

Help! I can't logon to DCOPS!

If you are having trouble logging on to DCOPS, please remember that there are only four things that could be causing your difficulty; 1) you are using an email address (username) that DCOPS doesn't recognize; 2) you are using an incorrect password; 3) if you have never logged in before, you are not accessing the DCOPS web application through the URL string in the email that was sent to you; 4) your browser is blocking pop-ups, in which case you probably are logging on, but the DCOPS window isn't opening because your browser perceives it as a pop-up.

I'm getting an error message:

Sorry, your email address is not in the DCOPS database. Please enter your email address again or contact your COR or DDCPER representative.



Email:

How do I know if I am using the "correct" email address as my username?

The DCOPS system communicates with system users via email. In order to get access to DCOPS you must have received an email from the system. Try opening the an email sent to you by DCOPS, double click on the email address on the to: line, copy your email address from the dialog box that opens, and then paste that email address into the username block on the DCOPS login page.

I'm getting an error message:

Sorry, your password does not match the Email Address. Please enter your password again or press the FORGOT PASSWORD link (note: your account will be locked out after 3 attempts).



Email:

Password:

Which password should I be using?

As a DCOPS user, there are two types of passwords that you need to be familiar with; temporary passwords and permanent passwords. Temporary passwords are created by the DCOPS system and sent to you via email. A temporary password only allows a user to logon far enough to create a permanent password. Remember, the only purpose of the temporary password is to allow you to create a permanent password. Only after you have created your permanent password can you fully logon to the system. Only your permanent password will allow you access to DCOPS.

I'm getting an error message:

Sorry, could not authenticate the URL global identifier. Make sure you receive your confirmation email before logging in for the first time. If you have, PLEASE copy the exact URL from that email and login again.



A screenshot of a login form with a grey background. It contains two input fields: "Email:" with the value "WrongGUID@test.com" and "Password:" which is empty. The form is enclosed in a thin black border.

Before you can create a permanent password, you must have received an email invitation to logon from the DCOPS system. The email you receive from DCOPS inviting you to logon will always contain a temporary password and a "GUID".



The GUID is a code at the end of the webpage hyperlink in the email to ensure that you are accessing DCOPS initially only through this email. In order to use the temporary password, you must access the DCOPS login page via the GUID. If you get to the DCOPS login page in any way other than through the GUID, DCOPS will not allow you to successfully use your temporary password.

How do I know if I successfully created a permanent password?

When you initially logon using your email address and your temporary password, the system will ask you to enter your temporary password, then your permanent password, then your permanent password again.

Please reset your password. Password rules require a 10-digit password with at least 2 numbers; 2 upper case letters; 2 lower case letters; and 2 special characters (!@#\$%^&*).



A screenshot of a password reset form with a grey background. It contains four input fields: "Email:" with the value "NewPassword@test.com", "Password:", "Enter New Password:", and "Re-Enter New Password:". Below the fields is a button labeled "Reset Password & Login". The form is enclosed in a thin black border.

Your permanent password must comply with the Army standard for passwords; otherwise you will get an error message restating the requirements of Army standard passwords:

"Password rules require at least 2 numbers; 2 upper case letters; 2 lower case letters; and 2 special characters (!@#%&*)."

If you have successfully entered your temporary password, your permanent password, and your permanent password again, you will know because you will suddenly find yourself logged into the system. If you have never been fully logged into the system, then you have not successfully created a permanent password.

What do I do if I have successfully created a permanent password, but I still can't get logged into DCOPS?

If you know that you have successfully created a permanent password and you are certain that you are using the correct email address as DCOPS knows it, then the problem must be that you have "forgotten" your password. When all else fails (or when you are feeling frustrated and anxious) you can simply press the **Forgot your password?** link...

https://dcops.hqusareur.army.mil/users/ext_Password_Reset.aspx

...on the Login Page. Pressing this link will reset your password and send you a new email from the system with a new temporary password. Remember that a new temporary password will only let you far enough into the system to create a new permanent password.

I don't see any error messages. I only still see the login page after clicking on the LOGIN button.

Your browser is blocking pop-ups. If you are certain that you have turned off the pop-up blocker (for the DCOPS URL only), then contact your Information Technology group.

What if I have tried all of these things, but I still can't get logged onto the system?

Of course when all else fails, please call one of your friends at DOCPER.