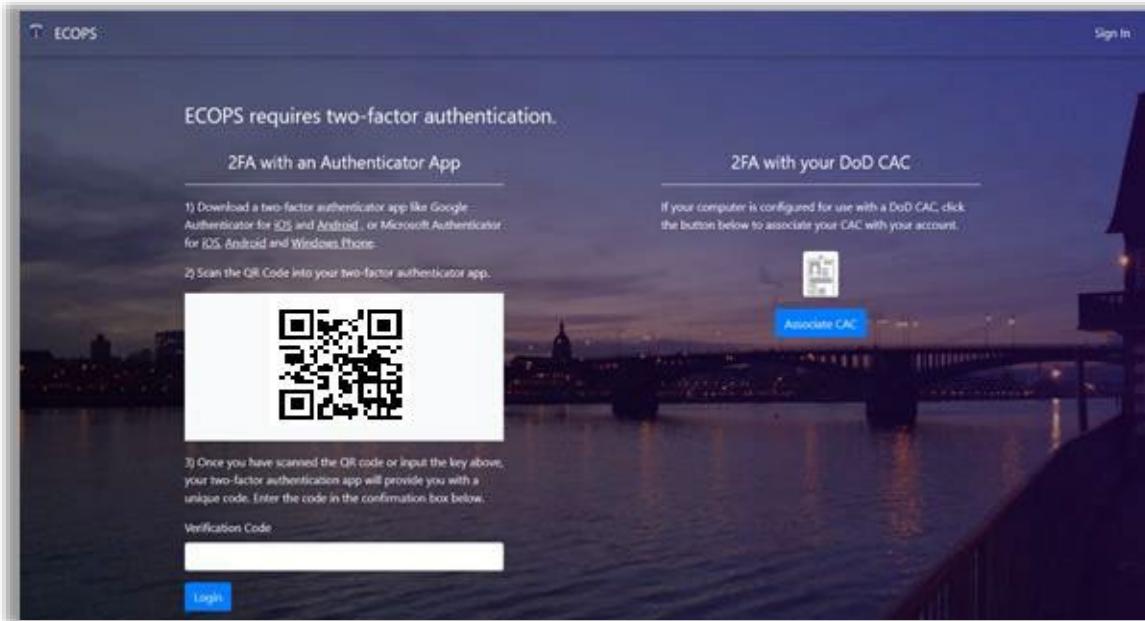


Figure 16. Two-factor authentication

5.3.3.3.1 Third-party Authenticator App

The first option is to use a third-party authenticator app, such as those produced by Microsoft  and Google . This is required to establish access via email/password. To use this method, the applicant will download an authenticator app to a smartphone, tablet, or any device supported by the app. Then the QR code displayed on the ECOPS screen is used, following the directions in the app. After successfully entering the authentication code, the user will be logged into ECOPS.

5.3.3.3.2 CAC card as two-factor authentication

The other option is to login using CAC with pin for two-factor authentication. After submitting the account email/password, the user will be prompted to select a certificate (use the ID or Authentication certificate, not Email), followed by entering their pin. Once accepted, the user will be logged into ECOPS. After completing this step, the user has the option to login via CAC and pin.

5.3.4 CAC Card Login

To login with CAC card, click the 'Login' button underneath the CAC card icon. Depending on the browser and current browsing session, the user might be prompted to select a certificate, or ECOPS might automatically select it.

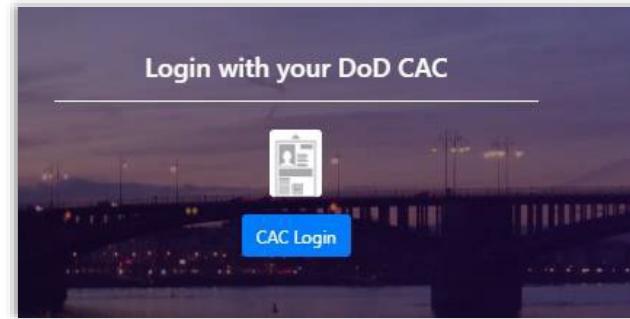


Figure 17. CAC Login

(Note: **Do not use email certificate when attempting to login with CAC**). The user will enter their CAC pin and then be logged into the system.

***Note: If you receive a message such as "CAC credential provided is unknown to system", then your account has not yet been enabled for CAC login. You'll need to first login with email/password and associate your CAC with your ECOPS account (see section above).

5.3.5 General Login Tips

- All users must verify their email address and set up a password for login. Only after this step can CAC login be enabled.
- If the user attempts to login with CAC and sees the message "CAC credential provided is unknown to the system", then that user has not yet associated their CAC with their account. To do this, the user must first login with email/password and then associate the CAC as the 2FA method.
- If the user experiences logon problems that cannot be resolved, use the 'Login Help' link under the email/password fields to notify the support team.

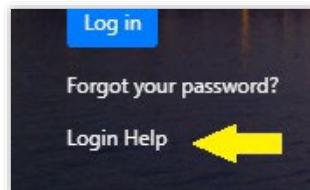


Figure 18. Login Help link

On the 'Login Help' page, the user can enter their info, describe the problem, and submit the request to the ECOPS support team.

Login Guide. If your issue is not resolved in the guide, then please submit a login help request.' The main form area is titled 'Login Help' and contains fields for 'Full Name', 'Last 4 SSN', 'Email Address', 'Date of Birth', and 'DOD EDIPI'. There is also a 'Other Information' section with a large text area for describing the problem. A 'Submit' button is at the bottom right. The background of the form is a dark image of a city skyline at night. A note at the bottom left says: '* ECOPS Accounts can not be created by the user. If you are an Applicant, please contact your COR or Vendor Representative. If you are a COR, please visit [click here](#)'."/>

Please read through the [Login Guide](#). If your issue is not resolved in the guide, then please submit a login help request.

Login Help

Full Name Last 4 SSN

Email Address Date of Birth

DOD EDIPI

Other Information

Describe the problem you are experiencing in detail. Also, provide any additional information such as previous emails, previous names and previous employers to help us resolve any issues with your account.

Submit

* ECOPS Accounts can not be created by the user. If you are an Applicant, please contact your COR or Vendor Representative. If you are a COR, please visit [click here](#)

Figure 19. Login Help

5.3.6 Common Login Problems and Solutions

- Issue:** User has requested a password reset via the 'Forgot Your Password' link but does not receive the password reset email.
Solution: Non-DOCPER users should contact DOCPER via the 'Login Help' link on the main sign-in page.
- Issue:** User account is disabled after 30 days of inactivity.
Solution: The user can request to enable their account via the sign-in page. This sends an email to the V-Rep (if an applicant user) or the COR (if a V-Rep user), which contains a link to a page where the COR or V-Rep can enable accounts.
- Issue:** "The password reset token is no longer valid. Please use the 'Forgot Password' functionality and try again"
Solution: The token expires after 1 hour. The user needs to request to reset their password again.

4. **Issue:** COR / V-Rep doesn't see contracts/applications

Solution: COR/V-Rep should contact DOCPER for assistance via email:
usarmy.wiesbaden.usareur.mbx.ecops-tech-issues@army.mil.

DOCPER user will check for multiple user accounts for that COR/V-Rep, consolidating the COR/V-Rep IDs between these accounts if necessary.

5. **Issue:** "CAC credential provided is unknown to the system".

Solution: User's CAC (with EDIPI number) must be associated with their account. This should be done by the user, after setting up email/password for login. The EDIPI can also be directly added to the account by an ECOPS admin.

6. **Issue:** "Minimum password life is 24 hours".

Solution: An account's password can only be reset once every 24 hours.

7. **Issue:** User does not receive email asking to verify email address.

Solution: The user's account might be already verified. The user should navigate to the sign-in page and use the 'Forgot Password' link to reset their password and set up their login info.

8. **Issue:** User reports not receiving email with email address verification.

Solution: The subject of the email is "ECOPS – Email Confirmed". Check spam and junk folders.

9. **Issue:** 2FA Authenticator Issues

- The user's phone does not have the correct date and time.
 - Fix: You need to sync the time via the phone's system settings in the OS.
- The user cannot see the button to submit the 2FA code, this is usually due to the screen size being too small.
 - Fix: Hit Control - (minus) to increase the screen size.

10. **Issue:** For all other issues contact DOCPER for assistance via email/phone

Solution: usarmy.wiesbaden.usareur.mbx.ecops-tech-issues@army.mil

Outside Germany: +49-611-143-537-1544

Within Germany: 0611-143-537-1571/1572/1544