

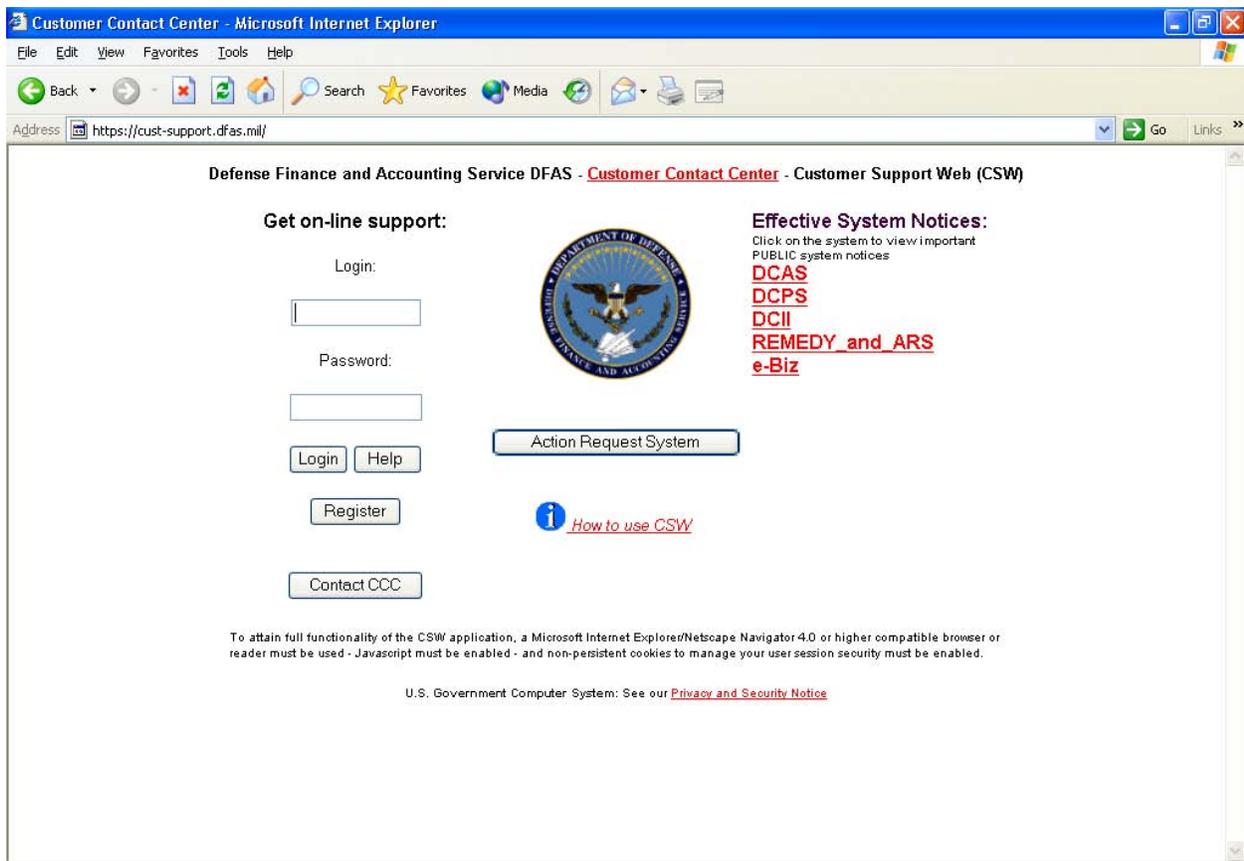
## **Security Awareness WBT (Version 2.0)**

We are proud to announce our new Security Awareness web based training. It's easier and no computer incompatibility because it is located on the web!

It is found at <https://cust-support.dfas.mil>.

### **Step 1 Registering for the Customer Support Web (CSW)**

A view of the Customer Support Web (CSW) login screen will appear. Once you are there, first time users should select “register” to obtain CSW access.



CSW Registration (continued)

Once register is selected, a screen with three questions will appear. If you want to take the Security Awareness Web Based Training, be sure to answer “yes” to question #2.

**Customer Contact Center - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail

Address <https://cust-support.dfas.mil/submitregcheck.jsp?btnRegister=Register> Go Links >>

**Defense Finance and Accounting Service DFAS - Customer Contact Center - Customer Support Web (CSW)**

**Customer Contact Center Access Request**

The Customer Contact Center Customer Support Web (CSW) is an official U.S. Government website and is to be used for official use only by validated users of systems supported here.

Registration is not automatic. Your request will be validated by a Customer Contact Center technician and you will be notified via email as to whether you are granted or denied access. Customer Contact Center reserves the right to deny access to any person or parties that provide inadequate, fraudulent, or inappropriate authentication information. To proceed with registration, you must answer the following questions:

- 1. Are you an employee of or a contractor for the Defense Finance and Accounting Service DFAS or of a U.S. Government agency supported by the Customer Contact Center?** no  yes
- 2. Are you seeking self help technical support as a user of a DFAS/Customer Contact Center system?** no  yes
- 3. Are you an individual trying to obtain information about your pay, retirement pay, or annuitant account?** no  yes

The CSW registration page will appear. Create a USER-ID and password that you will remember. **Ensure that you have selected “DCPS” as the system & “Security Awareness WBT” is entered in the “comments” box.**

The screenshot shows a web browser window titled "Customer Contact Center - Microsoft Internet Explorer". The address bar shows the URL "https://cust-support.dfas.mil/submitregcheck.jsp". The page content is titled "Defense Finance and Accounting Service DFAS - Customer Contact Center - Customer Support Web (CSW)" and "Customer Contact Center Authorization Request". Below the title, there is a paragraph: "Complete this form to request access to use on-line support. Your request will be validated and you will be notified via email. This registration does not apply to AR Web." The form is titled "Access Request Form" and contains several input fields: "Name", "Supervisor's Name", "Email", "Supervisor's Email", "Phone", "Supervisor's Phone", "Pick a User ID" (with a note: "(You must choose your User ID and password now. They will not be useable until a CSW administrator has granted you access.)"), "Pick a Password" (with a "Rules" button), "RepeatPassword", "System" (a dropdown menu currently showing "DCPS"), and "Comments" (a text area containing "Security Awareness WBT"). There are "Send" and "Cancel" buttons at the bottom of the form.

**Important: You must choose DCPS as the system, or you will not be able to access the course.** Select “Send” and wait for notification via email that you have been granted access to the CSW. It is a system generated notification that will look similar to the message below.

In regard to the registration you submitted for access to the Defense Finance and Accounting Service DFAS Customer Support Web (CSW), you have been granted user access to the Customer Support Web in support of the DCPS system. You can reach the CSW directly at <https://cust-support.dfas.mil> You may login using the name and password you provided at registration.

## **2. Logging into CSW to take the Security Awareness WBT**

Once you receive an email notification from the CSW administrators, stating your account has been established you can then log in and take the course.

The instructions for getting to the Security Awareness web course follow:

Login to CSW,

Select **DCPS** as your system and click **GO**.

On the next screen, Under “Self Service Options”, select **DCPS TRAINING**. Click **Go**.

At the final screen, under Description, click on **VIEW** for Security Awareness WBT.

## **3. Taking the Course**

You will need to read all of the information on a page, select all of the links on the page, and correctly answer all questions you are asked before advancing to the next page.

If you have any questions, please contact the DFAS Customer Contact Center at 850-453-4141 ext. 1310, DSN 922-2990 ext. 1310, or by email at address [FPE.Customer.Contact.Center@dfas.mil](mailto:FPE.Customer.Contact.Center@dfas.mil)