

Setting Up Distributed Tactical Communications System (DTCS) Service

Overview

18 June 2013

The United States Defense Information Systems Agency (DISA) has an Enhanced Mobile Satellite Services (EMSS) Activity Division, which is part of the COMSATCOM NSK Organization. EMSS offers a variety of services such as Short Burst Data (SBD), Iridium Paging, Iridium circuit switched data and the Distributed Tactical Communications System (DTCS), also known as Netted Iridium. This document will provide an overview on how to order DTCS service.

Contents

Getting Started	2
Creating a DISA Direct Order Entry (DDOE) Account	3
Registering and Selecting a Role.....	3
Ordering DTCS Equipment	4
Activating DTCS Service on a DTCS Device	6
Ordering DTCS Closed-Nets	8
Additional Resources	10

Getting Started

In order to use DTCS for tactical communications, a user needs the following:

- **DTCS compatible device, such as an RO Tactical Radio™** - The device, as well as related accessories, can be purchased via the DISA Direct web site or from the device vendor.
- **DTCS Service (air-time) for your device** – Satellite air-time can only be purchased via the DISA Direct web site by submitting a Telecom Request (TR). There is a one time activation fee per device, as well as a monthly service fee. When you order DTCS Service, you are required to submit the International Mobile Equipment Identification (IMEI) number of the associated device. Therefore, you must order your DTCS device before you can order DTCS service.
- **One or more DTCS Closed-Nets** – DTCS Closed-Nets establish a closed community of users that communicate with each other. Closed-Nets can only be purchased via the DISA Direct web site by submitting a Telecom Request (TR). There is a one time activation fee per Net, as well as a monthly service fee.

If you want your DTCS devices to be associated with your DTCS Nets when the devices are initially provisioned, you should order your Nets before you order DTCS Service for your devices. If you do not specify the Nets to associate with your devices, default (public) nets will be assigned at provisioning time. Authorized Users can change the device/Net associations at any time using the DTCS Web Portal or the Field Application Tool (FAT)

- **Domain** – A domain is your “home” on the DTCS Web Portal to manage and control your DTCS devices and Nets. You will receive a login for this domain. There is no cost associated with your domain, but you must have a domain before your DTCS Service can be activated. If you need a domain, contact the General Dynamics Help Desk at (877) 446-0600 or customer.service@gdc4s.com.
- Please note that every account holder that accesses the DTCS Net Manager is required to complete a DoD Information Assurance online training class and submit a signed Form DD 2875 System Authorization Access Request (SAAR). This is true for users of the DTCS Web Portal, as well as users of the DTCS Field Application Tool (FAT).
- **DISA Direct Account** - To order DTCS devices, service, or Nets from the DISA Direct web site, you will need a DISA Direct account, and the following roles:
 - Authorized Requesting Official (ARO) - Create and submit Telecom Requests (TRs) and access the tracking tools (Track TR)
 - Authorized Funding Official (AFO) - Approve PDC(s) and funding within the TR routing process and access and update Telecommunications Inventory Billing Information (TIBI)
 - Routing List Official (RLO) - Create, edit, and delete routing offices, lists, and matrices for your Agency TR Routing Rules

You will also need a Program Designator Code (PDC). Note that DTCS service can be appended to an existing EMSS account.

Creating a DISA Direct Order Entry (DDOE) Account

Follow the steps below to create a new EMSS account.

1. Open a web browser and go to <https://www.disadirect.disa.mil>. Users require a valid DoD signature certificate to access this web site.
2. Click the **CREATE USERID** link under "Registration Center".
3. Complete the information as indicated on the page and click the **SUBMIT** button to create the account and receive your DISA Direct user ID and password.

Tip: If you forget your user ID or password, click on the **FORGOT YOUR USERID OR PASSWORD?** link on the DISA Direct login page. The information will be emailed to the address on record.

Registering and Selecting a Role

After the DDOE account is created, it must be registered and a role assigned to that account. Follow the steps below to register the account and select a role.

1. If not already logged in, go to <https://www.disadirect.disa.mil> and click the **LOG IN** link. In the login screen, enter your user ID and password and click **SIGN IN**.
2. Click on the **REGISTRATION** link below "Registration Center".
3. Click on **REQUEST NEW ROLE** under "Registration Options". The *Register for New Account* screen will appear.
4. Click on the link for the appropriate role.

Tip: Click on the **DESCRIPTION OF ROLES** link if unsure of the type of role to select. If this account will be used to create requests (see "Submitting a Telecom Request" below), then the **AUTHORIZED REQUESTING OFFICIAL (ARO)** role must be selected.

5. Fill in the required fields, including specifying the "Registration Official (RO)". This individual is responsible for approving or denying all role requests for your company.
6. Click **CONTINUE**. If the role selection is approved, an email will be sent to the person who submitted the request (if the option to receive emails was enabled on the registration page). Alternatively, to view whether or not the role selection was approved, login (see step 1) and click the **NOTIFICATIONS** link.

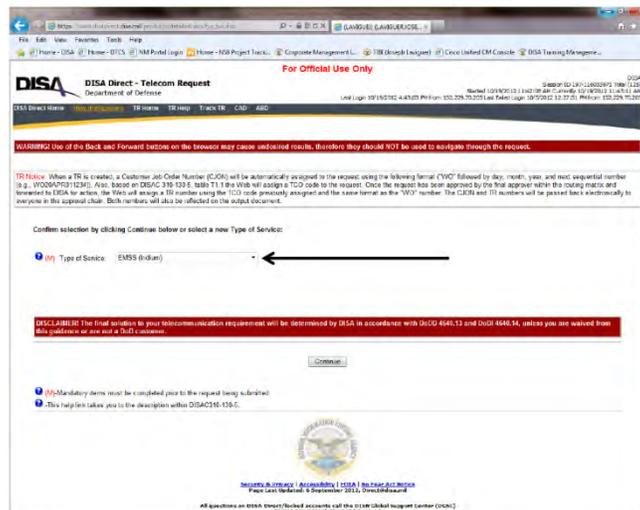
Ordering DTCS Equipment

DTCS equipment and related accessories can be purchased via the DISA Direct web site. You must first create an account with the proper roles. After the account has been registered and a role assigned, a Telecom Request (TR) to order DTCS equipment may be submitted.

1. If not already logged in, go to <https://www.disadirect.disa.mil> and click the **LOG IN** link. In the login screen, enter your user ID and password and click **SIGN IN**.

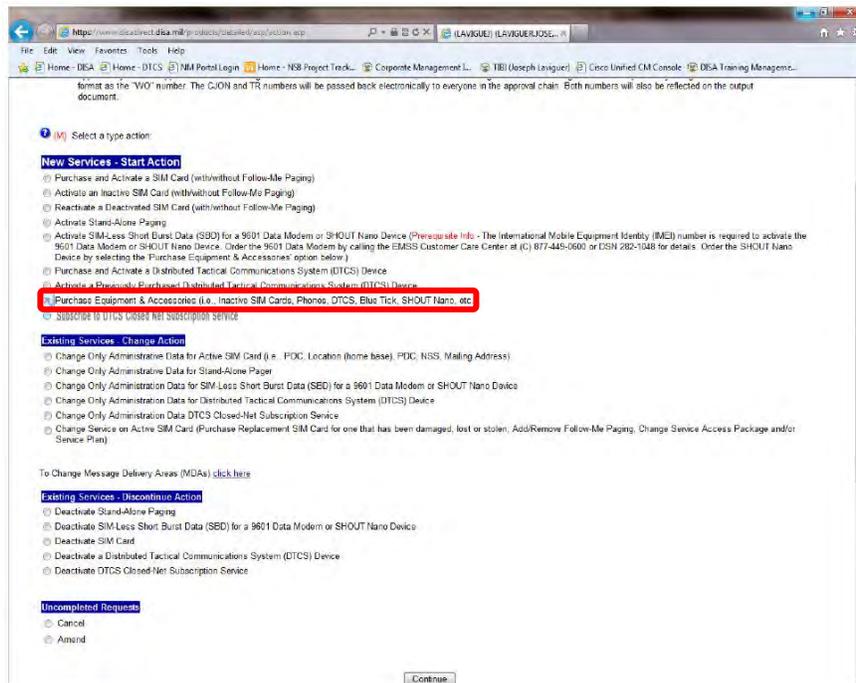
Note: Only users assigned to the Authorized Requesting Official (ARO) role can create TRs.

2. Click on **TELECOM REQUEST** located under "Order Entry".
3. Click **CREATE TR**.
4. For the type of service, select **EMSS (Iridium)** and click **CONTINUE**.



5. Confirm the selection and click **CONTINUE** again.

- Under "New Services - Start Action", select Purchase Equipment & Accessories (i.e., Inactive SIM Cards, Phones, DTCS, Blue Tick, SHOUT Nano, etc.)



- Click **CONTINUE**.
- Enter information as required. Mandatory fields are marked by a red M in parentheses (**M**).
- Along the left side of the TR screen are colored tabs. Green tabs indicate areas that have been successfully completed (all fields have been filled in). Red tabs indicate areas where information is missing and must be completed before the request can be submitted. Click **CONTINUE** after completing each screen to be guided through the screens to be completed.

At any time, click **SAVE AS DRAFT** to save the TR so that it can be finished later (i.e., you can exit and come back later to complete it).

- Once every tab is displaying green, click the **SUMMARY** tab to review all the information. If any information is incorrect, click the corresponding link to go back and change the information.

The *Summary* tab also displays the route the TR will travel through as it undergoes review. Email addresses for additional recipients may also be added in this screen.

- When finished, click **SUBMIT**.
- A Telecommunications Service Request (TSR) will be emailed to the person who submitted the TR and to all those individuals who were included on the Summary tab. To track the status of the request, log into the DISA Direct website (see step 1) and click on **TRACK TR** under **ORDER STATUS**.

- Following all approvals, the TSR is transformed into a Delivery Order and forwarded to the EMSS DTCS provisioning agent for order fulfillment.

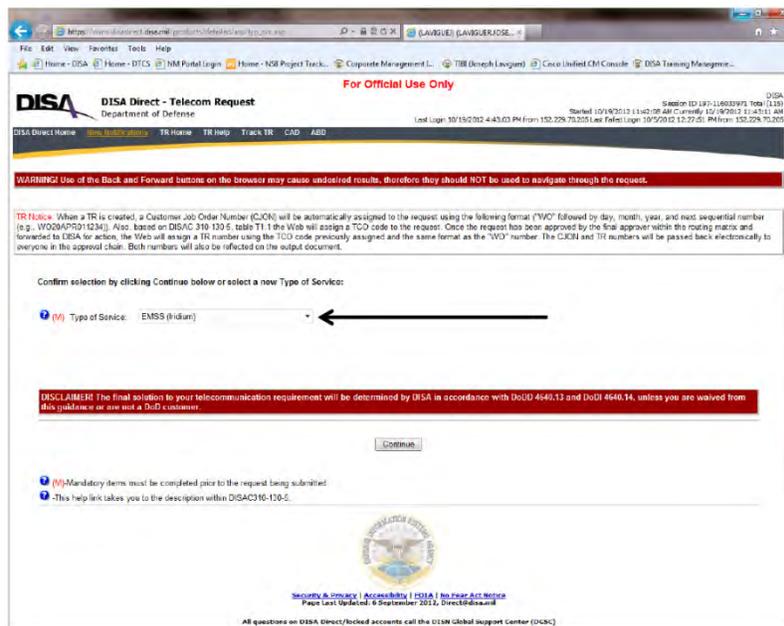
Activating DTCS Service on a DTCS Device

After the account has been registered and a role assigned, a Telecom Request (TR) to activate DTCS Service for an existing device may be submitted.

- If not already logged in, go to <https://www.disadirect.disa.mil>. . Users require a valid DoD signature certificate to access this web site.

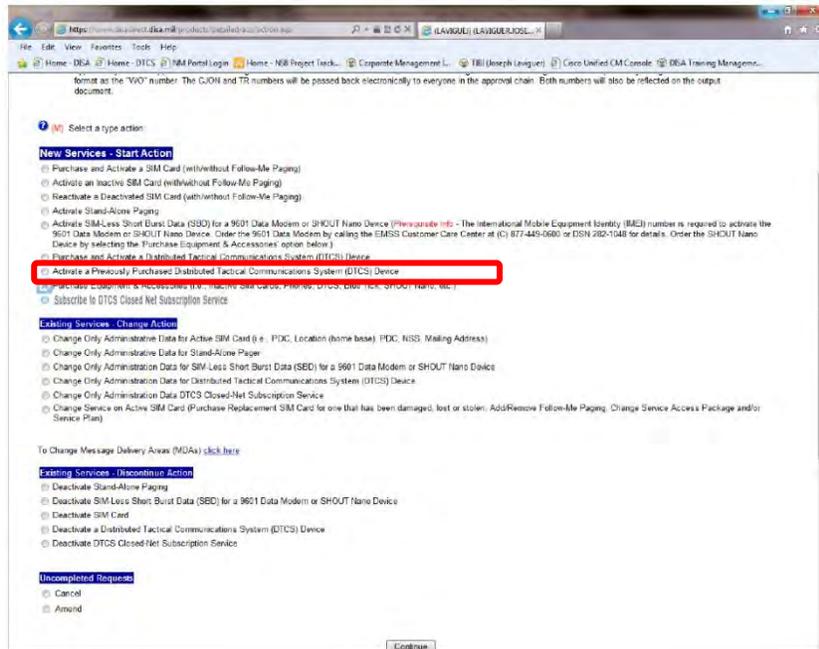
Note: Only users assigned to the Authorized Requesting Official (ARO) role can create TRs.

- Click on **TELECOM REQUEST** located under "Order Entry".
- Click **CREATE TR**.
- For the type of service, select **EMSS (Iridium)** and click **CONTINUE**.



The screenshot shows the DISA Direct - Telecom Request web application. The page title is "DISA Direct - Telecom Request" and it is for "Official Use Only". The page contains a warning banner: "WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request." Below the warning, there is a section for "TR Rules" and a "Confirm selection by clicking Continue below or select a new Type of Service:" section. The "Type of Service" dropdown menu is set to "EMSS (Iridium)". A red disclaimer banner is present: "DISCLAIMER: The final solution to your telecommunication requirement will be determined by DISA in accordance with DoDI 4440.11 and DoDI 4440.14, unless you are waived from this requirement on an case-by-case basis." Below the disclaimer is a "Continue" button. At the bottom, there is a "Mandatory items" section with a link to "This help link takes you to the description within DISAC316-130-5." The page footer includes the DISA logo and contact information for the Global Support Center (GSC).

- Confirm the selection and click **CONTINUE** again.
- Under "New Services - Start Action", select **ACTIVATE A PREVIOUSLY PURCHASED DISTRIBUTED TACTICAL COMMUNICATIONS SYSTEM (DTCS) DEVICE**.



20. Click **CONTINUE**.
21. Enter information pertaining to the services being ordered. Mandatory fields are marked by a red M in parentheses (M).
22. Along the left side of the TR screen are colored tabs. Green tabs indicate areas that have been successfully completed (all fields have been filled in). Red tabs indicate areas where information is missing and must be completed before the request can be submitted. Click **CONTINUE** after completing each screen to be guided through the screens to be completed.

At any time, click **SAVE AS DRAFT** to save the TR so that it can be finished later (i.e., you can exit and come back later to complete it).

23. When ordering DTCS Service you must enter an International Mobile Equipment Identity (IMEI) number. Each DTCS radio has its own unique IMEI number. The IMEI for your radio will be supplied with the radio, although it may be possible to receive the IMEI before you receive the radio itself.

The IMEI number is 15 digits beginning with a '3' and ending with a '0'. Only one IMEI number can be entered per TR. You can clone a TR and change the IMEI for each subsequent device that you wish to order service for.

24. Once every tab is displaying green, click the **SUMMARY** tab to review all the information. If any information is incorrect, click the corresponding link to go back and change the information.

The *Summary* tab also displays the route the TR will travel through as it undergoes review. Email addresses for additional recipients may also be added in this screen.

25. When finished, click **SUBMIT**.

26. A Telecommunications Service Request (TSR) will be emailed to the person who submitted the TR and to all individuals who were included on the Summary tab. To track the status of the request, log into the DISA Direct website (see step 1) and click on **TRACK TR** under **ORDER STATUS**.
27. Following all approvals, the TSR is transformed into a Delivery Order and forwarded to the EMSS DTCS provisioning agent for activation.

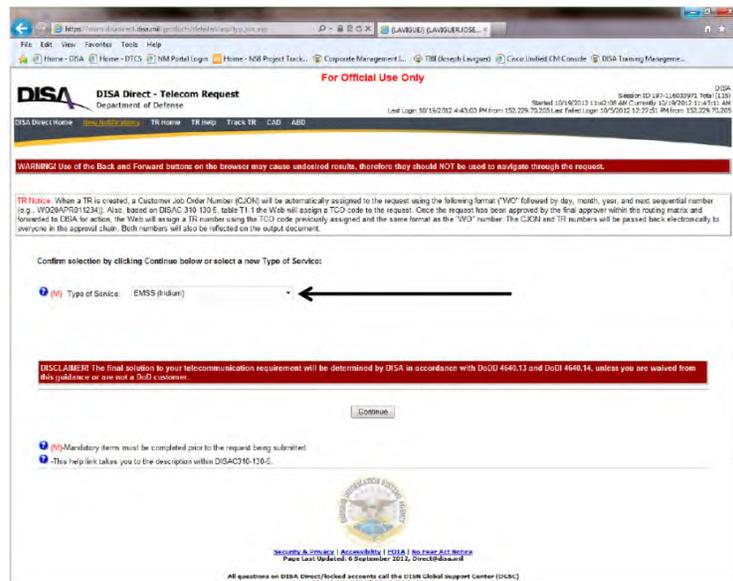
Ordering DTCS Closed-Nets

After the account has been registered and a role assigned, a Telecom Request (TR) to order DTCS Closed-Nets may be submitted.

1. If not already logged in, go to <https://www.disadirect.disa.mil> and click the **LOG IN** link. In the login screen, enter your user ID and password and click **SIGN IN**.

Note: Only users assigned to the Authorized Requesting Official (ARO) role can create TRs.

2. Click on **TELECOM REQUEST** located under "Order Entry".
3. Click **CREATE TR**.
4. For the type of service, select **EMSS (Iridium)** and click **CONTINUE**.



5. Confirm the selection and click **CONTINUE** again.

through the screens to be completed.

At any time, click **SAVE AS DRAFT** to save the TR so that it can be finished later (i.e., you can exit and come back later to complete it).

10. Once every tab is displaying green, click the **SUMMARY** tab to review all the information. If any information is incorrect, click the corresponding link to go back and change the information.

The *Summary* tab also displays the route the TR will travel through as it undergoes review. Email addresses for additional recipients may also be added in this screen.

11. When finished, click **SUBMIT**.
12. A Telecommunications Service Request (TSR) will be emailed to the person who submitted the TR and to all individuals who were included on the Summary tab. To track the status of the request, log into the DISA Direct website (see step 1) and click on **ORDER STATUS**.
13. Following all approvals, the TSR is transformed into a Delivery Order and forwarded to the EMSS DTCS provisioning agent for activation.

Additional Resources

For help with completing a TR or setting up the roles or requesting a PDC, support can be obtained from DISA Customer Service or DISA CONUS Customer Service.

DISN Global Support Center

DSN: (510) 376-3222 or (312) 850-4790

CML: (800) 554-3476 or (614) 692-4790

DGSC@CSD.DISA.MIL

DGSC@COLS.CSD.DISA.SMIL.MIL

DISA CONUS Customer Service

CML: (618) 229-9922

DISACONUSCUSTOMERSERVICE@DISA.MIL

For more information on EMSS, SBD, DTCS and related technology and services, see the following websites and documents, some of which are also referenced in the following pages:

- EMSS website:
<http://www.disa.mil/services/emss.html>
- Department of Defense Policy on Procurement of Mobile Satellite Services (2001)
<https://inah.pac.disa.mil/fouo/files/ASDpolicy.pdf>
- Web Ordering of EMSS & Iridium Services:
https://inah.pac.disa.mil/fouo/Web_Entry.shtml (site requires CAC or domain authentication)

- DISA Direct website (for creating EMSS account and requesting service):
<https://www.disadirect.disa.mil/>
- DTCS Net Manager Web Portal:
<https://dtcs.pac.disa.mil>

Note: The websites listed above are the property and responsibility of their respective owners. ITT Exelis and NexGen Communications, LLC do not control, monitor, or guarantee the information contained in these sites, and do not endorse any views expressed or products or services offered on those sites.
