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# FFR APPLICATION ACCESS TRAINING GUIDE

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The FFR Application Access site has been updated to enhance the user experience. Benefits of this change include providing a more consistent user experience while making new connectivity options available, like HTML, from a single site. Additionally it provides users with the ability to reset their own passwords and unlock their own accounts.

The purpose of this document is to provide sample screenshots of the changes users will experience due to this update.

## Section 1: Navigating to FFR Application Access

After typing in <https://csg2.navyaims.net> in your web browser you will see the USG Warning and Consent Banner. Read the warning and click "I Agree" to get to the logon screen.

**USG Warning and Consent Banner**

**You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only. By using this IS (which includes any device attached to this IS), you consent to the following conditions:**

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.



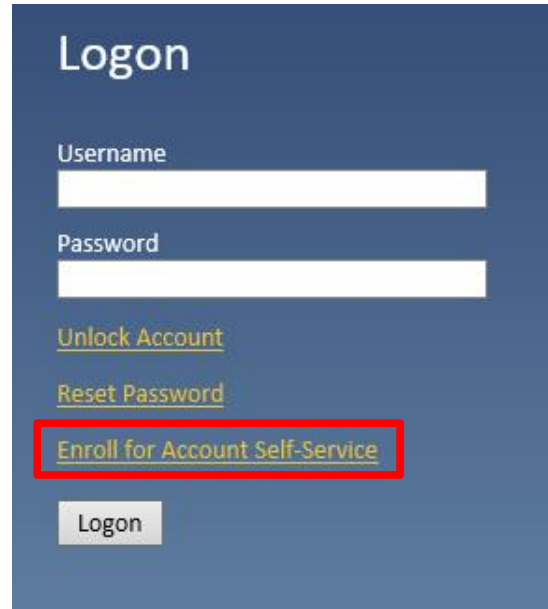
## Section 1: Navigating to FFR Application Access

Once you are past the USG Warning and Consent Banner you will be at the login screen.

The screenshot shows the 'FFR Application Access' login page. On the left, there is a 'Logon' section with a red box labeled 'Logon' and an arrow pointing to the 'Logon' button. Below the button are fields for 'Username' and 'Password', and links for 'Unlock Account', 'Reset Password', and 'Enroll for Account Self-Service'. In the center, there is an 'Important Messages' section with two messages: one dated 06/27/2019 and another dated 07/09/2019. A red box with an arrow points to this section, containing the text: 'Important system messages (scheduled outages) display here. Be sure to read these.' Below the messages is an 'AIMS Helpdesk Info' section with a red box and an arrow pointing to the contact information at the bottom: 'Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or [support@aimshelp.com](mailto:support@aimshelp.com) For Official Use Only'.

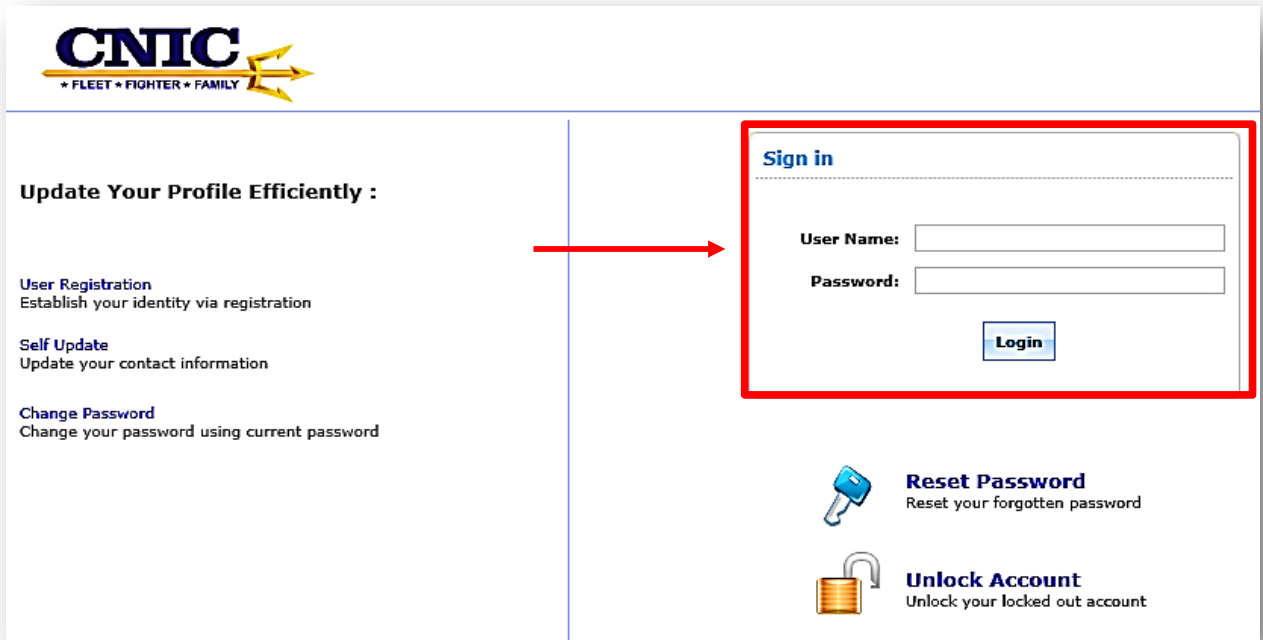
## Section 2: Registering for Account Self Service

On the logon screen there is a link to enroll for account self-service. All users are highly encouraged to do this. Once enrolled, users will be able to unlock their account after too many failed password attempts and also reset their own password.



The screenshot shows a blue background with the word "Logon" at the top. Below it are two white input fields labeled "Username" and "Password". Underneath the fields are three links: "Unlock Account", "Reset Password", and "Enroll for Account Self-Service". The "Enroll for Account Self-Service" link is highlighted with a red rectangular border. At the bottom is a grey button labeled "Logon".

Enter your Citrix username and password.



The screenshot shows the CNIC user interface. At the top left is the CNIC logo with the tagline "FLEET \* FIGHTER \* FAMILY". Below the logo is a section titled "Update Your Profile Efficiently :" with three links: "User Registration", "Self Update", and "Change Password". A red arrow points from this section to a "Sign in" box on the right. The "Sign in" box contains two input fields labeled "User Name:" and "Password:", and a "Login" button. Below the "Sign in" box are two links: "Reset Password" (with a key icon) and "Unlock Account" (with a padlock icon).



## Section 2: Registering for Account Self Service

Read the consent banner then check the box "I, Agree" and then click "Accept"

**USG Warning and Consent Banner**

**USG Warning and Consent Banner**

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- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests-not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

I, Agree



## Section 2: Registering for Account Self Service

When clicking on "Enroll for Account Self-Service" the user will first be directed the "My Info" tab. On that page, there are 3 mandatory fields that must also be completed in order to complete registration (in addition to the 5 Enrollment questions):

- Telephone number
- PIN
- Email


The PIN is a 4 digit number created by the user. It states in the info icon - "This will be required if you need to call the helpdesk and have someone reset your password"

This may be used in the future for individual verification regarding their account

**My Info** Change Password Enrollment

### Self Update

Update your personal information, such as contact details, in this page.



**General** \* Mandatory [Help Card](#)

Description :  \* Telephone Number :

Office :  Web Page :

\* User Verification PIN :  ⓘ

**Contact**

Mobile :  \* E-mail :

Fax :

**Address**

Street :  State :

PO Box :  Zip :

City :



## Section 2: Registering for Account Self Service

Navigate to the Enrollment tab and select your security questions. Click "Enroll" when complete.

**User Registration**  
The information you provide here would be used to authenticate you when attempt to reset password or unlock your account.

**\*Security Questions**

**Length Specification**

- The minimum length of the answer(s) should be 2 characters and maximum allowed is 255 characters

**Register Your Security Question & Answer**

Question: -----Please Select a Question-----  
Answer: \_\_\_\_\_ Confirm Answer: \_\_\_\_\_

Question: -----Please Select a Question-----  
Answer: \_\_\_\_\_ Confirm Answer: \_\_\_\_\_

Question: -----Please Select a Question-----  
Answer: \_\_\_\_\_ Confirm Answer: \_\_\_\_\_

Question: -----Please Select a Question-----  
Answer: \_\_\_\_\_ Confirm Answer: \_\_\_\_\_

Question: -----Please Select a Question-----  
Answer: \_\_\_\_\_ Confirm Answer: \_\_\_\_\_

Hide Answer(s)

You will receive the following message once you are successfully registered:



**You have enrolled for password self-service successfully!**  
**When you request for password self-service, you will be authenticated using this info.**



## Section 3: FFR Application Access WebTop

Once you have completed the self-service registration, log into the FFR Application Access using your username and password.

**FFR Application Access**

**Logon**

Username

Password

[Unlock Account](#)

[Reset Password](#)

[Enroll for Account Self-Service](#)

**Important Messages**

06/27/2019 This is the test version of the site. Please see [csg2.navyaimc.net](http://csg2.navyaimc.net)

07/09/2019 Welcome to the new FFR application access site. Please find additional documentation [here](#).

Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or [support@aimshelp.com](mailto:support@aimshelp.com)  
For Official Use Only

After logging in, you will now see your applications and links on the WebTop:

**Applications and Links**

Kronos Navigator  
Kronos Navigator PRODUCTION

SAP Logon 750  
SAP Logon 750

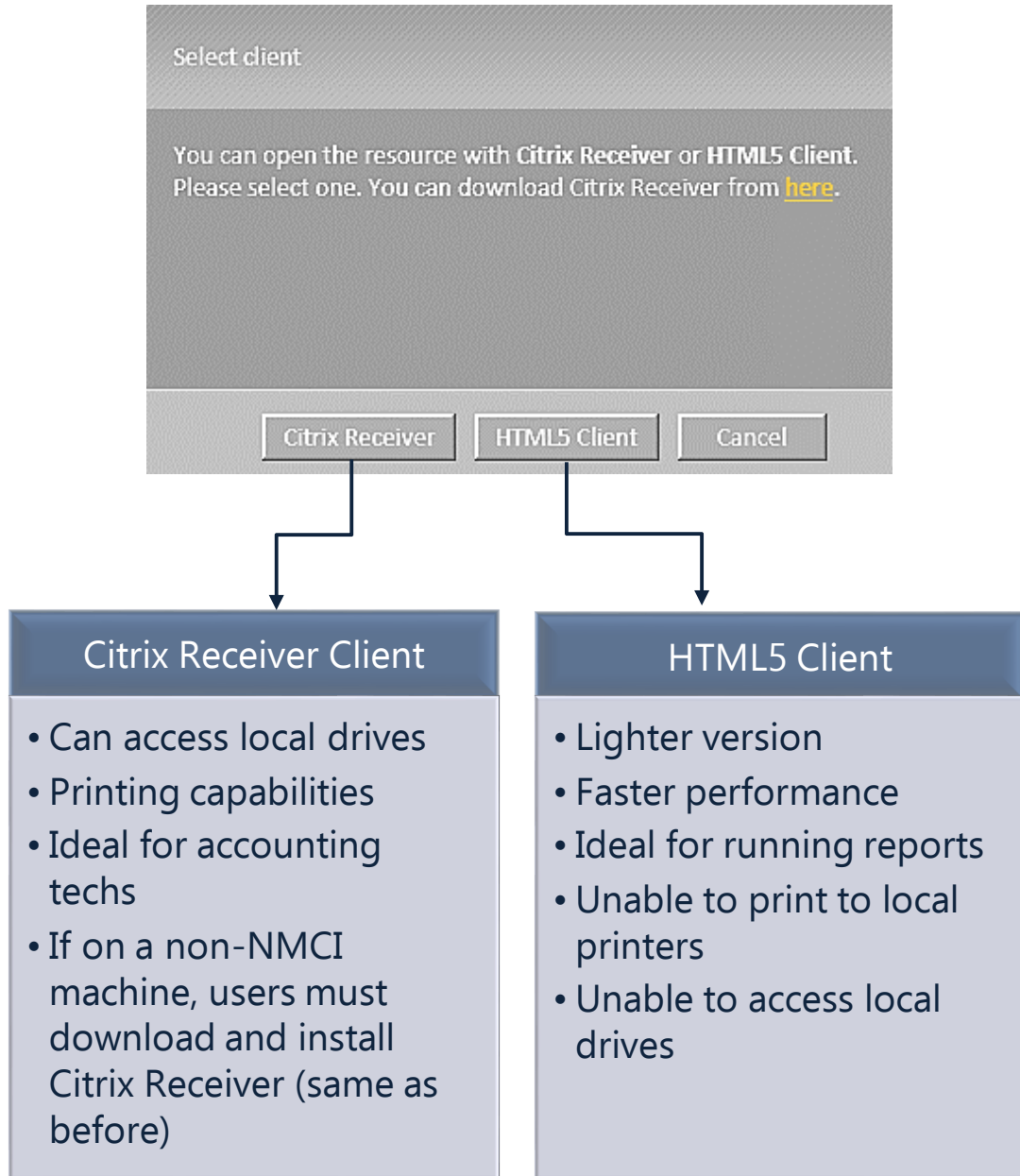
Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or [support@aimshelp.com](mailto:support@aimshelp.com)  
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## Section 3: FFR Application Access WebTop

Upon launching an application for the first time you will be prompted to select the client type:





## Section 3: FFR Application Access WebTop

If you would like to change your selection later on, you can do this under the settings icon:

Applications and Links

Kronos Navigator  
Kronos Navigator PRODUCTION

SAP Logon 750  
SAP Logon 750

Select desired client

Citrix

Citrix Receiver. Download Citrix Receiver from [here](#).

HTML5

OK Cancel

Logout

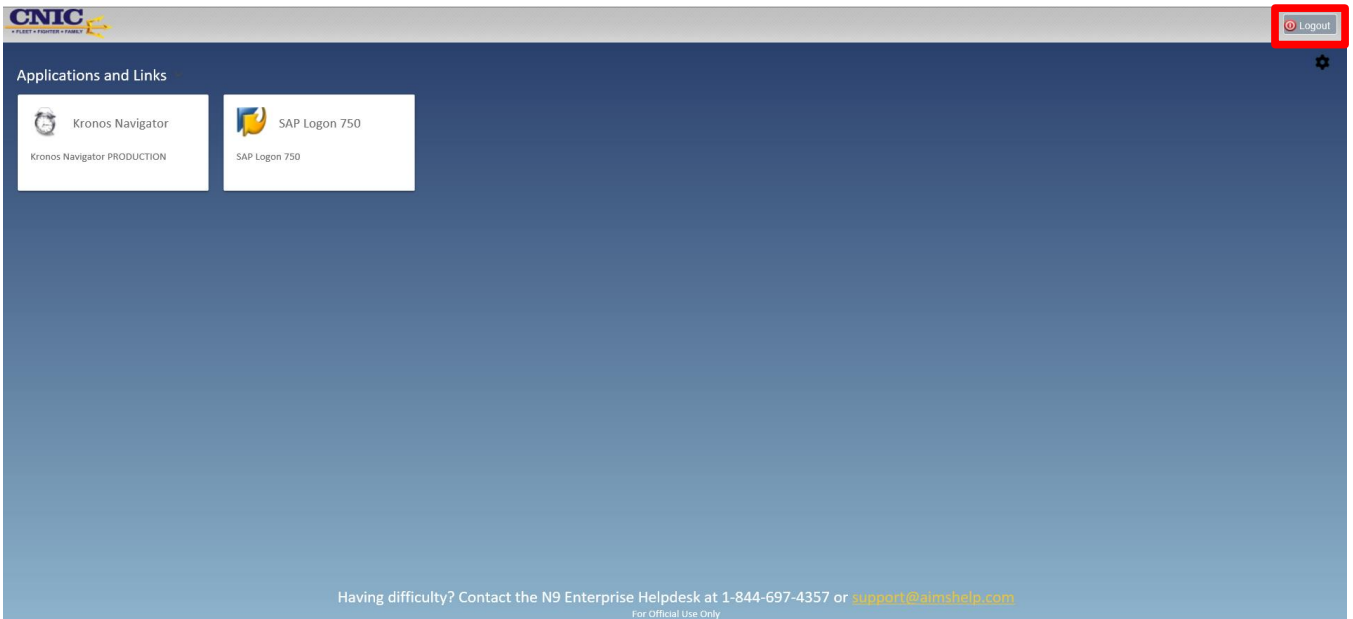
Note that you can change the client type for **AT ANYTIME** by going to your settings

Having difficulty? Contact the N9 Enterprise Helpdesk at 1-844-697-4357 or [support@aimshelp.com](mailto:support@aimshelp.com)  
For Official Use Only



## Section 4: Logging Off

You will find the “Logout” button in the top right hand corner of the screen.



Once logged off you should receive the following message:





## Section 5: Resetting Passwords and Unlocking Accounts

Once enrolled, users will be able to unlock their account for too many failed password attempts and also reset their own password.

**CNIC**  
• FLEET • FIGHTER • FAMILY

**Update Your Profile Efficiently :**

- User Registration**  
Establish your identity via registration
- Self Update**  
Update your contact information
- Change Password**  
Change your password using current password

**Sign in**

User Name:

Password:

**Login**

**Reset Password**  
Reset your forgotten password

**Unlock Account**  
Unlock your locked out account

If a user has forgotten their password, they have the ability to reset it. Click on the 'reset password' option and follow these steps:

**Reset Your Password**  
Please provide your user name and domain name.

Domain User Name  (Example : Jsmith)

**Continue** **Cancel**

**Security Questions**  
Please answer the following question(s) as per your enrollment profile to reset your password

**Answer the below question(s)**

Question: The country you always dreamt of vacationing in ?  
Answer:

Question: When is your parents' wedding anniversary ?  
Answer:

**Continue** **Cancel**

**Reset Password**  
Please enter a new password in the boxes below:

**Reset Password**

New Password :

Confirm New Password :

- Must contain both upper and lowercase
- Number of numerals to include at least "1"
- Number of special characters to include "1"
- Minimum length should be at least "14"
- Maximum length should not exceed "30"

Type the characters you see in the picture below.

Letters are not case-sensitive

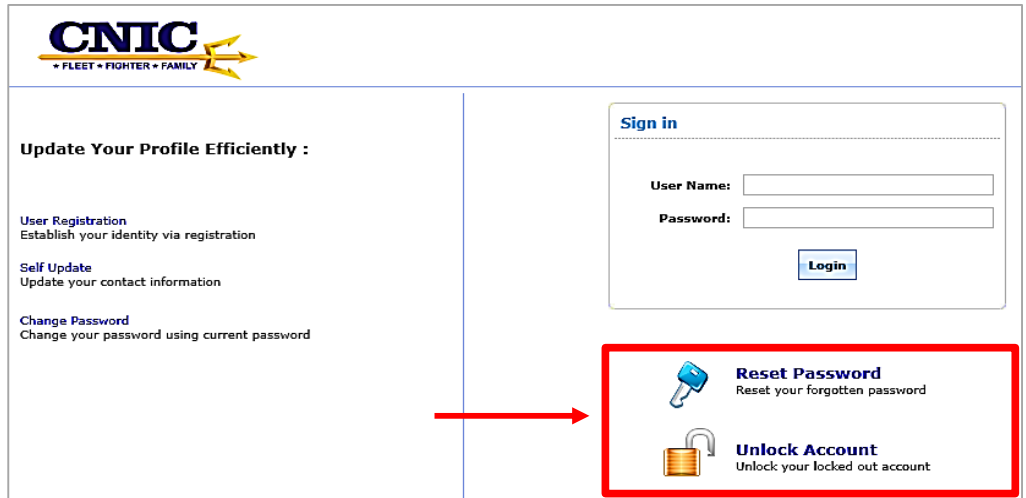
**Reset Password** **Cancel**

The password has been reset successfully.

[Back to home](#)

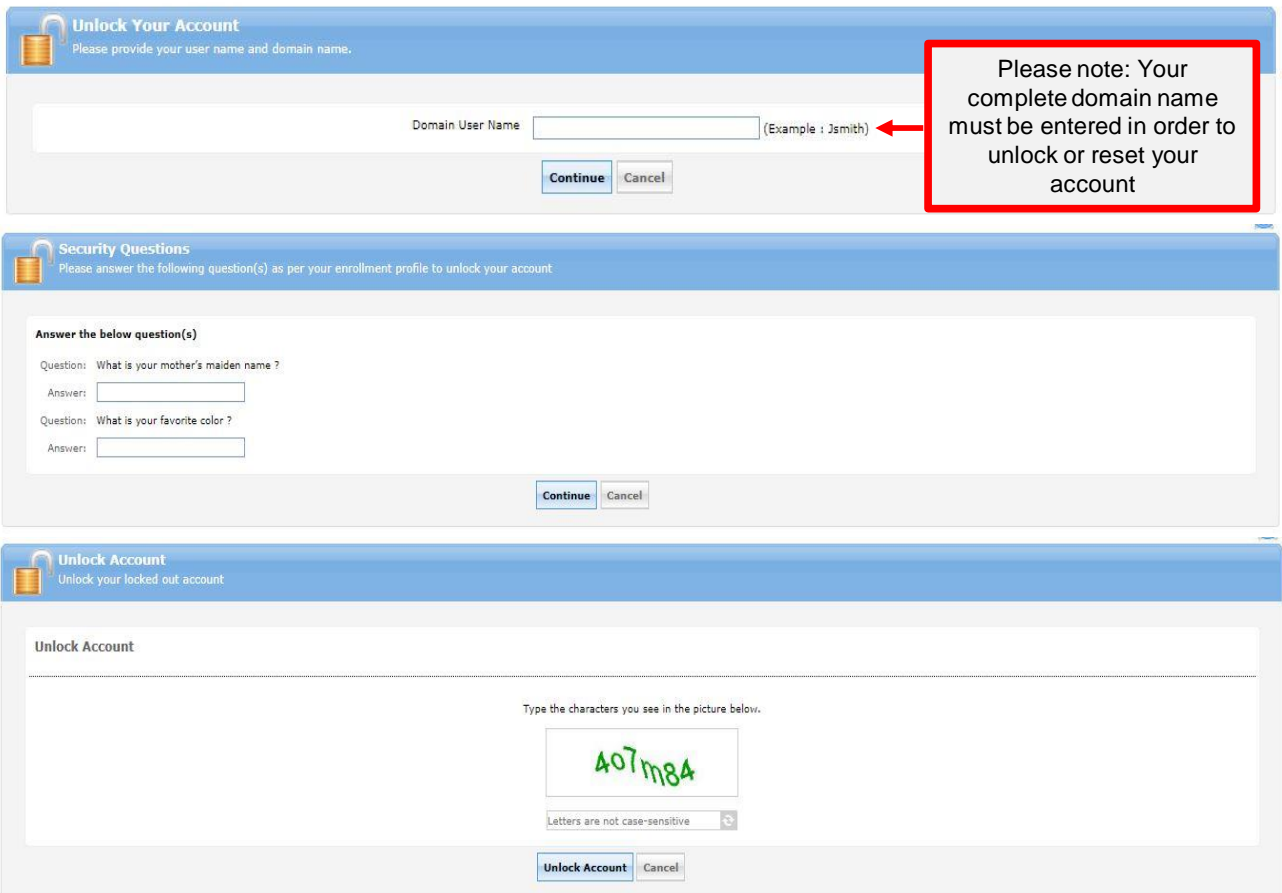
## Section 5: Resetting Passwords and Unlocking Accounts

Once enrolled, users will be able to unlock their account for too many failed password attempts and also reset their own password.



The screenshot shows the CNIC user interface. On the left, under "Update Your Profile Efficiently :", there are three options: "User Registration", "Self Update", and "Change Password". On the right, there is a "Sign in" section with "User Name:" and "Password:" input fields and a "Login" button. Below the "Sign in" section, there are two options: "Reset Password" (with a key icon) and "Unlock Account" (with a padlock icon). A red box highlights these two options, and a red arrow points from the "Change Password" option to the "Reset Password" option.

If a user has been locked out of their account, they have the ability to unlock it. Click on the 'unlock account' option and follow these steps:



The process for unlocking an account is shown in three steps:

- Unlock Your Account:** The user is prompted to provide their user name and domain name. The input field shows "Domain User Name" with an example "(Example : Jsmith)". A red box highlights the input field with the text: "Please note: Your complete domain name must be entered in order to unlock or reset your account".
- Security Questions:** The user is prompted to answer the following question(s) as per their enrollment profile to unlock their account. The questions are: "What is your mother's maiden name?" and "What is your favorite color?".
- Unlock Account:** The user is prompted to type the characters they see in the picture below. The image shows the characters "407m84". A note below the image says "Letters are not case-sensitive".