



NCUA

National Credit Union Administration

Non-Smartphone Users: Obtaining Partner Gateway Authentication through E-mail

2018



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Purpose

The NCUA is changing the way SSA users access existing systems such as CUSO registry reports, SSRS reports, and SSA Central. Additionally, the NCUA is providing SSA users access to the Secure File Transfer Portal (SFTP), an application used to transfer documents. Access to these systems requires multi-factor authentication, which is provided through NCUA’s Partner Gateway by a third party vendor, Entrust. Partner Gateway users will need to verify their identity via a one-time passcode (OTP) authentication sent by e-mail. This document provides step-by-step instructions on accessing Partner Gateway once your e-mail address has been registered with NCUA. If you have any issues or questions during this process, please contact NCUA’s OneStop during the hours listed below.

NCUA OneStop HOURS		
Mon – Thurs:	7:00AM – 8:00PM EST	Phone: 703-518-6450 or 1-800-827-3255
Fri:	7:00AM – 6:00PM EST	
Sat – Sun:	Closed	Email: onestop@ncua.gov

Accessing SSRS Report, SSA Central, Network File Share, and CUSO Registry through NCUA’s Partner Gateway

On the rollout-date, you will receive an e-mail from onestop@ncua.gov with a username and temporary password. The first time you access the Partner Gateway, you will be prompted to change your password.

You will need to the UserName and temporary password (unless you have already reset the password, then you will use the password you created) from the e-mail received from onestop@ncua.gov to access the Partner Gateway. Once successfully logged in, you will have access to the following:

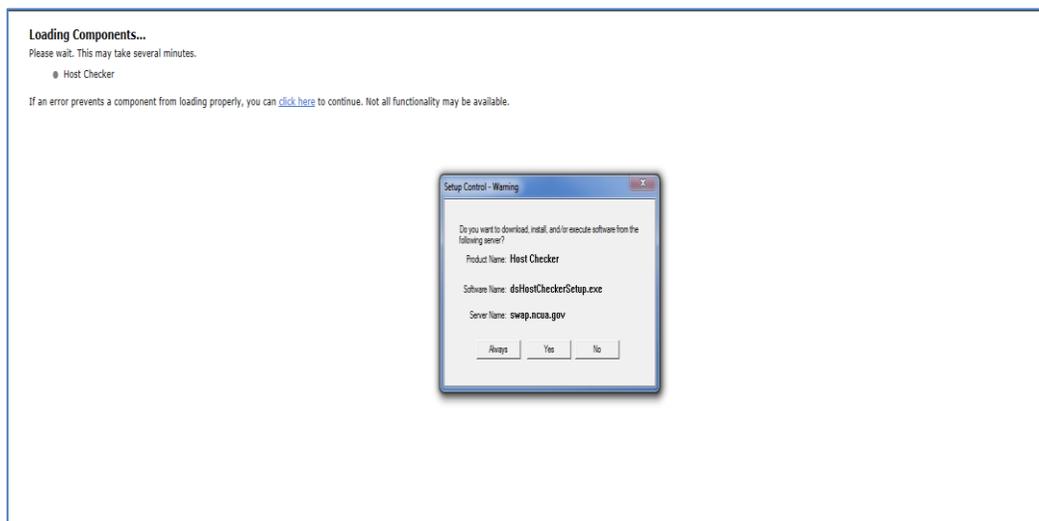
- SSA Central
- SSRS Reports
- Network File Share
- CUSO for SSAs

STEP 1: Launch Website

To access SSRS Reports, SSA Central, Network File Share, and CUSO Registry, click or enter the following web address: <https://swap.ncua.gov/pgnonncuacomp>



You will see the following screen with a prompt to download, install, or execute software. Click “Yes”. *You can also click “Always” if you will be accessing the SSA Tools via the same laptop each time.*



STEP 2: Enter Username and Password

On the following screen, enter the Username and password you received from onestop@ncua.gov and Click “Sign In”.

**Welcome to the
Secure Web Access Portal - SWAP**

Username
Password

WARNING! You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

By using this information system, you understand and consent to the following:

You have no reasonable expectation of privacy regarding any data transmitted through or stored on this information system. At any time, the Government may monitor, intercept, search and/or seize data transiting through or stored on this information system.

The Government routinely intercepts and monitors communications transiting through or stored on this information system.

Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.



If you are accessing Partner Gateway for the first time, you will be asked to change your password.

Change Primary Password
Your password must be changed. You must create a new password to continue.

Old Password

New Password

Confirm Password

Enter your old and new password and click on “Change Password”. You will be taken back to the login screen to enter your username and new password. Click on Sign In after you have entered the username and password.

**Welcome to the
Secure Web Access Portal - SWAP**

Successfully changed password. Please enter your username and new password.

Username

Password

WARNING! You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.

By using this information system, you understand and consent to the following:

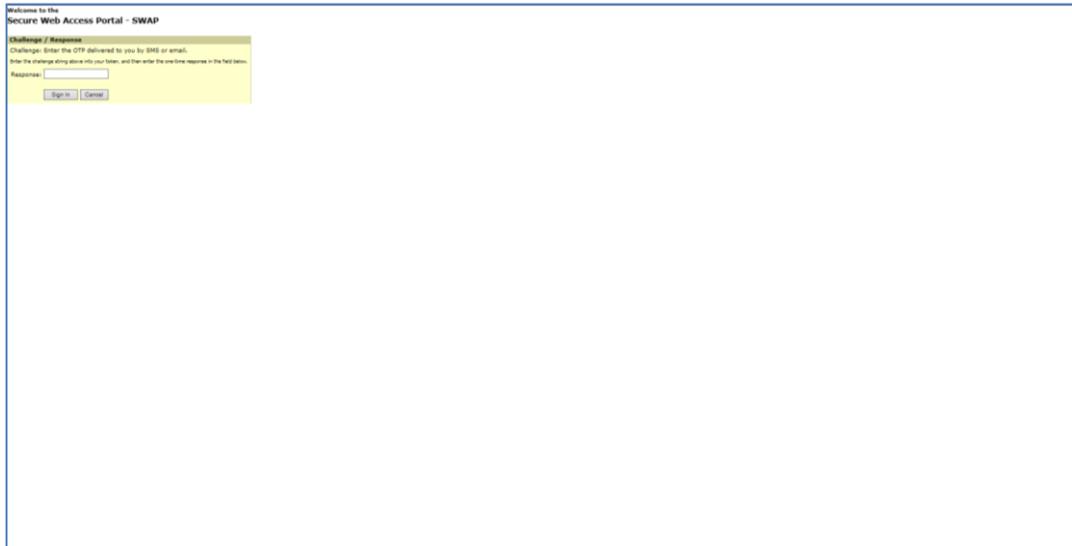
You have no reasonable expectation of privacy regarding any data transmitted through or stored on this information system. At any time, the Government may monitor, intercept, search and/or seize data transiting through or stored on this information system.

The Government routinely intercepts and monitors communications transiting through or stored on this information system.

Any communications transmitted through or data stored on this information system may be disclosed or used for any U.S. Government-authorized purpose.

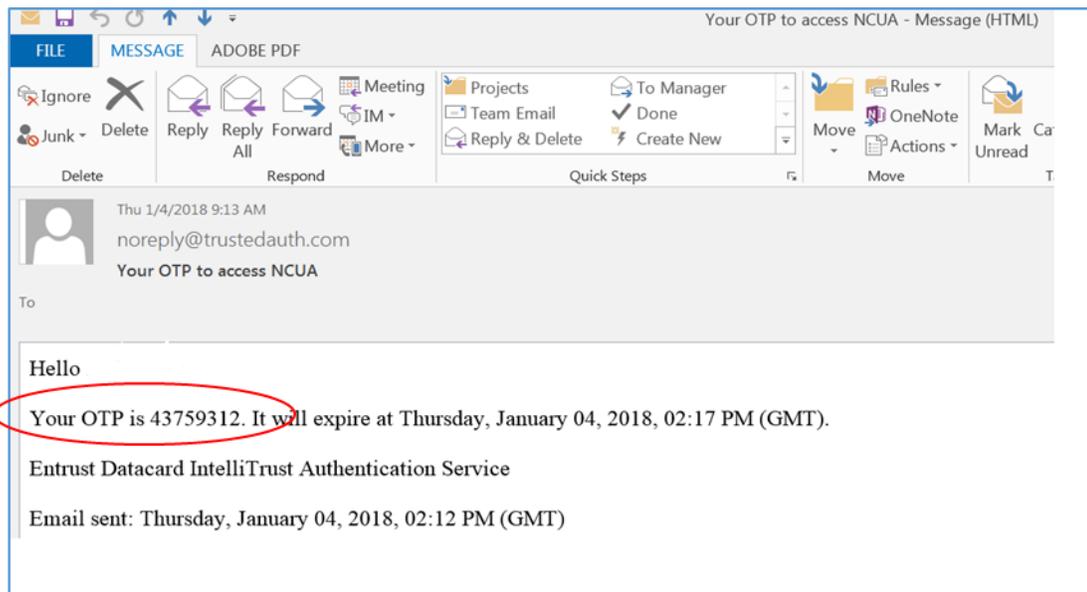


After entering your User ID and password and clicking 'Sign In', the following screen will appear.



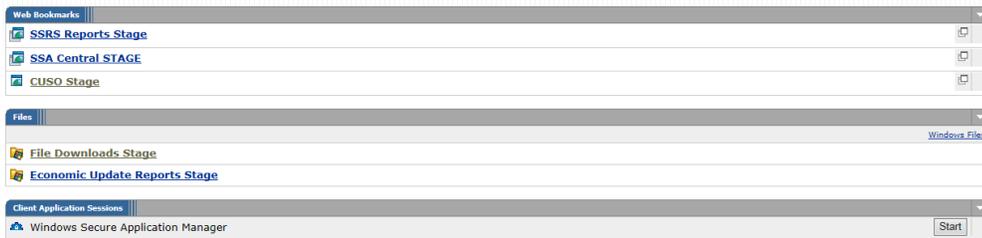
STEP 3: Enter One-time Passcode

Within a few minutes, you will receive an e-mail from noreply@trustedauth.com. This e-mail will contain your OTP.





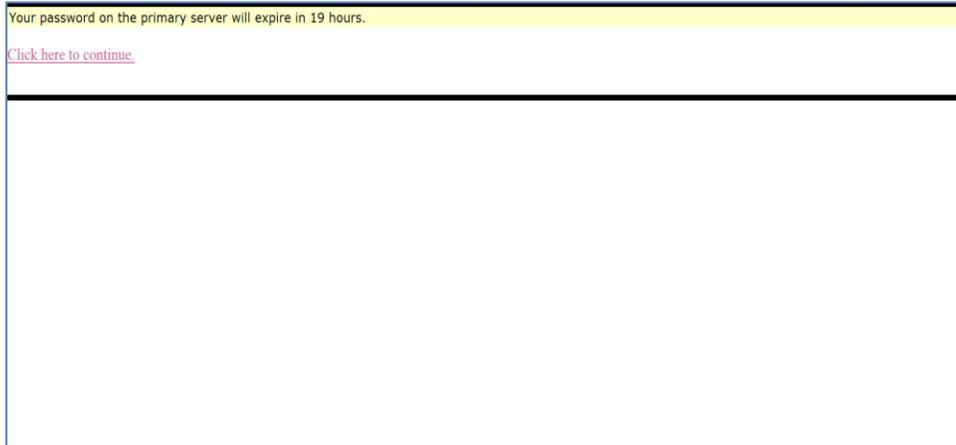
Enter the OTP received via email. Then click ‘Sign In’. You will now be logged into to the Partner Gateway where you can see SSRS Reports, SSA Central, Network File Share, and CUSO for SSAs.



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Password Reset

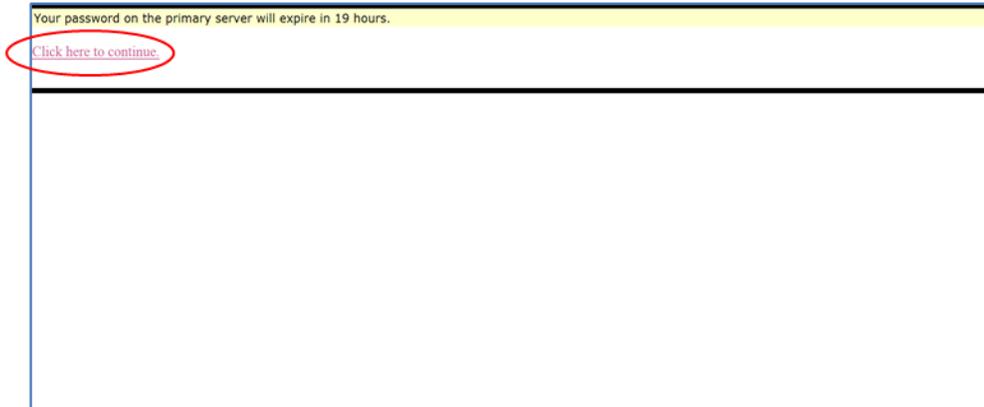
In the event that you see the screen below, you will need to create a new password.



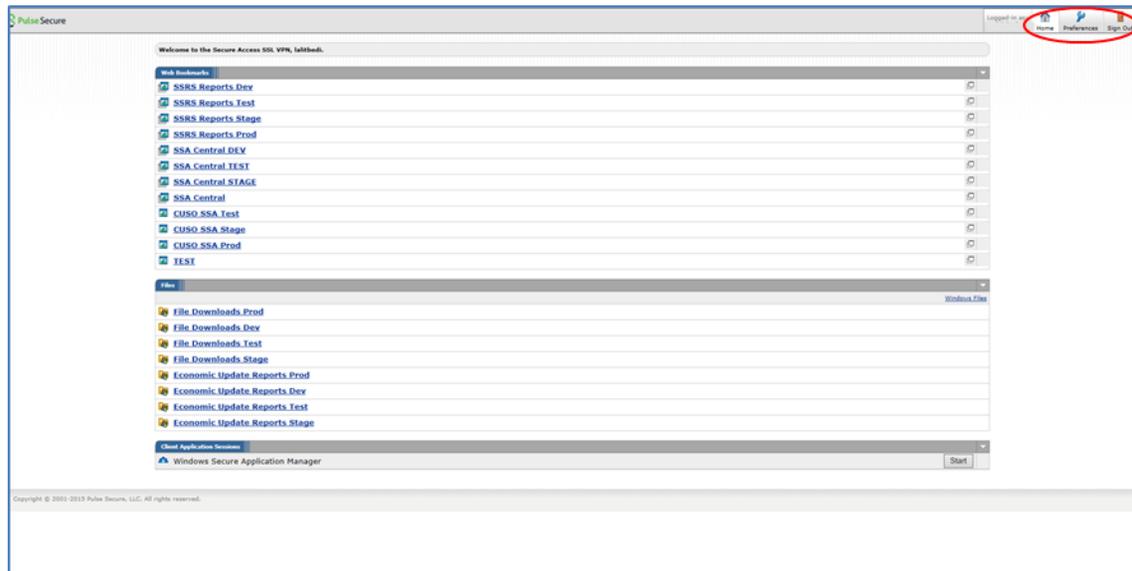


To create a new password, follow the steps below.

1. Click on “Click Here to continue”



2. You will be taken in the site and can view the applications. Click on “Preferences” at the top right hand corner of the screen.





3. Click on “General”, you will be taken to the “Change Password” screen. Enter your old and new password and click on the “Change Password” button.

A screenshot of the Pulse Secure web interface. The page title is "Pulse Secure" and the user is logged in. The main heading is "Preferences". Below this, there are tabs for "User Home", "General", "Applications", and "Advanced". The "Change Password" section is active, showing three input fields: "Old Password:", "New Password:", and "Confirm Password:". A "Change Password" button is located to the right of the "Confirm Password" field and is circled in red. At the bottom left, there is a copyright notice: "Copyright © 2001-2015 Pulse Secure, LLC. All rights reserved."

4. You will receive a message stating that the account information has been updated.

A screenshot of the Pulse Secure web interface, similar to the previous one. The page title is "Pulse Secure" and the user is logged in. The main heading is "Preferences". Below this, there are tabs for "User Home", "General", "Applications", and "Advanced". A message is displayed at the top: "Account information has been updated." Below this message, the "Change Password" section is still visible, showing the three input fields and the "Change Password" button. At the bottom left, there is a copyright notice: "Copyright © 2001-2015 Pulse Secure, LLC. All rights reserved."



Accessing Secure File Transfer Portal through Partner Gateway

STEP 1: Launch Website

To access the SFTP, click or enter the following web address:

<https://ncua.us.trustedauth.com>

STEP 2: Enter User ID

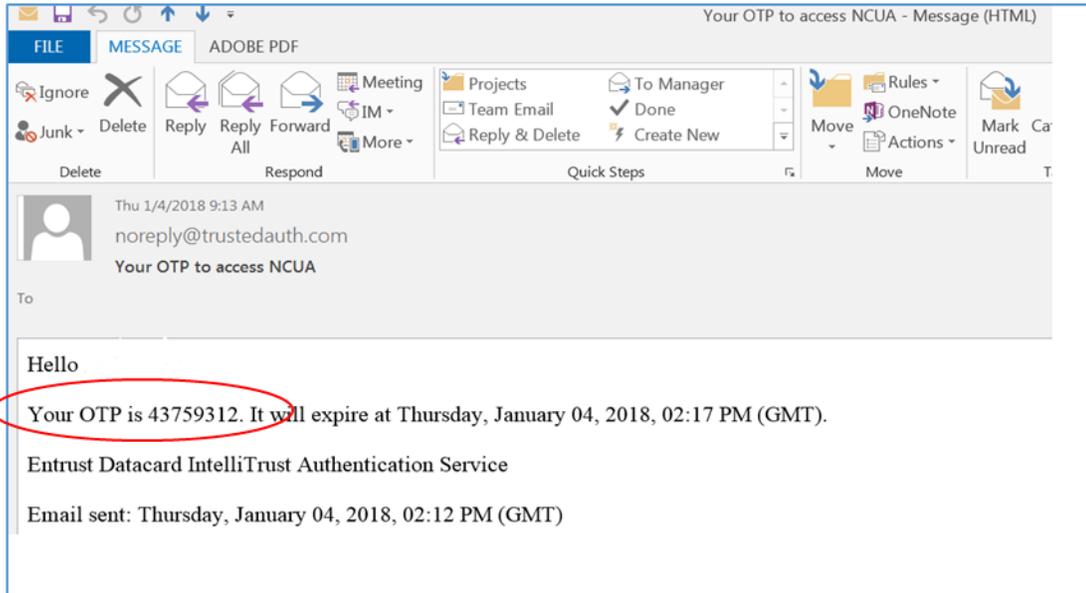
On the following screen, enter your User ID

Click “Next” and the following screen will appear:

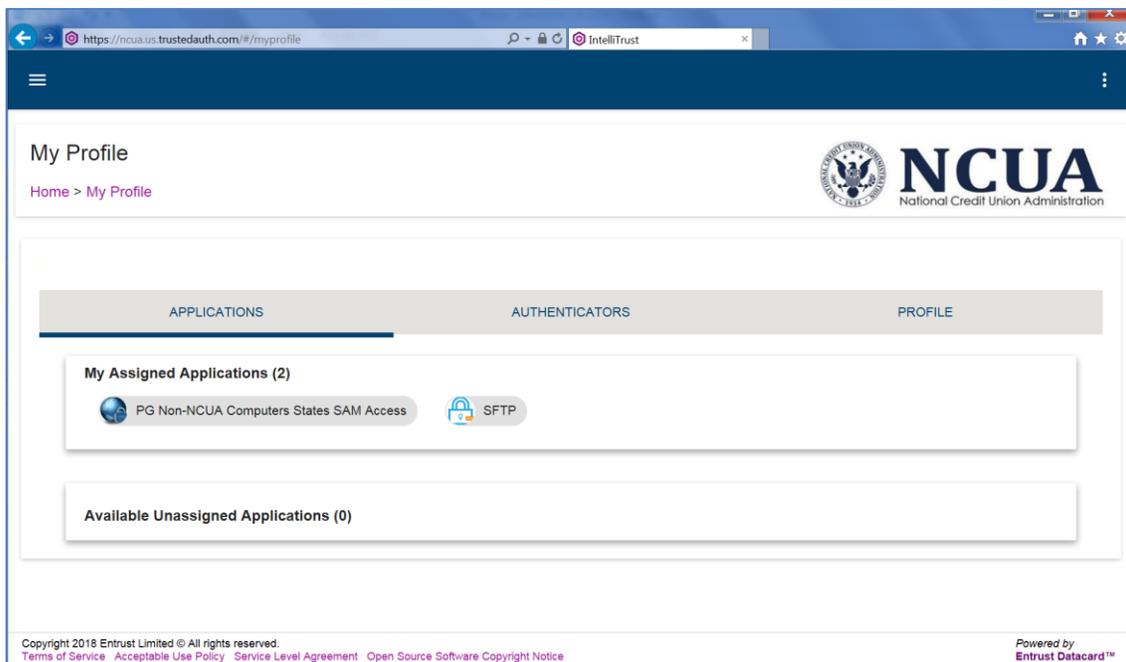


STEP 3: Enter One-time Passcode

Within a few minutes, you will receive an e-mail from noreply@trustedauth.com. This e-mail will contain your OTP.

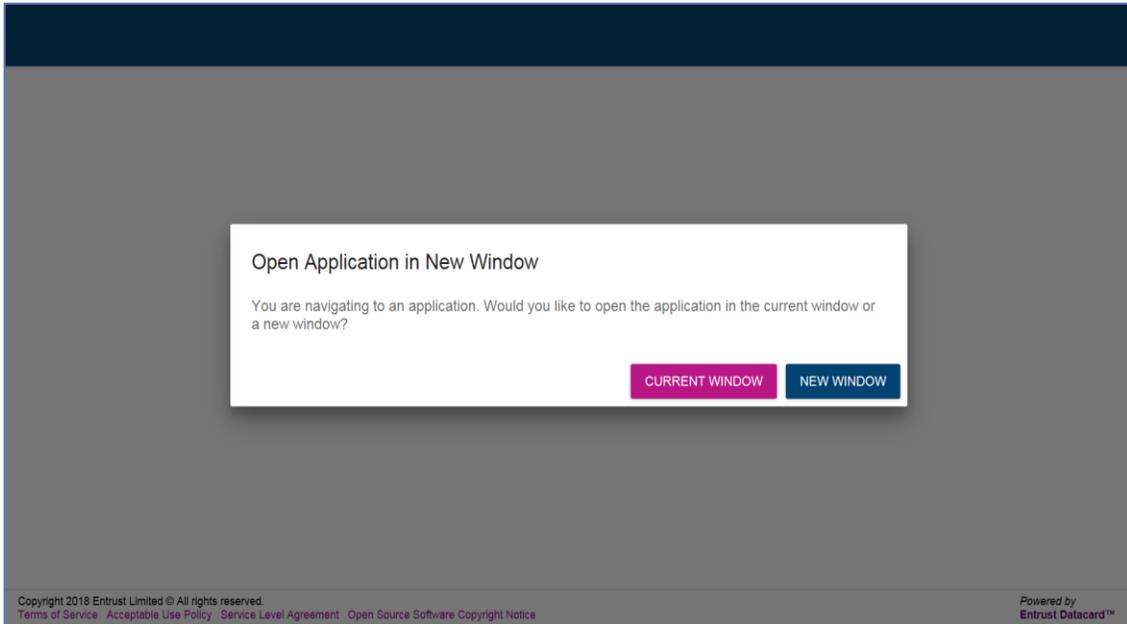


Enter the OTP received via email. Then click 'Login'. You will be directed to the following page.

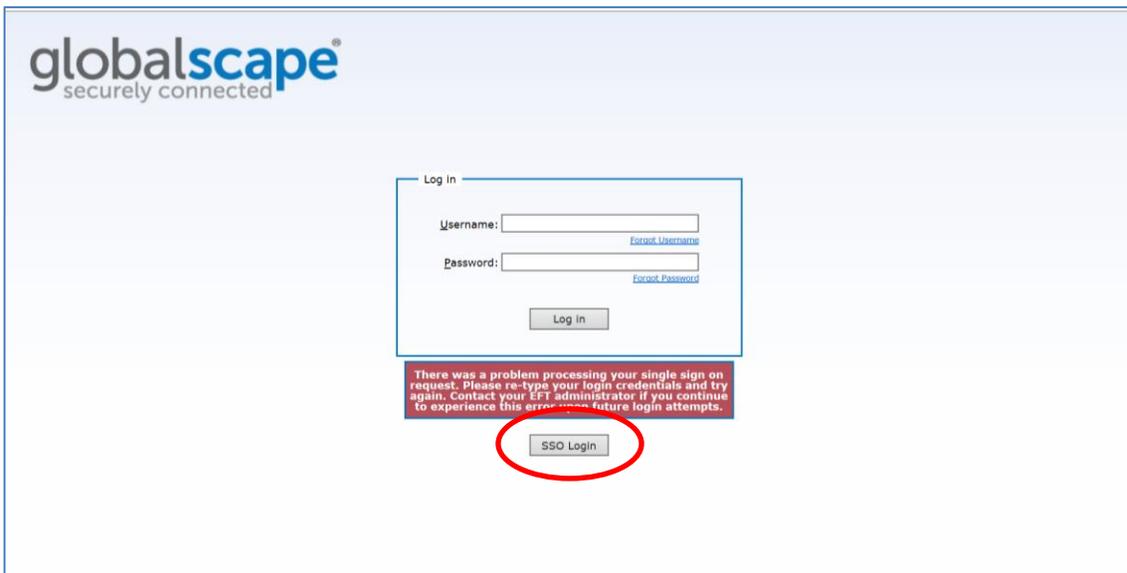




Once you click on SFTP, you will see a popup asking if SFTP should be opened in the current window or new window.



Clicking on either option will take you to the login screen. You do not need to enter a username or password. Click on the SSO Login button.





You will be taken into the SFTP application. You may now share documents and folders with other individuals that have access to the SFTP. Please refer to the SFTP User Guide for instructions on using the SFTP.

