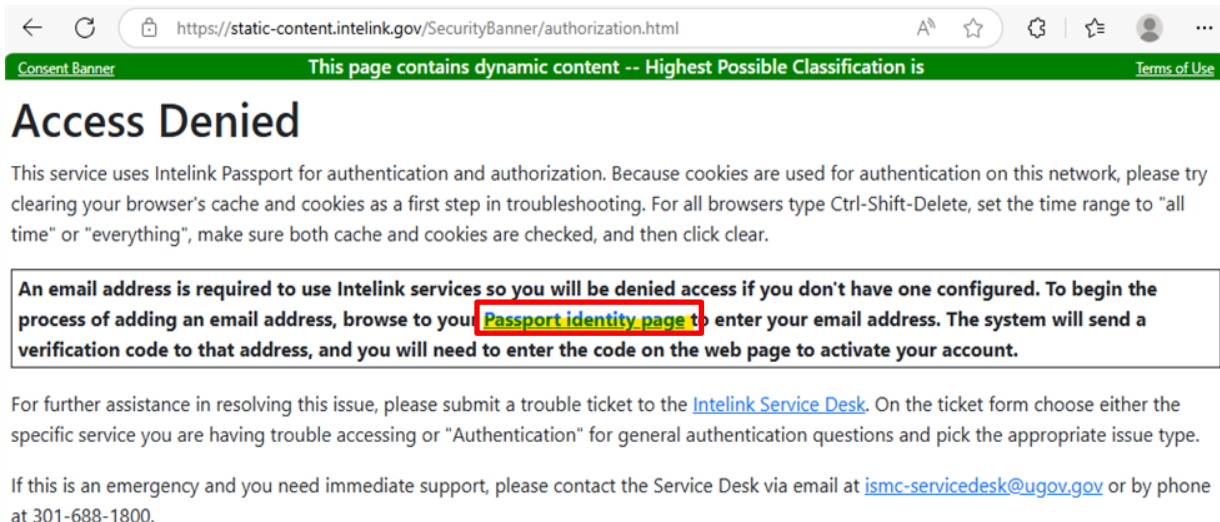

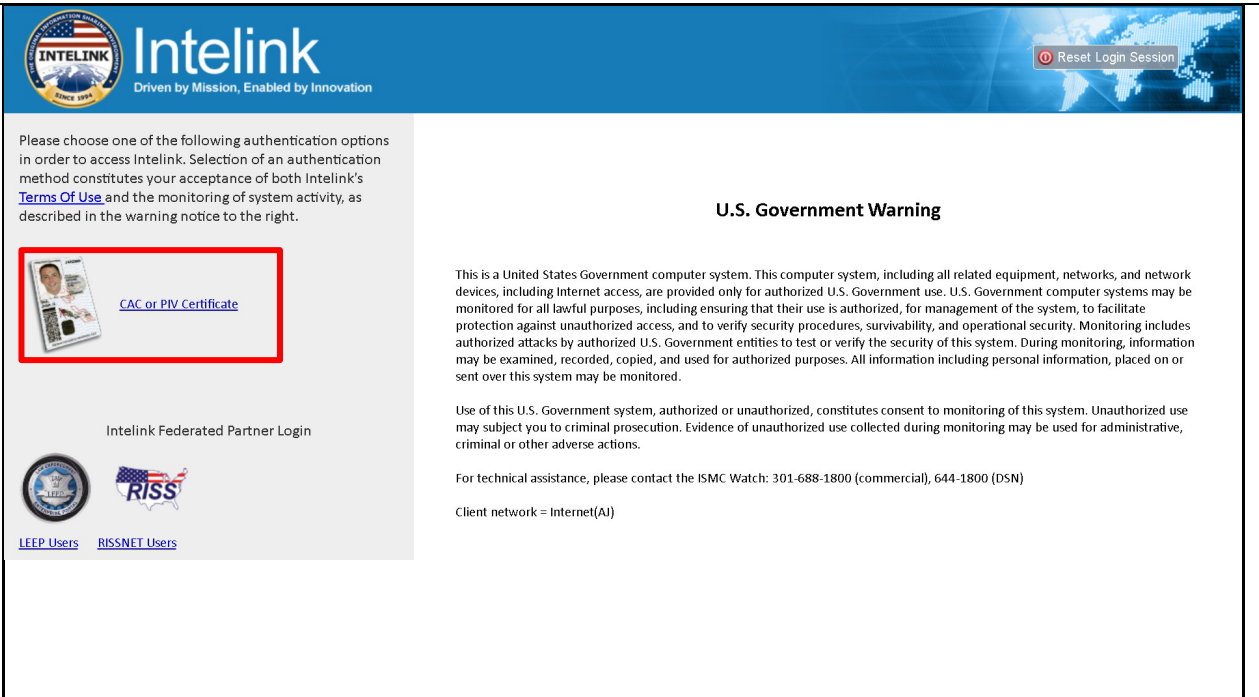


DCAA Service Request Form – Instructions

<ol style="list-style-type: none"> 1. Access the DCAA Service Request Form 2. First time user will get an Access Denied. The intelink site will ask for an email validation first. Click on the “Passport identity page” link, which will redirect you to the next page. 	<p style="text-align: right;">https://go.intelink.gov/is0E7XG</p>  <p>The screenshot shows a web browser window with the URL https://static-content.intelink.gov/SecurityBanner/authorization.html. A green banner at the top states: "Consent Banner This page contains dynamic content -- Highest Possible Classification is Terms of Use". The main heading is "Access Denied". Below it, text explains that the service uses Intelink Passport for authentication and authorization, and advises clearing the browser's cache and cookies. A highlighted box contains the following text: "An email address is required to use Intelink services so you will be denied access if you don't have one configured. To begin the process of adding an email address, browse to your Passport identity page to enter your email address. The system will send a verification code to that address, and you will need to enter the code on the web page to activate your account." Further assistance is provided, including a link to the Intelink Service Desk and contact information for the Service Desk via email at ismc-servicedesk@ugov.gov or by phone at 301-688-1800.</p>
<ol style="list-style-type: none"> 3. There are two steps: <ol style="list-style-type: none"> 1) Enter a valid Email, once valid email provided the Add Email Address button will become active. Click on it. 2) An email is sent to your email address with a validation code: enter the validation code once received and click Activate. <p>Once this is completed, you are able to proceed with logging in.</p> 	 <p>The screenshot shows the Intelink Passport "User Account" page. It includes sections for "Profile", "User Account" (with fields for Passport ID, User Name, Registration Date, Certificates, and Blog URL), "Personal Information" (Prefix, Suffix), "E-Mail Address" (Unknown), and "Employment Information" (Job Title: Unknown). A red box highlights the "Add New E-mail" input field and the "ADD E-MAIL ADDRESS" button. Below this, another red box highlights the "Validation Code" input field, with "ACTIVATE" and "DELETE" buttons to its right.</p>

4. Click **CAC or PIV Certificate** on the left side of the window to begin the login process.



The Intelink login page features a blue header with the Intelink logo and tagline "Driven by Mission, Enabled by Innovation". A "Reset Login Session" button is in the top right. The main content area is divided into two columns. The left column contains a login instruction, a red-bordered box with a "CAC or PIV Certificate" link and image, and a section for "Intelink Federated Partner Login" with logos for LEAP Users and RISSNET Users. The right column contains a "U.S. Government Warning" section with detailed text about system monitoring and unauthorized use.

Please choose one of the following authentication options in order to access Intelink. Selection of an authentication method constitutes your acceptance of both Intelink's [Terms Of Use](#) and the monitoring of system activity, as described in the warning notice to the right.

[CAC or PIV Certificate](#)

Intelink Federated Partner Login

[LEAP Users](#) [RISSNET Users](#)

U.S. Government Warning

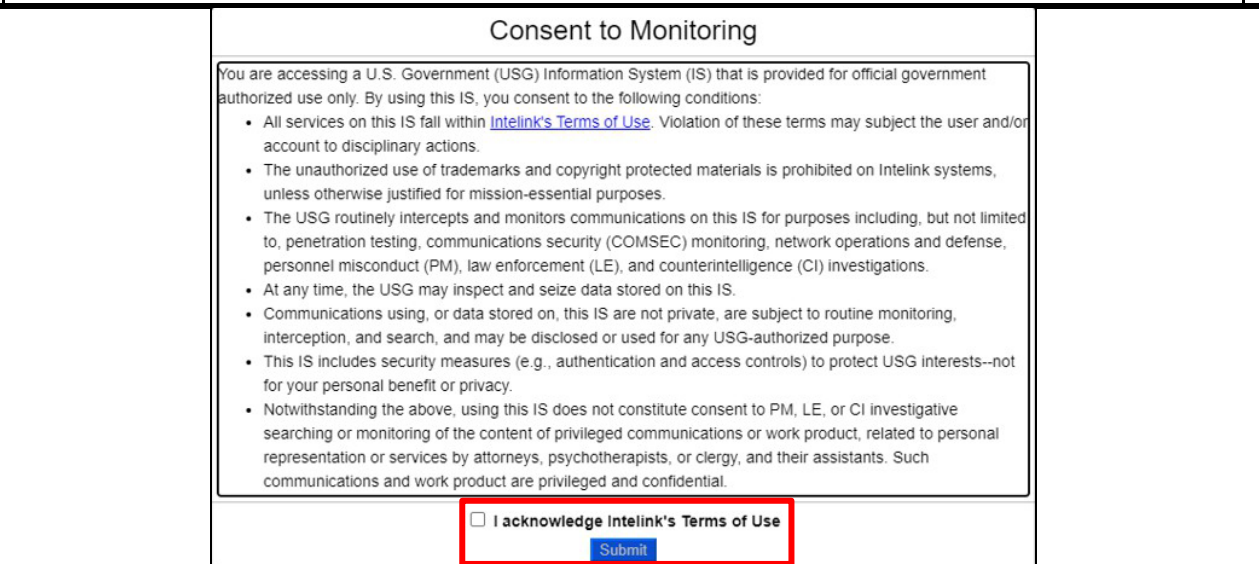
This is a United States Government computer system. This computer system, including all related equipment, networks, and network devices, including Internet access, are provided only for authorized U.S. Government use. U.S. Government computer systems may be monitored for all lawful purposes, including ensuring that their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes authorized attacks by authorized U.S. Government entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied, and used for authorized purposes. All information including personal information, placed on or sent over this system may be monitored.

Use of this U.S. Government system, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse actions.

For technical assistance, please contact the ISMC Watch: 301-688-1800 (commercial), 644-1800 (DSN)

Client network = Internet(AI)

5. If prompted with the **Consent to Monitoring** pop-up, the user will need to read the terms of use, click the checkbox at the bottom of the popup to “Acknowledge Intelink’s Terms of Use”, and click “Submit”.



The "Consent to Monitoring" pop-up window has a title bar and a main text area. The text area contains a paragraph about accessing a U.S. Government Information System and a bulleted list of conditions. At the bottom, there is a checkbox labeled "I acknowledge Intelink's Terms of Use" and a "Submit" button, both highlighted with a red border.

Consent to Monitoring

You are accessing a U.S. Government (USG) Information System (IS) that is provided for official government authorized use only. By using this IS, you consent to the following conditions:

- All services on this IS fall within [Intelink's Terms of Use](#). Violation of these terms may subject the user and/or account to disciplinary actions.
- The unauthorized use of trademarks and copyright protected materials is prohibited on Intelink systems, unless otherwise justified for mission-essential purposes.
- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, communications security (COMSEC) monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are privileged and confidential.

☐ I acknowledge Intelink's Terms of Use

[Submit](#)

DCAA Service Request Form – Instructions

6. Click the “Begin Request” button at the bottom of the screen to complete the request form.

Consent Banner This page contains dynamic content -- Highest Possible Classification is UNCLASSIFIED//FOR OFFICIAL USE ONLY Terms of Use

Intelink Search Services Tools Community Tools

CHRISTOPHER.D.GILLOTTE Help

UNCLASSIFIED

DCAA Engagement Request Form

This survey is authenticated and your identity will be provided to this survey's owner.

Welcome to the DCAA Services platform.

We are piloting a new process to request DCAA services. Please note, use of this form is a process for initiating a DCAA service request and is intended to test a new capability for seamlessly routing requests to the cognizant FAO and FLA mailboxes.

Any questions or concerns regarding use of this form should be directed to the CDAO Customer Mailbox ([link](#)).

We appreciate your participation in our pilot program.

Begin Request

Note: If the user previously accessed the form, but did not submit it, there will be two options:

Continue Survey - continue where you left off last time.

Discard survey and start over - discard any previous responses and start over

Consent Banner This page contains dynamic content -- Highest Possible Classification is UNCLASSIFIED//FOR OFFICIAL USE ONLY Terms of Use

Intelink Search Services Tools Community Tools

CHRISTOPHER.D.GILLOTTE Help

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We appreciate your participation in our pilot program.

Continue survey **Discard survey and start over**

7. Complete the service request form-
- All fields are required
 - Be sure to select the appropriate portion markings (U or U//FOUO) based on the responses provided
 - Select Save and continue at the bottom of each page to complete and submit the form

Portion Marking Tool

Choose a portion mark from the list below and click Apply to accept. Click the Add/Edit/Delete button to modify the list. Favorites cannot be managed from Internet Explorer.

U (default)
U//FOUO (default)

DCAA Service Request Form – Instructions

<u>Question</u>	<u>Response</u>	<u>Portion Marking</u>	<u>Explanation</u>
1. Requestor Name	Identity, Text	U	This field will be prefilled with the full name from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
2. Requestor Email	Identity, Text	U	This field will be prefilled with the email address from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
3. Requestor Phone	Identity, Text	U	This field will be prefilled with the phone number from the PIV/CAC that was used during the login/authentication process. You may edit the text in the textbox.
4. Requestor Title	Single-row textbox	U or U//FOUO	The requestor's title should be provided to ensure that DCAA personnel address the requestor appropriately in letters, memos, reports, and other official correspondence. Max character length is 300.
5. Requestor Organization	Single choice	U	Requestor should choose the appropriate parent level organization. If none of the DoD options are appropriate, select Other DoD. If non-DoD, select Non-DoD.
6. Requestor DoDAAC	Single-row textbox	U or U//FOUO	Requestor should enter the appropriate Activity Address Code (DoDAAC or AAC) for the procurement activity associated with the request. Max character length is 6.
7. Known DCAA point of contact (POC)	Single-row textbox	U or U//FOUO	If you have a DCAA point of contact you would like to provide, please enter here. For multiple email addresses, please separate them using a semicolon ';'. Max character length is 300.
8. Contractor CAGE Code(s)	Single-row textbox	U or U//FOUO	Enter the contractor's 5-digit alphanumeric CAGE code. If there are multiple CAGE codes, enter all CAGE codes associated with the procurement activity and separate them with a semi-colon (;). This field will be used to transmit attention to the correct cognizant audit office. Max character length is 50.

DCAA Service Request Form – Instructions

<u>Question</u>	<u>Response</u>	<u>Portion Marking</u>	<u>Explanation</u>
9. Contractor UEI	Single-row textbox	U or U//FOUO	Enter the contractor's 12-digit alphanumeric UEI code. This field will be used to transmit attention to the correct cognizant audit office. Max character length is 12.
10. Contractor Zip Code	Single-row textbox	U or U//FOUO	Enter the contractor's 5-digit zip code. This field will be used to transmit attention to the correct cognizant audit office if the CAGE and UEI are not in the system. Max character length is 5.
11. Requested Due Date	Date	U	Enter the customer's requested due date. This date reflects when the customer would like to receive DCAA's final product (letter, memo, report) for the requested service.
12. Service Type Requested	Single choice	U//FOUO	Select one of the service types listed or select Other and fill in the blank.
13. What is the contract classification?	Single choice	U//FOUO	Select whether the request includes a prime contract, subcontract, or NA.
14. Identify Contract Type(s)	Multiple choice	U//FOUO	Select whether the request includes a CPFF, T&M, FFP, NA, or Other, fill in. Select all that apply.
15. Are there any additional team members you would like included on communications with you?	Multi-row textbox	U	Enter the email addresses of any individuals and/or groups that you would like to be included on communications between you and DCAA regarding the requested service. Separate email addresses with semicolon (;). Enter "N/A" if not applicable. Max character length is 4000.
16. If known at this time, the request should identify the specific procurement needs and address any special concerns/issues. Consider adding the following details if available: RFP number, proposal type, period of performance, etc.	Multi-row textbox	U or U//FOUO	DO NOT include CUI information in this field as the request system is only approved up to U//FOUO. This box is used to communicate some basic request details up front to assist the FLA and cognizant audit office with preliminary research and developing questions for initial discussions with the requestor. Max character length is 4000.
17. In your opinion, what next step would you prefer to see?	Single choice	U	Customer's preference for receiving a response first from the FAO, the FLA, both the FAO and the FLA, or some other preference to be described under the Other option.

DCAA Service Request Form – Instructions

<u>Question</u>	<u>Response</u>	<u>Portion Marking</u>	<u>Explanation</u>
18. What additional fields would you like to see included in this form?	Multiple choice	U	This is a developmental question not specific to the service request. Responses may be used to modify the service request form in future versions.
19. Are you interested in participating in any future pilots for a DCAA customer communication portal?	Single choice	U	This is a developmental question not specific to the service request. If you respond yes to this question, we may include you in future testing of the DCAA customer communication portal.
20. Please provide any additional feedback at this time. If none, put “N/A”.	Multi-row textbox	U	This is a developmental question not specific to the service request. Responses may be used to modify the service request form in future versions. Enter “N/A” if not applicable.
21. Estimation of saved hours.	Numeric textbox.	U	Please provide an estimation, in hours, of time saved using this new process to submit your request. Consider the average hours taken to complete one request using the traditional pdf. If unknown, put 0. Max character length is 50.

DCAA Service Request Form – Instructions

Version History

Version	Date	Updated by	Change Log
1.2	5/28/2025	Jola Cardillo	Updated the instruction to include login validation (step 2/3)
1.1	5/30/2024	Amanda Thoms	Updated the instructions to include additional fields to the survey; Phase 2 of the form.
1.0	1/30/2024	Chris Gillotte	Second draft based on request form as of 1/30/2024. Detailed instructions for each question and updated/added screenshots.
0.1	1/10/2024	Kristina Luse	First draft based on request form as of 1/10/2024.