

CEP iCAT ITA Username/Password Procedures to help Ensure a Successful Test Session

1. iCAT Username Information

Your iCAT username/user ID is also called your user account code, and is used to log in as Test Administrator into the CEP iCAT interface. This is a permanent identifier associated with you and is given to you by your MEPS TCO or TST (externally known as your iCAT Site Security Manager - SSM). **NOTE:** This SAME username (along with the password, explained below) may be used to login to CEP iCAT, as well as ETP iCAT and also DLPT/DLAB/ECL if you happen to be provisioned as a TA for any of these web-based DoD Tests.

My iCAT user ID/username is: _____

You can use uppercase or lowercase letters when typing the User ID/username into the CEP iCAT interface.

The PRIMARY CEP iCAT URL is: <https://icat.dmdc.mil/icat/cep>
The BACKUP CEP iCAT URL is: <https://www.dmdc.osd.mil/icat/cep>

CEP iCAT can be accessed using the Internet Explorer 11 or Google Chrome web browsers at the school.

2. iCAT Password Information

One of the biggest obstacles during a CEP iCAT test session is the TA/ITA iCAT password expiring immediately before or during the test session, so if possible, try to mitigate this.

Here are the rules you must follow each time you change the password. The password is case-sensitive.

- Must contain 15-20 characters.
- Must contain at least one Uppercase, one Lowercase, and one Number
- Must contain one special character from these: ! < # \$ % & * > - ?
NOTE: Using other special characters in your password will not work.
- Cannot repeat the same character more than twice.
- Dictionary words not allowed.
- Cannot contain your name, DOB, or user ID/username.
- Cannot be changed to any of your previous 10 passwords.
- Cannot contain MORE THAN 11 characters from your previous password. Please note switching a letter's case (A vs. a, for example) counts as a different character.

A helpful suggestion to consider: keep your same "base password" but change the letter case (change uppercase to lowercase and vice-versa), and change the numbers and special characters each time. For example, if your current password is PPAASSww00rrdd!!, change your next password to ppaassVVV11rrdd##, and the next time to PPASSSww22rrdd\$\$\$. The case, numbers, and symbols have changed but the order of the letters stays the same. Please note these are examples of passwords and you should make up your own different passwords.

IMPORTANT: The password will expire every 45 days, for security reasons, and after that time you will be forced to change your password the next time you login (which becomes inconvenient in a testing session and can take much time). It is critical that you try your password early during each testing day, or make note of when the 45 days are ending so you do not delay testing by having to reset your password. **IMPORTANT:** if you type the password wrong more than 3 times, your account will lock out. Also note if you haven't logged into iCAT for 90+ days, your TCO/TST (SSM) will have to unlock your account. If you have not logged in for 120+ days, your account will be deactivated.

3. Changing the Password

If possible, please change your password prior to the 45-day expiration period. This can be done using iCAT Authorization & Reporting (iCAT-AR).

<https://icat-ar.dmdc.mil/icat-ar/>

Please note you will need your CAC and a CAC reader to log into iCAT-AR. Choose your PIV/Authentication certificate.

After getting into iCAT-AR, look on the far left side and click on the "Change Password" link.

On Change Password screen, enter your current ("old") password once and your new password twice, then click the Submit button.

HELPFUL HINT: You might want to set a reminder on your calendar or cellphone for around 30-40 days to change your password yourself, before 45 days has passed and you are forced to change it. Another helpful approach would be to reset your password on the same day each month. Using these methods, your password will never automatically expire.

4. IF YOU NEED HELP BEFORE or DURING THE TEST SESSION:

For immediate help: Contact the DMDC Support Center (DSC) at 800-372-7437 if your account has been locked out due to typing the password wrong 3 or more times (from CEP iCAT) or you have not logged in for 120+ days. Below is the quickest way through their interactive voice response (IVR) menu to get to a DSC agent who can help you (as of August 2020).

- a. You may have to listen to any outage messages and other notifications that affect various DMDC-hosted applications. Please listen to them and wait for the main menu.
- b. When prompted at the main menu, say "it's something else".
- c. When prompted, say "agent".
- d. When prompted, say "no" when asked if you are the sponsor or family member of the sponsor.
- e. Listen to another message regarding RAPIDS Self-service technical requirements. Then, when asked if you would still like to speak with someone, say "yes".
- f. If prompted for a survey, PRESS (don't say) 1 or 2 to respond "yes" or "no".
- g. When a DSC agent responds, you may then be asked for identification information, such as your name, DoD ID Number (found on the back of your CAC), username/user ID (user account code), and/or site ID. Be sure to tell him/her your issue is with iCAT and you need your iCAT password set / reset. The agent should be able to re/set it for you while on the phone. The password you get from the DSC is a one-time, 8-character password. To create your own password please follow the instructions far above.
- h. Near the end of the call, please ask for and write down the DSC ticket number, in case another callback is needed regarding the same issue, or your issue cannot be resolved and needs to be escalated through your TCO/TST (SSM).

For less urgent matters, please contact the iCAT Software Support via E-mail at dodhra.icat@mail.mil, especially if you are expecting a large iCAT testing session (more than 40 students testing at the same time).

Please add the shortcut/favorite (press Ctrl-D) to each testing station for <https://icat.dmdc.mil/icat/cep>.

Make sure to set the time out screen for at least 30 minutes, if at all possible. Please verify with the IT Representative and return this checklist with any questions to your local MEPS Test Coordinator.