NAVSUP
Naval Supply Systems Command
Weapon Systems Support
Ready. Resourceful. Responsive.

CAV RP

Web CAV

Repairable Portal Access

Presented by:

Sam Rhoads

Diego Reynoso

Janet Anderson

16 April 2026

AMERICA'S NAVY 250

Outline

- Repairable Portal (RP) Road to Access
- Common Access Issues
- Questions

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RP Road to Access

Vendor	1	Obtain Public Key Infrastructure (PKI) Certificate.
	2	Complete DoD Cyber Awareness Training.
	3	Complete System Authorization Access Request (SAAR) form.
	4	Complete Navy User Agreement (UA) form.
	5	Submit the DoD Cyber Awareness Training Certificate, UA and SAAR forms to your CAV Analyst via DoD Safe Website.
CAV Analyst	6	CAV Analyst reviews documents and completes their portion of the SAAR & Conducts RP Training.
	7	CAV Analyst forwards documents to the User Management (UM) Team.

AVERAGE TIME IT TAKES TO GET ACCESS TO THE SYSTEM IS 15 BUSINESS DAYS

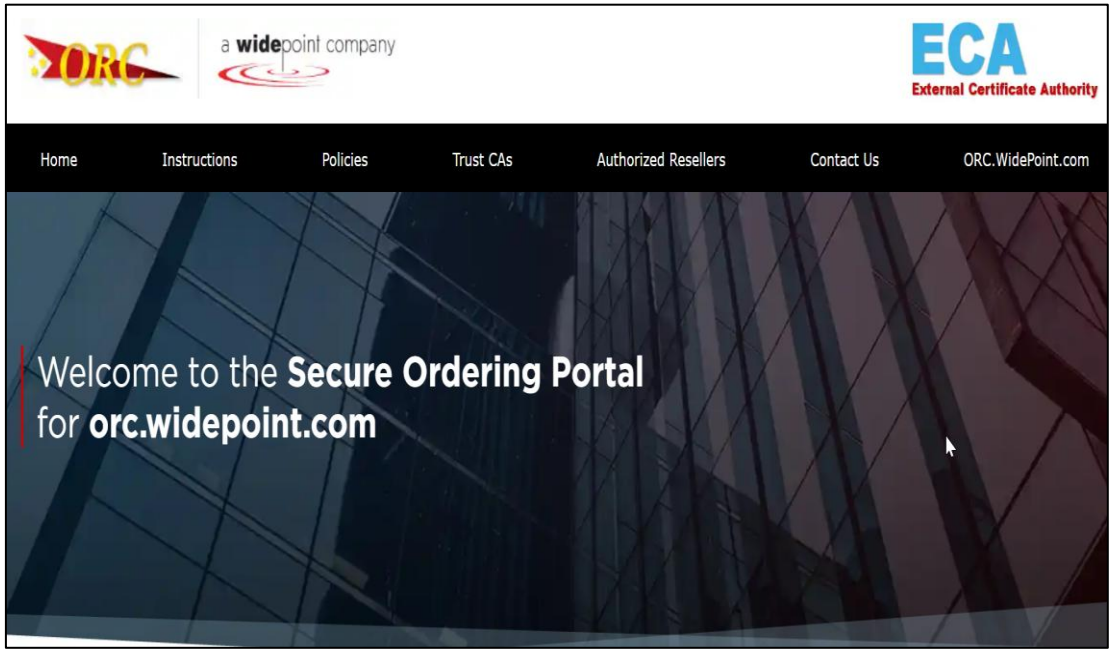
UM Team	8	UM Team reviews documents.
	9	UM Team forwards SAAR for additional processing.
	10	Completed SAAR is returned to UM team who begin RP Account build out, submitting the Access Enforcer request (AER) for RP roles. Request goes through 6 stage approval process.
	11	Business Systems Center review the AER & uploaded Documents as a part of the stage 2 approval process.
	12	RP Account gets created by Navy ERP as a part of the AER request stage 3 approval. Vendor is notified their account is created.
	13	Access Enforcer request completes additional processing; auto generated email is sent stating the request is closed.
	14	UM Team updates RIC table in system and updates training records.
	15	System Access is granted 24-48 hours after Vendor gets AER closure email.

RP Road to Access
Step 1 – Purchase Your PKI

You want to purchase the **ECA Medium Token Assurance** certificate for a term of 1 or 3 years.

ORC a widepoint company

https://eca.orc.com/



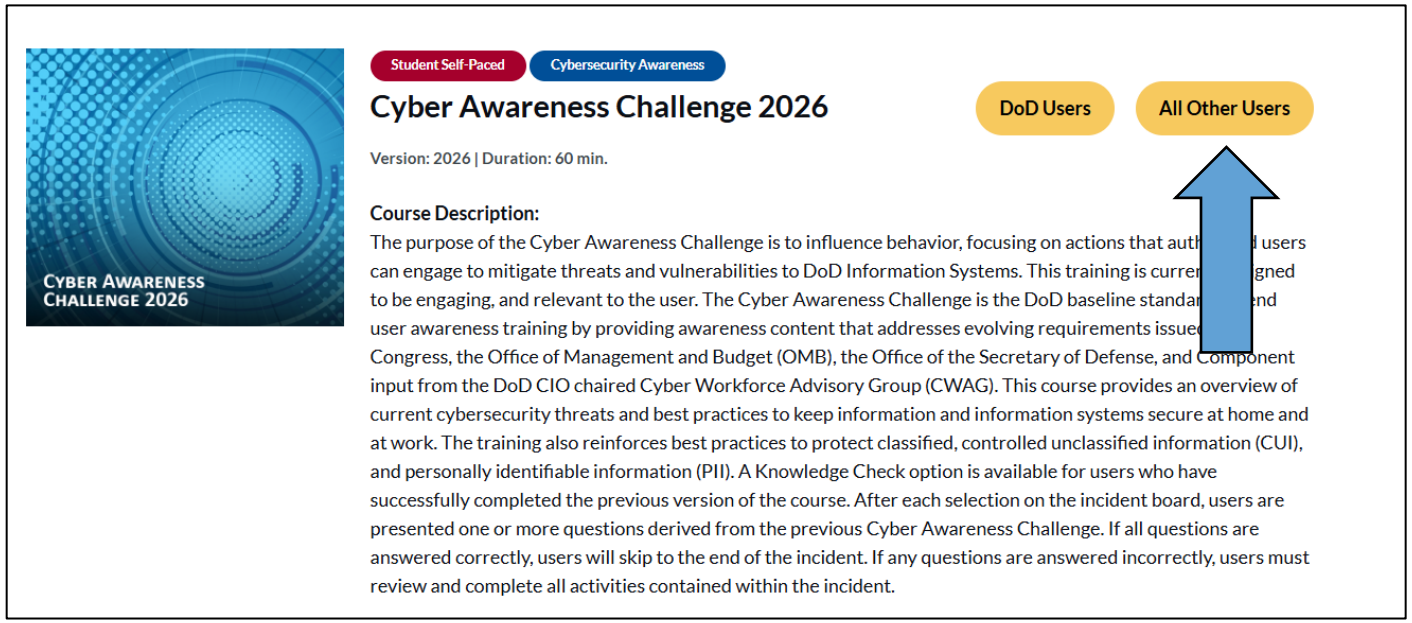
IdenTrust™ part of HID

https://www.identrust.com/

RP Road to Access
Step 2 – Complete DoD Training

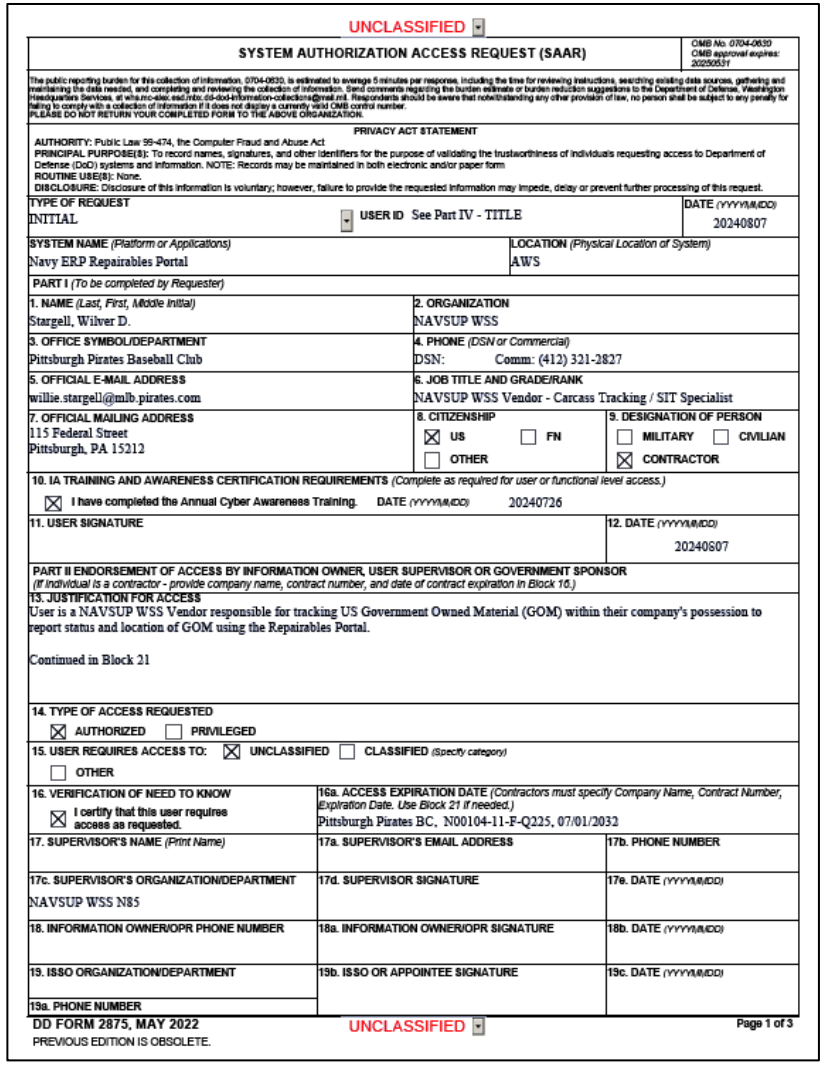
You need to successfully pass the **DoD Cyber Awareness Challenge Training** and save your Certificate of Completion as a PDF file.

https://www.cyber.mil/cyber-awareness-challenge



This certificate is good for 1 year and will need to be completed annually for the duration of your access to the system.

RP Road to Access
Step 3 – Complete SAAR Form



UNCLASSIFIED

SYSTEM AUTHORIZATION ACCESS REQUEST (SAAR)

OMB No. 0704-0630
OMB approval expires: 20250531

The public reporting burden for this collection of information, 0704-0630, is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collection@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE ABOVE ORGANIZATION.

PRIVACY ACT STATEMENT

AUTHORITY: Public Law 99-474, the Computer Fraud and Abuse Act.
PRINCIPAL PURPOSE(S): To record names, signatures, and other identifiers for the purpose of validating the trustworthiness of individuals requesting access to Department of Defense (DoD) systems and information. NOTE: Records may be maintained in both electronic and/or paper form.
ROUTINE USE(S): None.
DISCLOSURE: Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

TYPE OF REQUEST	USER ID	DATE (YYYYMMDD)
INITIAL	See Part IV - TITLE	20240807

SYSTEM NAME (Platform or Applications)	LOCATION (Physical Location of System)
Navy ERP Repairables Portal	AWS

PART I *(To be completed by Requester)*

1. NAME (Last, First, Middle Initial)	2. ORGANIZATION
Stargell, Wilver D.	NAVSUP WSS
3. OFFICE SYMBOL/DEPARTMENT	**4. PHONE** (DSN or Commercial)
Pittsburgh Pirates Baseball Club	DSN: Comm: (412) 321-2827
5. OFFICIAL E-MAIL ADDRESS	**6. JOB TITLE AND GRADE/RANK**
willie.stargell@mlb.pirates.com	NAVSUP WSS Vendor - Carcass Tracking / SIT Specialist
7. OFFICIAL MAILING ADDRESS	**8. CITIZENSHIP** ☒ US ☐ FN ☐ OTHER	**9. DESIGNATION OF PERSON** ☐ MILITARY ☐ CIVILIAN ☒ CONTRACTOR
115 Federal Street Pittsburgh, PA 15212		

10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS *(Complete as required for user or functional level access.)*
☒ I have completed the Annual Cyber Awareness Training. DATE (YYYYMMDD) 20240726

11. USER SIGNATURE	12. DATE (YYYYMMDD)
	20240807

PART II ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR
(If individual is a contractor - provide company name, contract number, and date of contract expiration in Block 16.)

13. JUSTIFICATION FOR ACCESS
User is a NAVSUP WSS Vendor responsible for tracking US Government Owned Material (GOM) within their company's possession to report status and location of GOM using the Repairables Portal.

Continued in Block 21

14. TYPE OF ACCESS REQUESTED
☒ AUTHORIZED ☐ PRIVILEGED

15. USER REQUIRES ACCESS TO: ☒ UNCLASSIFIED ☐ CLASSIFIED *(Specify category)*
☐ OTHER

16. VERIFICATION OF NEED TO KNOW	16a. ACCESS EXPIRATION DATE *(Contractors must specify Company Name, Contract Number, Expiration Date. Use Block 21 if needed.)*	
☒ I certify that this user requires access as requested.	Pittsburgh Pirates BC, N00104-11-F-Q225, 07/01/2032	
17. SUPERVISOR'S NAME (Print Name)	**17a. SUPERVISOR'S EMAIL ADDRESS**	**17b. PHONE NUMBER**
17c. SUPERVISOR'S ORGANIZATION/DEPARTMENT	**17d. SUPERVISOR SIGNATURE**	**17e. DATE** (YYYYMMDD)
NAVSUP WSS N85		
18. INFORMATION OWNER/OPR PHONE NUMBER	**18a. INFORMATION OWNER/OPR SIGNATURE**	**18b. DATE** (YYYYMMDD)
19. ISSO ORGANIZATION/DEPARTMENT	**19b. ISSO OR APPOINTEE SIGNATURE**	**19c. DATE** (YYYYMMDD)
19a. PHONE NUMBER		

DD FORM 2875, MAY 2022
PREVIOUS EDITION IS OBSOLETE.

UNCLASSIFIED

Page 1 of 3

- Vendor is responsible for filling in Part 1
  - Blocks 1-12 & Block 16a.
  - Please do not adjust or edit any prepopulated data.
- The CAV Analyst & other NAVSUP Government personnel complete the other blocks.
  - Before the SAAR gets the last signature, it will be reviewed by 5 different people / teams.
- The NAVSUP Government personnel who review this form:
  - Are **VERY PARTICULAR** with how the form is completed.
    - They will verify the information you supplied as being correct and;
    - They will not hesitate to reject or kick the form back for what may seem like the most trivial of errors.

The following slides address how your SAAR can sail through the process.

RP Road to Access
Step 3 – Complete SAAR Form

TYPE OF REQUEST INITIAL	**USER ID** See Part IV - TITLE	**DATE** *(YYYYMMDD)* 20240807
SYSTEM NAME *(Platform or Applications)* Navy ERP Repairables Portal	**LOCATION** *(Physical Location of System)* AWS	
PART I *(To be completed by Requester)*		
1. NAME *(Last, First, Middle Initial)* Stargell, Wilver D.	**2. ORGANIZATION** NAVSUP WSS	
3. OFFICE SYMBOL/DEPARTMENT Pittsburgh Pirates Baseball Club	**4. PHONE** *(DSN or Commercial)* DSN: Comm: (412) 32	
5. OFFICIAL E-MAIL ADDRESS willie.stargell@mlb.pirates.com	**6. JOB TITLE AND GRADE/RANK** NAVSUP WSS Vendor - Carcass Tracking / SIT Specialist	
7. OFFICIAL MAILING ADDRESS 115 Federal Street Pittsburgh, PA 15212	**8. CITIZENSHIP** ☒ US ☐ FN ☐ OTHER	**9. DESIGNATION OF PERSON** ☐ MILITARY ☐ CIVILIAN ☒ CONTRACTOR
10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS *(Complete as required for user or functional level access.)* ☒ I have completed the Annual Cyber Awareness Training. **DATE** *(YYYYMMDD)* 20240726		
11. USER SIGNATURE		**12. DATE** *(YYYYMMDD)* 20240807

Ensure your name matches your PKI certificate.

Nicknames or abbreviated names should not be used.

This date must be completed. It can be the same as or before the date the SAAR is signed in block 12 but it must not be after the date in block 12.

RP Road to Access
Step 3 – Complete SAAR Form

TYPE OF REQUEST INITIAL	**USER ID** See Part IV - TITLE	**DATE** *(YYYYMMDD)* 20240807
SYSTEM NAME *(Platform or Applic* Navy ERP Repairables Portal		**LOCATION** *(Physical Location of System)* AWS
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1. NAME *(Last, First, Middle Initial)* Stargell, Wilver D.	**2. ORGANIZATION** NAVSUP WSS	
3. OFFICE SYMBOL/DEPARTMENT Pittsburgh Pirates Baseball Club	**4. PHONE** *(DSN or Commercial)* DSN: Comm: (412) 321-2827	
5. OFFICIAL E-MAIL ADDRESS willie.stargell@mlb.pirates.com	**6. JOB TITLE AND GRADE/RANK** NAVSUP WSS Vendor - Carcass Tracking / SIT Specialist	
7. OFFICIAL MAILING ADDRESS 115 Federal Street Pittsburgh, PA 15212	**8. CITIZENSHIP** ☒ US ☐ FN ☐ OTHER	**9.** N
10. IA TRAINING AND AWARENESS CERTI *Complete as required for user or functional leve* ☒ I have completed the Annual Cyber Awareness Training. **DATE** *(YYYYMMDD)* 20240726		
11. USER SIGNATURE		**12. DATE** *(YYYYMMDD)* 20240807

Type your Company Name as it appears on the NAVSUP contract. This name should match what is used in Block 16A.

"Comm" means commercial. Type your phone number after "Comm."

Type your company furnished email address and mailing address.

US is checked as a default, if you are not a US citizen, please check "FN" for Foreign National.

RP Road to Access
Step 3 – Complete SAAR Form

TYPE OF REQUEST INITIAL	**USER ID** See Part IV - TITLE	**DATE** *(YYYYMMDD)* 20240807
SYSTEM NAME *(Platform or Applications)* Navy ERP Repairables Portal		**LOCATION** *(Physical Location of System)* AWS

PART I *(To be completed by Requester)*

1. NAME *(Last, First, Middle Initial)* Stargell, Wilver D.	**2. OR** NAV	
3. OFFICE SYMBOL/DEPARTMENT Pittsburgh Pirates Baseball Club	**4. PH** DSN	
5. OFFICIAL E-MAIL ADDRESS willie.stargell@mlb.pirates.com	**6. JO** NAV	
7. OFFICIAL MAILING ADDRESS 115 Federal Street Pittsburgh, PA 15212	**8. CI** ☒ ☐ **OTHER**	**ON** **VILIAN** ☒ **CONTRACTOR**

10. IA TRAINING AND AWARENESS CERTIFICATION REQUIREMENTS *(Complete as required for us or functional level access.)*

☒ **I have completed the Annual Cyber Awareness Training.** **DATE** *(YYYYMMDD)* 20240726

11. USER SIGNATURE	**12. DATE** *(YYYYMMDD)* 20240807

Your DoD Cyber Awareness Training Certificate Date should be current.

Current is under 365 days old and not about to expire within the next 90 days.

This date must be on or before the date the user signs the SAAR.

RP Road to Access
Step 3 – Complete SAAR Form

TYPE OF REQUEST INITIAL	**USER ID** See Part IV - TITLE	**DATE** *(YYYYMMDD)* 20240807
SYSTEM NAME *(Platform or Applications)* Navy ERP Repairables Portal	**LOCATION** *(Physical Location of System)* AWS	
PART I *(To be completed by Requester)*		
1. NAME *(Last, First, Middle Initial)* Stargell, Wilver D.	**2. ORGANIZATION** NAVSUP WSS	
3. OFFICE SYMBOL/DEPARTMENT Pittsburgh Pirates Baseball Club	**4. PHONE** *(DSN or Commercial)* DSN: Comm: (412) 321-28	
5. OFFICIAL E-MAIL ADDRESS willie.stargell@mlb.pirates.com	**6. JOB TITLE AND GRADE/RANK** NAVSUP WSS Vendor - Carcass T	
7. OFFICIAL MAILING ADDRESS 115 Federal Street Pittsburgh, PA 15212	**8. CITIZENSHIP** ☒ US ☐ FN ☐ OTHER	
10. IA TR ...plete as required for user or functional level ... ☒ I have comp... Cyber Awareness Training. DATE *(YYYYMMDD)* 20240726		
11. USER SIGNATURE		**12. DATE** *(YYYYMMDD)* 20240807

Digitally sign your SAAR using your PKI certificate.

Block 12 must be completed before block 11; otherwise block 12 will lock.

This date should match the date in your digital signature.

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RP Road to Access
Step 3 – Complete SAAR Form

PART II ENDORSEMENT OF ACCESS BY INFORMATION OWNER, USER SUPERVISOR OR GOVERNMENT SPONSOR
(If individual is a contractor - provide company name, contract number, and date of contract expiration in Block 16.)

13. JUSTIFICATION FOR ACCESS
User is a NAVSUP WSS Vendor responsible for tracking US Government Owned Material (GOM) within their company's possession to report status and location of GOM using the Repairables Portal.

Continued in Block 21

14. TYPE OF ACCESS REQUESTED

☒ **AUTHORIZED** ☐ **PRIVILEGED**

15. USER REQUIRES ACCESS TO: ☒ **UNCLASSIFIE**

☐ **OTHER**

16. VERIFICATION OF NEED TO KNOW

☒ **I certify that this user requires access as requested.**

16a. ACCESS EXPIRATION DATE *(Contractors must specify Company Name, Contract Number, Expiration Date. Use Block 21 if needed.)*
Pittsburgh Pirates BC, N00104-11-F-Q225, 07/01/2032

Type company name, contract number and expiration date.

Please use the longest signed contract between NAVSUP WSS & your company.

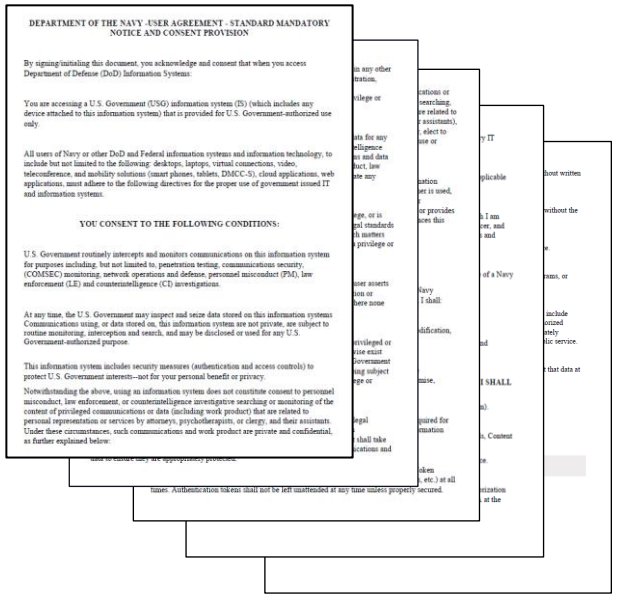
SAAR will not be accepted if the contract expiration date is within 60 days.

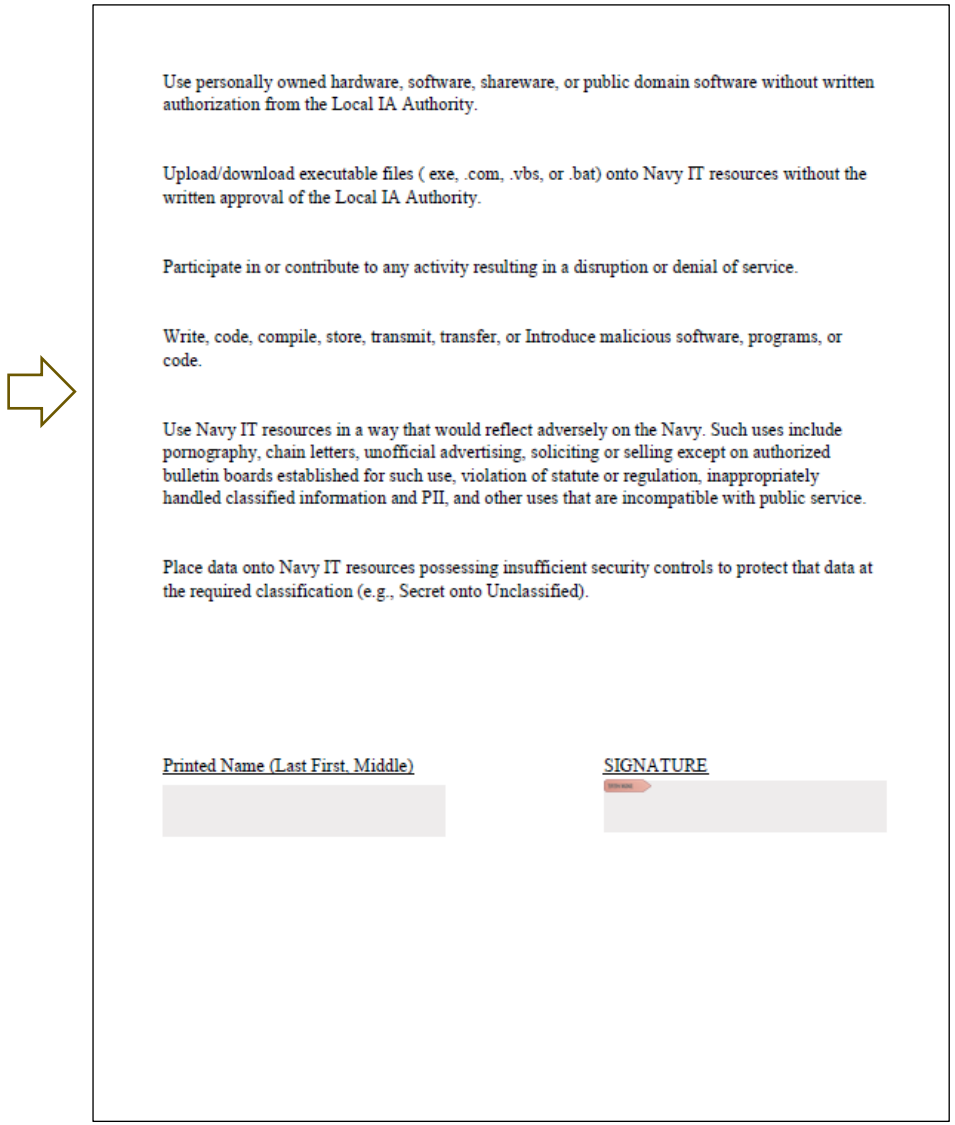
RP Road to Access

Reasons for Rejection

1. Contract information is incorrect.
2. DoD Cyber Awareness Training Certificate isn't current or doesn't match what's listed in Block 10.
3. SAAR is not signed with ECA certificate.
4. Dates – missing in Date Block or they're misaligned.
5. "Other" is checked in Block 8 Citizenship.

RP Road to Access
Step 4 – Complete User Agreement





Use personally owned hardware, software, shareware, or public domain software without written authorization from the Local IA Authority.

Upload/download executable files (exe, .com, .vbs, or .bat) onto Navy IT resources without the written approval of the Local IA Authority.

Participate in or contribute to any activity resulting in a disruption or denial of service.

Write, code, compile, store, transmit, transfer, or Introduce malicious software, programs, or code.

Use Navy IT resources in a way that would reflect adversely on the Navy. Such uses include pornography, chain letters, unofficial advertising, soliciting or selling except on authorized bulletin boards established for such use, violation of statute or regulation, inappropriately handled classified information and PII, and other uses that are incompatible with public service.

Place data onto Navy IT resources possessing insufficient security controls to protect that data at the required classification (e.g., Secret onto Unclassified).

Printed Name (Last First, Middle)

SIGNATURE

- Vendor is responsible for reading all 5 pages of the form and completing it by:
  - Typing your name on the last page in the name block
  - **Electronically signing it with your PKI certificate**.
- Save form as PDF file.

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RP Road to Access
Step 5 – Submit Completed Documents

New Repairables Portal Account Check List

- ☐ Obtained / Have **ECA Medium Token Assurance Certificate.**
- ☐ Completed Current Fiscal Year **DoD Cyber Awareness Challenge** Training & Saved Certificate as PDF.
- ☐ Completed **SAAR Form** and digitally signed with PKI certificate.
- ☐ Read through and digitally signed with your PKI certificate the **Navy User Agreement** saving as a PDF.
- ☐ Submitted all the required PDF documents (SAAR form, DoD Cyber Awareness Challenge Certificate & Navy User Agreement) to your CAV Analyst via DoD Safe - https://safe.apps.mil/

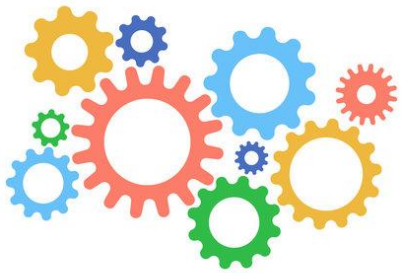
RP Road to Access
Step 6 &7 – CAV Team Processes Paperwork

- CAV Analyst receives the paperwork from the Vendor and completes their portion of the SAAR form:
  - Complete Blocks 17 as the Supervisor & sign as the supervisor.
  - Create the Vendor's PERNR in Navy ERP and put that number on the SAAR form in Block 21.
  - List the RICs associated with the vendor in Block 21.
- Forwards SAAR to the UM team for processing with the Navy User Agreement and DoD Cyber Awareness Challenge Certificate.
- CAV Analyst conducts RP related Training.

RP Road to Access
Step 8, 9 &10 – UM Team Processes Paperwork

- UM Team receives the submission from the CAV Analysts and reviews for errors.
- Forward good SAARs to WSS Security Team & Information Systems Security Team for signatures.
- Returns not so good SAARs to CAV Analyst for corrections.
- Generate the RP number for each vendor and upload documentation into the RP User Database.
- UM team submits Access Enforcer (AE) Request to establish RP Account.

Access Request Workflow



AE Stage 1 – Supervisor	Supervisor	AE request is reviewed and approved by the CAV Analyst's Supervisor or other designee.
AE Stage 2 – Information Assurance	NAVSUP EBO IA Team	NAVSUP Enterprise Business Office (EBO) Security reviews request and validates user's SAAR form, Navy User Agreement & DoD Cyber Awareness Challenge Certificate requirements have been satisfied.
AE Stage 3 – Tier 3 Security	ERP PMO Security/UM Team	RP Number and PERNR are bound together which creates the account. At account creation, email notification is sent to End User.
AE Stage 4 – SOD Compliance	NAVSUP HQ Functional Process Owner	Required if the request contains Separation of Duties (SOD) risks. SOD mitigating controls applied.
AE Stage 5 – Role Approver	Role Approver(s)	NAVSUP Enterprise Role approvers decide whether to approve or reject assignment of their cognizant roles based on established business rules, practices and policies.
AE Stage 6 – Tier 3 User Management Provisioning	ERP PMO Security/UM Team	Provisions roles to account. User is notified by automatically generated message the request has been closed.

RP Road to Access
Step 11 – BSC Security Review

- Account Request is routed to the NAVSUP Business Systems Center (BSC) Information Assurance team for processing.
- BSC team reviews documentation in database against the account creation request. Account request is passed to the next stage for processing with correct forms & documentation on file.

AE Stage 1 – Supervisor	Supervisor	AE request is reviewed and approved by the CAV Analyst's Supervisor or other designee.
AE Stage 2 – Information Assurance	NAVSUP EBO IA Team	NAVSUP Enterprise Business Office (EBO) Security reviews request and validates user's SAAR form, Navy User Agreement & DoD Cyber Awareness Challenge Certificate requirements have been satisfied.
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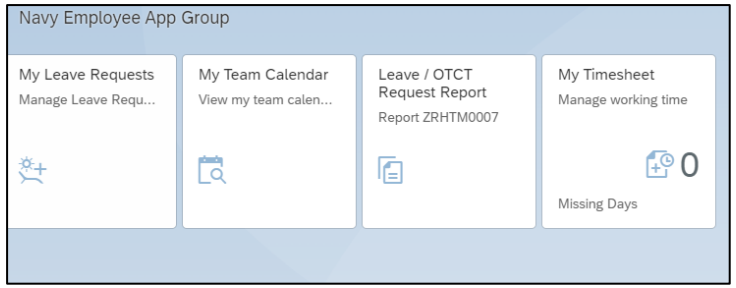
AE Stage 6 – Tier 3 User Management Provisioning	ERP PMO Security/UM Team	Provisions roles to account. User is notified by automatically generated message the request has been closed.

RP Road to Access
Step 12 – RP Account is Created

- Once your account is created, you'll receive a **New Account Notification** system generated email.
- While your account has been created, <u>your access has not been established yet</u>.
- **The links in any system generated email are not going to work for you as an RP user. You need to use the following link**: **https://external-portal.erp.navy.mil/**
- You should log in within 7 days of getting this message to keep your account from locking.
- The screen should look like this:



From: Access Enforcer Administrator <nerp_grcadmin.ctr@navy.mil>
Sent: Tuesday, July 9, 2024 10:14 AM
To: Stargell, Willie <willie.stargell@mlb.pirates.com>
Subject: Navy ERP Access Enforcer Request - New Account Notification

This is a system-generated notification. Please do not reply to this e-mail.

Welcome to Navy ERP:

Congratulations! Your Navy ERP production account has been created. You may begin entering your time and attendance and/or taking web-based training courses (log into Navy ERP through this link https://ep[illegible].navy.mil).

If functional roles were included on this account request, please note that the role(s) have not yet been assigned to your account. Role assignment requires additional stages of approval via the workflow; you will receive a second system-generated notification when this request is fully processed and closed. You will need to complete required training for functional roles to be activated. Your Command Business Office Training team can assist you with identifying courses required for each role.

All users must log into their Navy ERP account every 30 days to avoid account expiration. Your 30 days begins today. (It is recommended that users set a calendar reminder to log in at least every two weeks to avoid account expiration.)

Please perform the following to ensure your account does not expire:
1) Log into Navy ERP: https://e[illegible].navy.mil
Choose your "Authentication" certificate
2) Perform an action so the system registers you as having logged in.
Example actions are as follows:
- Click the Employee Self-Service tab and open your timesheet
- Click the Training tab and display your Training Activities

Please do not reply to this email; contact your Command Business Office for questions or concerns.

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RP Road to Access
Step 13 & 14 – AE Closes/ RIC Table Update

From: Access Enforcer Administrator <nerp_grcadmin.ctr@navy.mil>
Sent: Thursday, August 8, 2024 2:19 PM
To: Campbell, Andrew W CIV USN NAVSUP WSS MECH (USA) <andrew.w.campbell2.civ@us.navy.mil>; Stargell, Willie <willie.stargell@mlb.priates.com>
Subject: Navy ERP Access Enforcer Request - Closure Notification

This is a system-generated notification. Please do not reply to this e-mail.

Dear WILVER STARGELL (RP0009909),
The Change Existing Account request number: 1515121, has been processed and the request is CLOSED. Direct any questions and/or concerns to the Requestor ANDREW CAMPBELL

Create New Account or Change Existing Account: Further action may be required if new roles have been assigned to your Navy ERP account. Activation of new roles is dependent upon completion of Navy ERP training requirements. There is a nightly roles to training qualification check that the system performs; if training is completed, the role will be activated and available for use the next day. If required training has not been completed, the role will be assigned in a provisioned (not active) status. It is the responsibility of each employee and their supervisor to ensure completion of Navy ERP training (Web-Based Training and/or Instructor-Led Training). Contact your local Training Coordinator for further information or to make arrangements to obtain Navy ERP training.

In some instances, there may be roles that have been rejected by the role approver. The AE Requestor should log in to Access Enforcer to view the closed AE Request to validate that all role assignments have been approved.
In addition, a combination of Navy ERP roles in end-user accounts could present Segregation of Duties (SoD) risk(s). Risks generally arise if there is a potential for any of, but not limited to, the following occurrences: financial misstatement; fraudulent activity; misappropriation of goods or services; and Anti-Deficiency Act violation. Your transactions in Navy ERP are subject to monitoring and validation for appropriate use, and reports will be utilized to audit your actions in Navy ERP. You may be asked to provide key supporting documentation for transactions you execute that are associated with SoD conflicts. If you have specific questions about SoD in relation to your Navy ERP account, please discuss your concerns with your supervisor and/or ERP Command Business Office.

Reactivate Expired Account: Please utilize Navy ERP regularly to prevent future expiration or termination of your account.

Terminate Account or Personal Information: No further action is required.

Regards,
Access Enforcer Administrator

- The **Closure Notification** system generated message informs you the request to create your account with all the privileges and access has completed. Your access is still not established.
- The RICs still need assigned to your account and that is a manual process.
- Please allow 24 - 48 hours following this email for your access to be granted.

From: Anderson, Janet G CIV USN NAVSUP WSS PHIL (USA)
Sent: Thursday, August 8, 2024 2:30 PM
To: WILLIE.STARGELL@mlb.pirates.com
Cc: Dever, Matthew P CIV USN NAVSUP WSS PHIL (USA) <matthew.p.dever.civ@us.navy.mil>
Subject: RE: Navy ERP Access Enforcer Request - Closure Notification

Hi Wilver,

Please try to log in to the link below *no sooner than tomorrow (Friday 8/9/24)* and let me know if you have any issues.
https://external-portal.erp.navy.mil/

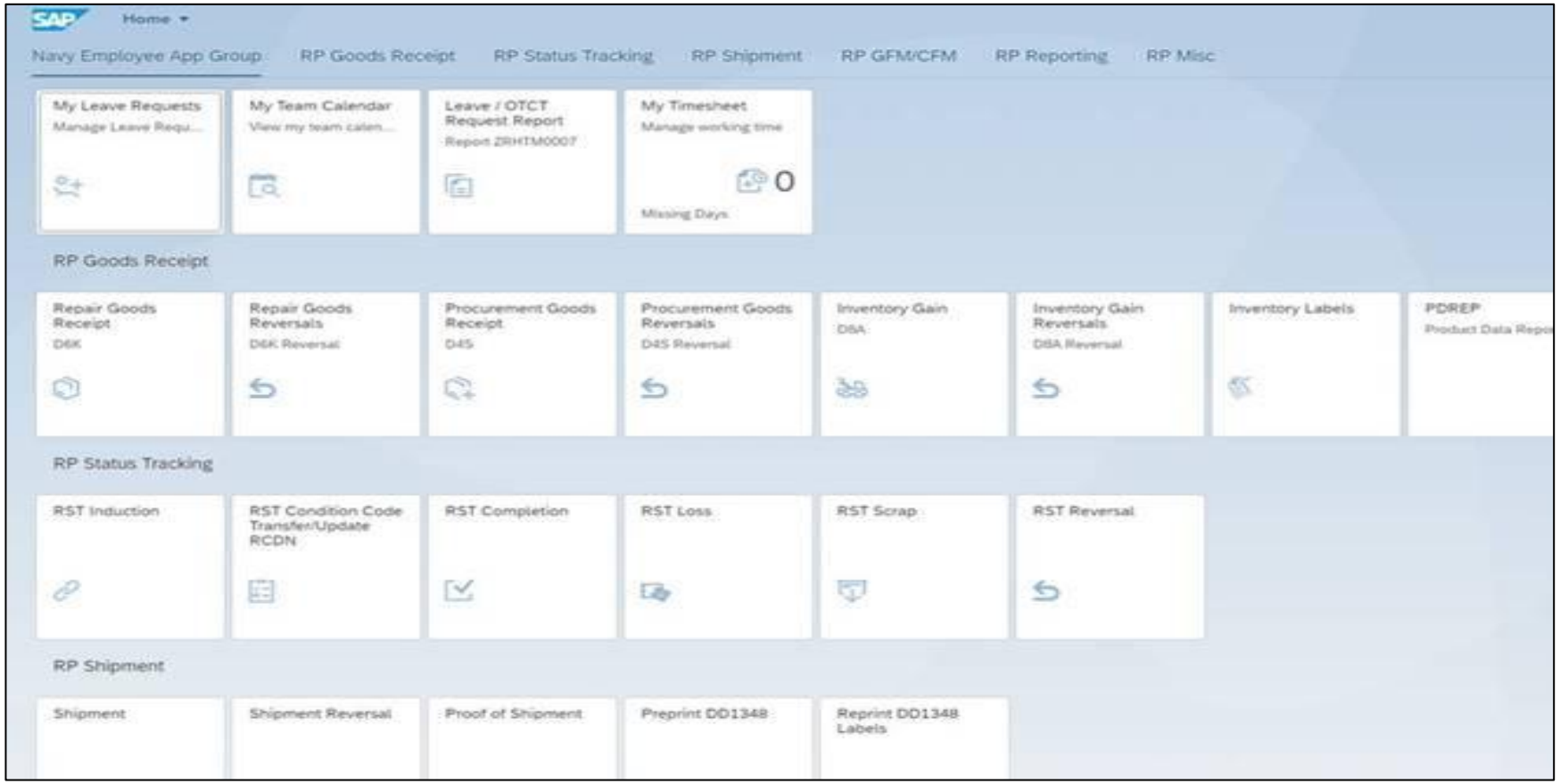
Thanks!

Janet Anderson
Supply Systems Analyst
User Management | Code N625
NAVSUP WSS | Philadelphia
EMAIL: janet.g.anderson7.civ@us.navy.mil
MS Teams: +1 (771) 229-2735

For Official Use Only (FOUO)

RP Road to Access
Step 15 – Access Granted

- Log Into Repairable Portal via: https://external-portal.erp.navy.mil/



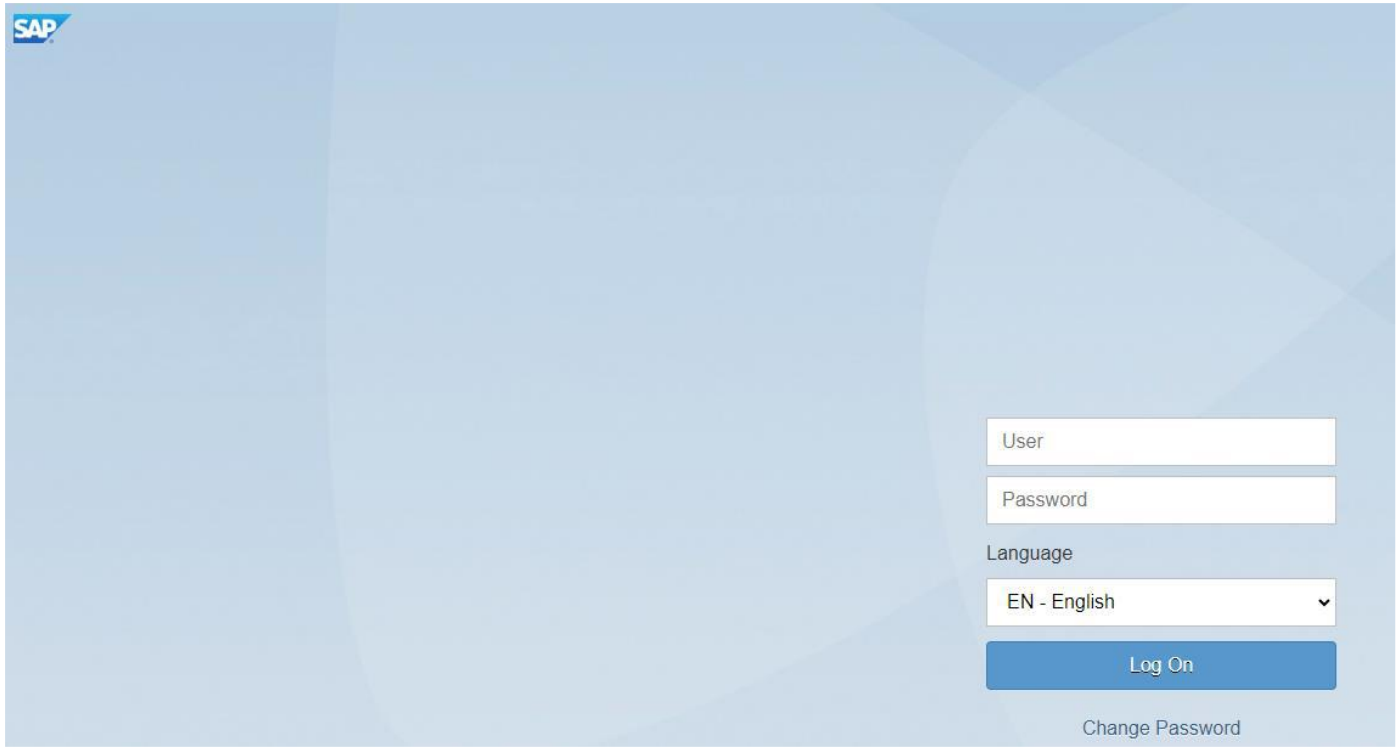
Microsoft Edge is the preferred / best browser to use for the RP tool.

RP Road to Access
About Your RP Account

- You must log into the system at least once every 30 days to keep your account active. Set a reminder on your calendar for every 25 days.
  - Accounts lock after 30 days of inactivity.
  - Accounts terminate after 240 days of inactivity.
  - If your account locks or terminates and any data on your SAAR or the DoD Cyber Awareness Certificate are out of tolerance, those will need to be corrected prior to reactivation/rebuilding a new one.
- Any technical issues you have accessing the portal website should be worked through your IT department.
- Any Portal Access issues you have should be worked through your CAV Analyst. This is the quickest way to resolve problems. If they can't resolve the issue at their level, they'll call us.

Common RP Access Issues
Log in Screen / Username & Password

When logging in or accessing the portal you get a Username & Password screen, prompting you to enter a username and password to log in.



Usernames and passwords are not utilized to access the portal. Access is granted via the website recognizing the user's certificates.

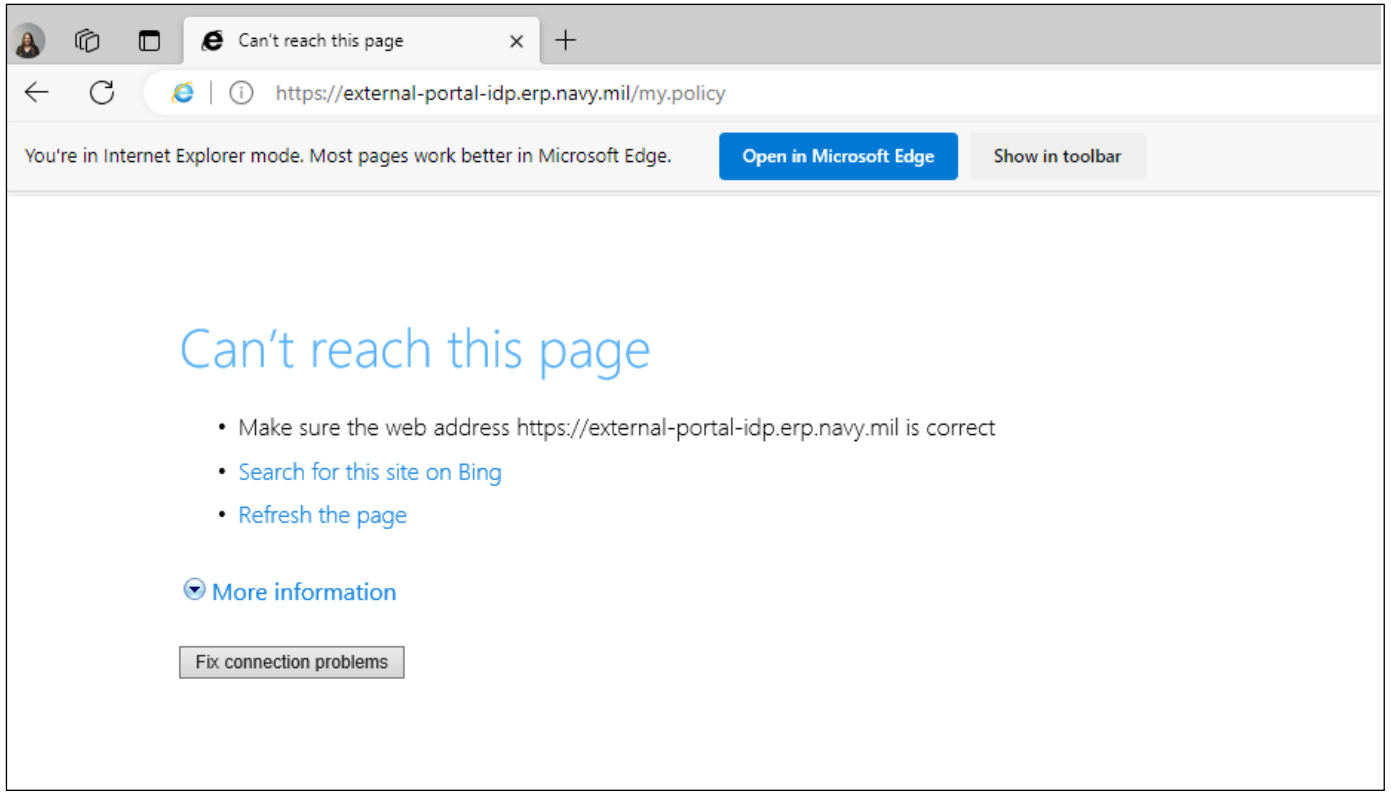
Possible Causes

- User doesn't have an account set up.
- User's account has expired or terminated.
- User's ECA certificate doesn't match what was entered to set the account up.

For resolution contact your CAV Analyst

Common RP Access Issues
Can’t Reach This Page

The user gets a Can’t reach page error when they attempt to log into Repairable Portal.



Google Chrome and Internet Explorer are less effective accessing the Repair Portal than Microsoft Edge.

Microsoft Edge is the preferred browser for Repairable Portal.

Troubleshooting Steps:

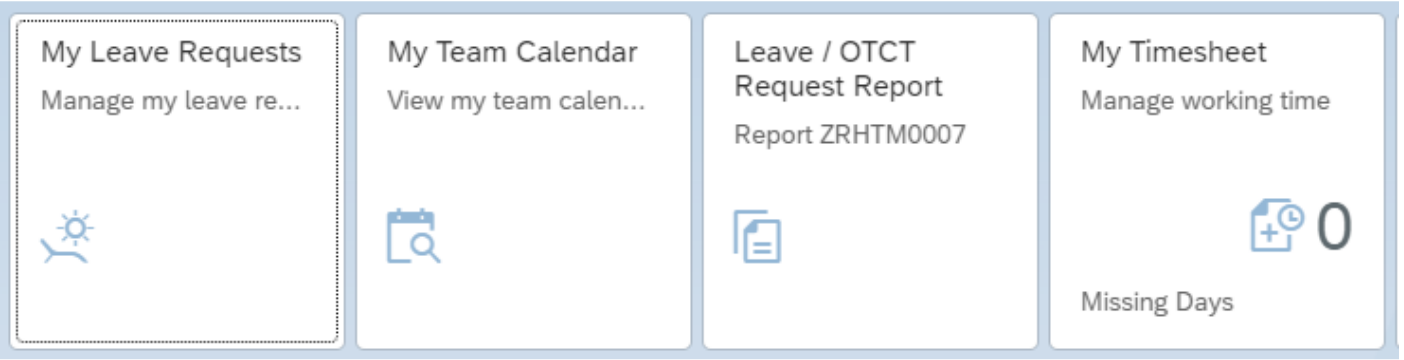
1. Ensure that the user is using the Microsoft Edge browser to access Repairable Portal.

2. If the user does not have Microsoft Edge, they need to contact their IT Department.

For resolution contact your IT department

Common RP Access Issues
Missing Tiles

When you get to the main portal screen, you only see four tiles and cannot access any other transactions.



When a user only sees four tiles, the basic ERP account has been established with no additional access available at this time.

This error usually means the Access Enforcer request is still processing or the required training for the access has not been completed/updated in the system.

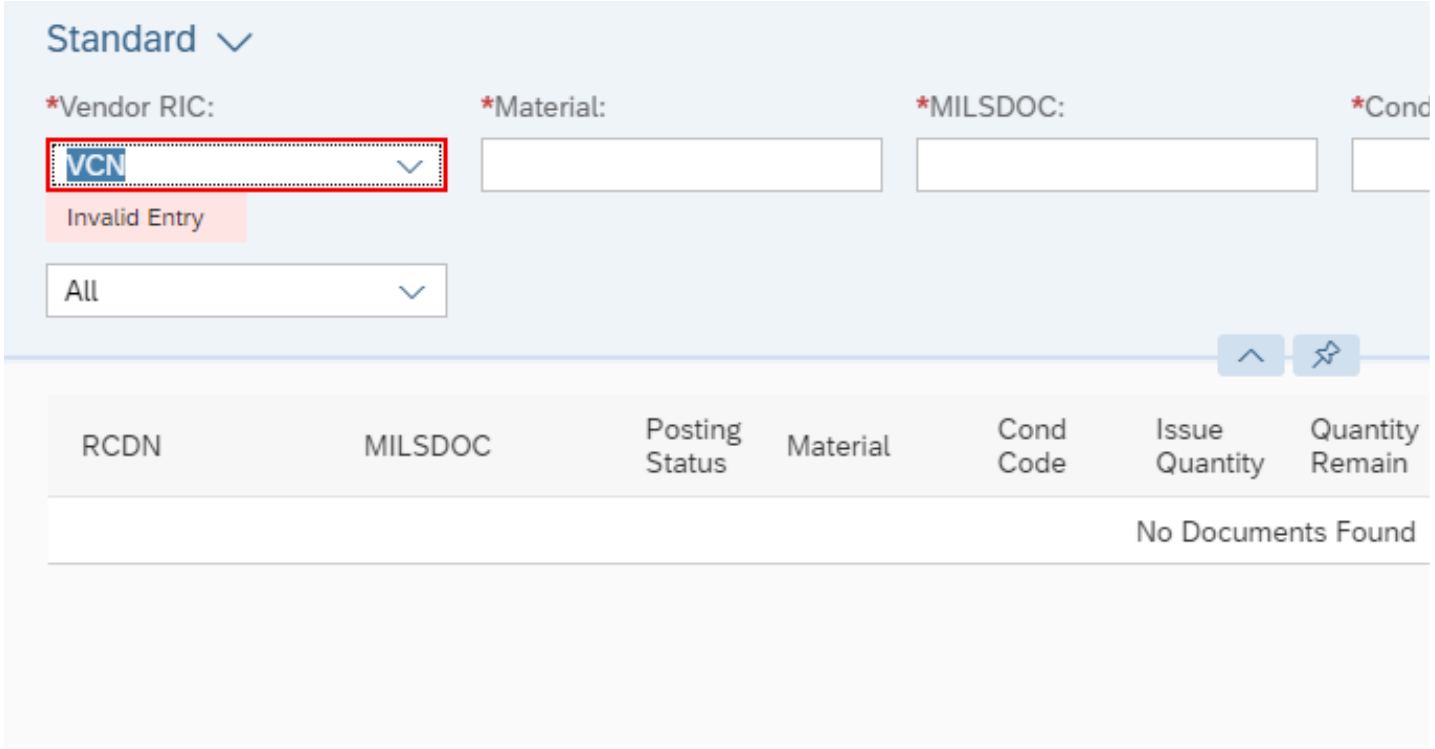
User should wait for two business days after they receive the Access Enforcer closure notification email.

If after waiting two business days and they still can't access the portal functionality, contact your CAV analyst.

Common RP Access Issues

Invalid Entry / Missing RIC

When typing in a RIC, you get an Invalid Entry error message.



The RIC has not been assigned to the user or the RIC has not been uploaded in the system.

For resolution contact your CAV Analyst

Points of Contact / Help

Work through your CAV Analyst first, if they're unavailable usn.mechanicsburg.navsupwssmech.mbx.navsup-wss-erp-user-mgmt@us.navy.mil

If you reach this point…You can get a hold of us