



Unclassified

**Continental U.S. Field Command**

Defense Information Systems Agency

# DISA Direct Introduction

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Unclassified

# DISA's Goal

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**The goal of DISA Direct is to provide our customers with a one-stop shop to gather information about the products/services offered by DISA, place orders to acquire these products/services, and perform life-cycle management of these assets.**

- **e-Commerce portal for conducting telecomm business with DISA**
- **a group of Web-based applications**
- **one-stop shopping**

# DISA Direct Site Address

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There are several ways to get to DISA Direct:

1. Via the DISA Direct link on the following web sites:

HQ DISA - <http://www.disa.mil>

DISA CONUS - <http://www.disaconus.disa.mil>

DITCO - <http://www.ditco.disa.mil>

2. Directly - <http://www.disadirect.disa.mil>

## DISA Direct Home Page

This is a U.S. Government System! Please read our [disclaimer](#) before continuing.

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- **Training Info**
- **Log In**
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  - [CAC FAQs](#)
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- **DISA Premier Contracts**
- **Order Entry**
  - [Request Routing](#)
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  - [PAWS](#)
  - [Track TR](#)
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  - [Telecommunications Inventory Billing Information \(TIBI\)](#)
  - [FY09 Billing Prices](#)
  - [FY08 Billing Prices](#)
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  - [FY05 Billing Prices](#)
  - [Distance Calculator](#)
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  - [JHITS FY09 Billing Rates](#)
  - [JHITS FY08 Billing Rates](#)
- **Reaward and Revalidation**

### Introduction

- Welcome to DISA Direct; DISA's ordering suite of tools for requesting Telecommunication Products and Services. DISA Direct, also referred to as DISA Direct Order Entry (DDOE) is part of DISA's Network Services (NS) Operations Support Systems (OSS). The DDOE portion of DISA Direct is the ordering tool. All persons requiring access to DISA Direct to place orders are required to Create a Userid and then utilize the Registration tool to obtain the appropriate role for access to the various DISA Direct tools. Our goal with DISA Direct is to provide our customers with one stop to gather information about the products/services offered by DISA, place orders to acquire these products/services, and perform life-cycle management of these assets. We have several new features, as well as enhancements to existing capabilities, coming in the future, which we believe will further streamline the elements of the provisioning process. To Get Started call the 24x7 DISN Customer Contact Center at CONUS Only 800-554-3476 Option 1 or DSN 312-850-4790, Option 1.

### What's Hot!

- **02 Apr 09** - March 2009 CC&O as displayed in TIBI - Due to technical difficulties, financial transactions processed on 31 Mar 09 have not been posted to the TIBI application. Once those items have been restored, a notice will be posted, via DISA Direct & TIBI. As always, thank you for your patience. If you have any question regarding billing, please contact Customer Support for your agency at the following numbers:  
Army DSN 779-9591, CML 618-229-9591;  
Air Force DSN 779-9210, CML 618-229-9210;  
Navy DSN 779-9718, CML 618-229-9718;  
Other DSN 779-9519, CML 618-229-9519;  
DISA DSN 779-9206, CML 618-229-9206.
- **01 Apr 09** - Distance Calculator. The Distance Calculator has been revised to include over 3,400 new, corrected, or deleted locations. The current version is Version 3.0, Revision 28. Revisions to the Distance Calculator will be posted approximately once per month.
- **25 Mar 09** - Attention Subscription Officials (SOs). In Accordance With (IAW) the [Defense Working Capital Fund \(DWCF\) Telecommunications Services Billing Prices for FY 2009](#), Section 3, the DISA Direct Order Entry (DDOE) - Telecom Request (TR) page will include a new hyperlink under the Subscription TR labeled, Secure Mobile Environment-Portable Electronic Device (SME-PED) Subscription TR. Costs to establish, operate, and maintain the infrastructure required to provide SME-PED service are recovered through monthly recurring charges (MRCs). Based on a decision by the DISN Rates Management Council (DRMC), the expected costs of this first year of operation are recovered through a simple cost sharing structure, based on estimated usage. For additional information on SME-PED call DSN 381-0317 or Commercial 703-882-0317. For ordering support via DDOE TR call (618) 220-8971 or (618)220-8804 or DSN 770-8971/8804.

# Navigating DISA Direct

## Use hyperlinks to move around in DISA Direct

DISA Direct Home TR Home CAD

### DISA Direct Home Page

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  - [Distance Calculator](#)
  - [DISN Subscription Service \(DSS\)](#)
  - [JHITS FY09 Billing Rates](#)
  - [JHITS FY08 Billing Rates](#)
- Reward and Revalidation

### Introduction

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DISA DSN 779-9206, CML 618-229-9206.
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# Utilizing DISA Direct

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**A user ID is not required to view some of the information on the site (Getting Started, DISA Premier Contracts, References).**

**To submit/approve a request, check the status of a requirement, or access the Review & Revalidation (R&R) application, you must create a user ID and then be approved for roles.**

## **Basic navigation:**

- use hot links across the top or side of the page to move around.**
- do not use “back” button while working on a request**

# Getting Started Section

## DISA Direct! - Getting Started

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- [Login](#)  
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### FAQ

#### FAQs for DISA Direct

##### 1. What is DISA Direct?

- DISA Direct is the Department of Defense front-end ordering portal. DISA Direct consists of a suite of tools that allows Warfighters and other customers to order telecommunications products and services under all conditions of peacetime and war.

##### 2. What roles do I need?

- The DISA Direct roles are dependent upon the user's responsibilities. For descriptions on the roles, select the 'Registration' hyperlink and 'Request New Roles'. Next select the 'View Role Descriptions'.

##### 3. Who approves my roles?

- Most roles are approved by a Registration Official of the same agency of the user requesting the role(s) The user selects Registration Officials from a list of names to send the role request to.

##### 4. How long does it take for role approvals/denials?

- Approvals/denials of roles are dependent upon the Registration Official. If the user does not get a reply back on the role request within 24 hours, advise the user contact the Registration Official(s) that the role request(s) was sent to.

This section offers tips on FAQs, Login procedures, Registration, Order Entry, Order Status, Inventory & Billing, Reward & Revalidation and Queries.





# DISA Direct! Login

Sign In To DISA Direct.

User ID:   
Password:

Forgot your userid or password? Call the DISN Customer Contact Center at the numbers listed at the bottom of the page.

Don't have a DISA Direct user ID? [Sign up](#) for one.

**If you forget your userid/ password call the DCCC at one of the numbers listed at the bottom of the page.**



**If your userid/ password is entered incorrectly three times your account is locked. Contact DCCC to unlock.**

[Security & Privacy](#) | [Accessibility](#) | [FOIA](#) | [No Fear Act Notice](#)

Page Last Updated: 18 December 2005, [direct@disa.mil](mailto:direct@disa.mil)

All questions on DISA Direct/locked accounts call the DISN Customer Contact Center  
CONUS ONLY 800-554-3476 Option 1  
DSN 312-850-4790 Option 1  
Global DSN: 510-DSN-DCCC (510-376-3222)

# Session Status

You can tell the status of your log on by checking here.

DISA  
Session ID 430743943  
Started 4/13/2009 11:34:53 AM  
Currently 4/13/2009 11:56:10 AM

## DISA Direct Home Page

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- Order Status
  - [PAWS](#)
  - [Track TR](#)

### Introduction

- Welcome to DISA Direct; DISA's ordering suite of tools for requesting Telecommunication Products and Services. DISA Direct, also referred to as DISA Direct Order Entry (DDOE) is part of DISA's Network Services (NS) Operations Support Systems (OSS). The DDOE portion of DISA Direct is the ordering tool. All persons requiring access to DISA Direct to place orders are required to Create a Userid and then utilize the Registration tool to obtain the appropriate role for access to the various DISA Direct tools. Our goal with DISA Direct is to provide our customers with one stop to gather information about the products/services offered by DISA, place orders to acquire these products/services, and perform life-cycle management of these assets. We have several new features, as well as enhancements to existing capabilities, coming in the future, which we believe will further streamline the elements of the provisioning process. To Get Started call the 24x7 DISN Customer Contact Center at CONUS Only 800-554-3476 Option 1 or DSN 312-850-4790, Option 1.

### What's Hot!

- **13 Apr 09** - Update: March 2009 CC&O as displayed in TIBI. All financial transactions for March 31st have been restored and verified for accuracy. These transactions will be available on the April CC&O report. Again, thank you for your patience during this time. If you have any question regarding billing, please contact Customer Support for your agency at the following numbers:  
Army DSN 779-9591, CML 618-229-9591;  
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Navy DSN 779-9718, CML 618-229-9718;

# Order Entry

**Order entry allows the customer to establish routing, prepare/submit/retrieve and track an on-line requests, and create a requirements package for any of DISA's large technical services contracts.**

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# Order Status

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### Introduction

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### What's New

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Navy DSN 779-9718, CML 618-229-9718;

**Order Status provides status to the customer regarding their requested services. User can access TRs (either submitted or draft) in Track TR or the PAWS application.**

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  - [DISN Subscription Service \(DSS\)](#)
  - [JHITS FY09 Billing Rates](#)
  - [JHITS FY08 Billing Rates](#)

### Introduction

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**Inventory and Billing allows all DISA Customers to view and extract their current telecom inventory, billing and Customer Cost and Obligation (CC&O) information for telecom services.**

# Reaward & Revalidation Section

This is where you'll access (having the required roles) the R&R and ECSA applications. You can also obtain a copy of the R&R user's manual.

- [DISA Premier Contracts](#)
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  - [R&R Registration Instructions and Users Manual](#)
- [Queries](#)
- [References](#)
  - [EMSS Information](#)
  - [FTS2001/Networx Bulletin](#)

- **13** ...  
 Air Force DSN 779-9718, CMI  
 Navy DSN 779-9718, CMI  
 Other DSN 779-9519, CMI  
 DISA DSN 779-9200
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- **18 Mar 09** - New Getting Started Documentation - The 'Getting Started' hyperlink on the top left of the page has been updated with step-by-step directions for Getting Started on DISA Direct.
- **16 Mar 09** - Attention EMSS Customers:  
 The description and price for the following CLINs have been modified:  
 CLIN 0012AA - 9505A Securable Portable Telephone with Accessories  
 CLIN 0020BP - 9505A Handset with High Capacity Battery

actions will be  
 report for your

# Queries Section

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  - [Review & Revalidation](#)
  - [R&R Registration](#)
  - [Instructions and Users Manual](#)
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  - [FTS2001/Network Bulletin](#)
- **Notices to Customers**
  - [DITCO Notices](#)
  - [DISA & DISA CONUS Notices](#)
- **Other Links**
  - [DITCO Scott](#)
  - [DITCO Europe](#)
  - [DITCO NCR](#)
  - [DITCO Pacific](#)
  - [DITCO Alaska](#)
  - [DISA CONUS](#)
  - [AF TCOSS](#)

**Requires a query specific role (Authorized Query Official (AQO) ) or the DISA-only role of Authorized Provisioning Official (APO) . Currently the only functioning query is for Pending TRs in Routing Process - Provides a list of all pending Telecom Requests (TRs) that have been submitted and are currently in the routing process.**

of DISN services in CONUS. These services include all activities from defining requirements through service activation, information request from users, requests for ordering assistance of DISN services and all associated activities in the Provisioning process throughout the service life cycle. For assistance contact the DCCC at 1-800-554-DISN, Opt 1 or DSN 312-850-4790 Opt 1.

- **02 Feb 09** - DISA Direct is experiencing some TSRs issues as of late Friday, January 30th. The TSR emails and DISA Direct TSR images are missing TSR Items such as the Service Location information in TSR Item 120a, 120b, etc... The DISA Direct Team is working the issue. Until the TSR issue is fixed, all TSRs that are emailed missing TSR Items are being re-sent out to all TSR Addressees with the proper TSR items. We apologize for any inconvenience.

# References Section

## References

- ◆ [EMSS Information](#)
- ◆ [FTS2001/Networx Bulletin](#)

## ◆ Notices to Customers

- ◆ [DITCO Notices](#)
- ◆ [DISA & DISA CONUS Notices](#)

## ◆ Other Links

- ◆ [DITCO Scott](#)
- ◆ [DITCO Europe](#)
- ◆ [DITCO NCR](#)
- ◆ [DITCO Pacific](#)
- ◆ [DITCO Alaska](#)
- ◆ [DISA CONUS](#)
- ◆ [AF TCOSS](#)

**This area of DISA Direct provides access to reference materials. No user ID/password are needed to access the information in this area.**

**DISA notices to customers and the current billing rates for DISN services are posted here**

- ◆ **27 Feb 09** - Effective 2 March 2009, the DISN Customer Contact Center (DCCC) will become the initial point of contact for calls relative to non-outage related queries from users of DISN services in CONUS. These services include all activities from defining requirements through service activation, information request from users, requests for ordering assistance of DISN services and all associated activities in the Provisioning process throughout the service life cycle. For assistance contact the DCCC at 1-800-554-DISN, Opt 1 or DSN 312-850-4790 Opt 1.
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# Summary

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**We hope this presentation on the DISA Direct web site will assist you in gaining a better understanding of the various offerings and to use this site to research the various products and services as well as ordering these services.**

**If you have any further questions concerning DISA Direct please call the DISN Customer Contact Center (DCCC) at:**

**DSN 312-850-4790, CMCL 614-692-4790 or  
Toll Free 800-554-DISN (3476)**

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