

---

# HOW TO FIX WEBSITE ACCESS ISSUES

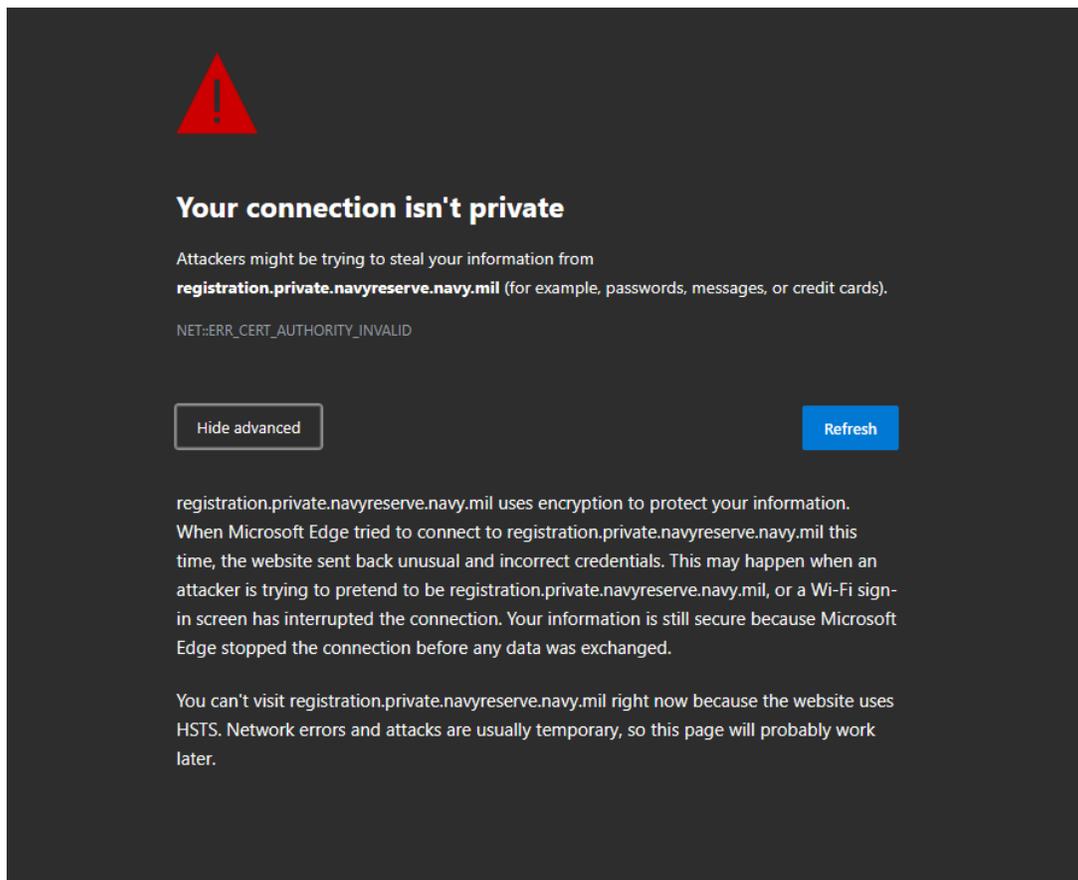
---

## Contents

1. General Troubleshooting .....	2
2. BUPERS Online (BOL).....	5
3. Flank Speed .....	6
4. Microsoft Passkey .....	8
5. My Navy Reserve Homeport (MyNRH / Sharepoint / N14 Drop Box).....	9
6. NMCI.....	12
7. NROWS.....	13
8. NSIPS .....	14

## 1. General Troubleshooting

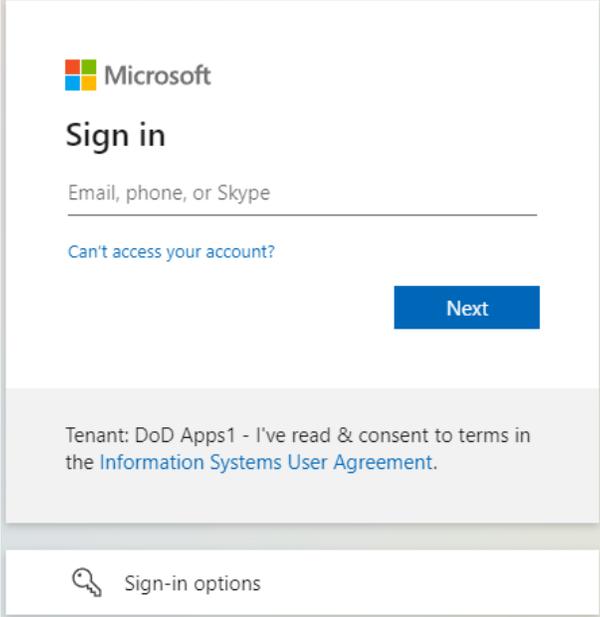
- Not all access issues are account related. Some issues are caused by browser/firewall settings, your internet connection, or your CAC. This section will cover general errors and common troubleshooting tips.
- **Members should install Nautilus Virtual Desktop (NVD) on their personal computers. This program emulates an NMCI connection from your own computer and fixes non-account related access issues. Reference for NVD Guide on the [SSO Toolkit](#) for further information.**
- **Connection Not Private:**



- This error is NOT account related. It can be caused by misaligned CAC certificates, or by trying to access a Navy website from a non-Navy connection. To fix this:
  - First try re-installing your DOD root certificates. Reference the CAC section below.
  - **Second, use Nautilus Virtual Desktop to access the website, this is the quickest and easiest fix!**
  - Otherwise, clear your browser cache and history, restart your computer, or try accessing the website later. Sometimes it is a server/timing issue that resolves itself.

- **Microsoft Login Prompt:**

- A Microsoft sign in is a prompt to login with your Flank Speed email (ends in @us.navy.mil). Input your full Flank Speed email, then you will receive a prompt to login with your CAC.



Microsoft

## Sign in

Email, phone, or Skype

[Can't access your account?](#)

Next

Tenant: DoD Apps1 - I've read & consent to terms in the [Information Systems User Agreement](#).

 Sign-in options

- **CAC**

- If you recently received a new CAC, you may need to install the proper certificates to your computer by visiting the Use Military CAC website and following the steps on how to download your DOD Certs
  - <https://militarycac.com/dodcerts.htm>

Search MilitaryCAC:

Search

[Site Map](#)



[Make a Donation](#)

[Home](#) [Start Here](#) [FAQs](#) [Deals & Training](#) [Support](#)

### STEP 3: INSTALL the Department of Defense (DoD) CERTIFICATES

#### Installation Steps

Step 1: [Obtain a CAC Reader](#)

Step 2: [CAC Reader driver](#)

Step 3: DoD Certificates

Step 4: [ActhClient](#)

Step 4a: [Locate ActhClient](#)

Step 5: [IE adjustments](#)

Log into a CAC enabled website now

InstallRoot automates the install of the DoD certificates onto your Windows computer

To access DoD websites from your computer, you need these certificates on your computer. You may need to reinstall the certificates if the CAC enabled web site won't load, the website you are visiting is prompting you with the message **there is a problem with the website's Security Certificate . site is not trusted**, you have received a new CAC, or your DoD website worked up until recently and doesn't now.

[Apple computer users follow these instructions](#)

[Windows RT / Windows 10 S mode users follow these instructions](#) (or anyone not wanting to install the InstallRoot 5.5 program below)

[Chromebook users follow these instructions](#)

InstallRoot is created by DISA for Windows computers, if you have any problems with this file, please [contact them](#).

NOTE: If you do not want to install the InstallRoot program, or having problems with the InstallRoot file, you can install the certificates manually by [following these instructions](#).

Windows users, Download InstallRoot 5.5 from:

[MilitaryCAC \(.msi version\)](#) (27.7 MB),  
[MilitaryCAC \(.zip version\)](#) (25.9 MB), or  
[DoD Cyber Exchange \(.msi version\)](#) (27.7 MB)

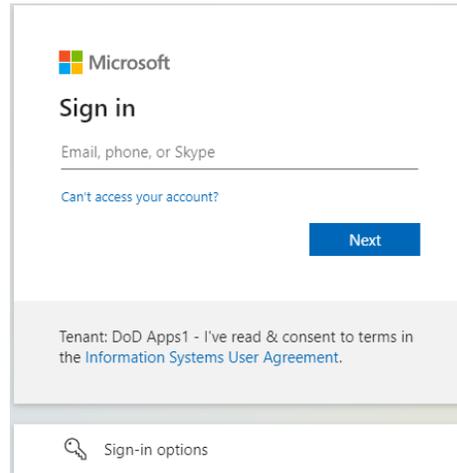
## 2. BUPERS Online (BOL)

- **Background:** BUPERS Online is a single point of entry site for logging into the numerous websites applications maintained by the Naval Personnel Command (PERS). BLUF, BOL consolidates your military record into one website.
- **Login Requirement:** 30 days
- **Self-Service?** No, you must contact the BOL help desk at 901-874-4700 or [Bupers07\\_it\\_eoc.fct@navy.mil](mailto:Bupers07_it_eoc.fct@navy.mil) to request an unlock
- Most BOL access issues are fixed by requesting an unlock or by following steps in the General Troubleshooting section of this guide.
- BOL accounts and data are maintained by PERS, not N14. You should reach out to the BOL helpdesk at 901-874-4700 for assistance.
- **SSN and DODID not linked**
  - If you are a new ensign, there is a small chance that your SSN and DODID are not linked in the BOL database. This will prevent you from logging into BOL.
  - Call the BOL help desk at 901-874-4700 and ask them to check if your SSN and DODID are linked. If they are not, the help desk will submit a ticket to update the database.

### 3. Flank Speed

- **Background:**

- Flank Speed is Microsoft 365 for the Navy. It contains your Navy email via Microsoft Outlook and MS Office apps (word, excel, PowerPoint, Teams, etc.).



- Your Flank Speed profile is also used to access the My NRH website, the N14 Sharepoint, and the N14 Drop Box.

- **Access Requirement:**

- **You MUST use either Nautilus Virtual Desktop or Microsoft Passkey to access Flank Speed email or Microsoft Apps at portal.apps.mil from a personal computer.**
  - NVD information can be found on the [SSO Toolkit](#).
  - Passkey information can be found in the next section.
- **My NRH (and the N14 Share Point) do not have this requirement. They can still be accessed with your Flank Speed account from a personal computer on a web browser.**
  - **Note: While My NRH utilizes Flank Speed to login, it also has its own login requirements. Please reference the My NRH section for further info.**

- **Login Requirement:** Every 90 days

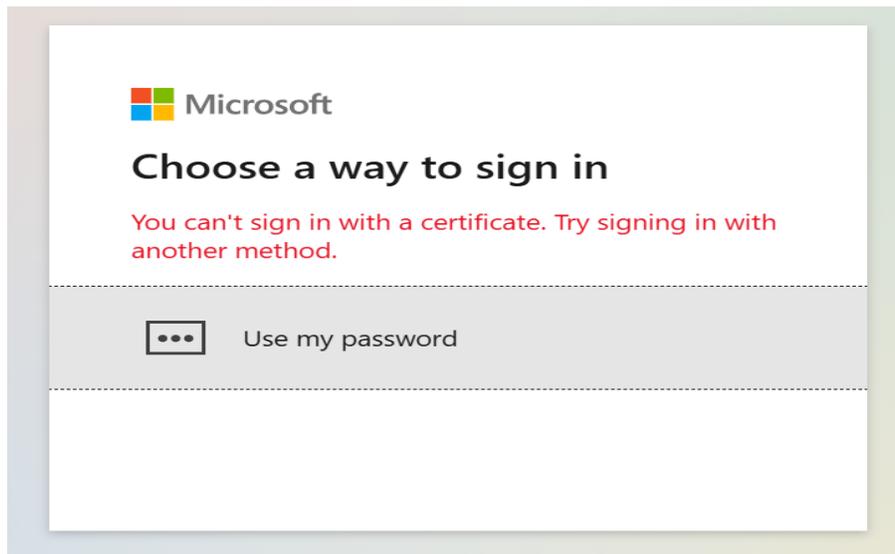
- **Self Service?** No, you must contact N14 Reserve Services for assistance with all Flank Speed issues.

- **Common Issues:**

- License revocation
  - Your Flank Speed account needs a Microsoft license to function. Licenses are pulled after 90 days of inactivity. You may see a 500 error when logging into the Outlook web app, or receive an error when trying to access Flank Speed:



- You may also receive a certificate error when logging into Flank Speed



- Solution: Call the NMCI help desk at 1 833 THENMCI to check if your license has been revoked. If it has, fill out the Flank Speed License Request form available on the [SSO Toolkit](#).

## 4. Microsoft Passkey

- **Background:** Microsoft Passkey is a multifactor authentication (MFA) for Flank Speed. You must use Passkey login to access Flank Speed from a personal computer if you are not using NVD.
- **Setup Requirements:**
  - Active CAC
  - Active Flank Speed with a license
  - Bluetooth capable phone and computer
  - iOS 18 or higher
  - Android 14 or higher
  - Windows 11
  - Microsoft Authenticator set as default passkey app on phone
  - Flank Speed Password OR NESD Temporary Access Pass (TAP)

### (1) Download and configure Microsoft Authenticator app

- (a) iPhone: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047389/rkm>
- (b) Android: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047071/rkm>

### (2) Set up passkey:

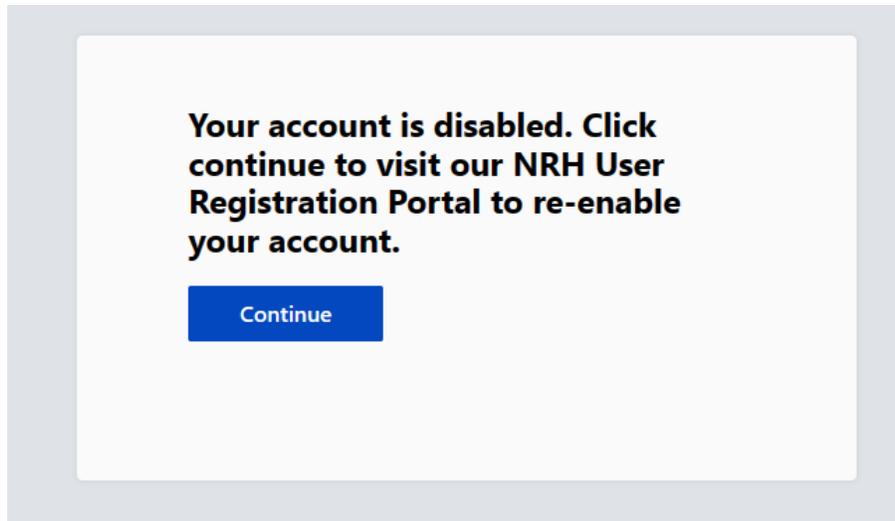
- (a) **Option 1:** Flank Speed password set up (REQUIRES NVD)
  - (i) Windows: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047516/rkm>
  - (ii) Mac: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047405/rkm>
- (b) Set up MFA Push:
  - (i) Windows: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047513/rkm>
  - (ii) Mac: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047515/rkm>
- (c) Setup Passkey
  - 1. iOS: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00048018/rkm>
  - 2. Android: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00048107/rkm>
- (d) **Option 2:** Request a Temporary Access Pass (TAP)
  - (i) Request TAP: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047197/rkm>
    - 1. NOTE: You are limited to four TAPs. Each TAP is good for 30 minutes.
  - (ii) Use TAP to setup Passkey
    - 1. iPhone: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047716/rkm>
    - 2. Android: <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047530/rkm>

### (3) Test Passkey login

- (a) <https://nesd-dwp.onbmc.mil/dwp/app/#/knowledge/KBA00047393/rkm>

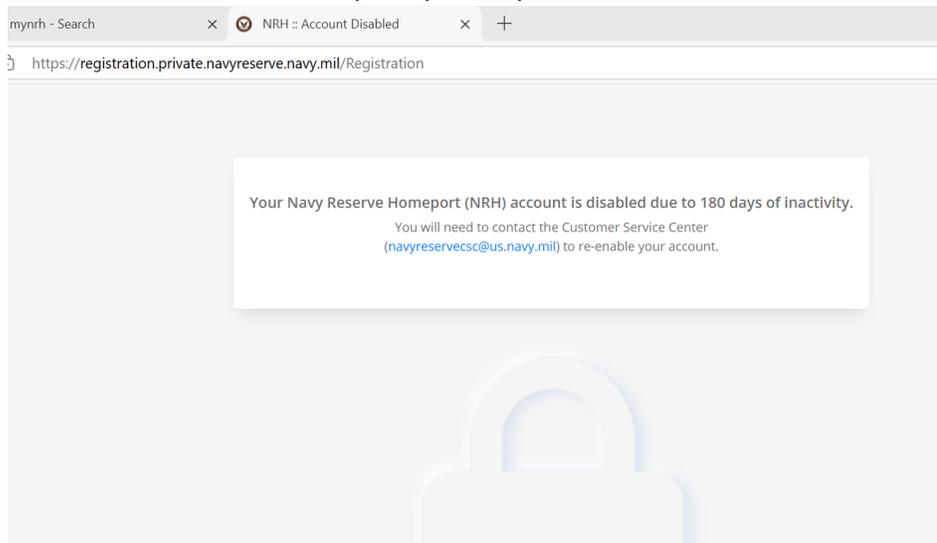
## 5. My Navy Reserve Homeport (MyNRH / Sharepoint / N14 Drop Box)

- **Background:**
- **Login Requirement:**
  - 60 days
  - Need active Flank Speed account to access
- **Self Service?** Partially
  - NRH accounts lock after 60 days of inactivity. If you have been inactive for less than 180 days you can self re-enable your account by following the prompts at login.

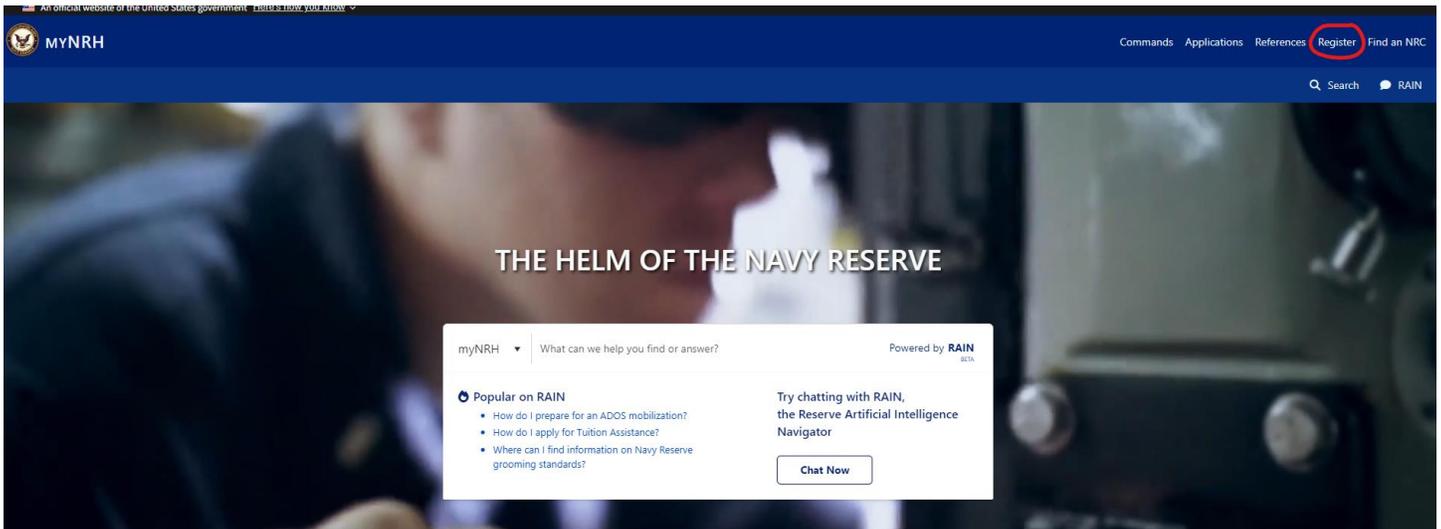


If you receive a network security error after clicking “continue” reference the General Troubleshooting Section.

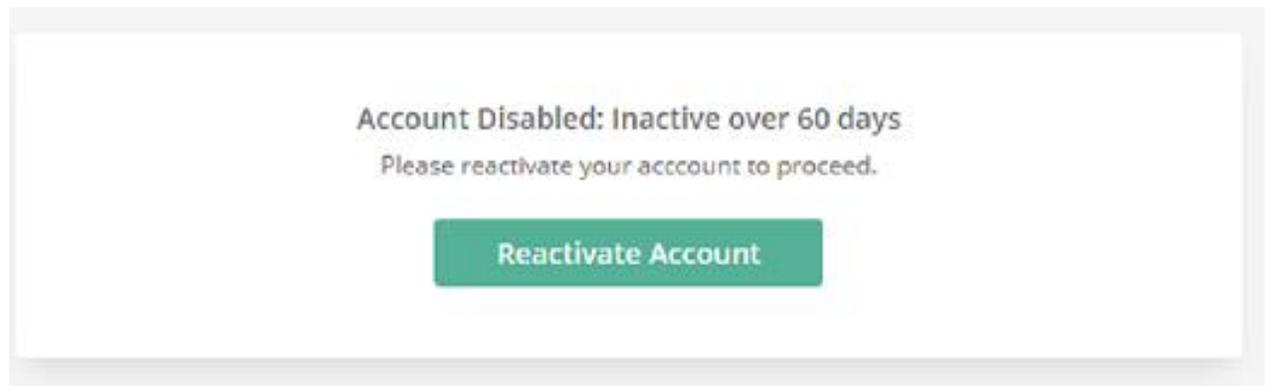
- If it has been more than 180 days but less than 1 year, you cannot unlock your own account. You will receive the below prompt and you must reach out to CNRFC N6 for a re-enable.



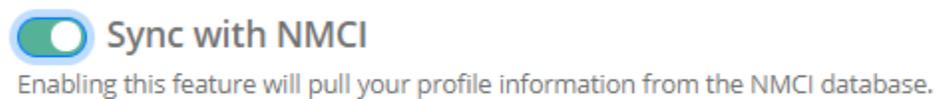
- To re-enable:
  1. Go to MyNRH home page, <https://www.mynrh.navy.mil/>, and click on Register



2. Choose CAC PIV cert
3. Select “reactivate account”



4. If your account information is correct go to step 6, if not go to step 5.
5. Unselect sync with NMCI



6. Fill out the form with the correct information. (The Form will be filled with your Flank Speed information)



First Name  Middle Name

Last Name  Suffix (Optional)

Display Name

Official Email

Phone Number

Sync with NMCI  
Enabling this feature will pull your profile information from the NMCI database.

- After 180 days of inactivity, you must email [navyreservecsc@us.navy.mil](mailto:navyreservecsc@us.navy.mil) from your **Navy Email** to request a re-enable
- After 365 days of inactivity, your account is deleted. You will need to register for Sharepoint again. You can do so through the “register” tab on My NRH home.
  1. Must have an active NMCI and Flank Speed re-register.
- If you cannot solve your access issues by the above, reach out to N14 Reserve Services.

## 6. NMCI

- **Background:** Your NMCI is a profile in the Navy's intranet system. It allows you to log in to Navy computers when on orders.
- **Login Requirement:** NMCI accounts are disabled after 60 days of inactivity and deleted after 180 days of inactivity.
- **Self Service?** No
- NMCI logins can be completed at an NMCI terminal, or by using Nautilus Virtual Desktop's NMCI validation function:
  - Log in to NVD
  - Open Microsoft Edge
  - Go to the bookmarks bar and open the folder "virtual desktop support"
  - Select NMCI account validation
  - Log in using CAC & pin
- Reference the NMCI Unlock / Rebuild How-To-Guide located on the [SSO Toolkit](#)

## 7. NROWS

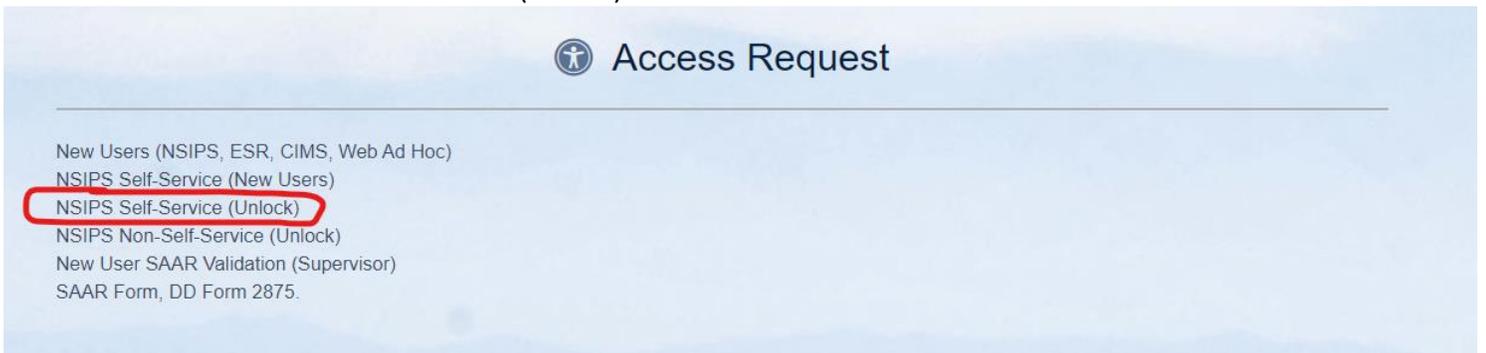
- **Login requirement:** 60 days
- **Self Service?** Yes
- You can re-enable your own NROWS account. Other issues can be resolved by using NVD to access NROWS or by trying the tips listed in the “general troubleshooting” section.
- If the above tips do not resolve your issue, contact the NESD helpdesk at 1 833 NESDNOW.

## 8. NSIPS

- **Login requirement:** 60 days; but NSIPS accounts are not deleted. Profiles are maintained in perpetuity.
- **Self Service? Yes**
  - If you are locked out of NSIPS you can always re-enable your own account.
  - Click on “access request”:



- Select NSIPS Self-Service (unlock)



- Follow the prompts as listed.
- **If the Self-Service (unlock) option does not work, or if you receive a “Error 0359” message, select the NSIPS Self-Service (New Users) option instead and follow the prompts.**

