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E-SMS Account Types and New User Accounts

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Account Types

E-SMS offers two account types: Enterprise Access Management Service (EAMS) and Azure Active Directory. EAMS is the preferred login method for E-SMS.

- **EAMS** - EAMS is the default login method for E-SMS web and is available to all Common Access Card (CAC) holders.
- **Azure** - Azure login is available to non-CAC holders.

New User Accounts

CAC Users (EAMS)

First-time E-SMS users will need to take a few steps to gain access to the E-SMS web application. These steps will only need to be completed once.

1. Select the EAMS button on the Welcome screen. The user account will be locked at this stage.
2. Email the SMS Helpdesk to unlock the user account. The SMS Helpdesk will ask for additional information to finish the set-up of the new user account.
3. Navigate back to the Welcome screen of E-SMS. Select the EAMS button again.
4. Select "PKI Login."

Users Without a CAC (Azure)

Warning

Non-CAC holders must be sponsored prior to account creation. To learn more have your sponsor visit the [AESMP portal](#) and [ICAM FAQ](#)

Users wishing to use this login method can follow the same steps as the EAMS login, but with the "Azure" button instead.

If Azure login is desired, the user will need to inform the Agency or Service POC during account creation.