

**CANAPS USER ACCOUNT CHANGE  
FREQUENTLY ASKED QUESTIONS (FAQs)**

<b>QUESTION</b>	<b>ANSWER</b>
<p>What is changing about CANAPS User Accounts?</p>	<p>Users currently access CANAPS through unit accounts that are shared by all users within the specific unit (e.g., USCG sector or EPA region). The structure and management of CANAPS user accounts is changing in order to comply with security requirements. Please note, the only changes are in the creation and management of user accounts; all other CANAPS functions are unchanged. User account changes are summarized below:</p> <ul style="list-style-type: none"> <li>• <b>Shared accounts will be eliminated.</b></li> <li>• <b>CANAPS Key Change Notices will no longer be issued</b> to USCG Units via CGMS or to EPA Regions via Homeport.</li> <li>• <b>Individual user accounts will be created through self-enrollment.</b> Self-enrollment requires the user to have access to his/her <b>uscg.mil</b> or <b>epa.gov</b> email account.</li> <li>• <b>Coast Guard</b> users will have two means of individual account access: <ol style="list-style-type: none"> <li>1. <i>When connected to the CGOne network</i>, Coast Guard users may use Central Access Card (CAC)-enabled single sign-on.</li> <li>2. <i>For times when the Coast Guard user cannot connect to the CGOne network</i>, once self-enrolled Coast Guard users will also be able to login using their uscg.mil email address and password.</li> </ol> </li> <li>• <b>EPA users</b> will be required to log in using their epa.gov email address and password.</li> <li>• <b>The user's email address will be his/her user id.</b></li> <li>• <b>The user will be required to create a personal account password.</b></li> <li>• Users will identify and will be able to change the unit to which they are assigned.</li> <li>• If the account is locked due to invalid login attempts or forgotten password, the user will be able to self-recover access through his/her uscg.mil/epa.gov email account.</li> </ul>
<p>Why are these changes necessary?</p>	<p><i>DHS 4300A</i> and <i>NIST 800-53</i> controls regarding account management and handling require individual user accounts for access to the system. CANAPS must change in order to maintain its Authority to Operate.</p>

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When are these changes taking effect?	The change takes effect on <b>11 January 2011 at 0600 EST.</b>
Who is required to register as a CANAPS user?	<p>At a minimum, all USCG Sectors and EPA Regions with FOSC responsibilities are expected to establish a sufficient number of CANAPS accounts to perform their pollution response requirements.</p> <p>Non-FOSC users serving as Watchstanders or Command Duty Officers (CDOs) may be assigned as CANAPS users at the discretion of command staff.</p> <p>Subordinate units (e.g., MSUs) should contact their chain of command regarding the need for and authorization to create CANAPS accounts.</p>
Is there a limit on how many individual accounts a unit may have?	No. The number and type of users assigned is at the discretion of the command.
Will the NPFC CDO continue to provide backup if there are problems accessing CANAPS?	Yes. There is no change in the backup support provided by the NPFC.
Can a Command Center Account email address be used as a user id?	No. Security requires that only individual user email addresses be used.
How long will it take to set up a new user account?	It will only take a few minutes to establish a new account. The only delay is the time it takes for the system generated email to be delivered to the user's uscg.mil or epa.gov email address.
How long will it take to reset a password if the account is locked?	It will only take a few minutes to unlock an account. Users will no longer need to contact the NPFC for assistance since accounts are self-recoverable. The only delay is the time it takes for the system generated email to be delivered to the user's uscg.mil or epa.gov email address.
What is a valid password?	A valid password must be at least 8 characters in length. It must include at least 1 upper case letter, at least one lower case letter, and at least one numeric or special character.
Are there any changes to CANAPS functionality?	No. The only changes are in the creation and management of user accounts. All other aspects of CANAPS are unchanged.
Will CANAPS still default the FOSC to the user's unit? Will the user still be able to change the default value to another unit?	Yes. The designated FOSC will continue to default to the user's unit but the user may select another valid unit from the drop down list.
Will user account information still be issued to units via CGMS messages?	No. Account information will only be sent to the individual user's uscg.mil or epa.gov email.

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Can I still access CANAPS from outside the Coast Guard Data Network (CGDN), e.g., from a home computer?	<p>Yes. CANAPS functionality will still be available via the Internet. Users may continue to specify a non-government email address for receipt of CANAPS transaction confirmation emails.</p> <p>Users only require access to their uscg.mil or epa.gov email account to receive user account messages, not to use CANAPS. Access to the government email account may be via remote access from home if the individual user has the requisite remote access privileges.</p>
What do I need to do if I currently login to CANAPS with a shared account?	<p>If a user attempts to login to CANAPS with the old shared account, he/she will be required to create a new individual account in order to access CANAPS. Current CANAPS users are encouraged to create individual accounts as soon as possible to avoid even the minimal delay that occurs when a new account is processed when access to CANAPS is needed.</p>
What do I do to create a new user account?	<p>To create a new CANAPS user account:</p> <ol style="list-style-type: none"> <li>1. Access the CANAPS Web site, accept the warning banner, and click the <b>Request New Account</b> link. <i>The Request User Account form appears.</i></li> <li>2. Enter your valid <b>uscg.mil</b> or <b>epa.gov</b> email address in the <b>Email Address</b> field.</li> <li>3. Enter a password in the <b>New Password</b> field.</li> <li>4. Re-enter the password in the <b>Re-enter Password</b> field.</li> <li>5. Select the unit you are currently assigned to from the <b>Unit</b> drop-down menu.</li> <li>6. Click the <b>Submit</b> button. <i>An e-mail message is sent to the user's email address with final account creation instructions.</i></li> <li>7. Access your <b>uscg.mil</b> or <b>epa.gov</b> email account and open the automatically generated email message from the CANAPS system.</li> <li>8. Click the <b>Activate Account</b> link provided in the body of the email message. <i>The CANAPS Logon screen appears. At this point, the user account has been created and the user may log on.</i></li> </ol>
Can I access CANAPS using my Central Access Card (CAC)?	<p>Yes, when connected to the CGOne network, Coast Guard users may use Central Access Card (CAC)-enabled single sign-on</p> <p>When a USCG user first accesses CANAPS via single sign-on, they will be asked to identify their unit.</p> <p>Subsequent single sign-on (SSO) connections will take the user directly to the CANAPS main menu</p>

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Can I access CANAPS via MISLE?	Not at this time.
Will I need to change my password on a regular basis?	Yes, user passwords will expire every 90 days. To change a CANAPS password, click the <b>Forgot/Reset Password</b> menu option. Please Note: Expired passwords cannot be re-used.
What if I forget my password?	<p>The user will be able to regain access through his/her uscg.mil/ epa.gov email account if the account is locked due to invalid login attempts or forgotten password. To reset a CANAPS password, complete the following steps:</p> <ol style="list-style-type: none"> <li>1. From the CANAPS Logon <i>screen</i>, click the <b>Forgot/Reset Password</b> link. <i>The Password Reset screen appears.</i></li> <li>2. Enter your <b>uscg.mil</b> or <b>epa.gov</b> email address in the <b>Email Address</b> field.</li> <li>3. Enter a password in the <b>New Password</b> field</li> <li>4. Re-enter the new password in the <b>Re-enter Password</b> field.</li> <li>5. Click the <b>Submit</b> button. <i>An e-mail message will be sent to the user's e-mail address with final password reset instructions if the e-mail address entered matches an existing CANAPS account.</i></li> <li>6. Access your <b>uscg.mil</b> or <b>epa.gov</b> e-mail account and open the automatically generated e-mail message from the CANAPS system.</li> <li>7. Click the <b>Forgot/Reset Password</b> link, provided in the body of the e-mail message. <i>The password is reset and the CANAPS Logon screen appears. At this point, the user may log on with the newly changed password.</i></li> </ol>
My unit uses CANAPS very infrequently. Will my account expire if it is not used regularly?	Inactive accounts will not expire but will be <b>suspended if not used for 45 days</b> . A suspended account may be re-activated by the user. To re-activate an account, click the <b>Forgot/Reset Password</b> link.
Will user accounts be locked?	Yes, a CANAPS user account will be locked after three consecutive failed logon attempts. Once a user's account has been locked, the user will be notified that the account has been locked and that he/she may reset the password by clicking the <b>Forgot/Reset Password</b> link.
What if my email address changes (e.g., due to a name change)?	A change of uscg.mil or epa.gov email address will require a new account be created by the user.

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What if my unit assignment changes?	The user will be able to self-update the unit assignment when it changes.
Is there a mechanism for deleting erroneous or expired accounts?	Yes, NPFC Ballston personnel will have account administration privileges to delete invalid or expired accounts.
Who should I contact if I have more questions?	NPFC CANAPS Points of Contact are: <ul style="list-style-type: none"><li>• Mr. Mark McEwen, <a href="mailto:mark.l.mcewen@uscg.mil">mark.l.mcewen@uscg.mil</a>, (202) 493-6722</li><li>• NPFC Command Duty Officer Mobile, (202) 494-9118</li></ul>