

**Volunteer NEATS Token Card
Standard Operating Procedures
October 2024**

Procedures for New NEATS Token Card

1. The volunteer will need to complete the OF306 Declaration for Federal Employment and SF 87 Fingerprint Card forms and send to the District Volunteer Coordinator and to the District Personnel Security Office. *(NOTE: In Mobile District the volunteer must also complete a SAM 36).*
2. The District Volunteer Coordinator will submit the MP ICAM application & UPASS request. The Coordinator will enter the Project Volunteer Supervisor as the approver.
3. Project Volunteer Coordinator/Supervisor (VC/S) for the volunteer will approve the application.
4. Project VC/S for the volunteer will open a ticket in the ACE-IT ServiceNow portal for a new user account.
5. Project VC/S or other Admin will call the ISSO Security Branch to see if they have the new application and are ready to issue the NEATS token card. The volunteer will then need an appointment. *(NOTE: The ISSO Security Officer for Carters Lake is Aquarius Smith with the Cyber Compliance Division. Atlanta, GA at the SAD office. This is the closest place to get the NEATS cards. (404-562-5070) Other districts may contact them and see the closest place to get the NEATS card.)*
6. Project VC/S will get the UPASS User ID & Password emailed to them. The Project VC/S only has 24 hours to access UPASS with the temporary password. Firefox must be used to do this.
7. The Project VC/S will log the volunteer into UPASS with their username and password. The volunteer will change their password, answer security questions, put in the EDIPI/PIV number (The Card office will give the volunteer the number or the Project VC/S can call ACE-IT to get it)
8. The volunteer will need to complete their three trainings.
9. A USACE employee that has a CAC card will need to log on to a computer, plug in an extra card reader into the computer, and insert the volunteer's NEATS token card into the extra card reader.
10. Open up ActivClient. Select Reader List and click on the additional card reader. The volunteer will type the pin they created when they got their card.
11. Click on Tools and publish certificates to Windows.
12. Insert the NEATS token card into a computer. The Project VC/S should be able to help the volunteer set up Outlook and Teams. If the Outlook and Teams does not work, you will need to call ACE-IT and get them to give them rights to Outlook and Teams.

Procedures for renewal of existing VOLAC converted to NEATS token card

1. Keep the volunteer sponsored in MP ICAM
2. Go into ServiceNow. Under User Account Services, there is a ticket for "Replacement Token."
3. Submit the request for a replacement NEATS token. Type in the comments that it's for a volunteer/VOLAC, and the NEATS token will get ordered.
4. Once DoD creates the image, it will be sent to the ISSO responsible for the volunteer's district.
5. The ISSO will reach out to coordinate with the volunteer.
6. The volunteer must go to the district office or other NEATS issuing facility to get issued the NEATS card. Note: Security Office is not involved in this process.

Definitions

- **ATIMS:** Alternate Token Identity Management System
- **MP ICAM:** Mission Partner Identity, Credentialing and Access Management system where volunteers are sponsored. (*MP ICAM replaced the Trusted Associates Sponsorship System (TASS) functionality*)
 - **MP ICAM Registration Portal:** 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 for physical and/or logical access.
 - **MP ICAM Sponsorship Portal:** 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.
- **NEATS:** NIPRNet Enterprise Alternate Token System is a centralized token management system for DoD PKI certificates on NEATS tokens, also known as Alternate Logon Tokens (ALTs), for individuals not authorized to receive a CAC.
- **PKI:** Public Key Infrastructure is a framework established to issue, maintain, and revoke public key certificates, including systems, processes and people. Public key certificates provide digital signature and encryption capabilities.
- **UPASS:** Userid-Password Administration and Security System (U-PASS)