**When will I know whether or not I will need to use my digital hard certificate?**

One week prior to an application requiring a digital hard certificate, you will receive an email from Northrop Grumman notifying you of the change. You will also see a new login page similar to this:

Note: you will click on Exostar, LMCO, Raytheon, Boeing, ECA IdenTrust/Verisign Hardware Client Certificate
**What do I need to access password protected areas of OASIS?**

In addition to a Northrop Grumman issued OASIS User ID and password, all users who access password controlled information will be required to hold a medium level of assurance (MLOA) hardware digital certificate.

There are several types of MLOA hardware certificates. The majority of OASIS users will be using CertiPath certs issued by Exostar. We also accept US Government issued CAC (Common Access Card) and certificate issued to Boeing, Lockheed Martin, and Raytheon employees.

If you don’t have a Northrop Grumman OASIS User ID/password please contact your NG buyer to sponsor your request.

**How do I purchase a digital hard certificate?**

You may purchase the digital hard certificate from Northrop Grumman’s partner, Exostar. The following is a link to the Exostar website: [http://www2.exostar.com/l/4632/2010-11-19/3KC1](http://www2.exostar.com/l/4632/2010-11-19/3KC1), click on the “Start” button to view the pricing information.

If you decide to buy the digital hard certificate, please read all information and follow the directions on the Exostar website to complete the purchase.

**What are the steps required after purchasing the Certificate from Exostar?**

After you have purchased the digital hard certificate, you will be contacted by Exostar via email.

1. You will be asked to verify that your computer system is compliant with the Exostar Dual Factor Authentication requirements.
2. The National Notary Association (NNA) sends an email to the individual (User) who purchased the digital hard certificate to schedule a proofing appointment (in-person identity verification process). User brings all required documentation to the appointment and completes the in-person proofing.
3. Exostar mails the User a usb drive along with Certificate download instructions.
4. User installs the required software to activate the usb drive (as applicable).
5. User logs on to Exostar’s website to download the digital certificate onto their usb drive – **must be done within 30 days of the in-person proofing appointment**.
6. Northrop Grumman sends an email to the User for final verification that they have successfully completed the process and can test their digital hard certificate.

**How do I test my Exostar digital hard certificate or equivalent certificate?**

When your certificate is ready to be tested you will receive an email from Northrop Grumman, with a link to the test website: [https://oasis-scorecard.myngc.com/2factor/index.asp](https://oasis-scorecard.myngc.com/2factor/index.asp)

- Input your Exostar usb drive (or equivalent) into your computer
- Choose your Login method: Select “Exostar User Certificate on SmartToken” or “Hardware User Certificate on SmartCard” (for CAC or other non-Exostar certificates)
- Enter your Northrop Grumman provided OASIS User ID and password.
- Choose a digital certificate and click on “OK”.
- Enter your Certificate pin/password in the Token Password field. Click “OK”.

You should see a page that says "Congratulations!"
What do I do if I forgot my Exostar pin/password number?

It is very important that you don’t forget the pin/password number for your Exostar digital hard certificate. The pin/password cannot be reset. Exostar will reissue your digital hard certificate for a fee.

Go to Exostar’s website at: http://www3.exostar.com/Replacement-Products
OR Contact Exostar’s Customer Service at: (703) 793-7800

What do I do if I forgot my OASIS User ID or password?

If you forget your OASIS User ID, contact your Northrop Grumman sponsor.

If you forget your OASIS password, contact the Help Desk and they will reset your password and give you a temporary. You will be required to change your password on the first login.

Northrop Grumman Help Desk can be reached at: (855) 737-8364.

I have an OASIS User ID/password and digital hard certificate and still cannot access the OASIS application

The type of error message you’re getting will determine resolution. These are some of the error messages you may encounter.

- x.509 error – your usb drive is not inserted in your computer
  - Resolution: insert your usb drive into your computer and try again
- x.509 error - your digital hard certificate information does not match the information contained in your OASIS User ID profile.
  - Resolution: contact your Northrop Grumman sponsor to resolve the issue
- Invalid User ID/password – your OASIS password must be reset
  - Resolution: contact the Help Desk to reset your password (855) 737-8364.
- Internal Server Error – your OASIS User ID may be locked. If you try your OASIS password more than three times the system will lock you out for 20-30 minutes and then you can try again
  - Resolution: Wait 30 minutes and then try again, if it still does not work contact the Help Desk to unlock your User ID and reset your password. Help Desk (855) 737-8364.
- Internal Server Error – your User ID may have expired.
  - Resolution: Contact your Northrop Grumman sponsor to check if your User ID has expired.
- “It takes me back to the login screen every time I enter my User ID and password and the login information is blank” – you are trying to access an OASIS application that you are not authorized to view.
  - Resolution: contact your Northrop Grumman sponsor to request access to the application.