Troubleshooting with OASIS

You may run into issues logging into the portal, currently there are two primary error messages users are receiving. If you need assistance, please contact OASISsupport@ngc.com. If the issue you are experiencing is this a specific OASIS application, i.e. you cannot access it, you are experiencing an issue, or you're not seeing information that you need to see, please contact OASISsupport@ngc.com.

I have an OASIS User ID/password and digital hard certificate and still cannot access the OASIS Portal.
The type of error message you're getting will determine resolution. These are some of the error messages you may encounter.
1. Access Forbidden
    a. This error message indicates that your certificate is not being read by our server. This can be caused by several issues:
        i. Your certificate is not input correctly in our system. Your Northrop Grumman OASIS point of contact can fix this issue.
        ii. Your certificate is not plugged into your computer. Plug it in and try again.
        iii. You are selecting the wrong certificate when logging in. For example, if your Exostar certificate is what our system is using and you select an IdenTrust certificate when logging in instead. You can fix this by selecting your Exostar certificate instead of the IdenTrust certificate.
        iv. Your Exostar certificate expired or has been revoked.
        v. Sometimes when you've logged in for too long or too much information is cached in your browser, the browser cannot pick up the Exostar certificates when you attempt to log in again. You can remedy this by clearing your browser cache, closing down the browsers, unplug the Exostar token and plug it back in.
        vi. 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
2. This website declined to show this page – HTTP 403
    a. This error occurs for a variety of reasons.
        i. A Northrop Grumman server is down i.e. US West server may be down and you're connecting to it. Later you log in and hit the US central server and you can log in fine.
        ii. 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