ASSIST FAQS

Frequently Asked Questions

This document includes a list of answers to common questions posed to the ASSIST Service Desk by ASSIST users and the public. Should you need additional assistance after reading this document, please feel free to contact the Defense Standardization Program Automation Office, ASSIST Service Desk.

Points of Contacts

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General Inquiries
215-737-8000

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Questions About the DSP
571-767-6879

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Accessing NATO Documents
571-767-6872

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Do not be shy – call us when you have questions!

ASSIST Service Desk

Monday-Friday
8:00 am to 4:30 pm

Philadelphia, PA
215-737-8000

https://assist.dla.mil

Last Updated: 17 February 2022

ASSIST
Frequently Asked Questions (FAQ)

ASSIST Background

○ **What does the acronym ASSIST mean?**

Originally called the Acquisition Streamlining and Standardization Information System, today it is referred to as its acronym – ASSIST.

○ **What makes ASSIST different from other repositories or websites?**

ASSIST is the primary user interface of the Defense Standardization Program (DSP). It is also the official source of military specifications and standards identified on DoD contracts. The ASSIST suite of tools offers many more functions today than when it first began, providing online access to defense standards and specifications. At the core of ASSIST is the repository of more than 27,000 active standardization documents adopted by DoD, and a system of analytical and workflow tools used by DoD to develop, maintain, search, and implement standardization documents.

However, ASSIST is more than a repository for federal and DoD documents. It is a workflow management tool for managing standardization projects, coordinating documents for review, and publishing standardization documents. It also provides analytical tools for tracking standards and their use and impact on defense systems.

Over the years, additional functions and tools — such as the Qualified Products Database (QPD), the Weapons System Impact Tool (WSIT), and Pin Point — have been integrated with ASSIST to automate processes and analysis for those who use standardization documents.

○ **Is ASSIST a system developed by the Defense Logistics Agency (DLA) for its own use?**

No. Although DLA J6 provides technology services and cybersecurity support to the Defense Standardization Program Office (DSPO), ASSIST is NOT a DLA system or program. DSPO serves as the executive agent, under the oversight of the Defense Standardization Executive and Defense Standardization Council, for the centrally managed and de-centrally executed DSP. DoD developed ASSIST to support the mission of the DSP. DSPO is the owner of ASSIST and therefore is responsible for its management and providing direction to DLA J6 concerning its maintenance and upkeep. DoD Components and Defense Agencies support ASSIST for the benefit of DoD.

○ **How do I find out more about the Defense Standardization Program?**

For more information about the DSP, visit http://www.dsp.dla.mil.

Accessing ASSIST

○ **Where is ASSIST located on the internet?**

ASSIST is hosted in three distinct networks categorized as Public, Public/Restricted, and Private.

Public Website: This site may be accessed by anyone on the World Wide Web, without any credentials, and is limited to providing Defense Standardization Program (DSP) documents that have been cleared for public release.

- ASSIST Quick Search — https://quicksearch.dla.mil

Public/Restricted Website: Access to this site requires registration to obtain a User ID and Password. This site provides more services to the user (creates custom profiles to track changes to specific or entire sets or documents, email alert notifications, detailed contact information, reports, etc.).

- ASSIST — https://assist.dla.mil

Private Website: This site is accessible only by Department of Defense (DoD) employees or DoD contractors with approved credentials. This site provides the same access as the Public/Restricted website and includes additional administrative functions that are exclusively intended for use by the DSP community.

- ASSIST Common Access Card (CAC) — https://assistca.dla.mil

Together, these websites help distribute unclassified documents while segregating the level of access and provide added security for DSP documents with controlled distribution.

○ **What is the difference between the ASSIST websites and ASSIST Quick Search?**

Quick Search is the public-facing ASSIST website that allows accessing publicly available DSP documents without additional restrictions. There is no registration requirement for ASSIST Quick Search. However, the Public/Restricted and Private ASSIST websites require prior registration to obtain a User ID and Password because of the content they archive. There is additional functionality, metadata and information available on the Public/Restricted and Private ASSIST websites that require additional protection.

○ **How can I submit ideas for improving ASSIST?**

We welcome your feedback. Please submit your suggestions, comments and change proposals by selecting the "Contact Us" link located at the bottom of the ASSIST landing page located at https://assist.dla.mil.

Account Management

○   **How do I apply for an ASSIST Online account?**

You can apply for an ASSIST account at https://assist.dla.mil. Please click the "not registered" link, and enter your email address to start the registration process. An email notification will automatically be sent to the email you provided. Click the link provided in this email, or paste it into your browser, to continue the registration process.

Once your application has been approved, you will receive two detailed emails. The first email provides your ASSIST Online Account ID, and the second email will include a temporary password to log on to ASSIST. Once logged on, the system will prompt you to create a new password that is 15 characters in length and includes 2 upper case letters, 2 lower case letters, 2 numbers, and 2 special characters.

If you need assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○   **How do I associate my CAC with my ASSIST account?**

After your account is approved and you receive your temporary password, using your CAC, access the login page of the Private/CAC website at https://assistca.dla.mil. Note: You must already be authenticated on the NIPRNET either by direct login or via VPN. You may or may not be prompted to select a certificate from your CAC. If so, select the DoD email certificate. Log in with your Account ID and temporary password. You will be prompted to create a new password that must conform to DLA password rules (15 characters in length, 2 upper case letters, 2 lower case letters, 2 numbers, and 2 special characters). After you successfully change your password and log in, your CAC is automatically associated to your ASSIST Account ID. This should be the only time you will need to enter your Account ID and Password. After logging out, the next time you access https://assistca.dla.mil, you will be automatically logged in to ASSIST. If you need assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○   **I am a DoD contractor with a commercial account, how do I CAC-enable my account?**

Commercial accounts cannot be CAC-enabled. To be CAC-associated to ASSIST, you need to be on a DoD network and have a DoD or DoD contractor email address. You can contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000 to help change your account from a commercial account to a DoD or DoD contractor account.

○   **How do I log into my account if I do not remember my Account ID?**

You can click on the "Forgot Account Id" link on the ASSIST login page located at https://assist.dla.mil. You'll need to make sure to enter the email address that was used to establish your ASSIST account. A notification will be sent to that email with your account information. If you need further assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○ **What should I do if I forget my password?**

Go to the ASSIST login page (https://assist.dla.mil) and then click on the "Forgot Password" link. Fill out the form with your Account ID and email address. Make sure to enter the email address used to establish your ASSIST account. An email will be sent to that address with a temporary password. If you need further assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○ **What should I do if my account is locked?**

You need to contact the Defense Standardization Program Automation Office (DSPAO) ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000. Our office can unlock your account, however, you will be required to change your password. Once your account is unlocked, you will receive an email at the address associated with your account instructing you to go to https://assist.dla.mil/online/start/ and click on the "Forgot Password" link. You will then receive an email with a temporary password that you can use to log in. As this is a temporary password, you will also be prompted to change it.

○ **How do I reactivate my account?**

To reactivate your account, you will need to login to ASSIST with your password. You will receive a message that the account is inactive with a link to reactivate your account. Click on the reactivate link and fill out the form with your Account ID and email address. Make sure to enter the email address that was used to establish your ASSIST account. Click on the link sent in the email, or paste the link into a new browser. Select "Submit" to complete the reactivation process. An email notification will be sent with a temporary password. If you need additional assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○ **I tried to log on with my DIBBS password but it is not working. What can I do?**

ASSIST is a separate system from DIBBS and requires a separate registration.

○ **How do I get access to the ASSIST Admin Modules?**

Access to the ASSIST administrative modules is restricted to the Private/CAC website for authorized individuals within Standardization Management Activities (SMAs) or other designated users. Personnel requiring access to these modules must have a CAC, an active ASSIST account, and request access from the (DSPAO) through their respective Departmental Standardization Officer (DepSO).

Common Access Card (CAC) Access Issues

○ **The last several times I logged into ASSIST, I had to keep re-entering my CAC PIN for every move I make. It should be sufficient to enter the PIN once at initial login. It makes navigation slow and more difficult because you have to enter a PIN for every step. Is there a problem on my part?**

With the launch of Windows 10 comes Edge, Microsoft's new built-in browser that is meant to replace Internet Explorer. Though Internet Explorer will still come with Windows, the older browser is being relegated to "legacy compatibility" duties. Microsoft is urging everyone to use Edge for its faster performance and improved features. One of the new features of Edge is increased security, which is why you need to keep re-entering your CAC PIN. You may want to use Internet Explorer for easier access to ASSIST. ASSIST does not control how or the number of times you are prompted for your PIN or re-selecting your CAC certificate. That is controlled through your browser and/or machine configuration. Contact your technical support staff for additional help.

○ **When I go to the ASSIST CAC website, it does not automatically log me in and the cursor just spins on the home page. How can I get my CAC to log me in automatically?**

Depending on your browser, when you access the CAC site, you may be prompted to select your certificate and/or provide your CAC PIN. These small pop-up windows may be hidden behind the main browser window or any other windows you may have open. Select the Alt+Tab keys on your keyboard to see the active windows open on your computer. Tab to the certificate and/or PIN popup and select/enter the required information.

○ **Why am I receiving errors, such as "Can't reach this page," when attempting to access the ASSIST CAC website?**

The ASSIST CAC website is only accessible to users either with a valid CAC who are logged in to the NIPRNET, directly or through a VPN. If you are able to successfully access other DoD sites on the NIPRNET, and still cannot access the ASSIST CAC website, contact the ASSIST Service Desk at 215-737-8000.

ASSIST Modules

Administration

○ **I am unfamiliar with ASSIST and the Admin Modules. Are there classes to help me with Standardization?**

There is a hyperlink to the general system overview at the top of the ASSIST website. Each of the Admin modules also offers a detailed overview. You can contact the ASSIST Service Desk with any additional questions and/or issues.

There are several online learning options available to ASSIST CAC users on a variety of topics, such as DSP policy and procedures, and video-recorded tutorials and demonstrations on ASSIST modules. To access these tools, log in to ASSIST using your CAC and then select the "Training" tab.

Document Coordination

❍ **Why can't I submit my document through EDS?**

There may be several issues related to this question. Policy requires fully-coordinated, Distribution A documents to be coordinated and reviewed within the Doc Coordination module. Documents will be able to be submitted through the EDS module once notifications for review have been sent out, all essential comments are adjudicated, and the coordination effort has been closed. Also, PDF images cannot have spaces within the file name. If you need further assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

❍ **How can I become a Reviewer Activity on some of the industry standards so that I can make comments when they are under review?**

Any SMA who has an interest under a specific document/FSC may become a Reviewer activity. You can add or update this type of responsibility under the ASSIST Change/Correction Submission (CCS) module. This will update ASSIST and notify all POCs associated to the document. You can also contact the Preparing Activity of the document to include you as a Reviewer activity.

Project Module

❍ **How can I change the ownership of a project to another person?**

You need to contact the ASSIST Service Desk at 215-737-8000 or DSN: 444-8000 to have them make this type of change.

DSP Documents

Data Item Descriptions (DIDs)

❍ **How do I obtain an AMSC number?**

For DIDs, AMSC numbers are requested by DID Approval Authorities (DAAs) through the New Document/AMSC Number module. New DIDs or revisions to DIDs require a project and a draft coordination. Once the draft is coordinated and closed, the applicable DAA is notified, at which time they may request the number. If you need assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

❍ **How do I find out who is my DID Approval Authority?**

ASSIST Online provides this information under the "DoD Contacts" tab. Click on the down drop selection under Service/ Activity, choose the DID Approval Authority option, and click the Point of Contact (POC) of the agency for which you are looking.

❍ **What if I am the PA and unable to submit a DID through EDS?**

Only DID Approval Authorities (DAAs) are able to submit DIDs through the EDS module. Coordination emails must have been sent out, comments adjudicated, and coordination closed prior to the DID being submitted for publication.

International Standardization Agreement (ISA)

❍ **How can I access ISAs, such as NATO STANAGs?**

Besides DoD-prepared documents, ASSIST has also selected International Standardization Agreements, such as NATO standards ratified by the United States, as well as International Test Operating Procedures. Registered ASSIST users may search for documents, identify standardization points-of-contact, and generate numerous standard or custom reports. In addition, users can establish profiles to receive customized e-mail alerts when a Preparing Activity undertakes a project to develop or modify a document, posts a draft for coordination, or publishes a new or revised document.

There are several ways to search for documents. Depending on the method selected, search terms entered, or filters selected, a search may locate a single document or return a list of documents. Each listed document has a unique identifier (called a Document ID), which is linked to a Document Details page that displays information about the document and lists all available document parts, including the revision history.

❍ **Can DoD contractors access NATO Standardization Agreements (STANAGs) in ASSIST?**

Contractors who do not have a current contract with the DoD must contact the Defense Security Service to request access to NATO STANAGs. Please submit your request by using the following link: https://www.dsp.dla.mil/Contact-Us/International-Standardization-Points-of-Contact/

Non-Government Standards

❍ **Are DoD-adopted non-government standards available in ASSIST?**
Although there are a few standards available to DoD personnel free-of-charge, such as IEEE 15288.1 and IEEE 15288.2, most non-government standards must be purchased. As part of DoD's membership in ANSI, which is funded by the Defense Standardization Program Office, ANSI provides a member discount off the single-user purchase of qualified standards in their inventory. Up to a 20% discount is available on the standards collections below:

- ISO - International Organization for Standardization
- IEC - International Electrotechnical Commission

- [AGMA - American Gear Manufacturers Association](#)
- [ASIS International](#)
- [ASSE - The American Society of Sanitary Engineering](#)
- [IEST - Institute of Environmental Sciences and Technology](#)
- [OPEI - Outdoor Power Equipment Institute](#)
- [PMMI - Packaging Machinery Manufacturers Institute](#)

Be advised that discounts will be applied only on orders originating from a .mil email address.

All documents available for purchase at the [ANSI Webstore](#) are provided in Adobe Acrobat PDF format. ANSI neither sells nor ships documents in hard copy.

Note that ANSI will reference an end-user license agreement specific to the document you are ordering that will assist you in understanding the proper use of downloaded electronic standards. These agreements will be displayed during the ordering process for the purchaser to accept prior to the completion of the purchase.

To order documents, your organization's Government Purchase Card holder may visit the [ANSI Webstore](#) Store and use **Discount Code 478** during the checkout process.

❍ **Are IEEE 15288.1 and 15288.2 still available in ASSIST?**

Yes. IEEE15288.1 and IEEE15288.2 are available without charge to DoD personnel. To obtain these documents, DoD personnel must log in to the ASSIST CAC website, and then take the following steps.

❶ Click on the "Search" tab and enter the document ID number of the document you wish to download (e.g., IEEE15288.1). Select the document you would like to view, and you will land on the Document Details webpage.

❷ Click on the "Click here" link located next to the description (Available from) within the Responsibilities box. See the arrow listed below.
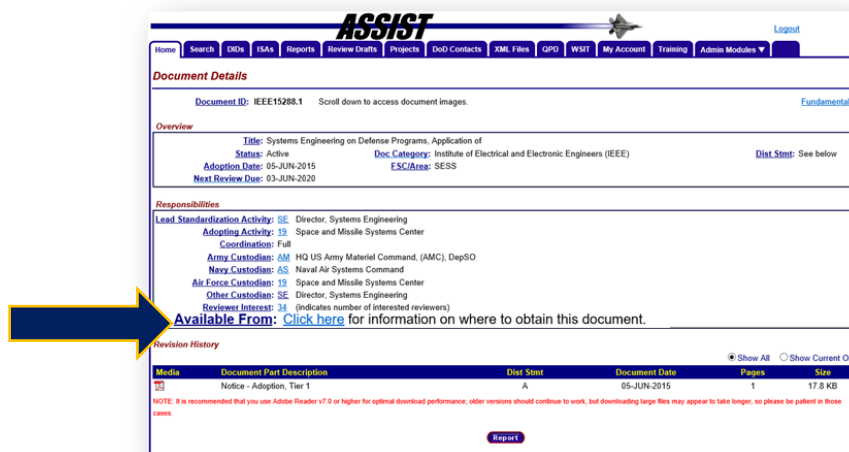
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❸ Click on the link underneath "DoD users may view/download this standard here."

❹ Click on the "Accept" to open the non-government standard.

For help accessing these documents, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

Searching and Retrieving Documents and Information

○ **How can I locate a document needed for a solicitation in any of the ASSIST websites? How can I locate a document in any of the ASSIST websites?**

The ASSIST website contains Defense and Federal Specifications and Standards, Military Handbooks, Commercial Item Descriptions (CIDs), Data Item Descriptions (DIDs), and related technical documents prepared in accordance with the policies and procedures of the DSP. You will need to contact the person who is listed on the solicitation to help locate the type of document for which you are searching. You will need to contact the original source to determine where to locate this type of document. Specifications, Standards and DIDs not indexed in ASSIST that may be required in a solicitation should be within the solicitation package, if feasible, or should be made available from the contracting activity.

○ **How can I search within ASSIST?**

ASSIST will search for any string of alpha and/or numeric characters entered in the Document ID field, exactly as entered. Do not include commas or special characters in this field as they are reserved to separate multiple search terms. Other methods include searching for a document by words contained in the Title, Keywords or Scope. Enter your search text in the Find Term1 or Find Term2 field to include spaces or special characters, separated by commas, since commas are reserved to separate multiple search terms. The default setting is to search for terms in the Title, Keywords or Scope, however, you may choose to limit the search by selecting one of the following from the drop-down list: Title, Keywords or Scope.

○ **How do I find standards related to medical supplies and personal protective equipment (PPE) that can be used to help combat COVID-19?**

In response to the COVID-19 pandemic, many Standards Developing Organizations (SDOs) have made available medical supply and personal protective equipment (PPE) standards available to the world without charge. To remain abreast of additional offerings and standardization efforts related to combating COVID-19, please periodically check the Defense Standardization Program website located at https://www.dsp.dla.mil/Specs-Standards/COVID-19-Related-Standards/.

○ **I have a technical question. How do I contact the Preparing Activity of a document?**

Registered ASSIST users may search and retrieve a standardization document's point of contact (POC), including a Preparing Activity, within the document details page. If you need assistance, contact the ASSIST Service Desk at 215-737-8000 or at DSN: 444-8000.

○ **How do I access the Reference By in ASSIST (References to other ASSIST documents that reference the current document)?**

To help locate documents that reference the current document in ASSIST, you can perform a filter search under the Advanced Search option. Under the results, below the header, there is a RB (Reference By) column included. If a number is recorded under the RB column, it indicates "References to other ASSIST

documents that reference the current document." You can click on the number hyperlink to see all documents that also reference the current document.

Accessing Controlled Distribution Documents

○ **How can a government employee access a controlled distribution document?**

Only DoD users that have CAC-associated their accounts are able to access Controlled Distribution documents from ASSIST. Government employees other than DoD can contact the Preparing Activity (PA) to request controlled documents. By the direction of the PAs, an approval could be sent to the DSPAO to provide access to the document for a given timeframe. All Distribution Statement F documents need approval from the Preparing Activity to release the document even to CAC DoD accounts.

○ **How can government contractors access a controlled distribution document?**

Only CAC-associated DoD personnel can have access to controlled distribution documents in ASSIST. Contractors can contact their government liaison or government supervisor to obtain copies of restricted documents. You can also contact the PA requesting an approval for the DSPAO to release the document with a timeframe determined by the PA.

○ **I would like access to a restricted document using my commercial account. How can I obtain it?**

Commercial accounts cannot access controlled distribution documents. Controlled documents are available only on the CAC-enabled ASSIST webpage and you must have a DoD or DoD contractor account to access the site.

Frequently asked questions about other systems
The following are questions the ASSIST Service Desk receives about non-DSP systems.

○ **How do I reset my DIBBS password?**

Contact the DLA Service Portal at https://dla.servicenowservices.mil/sp/.

○ **I have questions about the C folders. Who should I contact?**

Contact the DLA Service Portal at https://dla.servicenowservices.mil/sp/.