E-SMS New User Accounts

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New User Accounts

First-time E-SMS users will need to take a few steps to gain access to the E-SMS web application.

Step 1: Confirm access requirements

- New CAC users can take up to 72 hours for an EAMS account to be created.
- Non-CAC users must register in ICAM.

Warning

All non-CAC accounts require an active government sponsor to vouch for access. Visit the ICAM FAQ for sponsorship requirements and information on initiating sponsorship within the Army's ICAM Portal.

Step 2: Complete Mandatory Training & Documentation

Before requesting system access, you must complete the prerequisite onboarding requirements:

- Complete the mandatory training on the SMS LMS
- All users must complete the Acceptable Use Agreement (AUA)
- Administrators must complete the Privileged Access Agreement (PAA)
- Ensure you have completed any auxiliary network requirements if prompted by your site lead or sponsor (e.g., U-Pass training)

Step 3: Perform Initial Login

Before a Security Administrator can see your account to grant you local permissions, you must initialize your account in the database:

- Navigate to the E-SMS Login Page
- Select the EAMS button
- CAC users will select "CAC/PKI Login." Non-CAC users will select one of the alternative MFA login methods.
- This login attempt will fail and temporarily lock your account.

Why this happens

This "forced lock" is a security mechanism. The initial login attempt registers your account in the E-SMS local database, which is required before the Helpdesk can validate and unlock your E-SMS account.

Step 4: Contact the SMS Helpdesk

Once you have completed the initial login attempt and received the account locked notice, notify the SMS Helpdesk.

- 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.
- The Helpdesk will work with your local Site or Organization Admin to assign you the correct permissions.

Step 5: Log in to E-SMS

Once your account has been established in E-SMS and permissions have been assigned to you, you will be able to log in to E-SMS.

- Navigate back to the Welcome screen of E-SMS.
- Select the EAMS button.
- Log in with your preferred login method.