NG OASIS ACCOUNT ONBOARDING AND FAQ

CONTENTS

WHY BECOME AN OASIS ACCOUNT HOLDER?

While many OASIS tools can be accessed in the public domain, registered suppliers can complete an onboarding process that enables them to access the NG OASIS 2.0 Dashboard and additional tools. This onboarding process requires additional authentication.

Note: *OASIS Account onboarding entails an entirely separate process from supplier registration. A supplier can only become an OASIS Account Holder **after** completing the NG supplier registration process. Please find information about the supplier registration process on the NG Suppliers – Doing Business with Northrop Grumman webpage.*
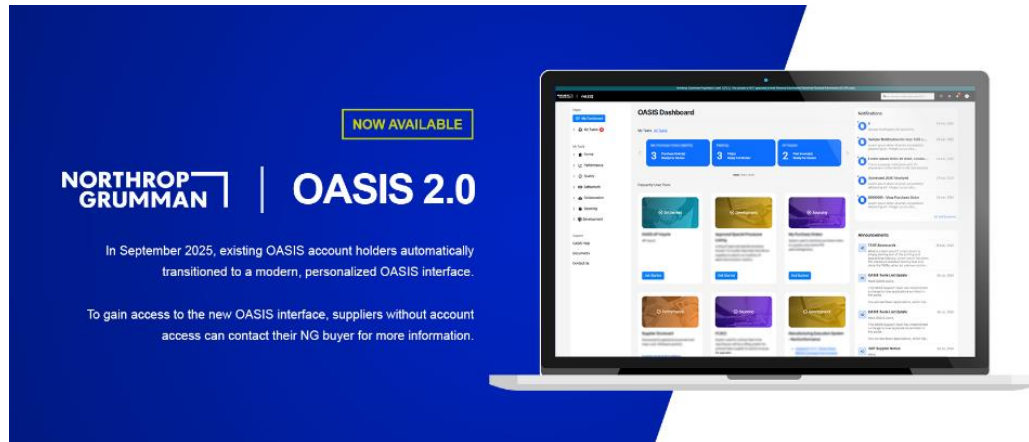
Launched in September 2025, the **OASIS 2.0 Dashboard** offers numerous features that enable effective collaboration between NG and suppliers.

Key Features

- Authenticated and access-controlled views of program-provisioned tool activity
- Notifications of new activity, increasing awareness and efficiency
- Enhanced supplier information validation tools for the annual SACC renewal
- AP Inquire supplier invoice and payment self-lookup tool
- My Task SAP Procurement tasking visibility

Northrop Grumman will continue to modernize the OASIS Dashboard and add new features that meet our suppliers' needs. We specifically created **AP Inquire**—a self-service invoice and payment lookup tool—in response to our suppliers' desire to locate these materials without submitting support tickets.
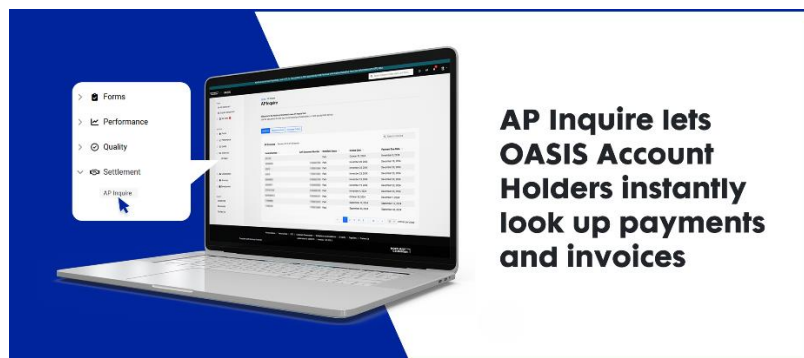
WHO SHOULD BECOME AN OASIS ACCOUNT HOLDER?

Registered suppliers do **not** need OASIS accounts to partner with Northrop Grumman. Required activities—such as completing your Annual Certification—can be completed using public-facing tools linked on the NG Suppliers website.

If a supplier would like to access the capabilities of the OASIS Dashboard and additional tools, they may choose to complete the OASIS Account Holder onboarding process.

If you do not know whether an OASIS account is right for you, please send an email outlining your needs to: OASISsupport@ngc.com

WHAT INVESTMENT IS REQUIRED TO BECOME AN OASIS ACCOUNT HOLDER?

Once you are a supplier registered with Northrop Grumman, you can begin the OASIS Account Holder onboarding process.

Beyond time spent coordinating with the NG OASIS Support team, you must obtain a Medium Assurance Hardware Token or Certificate (which will range in price and time commitment, depending on which token/certificate you select).

Note: *OASIS accounts **cannot** be shared; each person requesting OASIS account access will need to complete the onboarding process.*

HOW DO I COMPLETE OASIS ACCOUNT HOLDER ONBOARDING?

Note: *These instructions only provide a general overview of the OASIS Account Holder onboarding process. The process is presented here to provide some transparency when you're deciding if you'd like to become an OASIS Account Holder. These instructions are **not** intended to replace guidance from the NG OASIS Support Team. Your NG OASIS Support Representative will provide precise instructions during the onboarding process.*

STEP 1: CONTACT THE NG OASIS SUPPORT TEAM

Initiate the onboarding process by consulting with the NG OASIS Support team to determine your needs.

Send an email to OASISsupport@ngc.com that includes the following information:

- NG Buyer/NG Representative Point of Contact
  (Please identify an NG employee, **not** a buyer within your organization.)
- Vendor ID
- Your Job Title
- *Optional*: Recent purchase order number with Northrop Grumman

Note: The onboarding process detailed in this document does **not** apply to:

- Boeing, Lockheed Martin, and Collins/Raytheon employees
- Government Employees (Navy, Air Force, DCMA, etc)
- Users with a Department of Defense Common Access Card
- International companies

If you belong in one of these categories, please include that information in your email to OASISsupport@ngc.com.

STEP 2: PURCHASE AN APPROVED MEDIUM ASSURANCE HARDWARE TOKEN/CERTIFICATE

After your consultation with the NG OASIS Support team, if you have determined that you will move forward with the onboarding process, you must obtain a Medium Assurance Hardware Token or Certificate. ***Please do not purchase a certificate before consulting with NG OASIS Support.***

Note: If you already have an approved certificate, please skip this step.

Your NG OASIS Support representative will provide you with a list of approved Medium Assurance Hardware Tokens and Certificates. Please follow the specific instructions for the certificate you selected.

IDENTRUST ECA S23 CERTIFICATE

For new users, NG OASIS Support recommends purchasing an **IdenTrust ECA S23 certificate**.

Please visit the IdenTrust website and click the blue **BUY NOW** button. Then follow the step-by-step **IdenTrust ECA Digital Certificate Application** instructions provided by your NG OASIS Support Representative.

EXOSTAR MLOA HARDWARE CERTIFICATE

If you would prefer to obtain an Exostar certificate, please visit NG – Exostar for detailed instructions on how to purchase the Exostar Medium Level Of Assurance (MLOA) Hardware Certificate.

Note: *Exostar offers an OTP (one-time password token) for some companies; however, Northrop Grumman OASIS does not accept Exostar OTPs.*

IDENTRUST CERTIFICATION PROCESS

Estimated timeline of the IdenTrust certification process:

Day 1

- ✓ User applies for certification; this online application process typically takes about 15 minutes.
- ✓ Application goes through the database and screening for approval.
- ✓ User's email address is verified via an email from IdenTrust to the user.
- ✓ After user email address verification, IdenTrust begins the certification process.

Day 2

- ✓ Users are asked by IdenTrust to download the forms packet.
- ✓ Users are required to meet with a local notary of their choice for identification verification.

Day 3-7

- ✓ Once the identification verification is completed, users need to mail the original set of copies of the completed forms packet with their "wet" signature to IdenTrust Services (5225 Wiley Post Way, Ste 450, Salt Lake City, UT 84116-2898).

Day 7-14

- ✓ When your documents are received by IdenTrust, it will take 3-5 business days for the application to be processed and approved.
- ✓ Once your IdenTrust-issued ECA certificate application has been approved, you will receive a welcome packet with activation details and the hardware USB token or smart card Human Interface Device (HID) device via FedEx.
- ✓ User downloads the certificate to a USB token or smart card. Please follow these instructions: Retrieving Your Software Certificate - Jira Service Management (identrust.com)

Note: *It is **extremely important** to copy and save the **IdenTrust Unlock Code** that you receive at the beginning of account set-up immediately. This Unlock Code can be used to unlock your device should you ever forget your PIN. Please **do not** check the box, "Never display the Unlock Code again." If you check the box, your device will never display your Unlock Code again (on any workstation).*

*If you experience being locked out of an IdenTrust token, you can call the IdenTrust Help Desk (888-339-8904) for support with password resets **ONLY IF** you have retained the **IdenTrust Unlock Code**.*

EXOSTAR CERTIFICATION PROCESS

Estimated timeline of the Exostar certification process:

Week 1

- ✓ After you have purchased the digital hard certificate, you will be contacted by Exostar via email. They will ask you to verify that your computer system is compliant with Exostar Dual Factor Authentication requirements.
- ✓ The National Notary Association (NNA) will email the user who purchased the digital hard certificate to schedule an in-person proofing/identify verification appointment.

Weeks 2-3

- ✓ User brings all required documentation to the notary appointment; the notary will review your personal documents and provide you with a code.
- ✓ You should receive an Exostar USB drive and certificate download instructions in this timeframe.
- ✓ User installs required software to activate the USB drive *(if applicable)*.

Weeks 3-4

- ✓ Using the code provided by the notary, the user logs on to Exostar's website to download the digital hardware certificate to their USB drive. **This step must be completed with 30 days of the in-person notary proofing appointment.**

1. Complete the **C-638A Form**.
2. Take Certificate Screenshots.
3. Compose an email that includes the following information:
   - Requestor's First/Last Name
   - Requestor' s E-mail Address
   - Supplier Number(s)
   - Northrop Grumman Point of Contact *(NG Buyer/Other NG Employee)*
   - Applications You Need to Access *or* Roles You Support
     (E.g., Contracts, Quality, Engineering, or All)
   - *If known*, Recent Northrop Grumman Purchase Order Number
4. Send **all files in a single email** to your NG OASIS Support Representative at <u>OASISsupport@ngc.com</u>

Note: *Do not attach copies of personal documents like passports or birth certificates in any correspondence with Northrop Grumman.*

INSTRUCTIONS: C-638A FORM

Your OASIS NG Support Representative will provide you with the C-638A Form. They will also provide additional instructions/guidance in two documents:

- How to Complete the C-638A Form
- How to Digitally Sign a PDF in Adobe Using a Digital Certificate

Note: *The C-638A form confirms your citizenship and comprises only one portion required within the larger OASIS Account onboarding process.*

1. Complete the C-638A Form for each person who needs access to OASIS.
   a. Complete all of Section 1 and sign it. *[Accepted Signatures: physical signature, certified signature]*
   b. Complete all of Section 2 and check the box at the **top left** of this section. As a non-NG employee, add your company information and complete the checkboxes.
   c. Have your company's HR or Security Representative complete and sign the last section that certifies they have reviewed your personal documents. *[Accepted Signatures: physical signature, certified signature]*
2. Save the form in **PDF format** in an accessible folder/location.

INSTRUCTIONS: CERTIFICATE SCREENSHOTS

1. Ensure your IdenTrust USB token is plugged in or the smart card is inserted into the badge slot (depending on the certificate you have).
2. Take screenshots of the following values from your IdenTrust certificate, equivalent approved certificate, or Common Access Card (CAC):
   a. **Certificate > General** tab
      Includes **Issued to**, **Issued by**, **Valid from**, and **Valid to** fields
   b. **Certificate > Details** tab > **Serial Number**
      Appears as a long string of alphanumeric characters
      E.g., *410083456abc07891d2e0fg34hi56jj00000007890k*
   c. **Certificate > Details** tab > **Subject Alternative Name**
      Value that begins with *Principal Name=* (looks like an email address)
      E.g., *Principal Name=A0109xxxxxxxxxxxxxxxxxxxxxxxxxxxx@DODECA*
3. Save these images in an accessible folder/location.

Note: *For your reference, your NG OASIS Support Representative will provide examples of acceptable screenshots.*

STEP 5: REGISTER FOR CUSTOMER PARTNER ACCESS

Once the NG OASIS Support team has received your email that contains the information listed in Step 4 *(supplier information, C-638A form, and certificate screenshots)*, a system-generated email will be sent to you from the Customer Partner Access (CPA) mailbox, inviting you to "Collaborate with Northrop Grumman."

- Please complete the CPA registration process.

STEP 6: RECEIVE OASIS USER ID

After you've completed the CPA registration process, the NG OASIS Support team will begin creating your Northrop Grumman OASIS account.

After completing the provisioning process—which depends on which OASIS tools you need to access—your NG OASIS Support Representative will email you an NG OASIS User ID. You will now be ready to log on to the OASIS Dashboard!

You can log on to the OASIS Dashboard by navigating directly to its URL: https://oasis-dashboard.amer.myngc.com/

You can also access the OASIS Dashboard by clicking **Log In** on the NG Suppliers Website: https://www.northropgrumman.com/suppliers
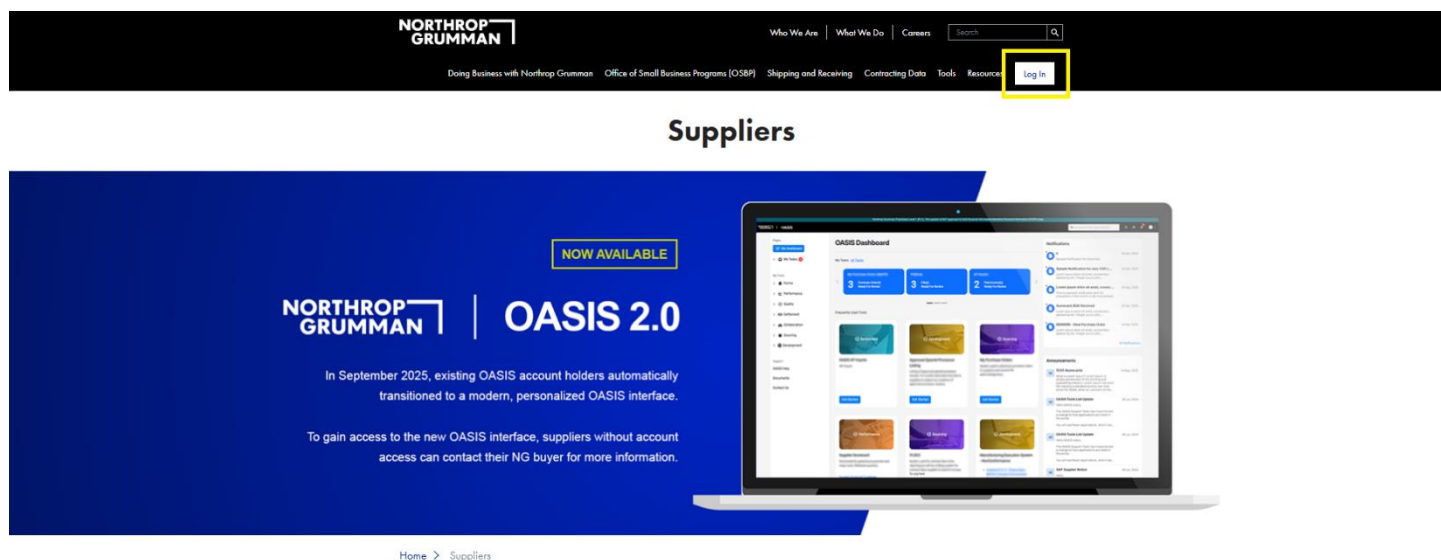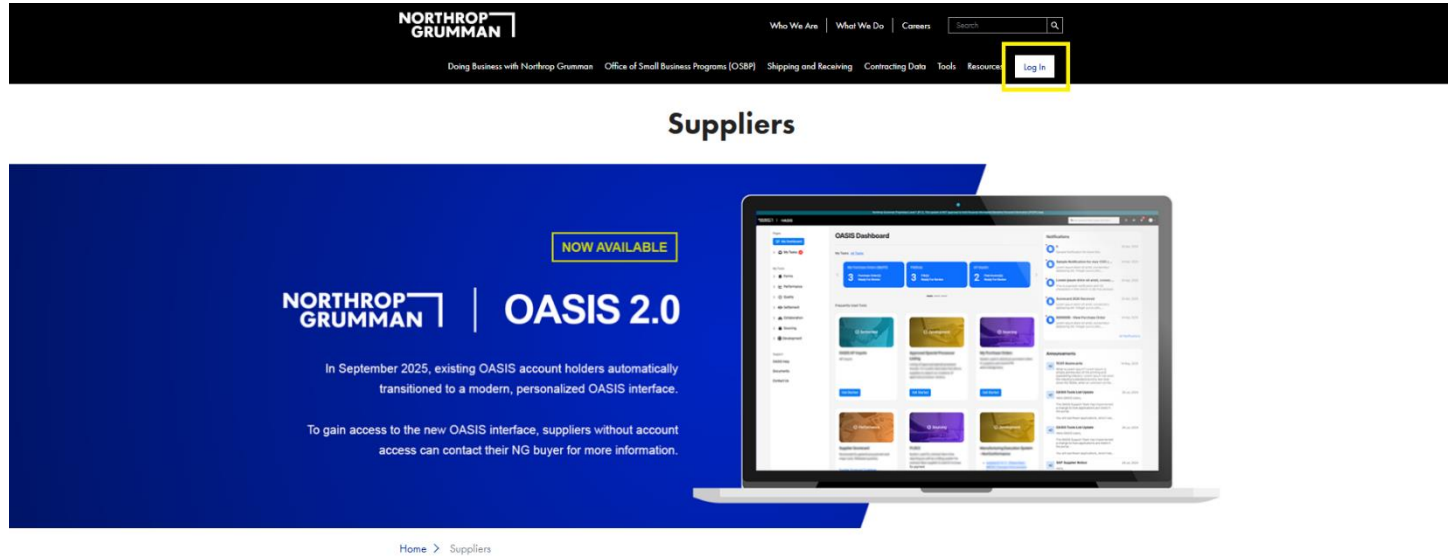
FREQUENTLY ASKED QUESTIONS AND ADDITIONAL INFORMATION

I HAVE AN ACCOUNT. HOW DO I ACCESS THE OASIS DASHBOARD?

You can log on to the OASIS Dashboard by navigating to its direct URL: https://oasis-dashboard.amer.myngc.com/

You can also access the OASIS Dashboard by clicking **Log In** on the NG Suppliers Website:
https://www.northropgrumman.com/suppliers

WHY DON'T I HAVE ACCESS TO ALL OASIS TOOLS?

OASIS account holders are granted permission to specific tools based on their roles and needs. Your NG OASIS Support Representative will determine which tools you need to access. If you believe you should have access to a tool and do not see it listed in your account's dashboard, please email your request to OASISsupport@ngc.com

WHAT IF I FORGOT MY EXOSTAR PIN/PASSWORD NUMBER?

It is very important you do not forget the pin/password number for your Exostar digital hard certificate. The pin/password cannot be reset. Exostar will reissue your digital hard certificate for a fee. Contact Exostar's Customer Service at: +1 703-793-7800

WHAT IF I AM LOCKED OUT OF AN IDENTRUST TOKEN?

It is **extremely important** to copy and save the **IdenTrust Unlock Code** that you receive at the beginning of account set-up immediately. This Unlock Code can be used to unlock your device should you ever forget your PIN. Please **do not** check the box, "*Never display the Unlock Code again.*" If you check the box, your device will never display your Unlock Code again, on any workstation.

If you experience being locked out of an IdenTrust token, you can call the IdenTrust Help Desk (888-339-8904) for support with password resets **ONLY IF** you have retained the **IdenTrust Unlock Code**.

WHAT IF I FORGET OR LOSE MY TOKEN/CERTIFICATE?

Northrop Policy: Northrop Grumman will not pay for lost/stolen tokens or to revoke and reissue digital certificates. You will need to purchase a new certificate package from Exostar/IdenTrust.

Please remember your password. It is permanent and you will need it every time you use your certificate!

The integrity of your digital identification depends on your private key being controlled exclusively by you. You should never share your digital ID with anyone. Your digital ID has legal signature authority, which means that someone using your digital ID can sign legal documents and leave you responsible. For this reason, **there are no password resets for certificates**.

Your digital certificate password will never expire and will be valid for one year or three years, depending on which option you chose at the time of purchase. If you cannot recall your password, you will not be able to use your digital certificate. If you have forgotten your password or your token has been locked due to multiple invalid password entries, you must go through the in-person vetting process again and download a new set of certificates.

To begin the process for Exostar, follow these instructions: http://www3.exostar.com/Replacement-Products

If you experience being locked out of an IdenTrust token, you can call the IdenTrust Help Desk (888-339-8904) for support with password resets *only if* you have retained the **IdenTrust Unlock Code**.

WHY DO I RECEIVE AN ERROR WHEN I TRY TO LOG ON TO OASIS?

The type of error message you're getting will determine its resolution. These are some of the error messages you may encounter:

1. **Access Forbidden** - This error message indicates that your certificate is not being read by our server. This can be caused by several issues:
   a. You are selecting the wrong certificate when logging in. For example, if your Exostar certificate is what our system uses, you may have selected an IdenTrust certificate when logging in. You can fix this by selecting your Exostar certificate instead of the IdenTrust certificate when you log in.
   b. Your Exostar certificate has expired and you need to renew it.
   c. Sometimes, when you've logged in for too long or too much information is cached in your browser, the browser cannot pick up Exostar certificates. You can remedy this by clearing your browser cache, closing browsers, and unplugging the Exostar token and plugging it back in.
   d. A security tool or setting at your company is preventing your certificate from reaching our authentication server. Your IT department must whitelist *https://*.myngc.com* in your trusted sites and security tools (such as ZScaler, Avast Anti-Virus, McAfee, etc)
   e. Your certificate is not input correctly in our system. Contact NG OASIS Support to fix this issue: OASISsupport@ngc.com
2. **HTTP 403** - The website declines to show this page. This error occurs for several reasons:
   a. A Northrop Grumman server might be down (that is, the US West server may be down and you're connecting to it. If you try to log in later, you might hit the US central server and you'll be able to log in.
   b. A security tool is blocking our website. Ensure *https://*.myngc.com* is not being blocked by a local tool.

CAN I ACCESS OASIS USING MY CERTIFICATE FROM AN APPLE/MAC COMPUTER?

We do **not** recommend using an Apple/Mac computer to access our systems. Exostar certificates generally do not work with Mac computers; Windows OS is preferred.

WHAT TOOLS CAN FOREIGN NATIONAL SUPPLIERS ACCESS?

Re: OASIS Foreign National Approved Applications

Foreign National users may only access the following OASIS Account Holder applications (upon approval):

- FileDrop
- **HITS** (Hazard Identification & Tracking System)
- **MyPO** (Purchase Order/Change Order/Request for Quote Transmittal System)
- **MES-NC** (Manufacturing Execution System - Non-Conformance) **Quest**
- **RCI** (Request for Change/Information)
- **SDMS** (Supplier Delivery Maintenance System)
- Supplier Scorecard

A Foreign National or "Foreign Person" is defined as:

Any person who is not a lawful permanent resident or who is not a U.S. citizen, legally admitted resident alien, or alien granted temporary refuge or permanent asylum status. It also means any foreign corporation, business association, partnership, trust, society, or any other entity or group that is not incorporated or organized to do business in the United States, as well as international organizations, foreign governments, and any agency or subdivision of foreign governments (e.g., diplomatic missions). Any person employed by or representing a foreign person shall be considered a foreign person.

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Anyone using these systems expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal or unauthorized activity, systems personnel may provide the evidence of such monitoring to security, investigative, or law enforcement agencies.

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Please contact your Export Management organization to determine the appropriate export authorization requirements prior to exporting any data to foreign persons.

HOW CAN I LEARN MORE ABOUT NG SECURITY PRACTICES?

To learn more about our security practices, please watch this video: Secure Access – Security & Identity Management Video

WHERE CAN OASIS ACCOUNT HOLDERS FIND HELP WITH TOOLS?

If you are an OASIS Account Holder and you need help with the OASIS Dashboard or OASIS tools, you can find answers to many questions, training videos, and tool instructions in the OASIS Help file. If your question is not addressed in OASIS Help, please contact OASISsupport@ngc.com.