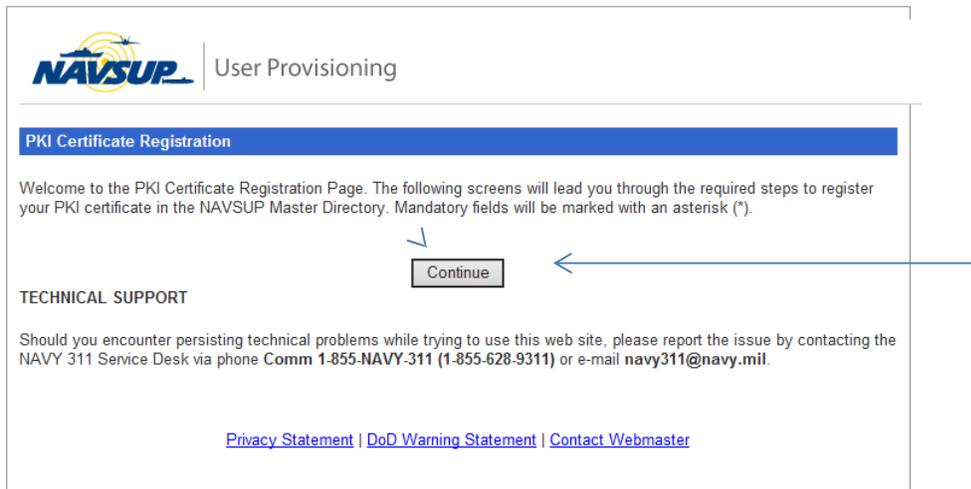


To register your PKI Certificate, in the NAVSUP Master Directory, or to update your registration profile (activity, phone number, email address, etc):

1. Access <https://www.navsup.navy.mil/registration>
2. Select your identity (NON-EMAIL) certificate and click OK

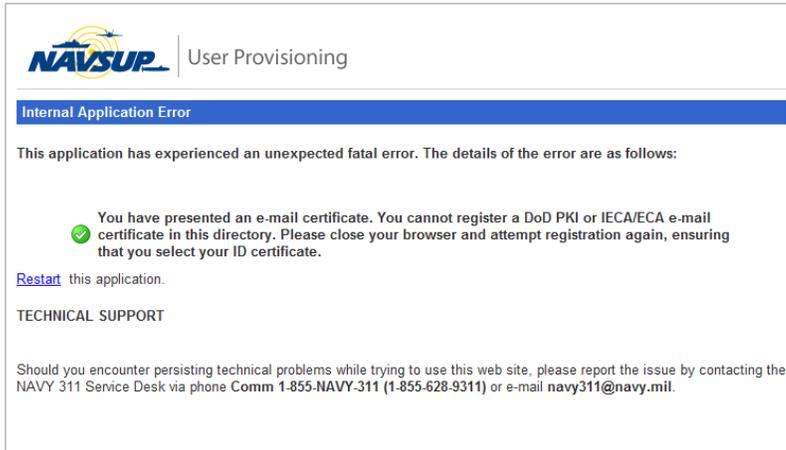


3. Click 'Continue'



If you selected the Incorrect Certificate after logging into the Registration site or you were not prompted for your certificate, and the email certificate was chosen by default, because it is first in the list

You will see the following error:



The screenshot shows a web page titled "User Provisioning" with the NAVSUP logo. A blue header bar reads "Internal Application Error". Below this, a message states: "This application has experienced an unexpected fatal error. The details of the error are as follows:" followed by a green checkmark icon and the text: "You have presented an e-mail certificate. You cannot register a DoD PKI or IECA/ECA e-mail certificate in this directory. Please close your browser and attempt registration again, ensuring that you select your ID certificate." A "Restart" link is provided. At the bottom, there is a "TECHNICAL SUPPORT" section with contact information for the NAVY 311 Service Desk.

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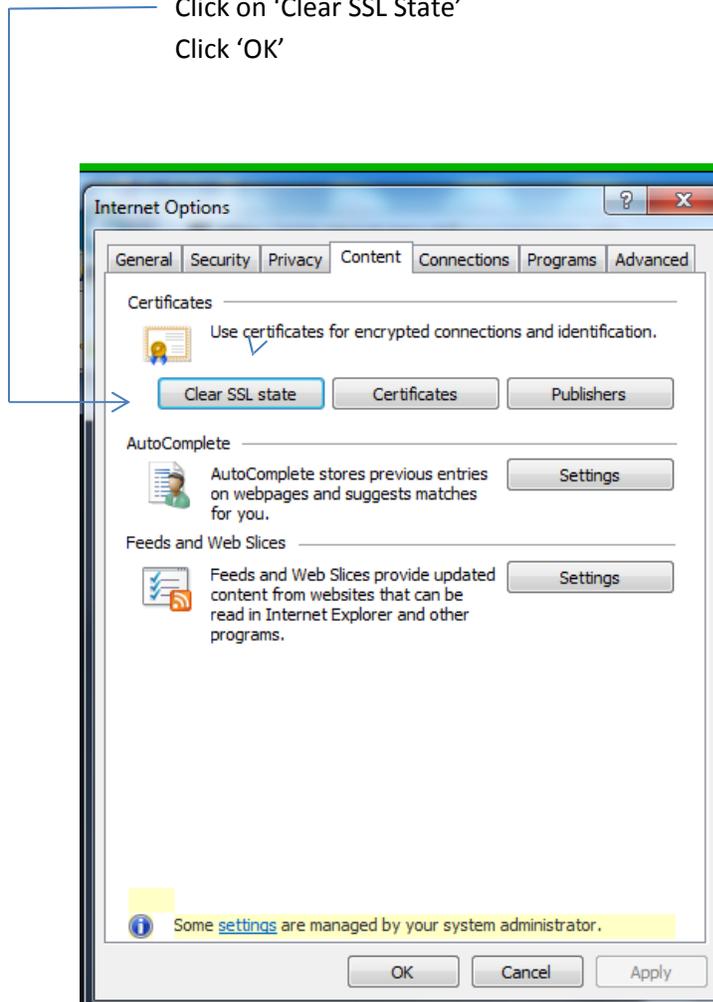
To correct this error, close and reopen your Browser and go back to <https://www.navsup.navy.mil/registration> and begin again. Ensure you select your NON-EMAIL certificate.

After following the above guidance, if you are still not prompted for your certificate:

Go to 'Tools' > 'Internet Options' > 'Content Tab'

Click on 'Clear SSL State'

Click 'OK'



Go back to <https://www.navsup.navy.mil/registration>

If you were successful in getting to website, you should see the screen below.

Click 'Continue' to start

NAVSUP | User Provisioning

PKI Certificate Registration

Welcome to the PKI Certificate Registration Page. The following screens will lead you through the required steps to register your PKI certificate in the NAVSUP Master Directory. Mandatory fields will be marked with an asterisk (*).

[Continue](#)

TECHNICAL SUPPORT

Should you encounter persisting technical problems while trying to use this web site, please report the issue by contacting the NAVY 311 Service Desk via phone Comm 1-855-NAVY-311 (1-855-628-9311) or e-mail navy311@navy.mil.

[Privacy Statement](#) | [DoD Warning Statement](#) | [Contact Webmaster](#)

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And continue with Step 4 below.

4. Select 'User Type' (see additional description of 'Government Contractor' and 'Vendor' user types below screenshot).

5. Select 'Continue'

NAVSUP | User Provisioning

Edit Profile

User Type: Civil Service Employee

Continue

DUAL STATUS GUIDANCE

- Reservists requiring access to perform reserve duties or on active duty should select **Military**.
- Reservists and Foreign Nationals requiring access based on contractual requirements or business need should select **Government Contractor** or **Vendor** as appropriate.
- Foreign Nationals requiring access based on employment status in accordance with a Status of Forces or other government-to-government agreement should select **Foreign National Employee**.
- Foreign National Liaison Officers including Foreign Military Sales (FMS) Officers should select **Military**.
- Others - Request guidance from the System/Application Program Manager.

NON-PERSON ENTITY GUIDANCE

- Only select the Non-Person Entity if you are registering a certificate to identify an application and not a person.
- Only the technical contact for the Non-Person Entity certificate should complete the registration and should enter his or her personal information on the following pages.

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Government Contractor – Select this user type if you are under contract with a government activity, and were issued a government email address.

Vendor – Select this User Type if you do business with the Government, but not employed by a government activity.

Note: If you are a Foreign National and Military, you will need to select 'Foreign National' user type in order to be able to view the appropriate Mandatory training for your user type.

Based on the 'User Type' that you previously selected (Military, Civil Service, Foreign National, Government Contractor or Vendor), you will see one of five available wizards

6. Complete all mandatory fields (annotated with an *).



User Provisioning

Edit Profile



- Enter the requested user information. Required fields are marked with an *.

* First Name	<input type="text"/>
Middle Initial	<input type="text"/>
* Last Name	<input type="text"/>
* E-mail Address	<input type="text"/> (use .mil address if you have one)
* Commercial Phone Number	<input type="text"/> (e.g., 7175551234 ext123)
* U.S. Citizenship	<input checked="" type="radio"/> Yes <input type="radio"/> No

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Note: If you need to edit your information, select the 'Previous' button and make your changes.

7. Then you **MUST** Click 'Finish' to complete the registration.

NAVSUP | User Provisioning

Certificate Registration

1 Personal Profile 2 Organization Info 3 Summary

- Please review the information that you have entered to verify it is correct.
- **NOTICE:** You must click on the **Finish** button at the bottom of the screen to submit your information.

[Personal Profile](#) [Organization Info](#) [Credentials](#) [View Summary](#)

PERSONAL PROFILE

First Name:	
Middle Initial:	
Last Name:	
User Type:	Civil Service
E-mail Address:	
Commercial Phone Number:	
U.S. Citizenship:	Yes <input type="checkbox"/>

<< Previous Next >> **Finish** Cancel

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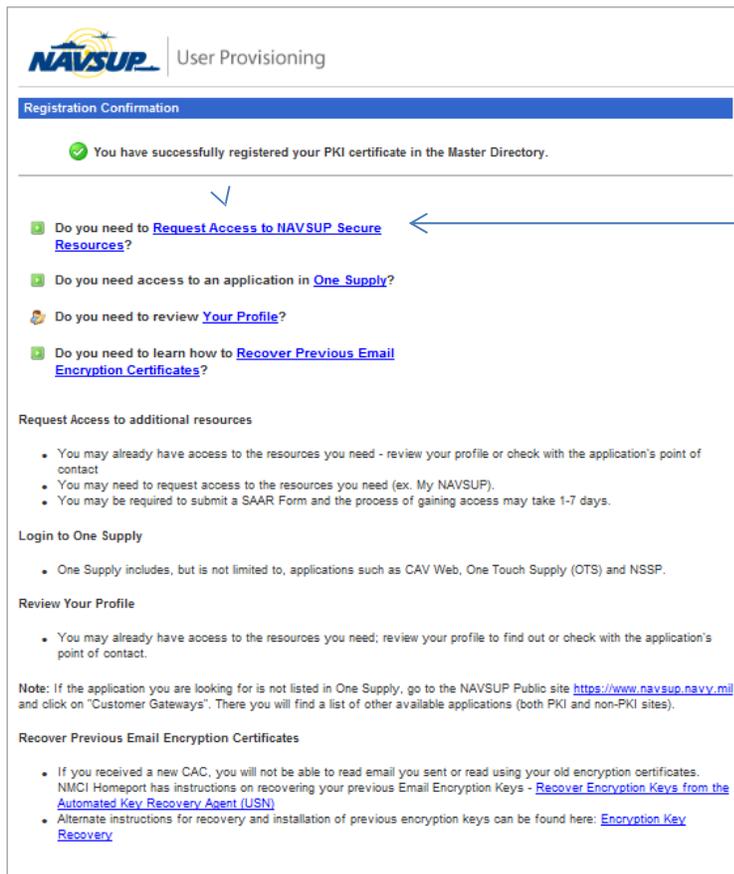
Below is the confirmation screen which indicates that your PKI certificate was successfully registered in the NAVSUP Master Directory.

At this point, you will be able to access most PKI protected areas such as One Supply and NAVSUP Training.

If you previously had access to a NAVSUP application, or secure website(s) and you are just registering a new certificate, no further action should be required.

If you have a NEW requirement to access a NAVSUP secure resource, click on the link below Titled 'Request Access to NAVSUP Secure Resources'.

If you do not see the application listed, or you're not sure what to select, close the Request Access window and go back to previous page and select the One Supply link. Once on the One Supply page, login and open the tab labeled as 'Applications A-Z' which will provide individual application information.



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If you have any problems or questions with the registration process, please contact NAVY311 helpdesk at 1-855-NAVY-311 (1-855-628-9311) or navy311@navy.mil and provide them with any error message that you may have received, including screen shot, if possible.