



Financial Disclosure Management (FDM) System PIV-Logon Guide and Frequently Asked Questions

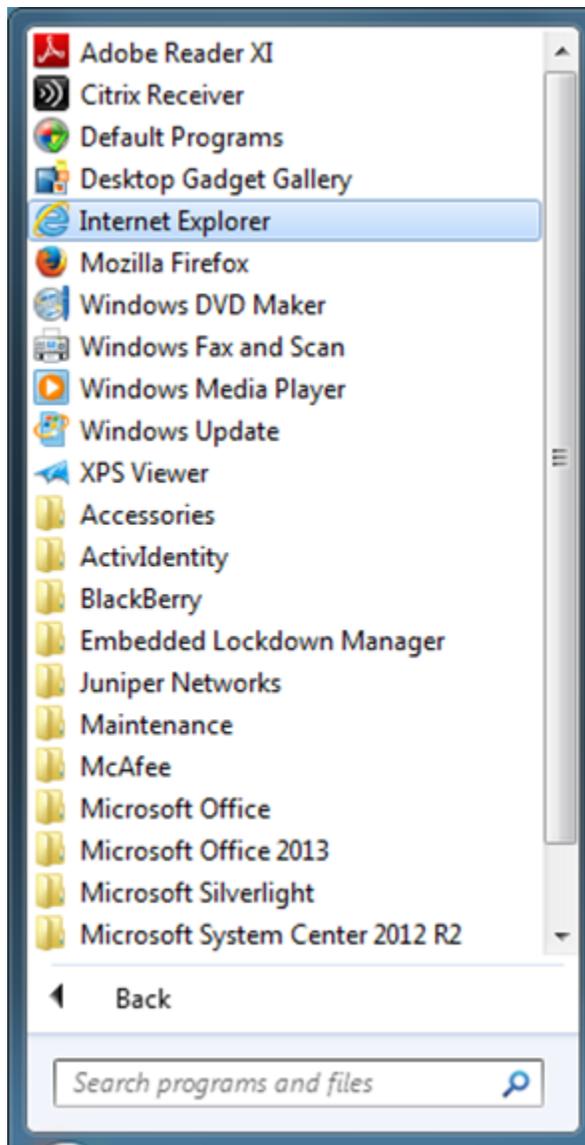
March 2015

Financial Disclosure Management (FDM) System PIV-Logon Guide

DHS has been working closely with the Army Financial Disclosure Management (FDM) system team to enable PIV authentication for DHS filers. This guide will walk you through the process for accessing the system using your DHS PIV card. For any errors that appear, please reference the FDM Frequently Asked Questions (FAQs) section below or contact the FDM support team for additional details.

Step 1. Open Internet Explorer

Click the **Windows icon**, then select **All Programs**, type “**mmc**”, and then select **Internet Explorer**.



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Step 2. Access FDM and Login

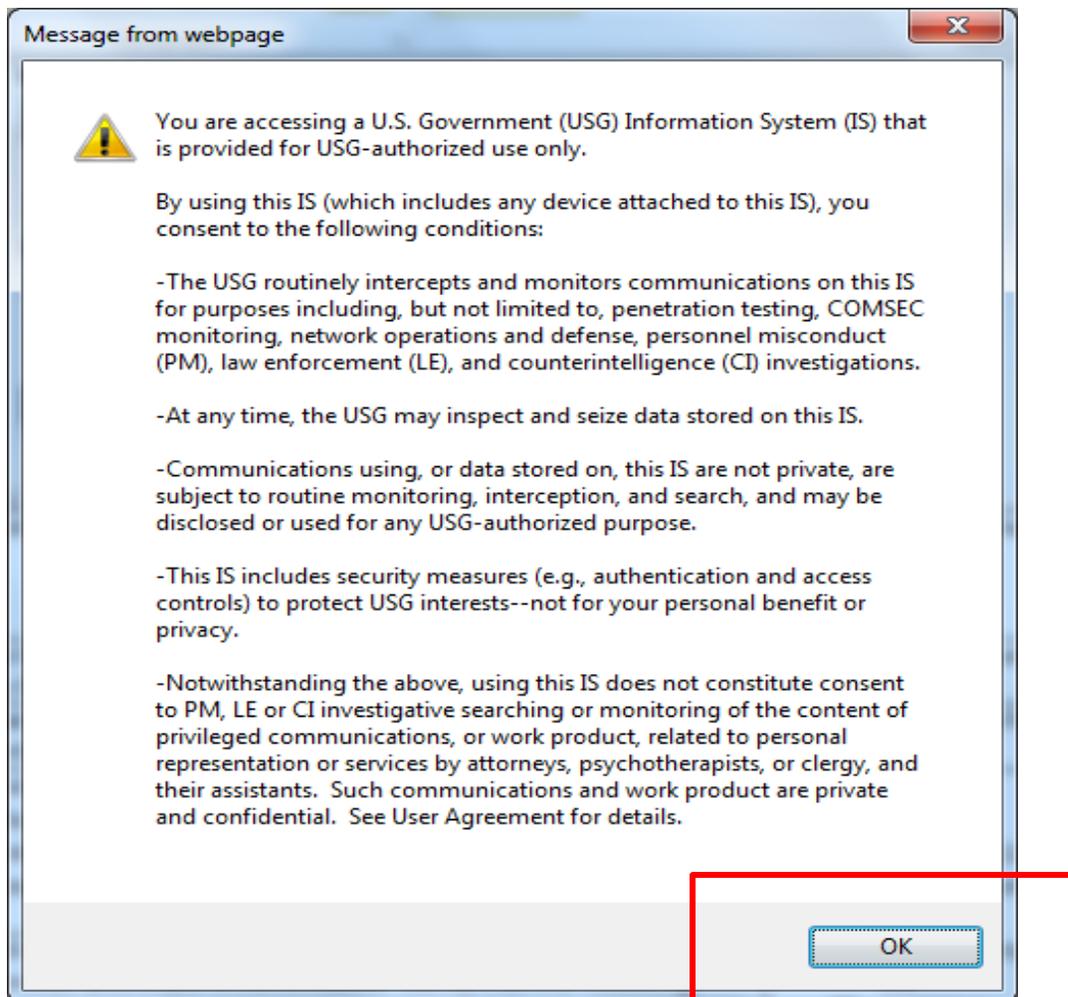
When **Internet Explorer** opens, enter the following URL into the address field:

<https://www.fdm.army.mil/>

When the page loads, locate and click the **Log In** button on the top right.



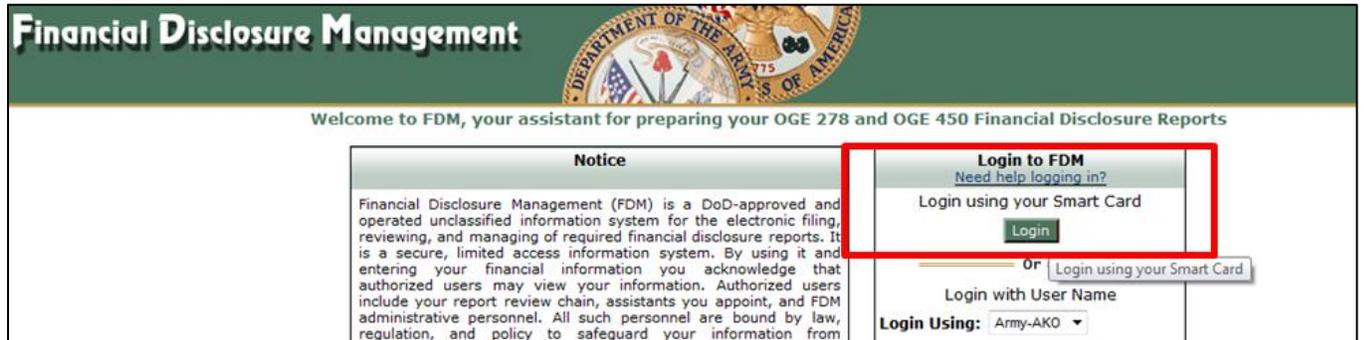
You will be redirected to a new page and a disclosure window will pop up. Press **OK** to accept the agreement.



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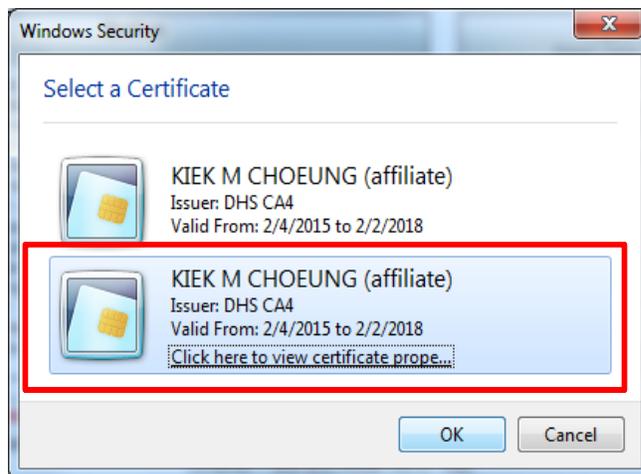
Step 3. Perform PIV Logon

Under the **Login to FDM** box, press **Login using your Smart Card**.



Step 4. Select Your Certificate

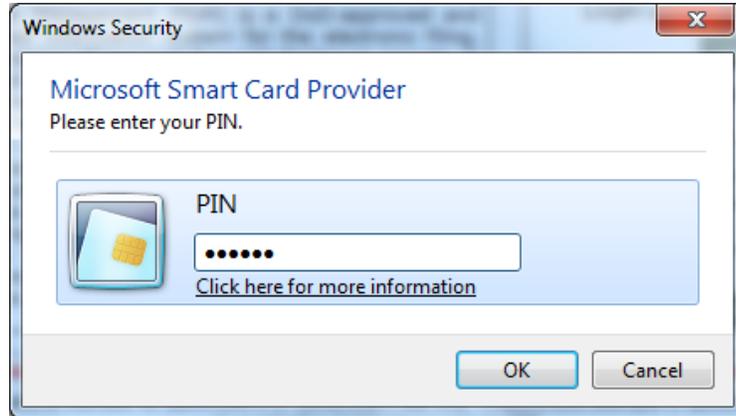
A window will pop up prompting you for your digital certificate off your PIV card. Please ensure you **select the second certificate** and not the first. After the second certificate is selected, press **OK**.



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Step 5. Enter Your PIN

After clicking **OK**, a window will pop up prompting you to enter your PIN. Enter your PIN and press **OK**.



Upon selecting the right certificate and entering the right PIN, you will be redirected to your FDM account page.

A screenshot of the FDM system's "Reports List" page. The page has a green header with navigation tabs: "My Reports", "My Info", and "Resources". On the right side of the header, there is a "Log Out" link and a circular seal. Below the header, the page says "Welcome" followed by a text box. There are two main sections of text: one with yellow arrow icons and one with blue diamond icons. Below this is a section titled "My SF 278 Reports" which contains a table and an "Add New Report" button. To the right of the table is a sidebar titled "Common Questions" with several questions and a "Glossary" link. At the bottom of the page, there is a footer with the text "Security and Privacy Notice | Help | Accessibility | Developed by: CECOM LCMC".

My Reports My Info Resources Log Out

Reports List

Welcome

- ▶ Annual Incumbent SF 278 Reports are due 15 May.
- ▶ Annual Post-Employment Certification is completed concurrent with SF 278 submission online.

- ◆ To start a new SF 278 report click "Add New Report".
- ◆ To work on an existing report select a report from the table below.

My SF 278 Reports

[→ Add New Report](#)

Year	Reporting Status	Review Status	Last Updated	
2009	Incumbent	Under Review	04/08/2009	Amend View
2008	Incumbent	Complete	04/08/2009	View
2007	New Entrant	Complete	04/08/2009	View

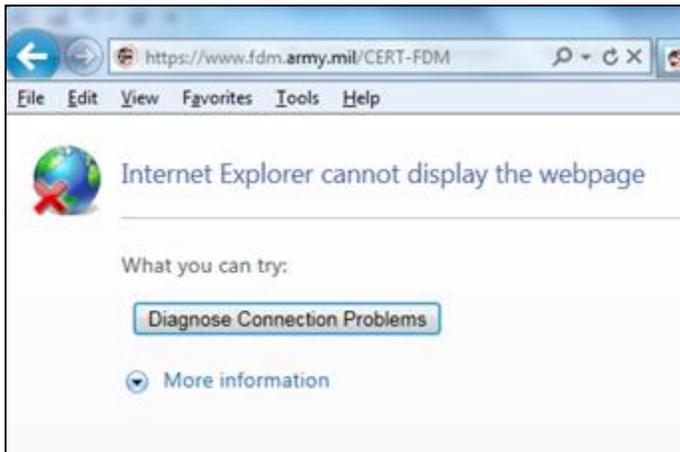
Common Questions

- ◆ What is the Annual Post-Employment Certification and Notification?
- ◆ Is there a "combat zone extension" for completing the Annual Post-Employment Certification and Notification?
- ◆ Glossary

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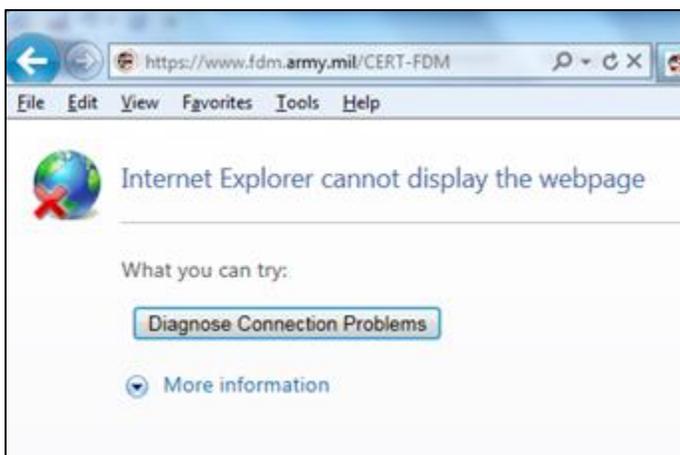
Frequently Asked Questions (FAQs)

QUESTION 1. I selected my certificate and entered my PIN, however Internet Explorer shows a **Cannot Display the Webpage error**. What do I do?



ANSWER: Close ALL Internet Explorer windows and attempt to log on using your DHS PIV card again. This will ensure that your failed session is cleared and will allow you to log on cleanly.

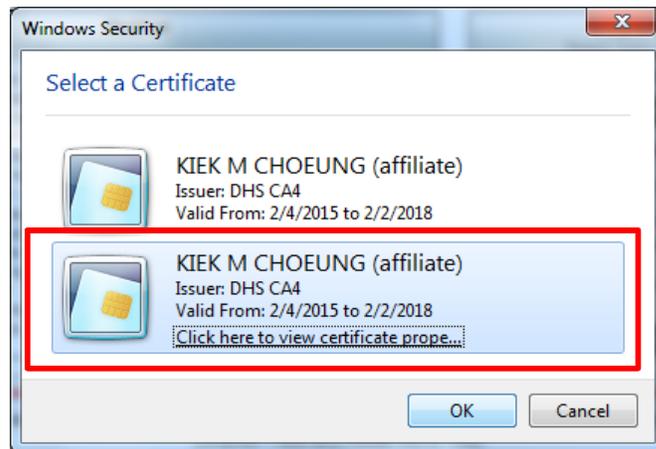
QUESTION 2. I received the **Internet Explorer Cannot Display the Webpage** error and pressed the back button. However I still see the error. What do I do?



ANSWER: Do not click the back button. **Close ALL Internet Explorer windows** and then attempt to log on using your DHS PIV card again. This will ensure that your failed session is cleared and will allow you to log on cleanly.

QUESTION 3. I see two certificates displayed. Which one do I select?

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ANSWER: Two certificates will be displayed when you try to log on using your DHS PIV card. Please ensure you select the **second** certificate. If you have selected the first certificate you will receive an **Internet Explorer Cannot Display the Webpage** error. If that appears, please close ALL Internet Explorer browser windows and try again.

QUESTION 4. I have selected the second certificate and entered the correct PIN; however I am still unable to access the FDM site with my PIV card.

ANSWER: Please contact the FDM support team by email or phone as indicated below:

Send an e-mail to: [FDM Customer Service](mailto:usarmy.APG.cecom.mbx.FDMSpt@mail.mil)
(usarmy.APG.cecom.mbx.FDMSpt@mail.mil)

or

Call: (443) 861-8247. This office is staffed during regular business hours, 8am - 5pm ET.

During filing season the hours are 7am - 7pm ET. You may leave a voicemail outside of regular hours.

QUESTION 5. I forgot my PIN and have locked my DHS PIV card. What do I do next?

ANSWER: Please contact your DHS Component service desk for information about the nearest PIV Card Issuance Facility (PCIF) or Light Activation Station (LAS) to have your PIN reset.

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Component	E-Mail Address	Phone Number
CBP	CBP.Technology.Service.Desk@CBP.DHS.GOV	1-800-927-8729
FEMA	HLPFEMAFEMA-Enterprise-Service-Desk@fema.dhs.gov	1-888-457-3362
FLETC	Fletc-CIOITServiceDesk@dhs.gov	1-912-261-3700
DHS HQ	itsupport@hq.dhs.gov	1-800-250-7911
ICE	Go to Service Desk Web page	1-888-347-7762 (CONUS) 1-480-403-3200 (OCONUS)
OIG	oig.helpdesk@dhs.gov	1-202-254-4301
TSA		1-800-253-8571
USCG	CGFixit@uscg.mil	1-855-243-4948
USCIS	http://oit.uscis.dhs.gov/MyIT/	1-888-220-5228
USSS	technology.center@ussd.dhs.gov	1-202-406-5988