European Contractor Online Processing System (ECOPS)

Login Quick Start Guide

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2.1 Table of Figures

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 CORs who will be using ECOPS.

3.2 Platform Overview

The ECOPS platform provides a central tool for applicants, Vendor Representatives (VReps), CORs, and DOCPER staff to process contractor employee NATO SOFA Status Accreditation (NSSA) applications and associated contracts for 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 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 to by directly clicking on them in the email or copying-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 not 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 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 DCOPS account, and which email address is being used.

5.1   Applicant Account Setup

5.1.1   Email Confirmation

When an application is created for an applicant, they'll receive two emails (but may need to check the junk email folder). The first one to utilize is the one asking to confirm their email address, which will enable login.
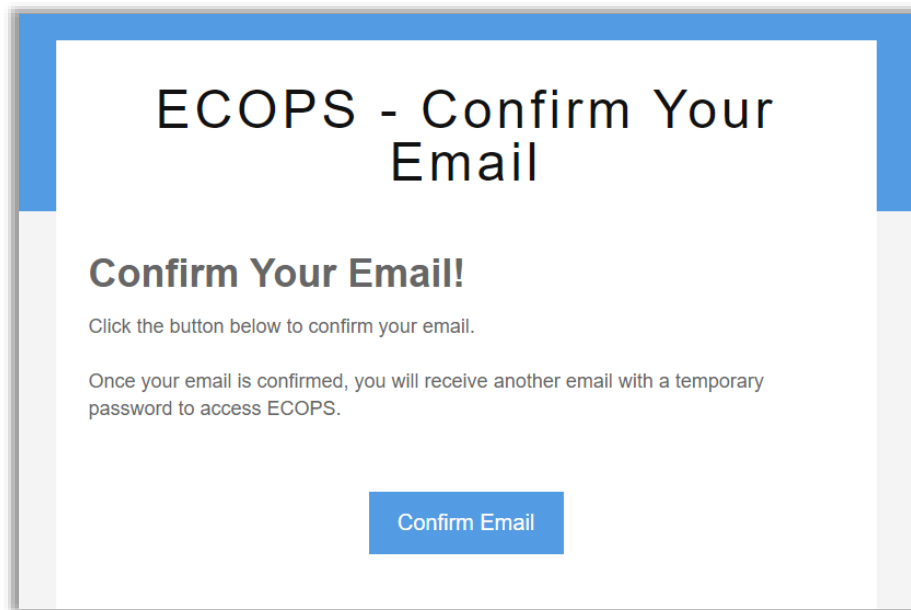

Figure 1. 'Confirm Your Email'

Navigating to the link in that email will display a message indicating that their email address has been confirmed. Then the user will receive another email with a temporary password for login.
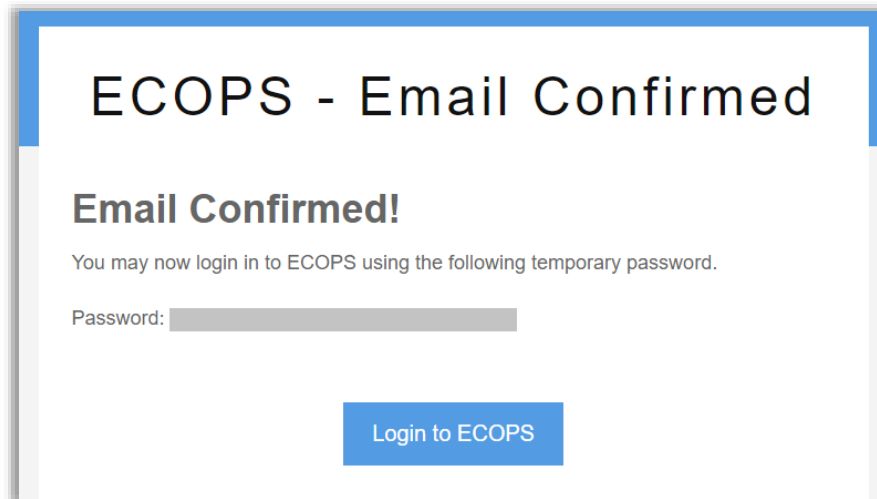
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Figure 2. 'Email Confirmed'

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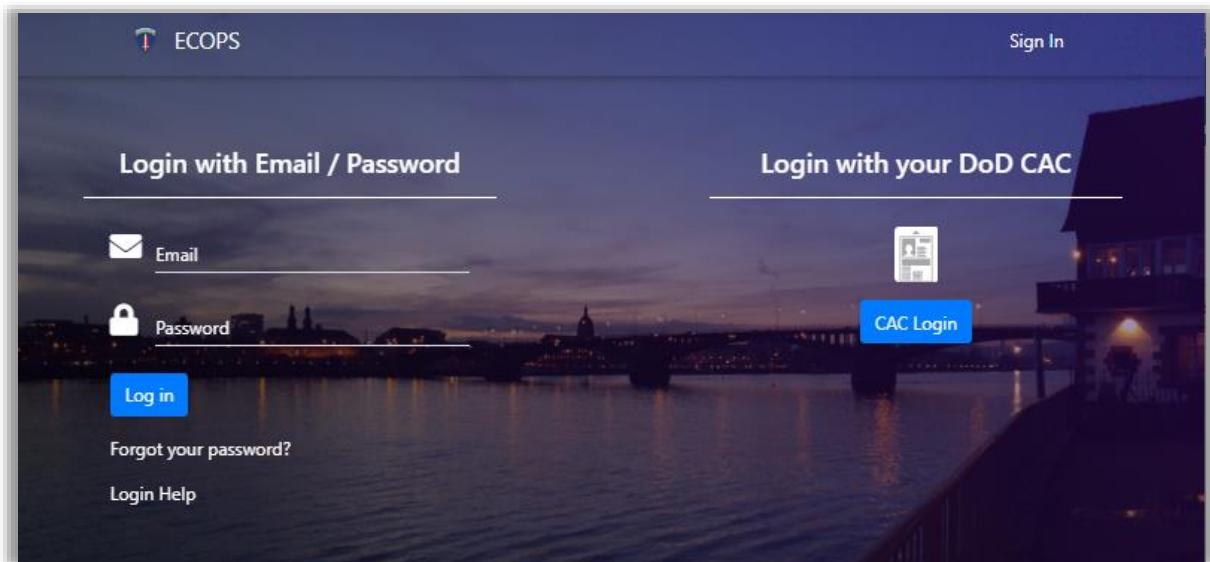

Figure 3. ECOPS sign-in page

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 this. This email is sent to the email address that was entered as the applicant's email address during application creation (normally executed by the COR or the Vendor Representative).

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Figure 4. 'New Application Created'
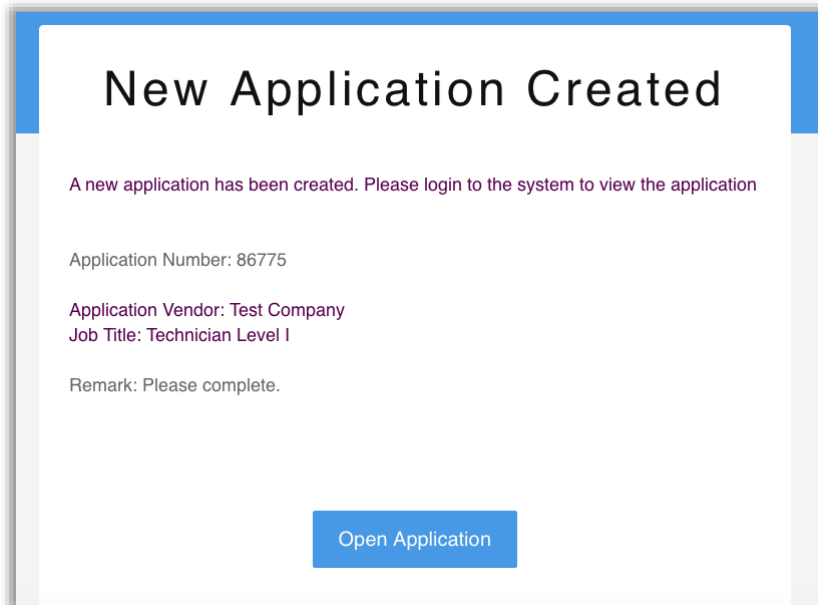
The email contains a direct link to the new application. Navigating to the application URL, the applicant will be asked to sign into ECOPS. If the user reaches this point, but has not yet confirmed their email address, they should first complete that step, as this is a required to enable login.
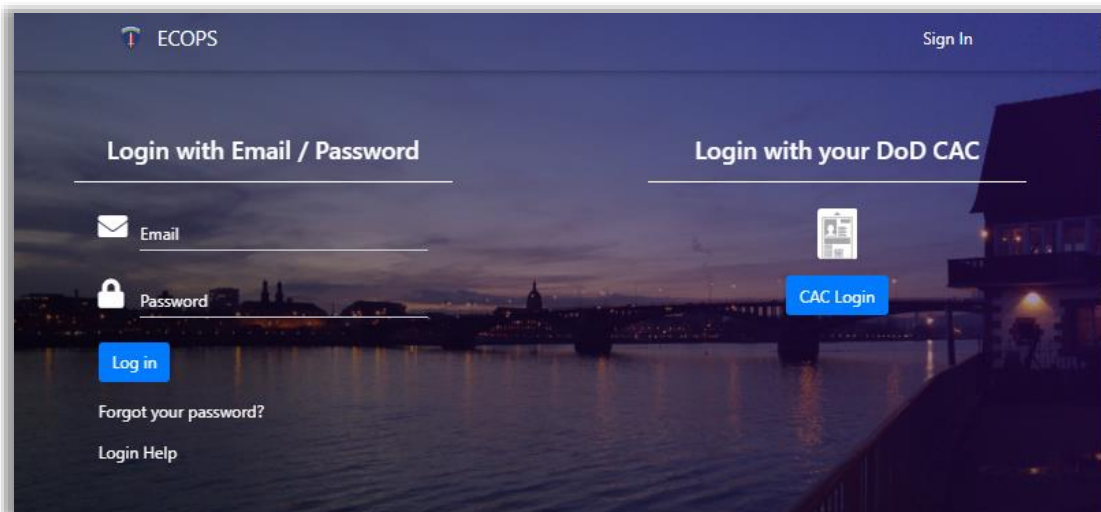

Figure 5. ECOPS sign-in page

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5.2 COR / Vendor Representative Account Setup

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

5.2.1   Existing CORs / VReps

If the COR or VRep has an existing DCOPS account and is already assigned to one or more contracts in DCOPS, then they will not receive these emails. In that case, the existing COR or VRep can login to ECOPS using their existing DCOPS 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 VRep is for them to confirm their email address, which is required to enable login.
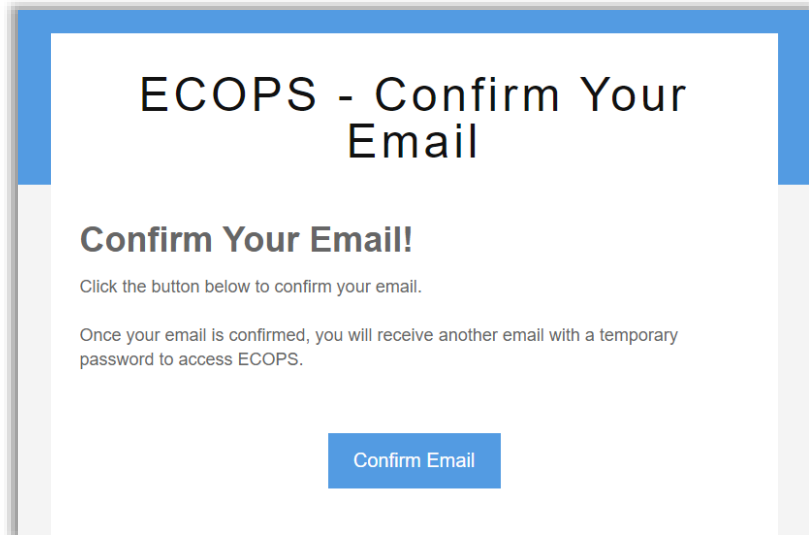

Figure 6. 'Confirm Your Email'

Navigating to the link in that email will display a message indicating that their email address has been confirmed. Then the user is sent another confirmation email with a temporary password for login.
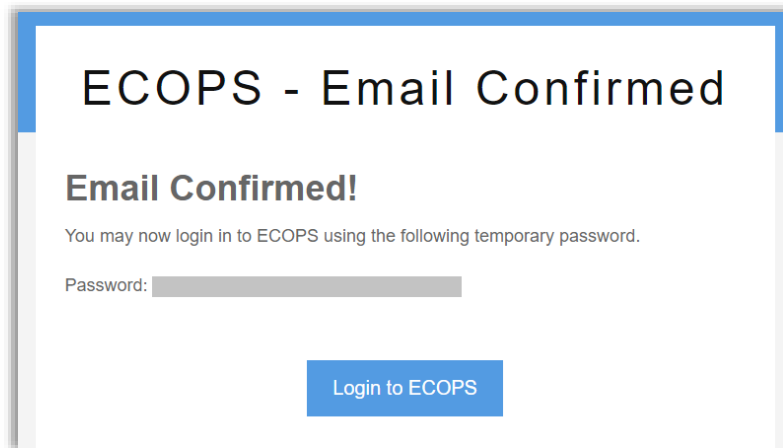
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Figure 7. 'Email Confirmed' with temporary password

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

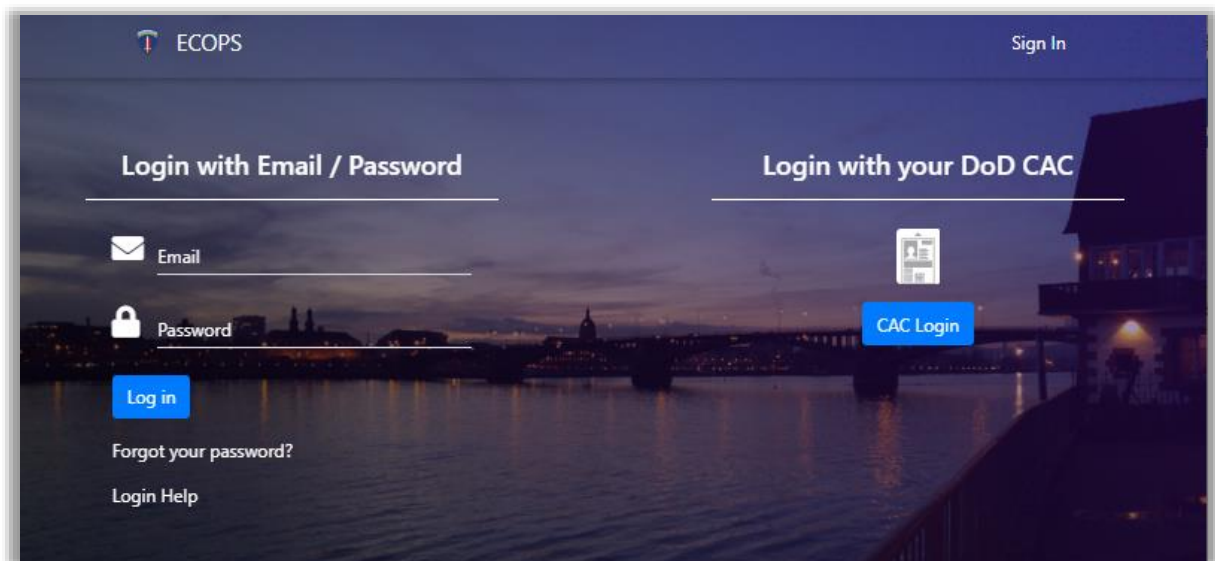*Figure 8. ECOPS sign-in page*

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

5.2.3   Contract Notification

When a COR or VRep is first assigned to a contract, then they'll receive the 'Contract Notification' email, containing basic contract info. As mentioned above, existing CORs and VReps already assigned to contracts in DCOPS will not receive this email.
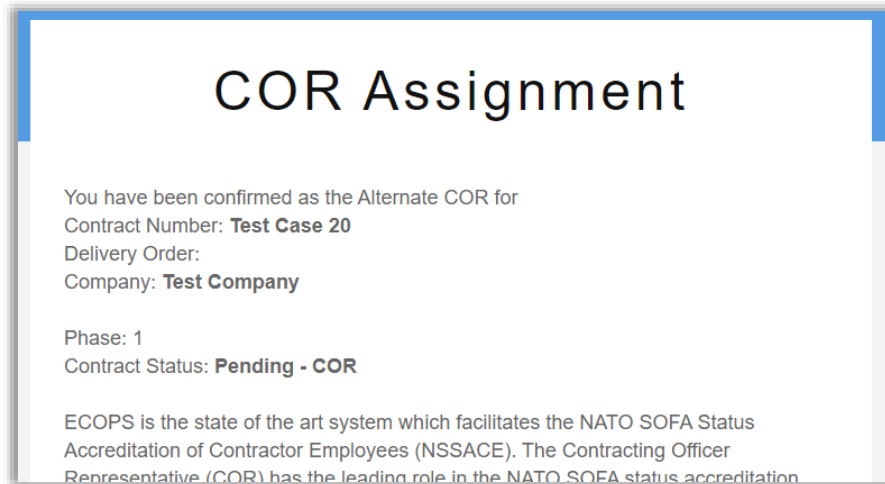
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Figure 9. 'COR / VRep Assignment'

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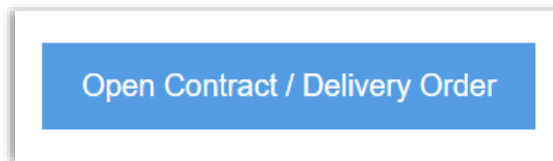

Figure 10. Link to Contract / Delivery Order

Before attempting to login and access a contract or delivery order, the COR or VRep 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.

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(***Note: If you do not receive a password reset email, the email address you entered has not been associated with your current account. This is often the case for prior applicants who are using a new email address).

4. Once 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 DCOPS 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.
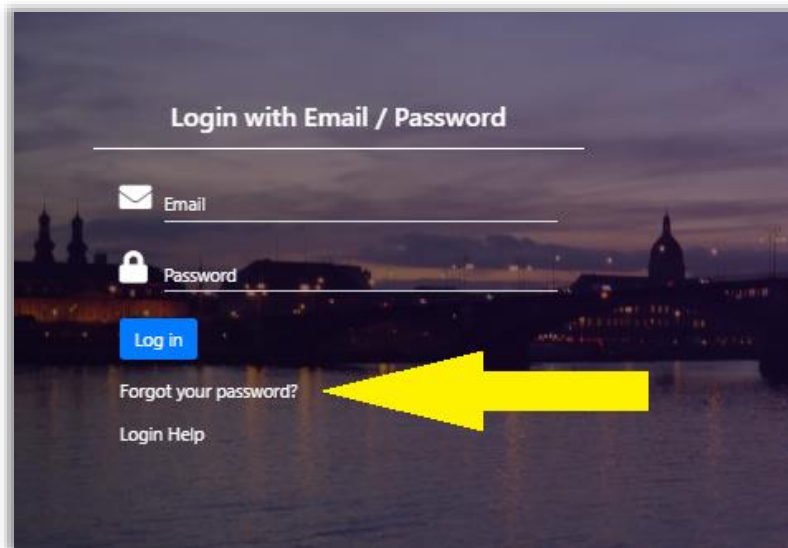

Figure 11. Forgot Password link

On the 'Forgot Password' page, the user will enter their email address and click 'Submit'.
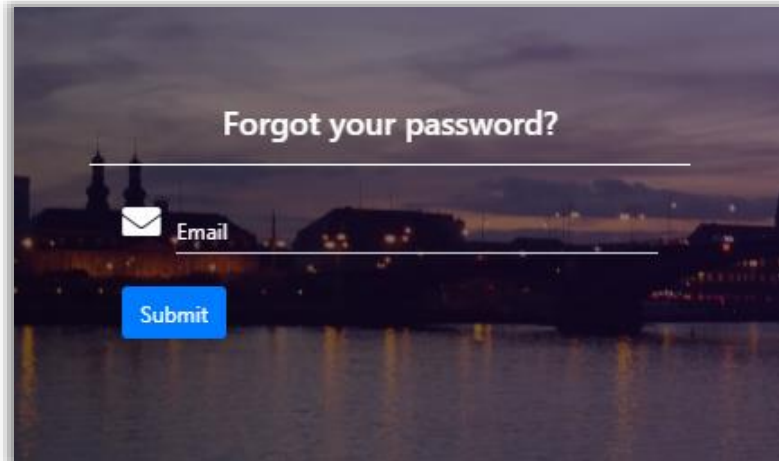
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Figure 12. Reset Password

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 DCOPS/ECOPS.

5.3.3.1   Using a new email address

*** An important note: If the user had a DCOPS account, but is using a new email address now for login, DOCPER must be notified, as the email address for their account must be updated. The user will have an ECOPS account if they've previously applied using DCOPS.

If their account is not updated by DOCPER to reflect their new email address, the user will not be able to reset their password or login to ECOPS. When the user requests to reset their password using their new email address, the password reset email will not be sent.

5.3.3.2   Password Reset

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

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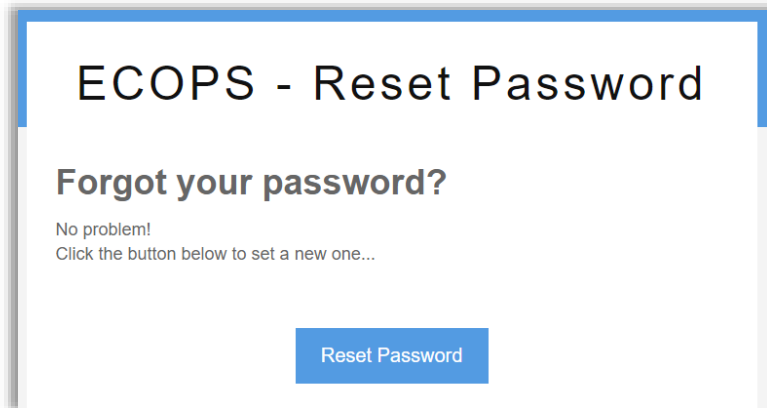
Figure 13. Password Reset email

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 14. 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 8 characters in length, at least one non-alphanumeric character (e.g. a symbol), at least one number, and at least one uppercase character.

Figure 15. ECOPS password requirements

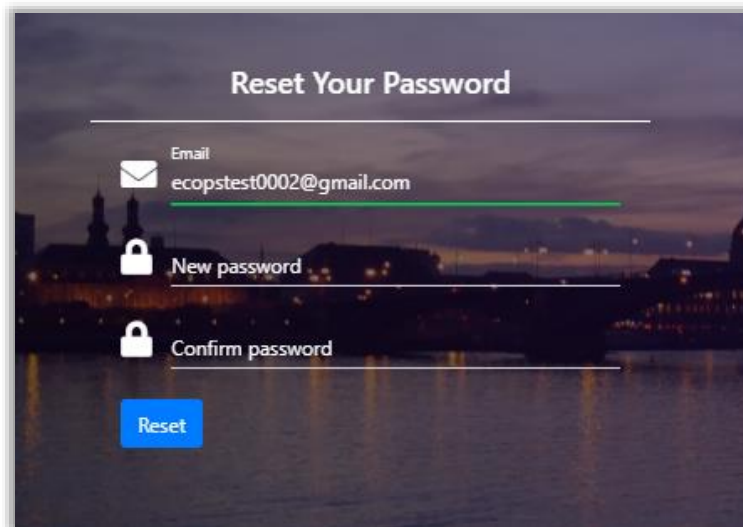The password can only be reset once every 24 hours. If the user tries to reset again before that, they'll see an error message stating "Minimum password life is 24 hours".

Figure 16. 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.
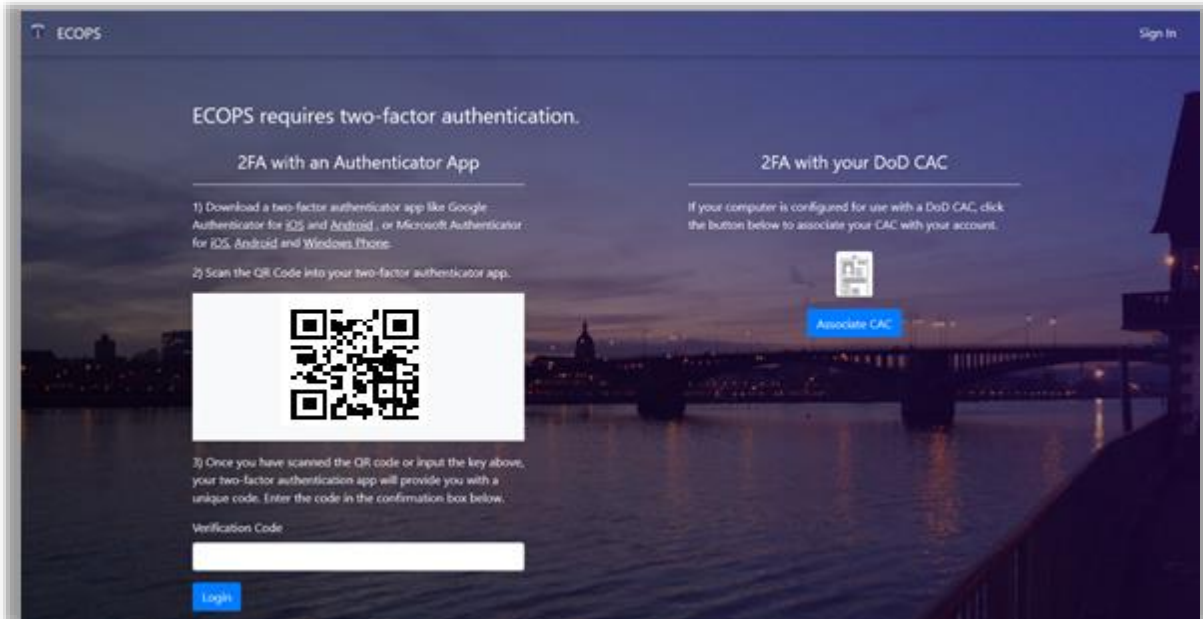
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Figure 17. Two-factor authentication

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.
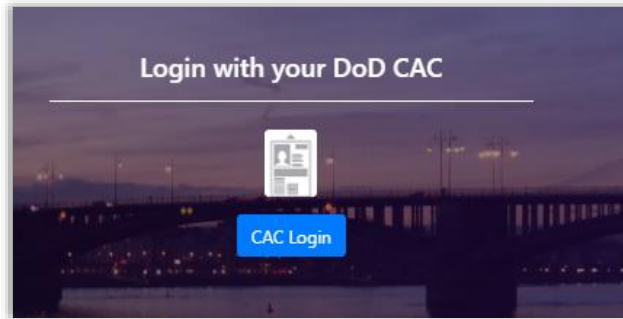
Figure 18. CAC Login

For ECOPS, either the ID or Authentication certificate can be used (but not the Email certificate). 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.
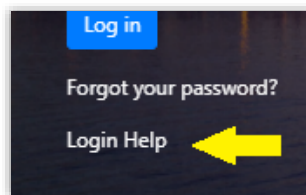

Figure 19. Login Help link

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

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Figure 20. Login Help

5.3.6 Common Login Problems (and Their Solutions)

1. **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. Admin users can resolve this by checking the email address associated with the account on the Admin -> User Management page.
      - If email address is not the one used to request the password reset, then update this via the 'Login Name' field.
      - If the user has not confirmed their email address, click the 'Resend verification email' button. The user must then complete the email verification step and again request to reset their password.

2. **Issue**: User account is disabled.
   - **Solution**: The user can request to enable their account via the sign-in page. This sends an email to the VRep (if an applicant user) or the COR (if a VRep user), which contains a link to a page where the COR or VRep can enable accounts. ECOPS admins can also check users' accounts via the Admin -> User Management page. Use the 'Enable User' button if account is disabled.
   When an account is enabled, the user will receive an email notification.

3. **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**: "Invalid Login attempt"
   - **Solution**: Does the user have multiple accounts? Disable one and make sure the login name is correct for the enabled account.

5. **Issue**: COR / VRep doesn't see contracts/applications
   - **Solution**: COR/VRep should contact DOCPER for assistance.
   DOCPER user will check for multiple user accounts for that COR/VRep, consolidating the COR/VRep IDs between these accounts if necessary. Ensure the COR/VRep's enabled account is assigned to the COR/VRep role in Admin -> User Management.

6. **Issue**: Existing user/applicant doesn't show up in searches on the 'Create New Application' page
   - **Solution**: CORs/VReps should contact DOCPER for assistance.
   DOCPER or Admin might need to migrate this user account via the 'Migrate User' button on the Admin -> User Management page.

7. **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.

8. **Issue**: "Minimum password life is 24 hours".
   - **Solution**: An account's password can only be reset once every 24 hours.

9. **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 'Forogot Password' link to reset their password and set up their login info.

10. **Issue**: User reports not receiving email with temporary password after email address verification.
    - **Solution**: The subject of the email with temporary password is "ECOPS – Email Confirmed".

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