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Discover ERDC Support Staff User's Guide

Byron M. Garton, Jonathan S. Broderick, and Michael A. Clement

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Information Technology Laboratory

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Discover ERDC Support Staff User's Guide

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Abstract

Knowledge management plays a vital role for the successful execution of research projects at the U.S. Army Engineer Research and Development Center (ERDC). Accumulating and building upon knowledge is the cornerstone of the research and development process. Maintaining knowledge and providing access to it is essential to the successful execution of research programs. An initiative to improve access to knowledge and tools available to researchers was begun by the Office of Research and Technology Transfer (ORRT). The result of that initiative is a knowledge portal called Discover ERDC.

This document provides a detailed look into how content on the Discover ERDC site is maintained from a Support Staff viewpoint, and how those assigned to manage user accounts can accomplish their duties.

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Preface

1   Introduction

Purpose

Knowledge management is an essential element to successfully executing research and development programs within the U.S. Army Engineer Research and Development Center (ERDC). Several iterations of knowledge management initiatives have been attempted over the years to address this vital role. From these initiatives, lessons were learned on the best ways to store and provide access to ERDC's vast knowledge base. From these lessons, several knowledge management products have been developed.

Scope

Discover ERDC is a multi-year effort to replace several outdated applications on the Research and Delopment Environment (RDE)with a single, modern-styled application, improving functionality and usability, and reducing the effort of system maintenance. The resulting application includes functions for searching and locating content on RDE, locating ERDC employees, identifying human capital metrics, and providing supervisory tools. All of these functions were previously handled by independent applications, but now they are all in one user-friendly location.

Approach

Discover ERDC is built on top of a content management system (CMS) that allows various users with assigned roles to maintain the site's accounts and content. Every employee at ERDC has a user account in the system, but only a few support staff are assigned roles to maintain the system. Knowledge Management Representatives (KMRs) are assigned specific parts of the site that are their responsibility to maintain, and they are only permitted to edit the content of those parts. Other support staff are assigned the role of maintaining the user accounts in the system. This guide focuses on the support staff duties of maintaining those user accounts.

2　Logging In

Discover ERDC utilizes ERDC's single sign on (SSO) system on the RDE network. The CMS automatically logs in users who are authenticated via SSO. The benefit of using SSO for authentication is users will only have to log in once for any systems that also use SSO, which will eliminate having to use their common access card (CAC) multiple times. SSO is used on Discover ERDC and the ERDC Wikis, so traversing between those systems is seamless. Another benefit is users are not required to remember any user names or passwords since only a CAC and associated PIN are required.

Discover ERDC is housed on the external RDE network, but restricted to the .mil IP range. What that means to users is the site is accessible from both the U.S. Army Corps of Engineers-Information Technology (ACE-IT) and RDE networks, as well as from all other Department of Defense (DoD) networks.

To log in to the site, first open a web browser and point it to https://discover.erdc.dren.mil. Chrome, Safari, and Edge tend to work best, but Internet Explorer is also supported. A prompt will appear to choose a certificate from your CAC. Make sure to always choose the EMAIL certificate, if the wrong certificate is chosen, there are additional steps in the `Common Issues` section that will have to be completed to get back to a certificate prompt. Next, enter your CAC PIN when requested, which should lead to the consent screen as seen in Figure 2.

Although rare, sign-on errors can occur. If any of the error screens shown in Figure 1 are received, please review the `Common Issues` section for steps to fix the majority of sign-on errors.

Figure 1. Various sign-on errors.
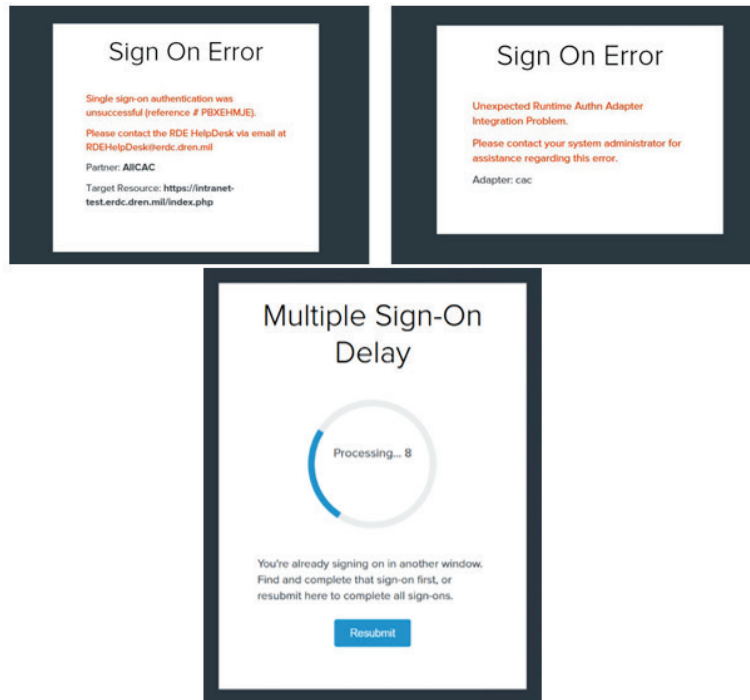
Figure 2. Standard DoD consent screen seen when visiting the site.
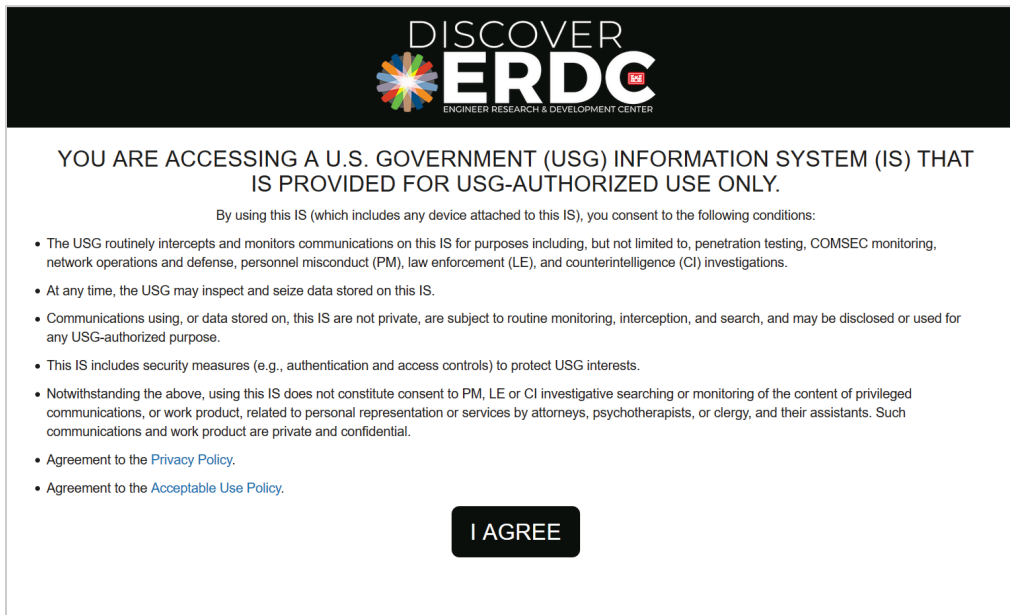
Once in, click the `I Agree` button, which will be redirect the user to the Discover ERDC landing page.

As mentioned previously, all support staff have assigned user account management roles, and a black bar will appear at the top of the page after successful log in. The support staff functions in this bar are enumerated below Figure 3.

Figure 3. Menu bar items.
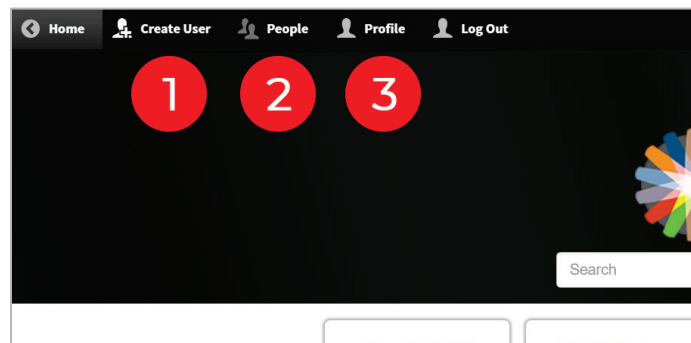
1. **<u>Create User</u>** – Create a new user in the system.
2. **<u>People</u>** – Find an existing user in the system.
3. **<u>Profile</u>** – View your individual profile.

3   User Accounts

Every ERDC employee should have an account in Discover ERDC. Most employees were imported from the ERDC Active Directory when the Discover ERDC project first started, but since that time, many employees' statuses have changed. These situations require user account maintenance, which is handled by those assigned the support staff role.

Account importing

Discover ERDC periodically imports accounts from the ERDC Process Automation System (E-PAS) for federal employees. Accounts for contractors are a bit different, which is described in the next section. Federal employees should first get an account with E-PAS, which will send their information to Discover ERDC after an automated sync with the E-PAS database. No interaction from the support staff is required for this to occur. The user should be made aware that there may be a short delay between updates. Currently, the automated sync occurs weekly, but may be increased to daily in the future. If the user requires immediate access, follow the instructions for contractor accounts in the next section. For assistance with creating an E-PAS account, visit their website at https://myepas.erdc.dren.mil/. Account creation is fairly automated and should require limited input.

Creating new accounts

The majority of accounts are automatically imported into the system, but contractor accounts are a little trickier. Before creating a new account on Discover ERDC, there are a few points to consider.

First, accessing Discover ERDC requires the user to (at a minimum) have an RDE Application Account (RDE PUB). An application account is requested by the user completing the condensed version of Form DD2875. The condensed form is only one page and eliminates several fields from the full DD2875 that are not required. An RDE application account allows the user to have a record in RDE Public Active Directory (Pub AD). Several RDE hosted applications, including Discover ERDC and E-PAS, rely on Pub AD for authentication. An application account in Pub AD is required for all employees, regardless of employment type, to be authenticated by the system. This process requires the RDE Help Desk to process the form

and create the appropriate RDE account. This process must be complete before creating an account in Discover ERDC.

Second, identify the type of user requesting an account. Is the user a federal employee or a contractor? Accounts for contractors are not automatically imported into Discover ERDC from E-PAS the way federal employees are, so they will require manual creation. A support staff employee with the proper roles defined in Discover ERDC can enter the new account information. The ERDC Office of Research and Technology Transfer (ORTT) coordinates with the Discover ERDC developers to determine who will be assigned the support staff role. The ORTT then communicates who is assigned as support staff to the various labs and offices. More than one person can be given this role, but typically only one person per lab or office is assigned the support staff role. See the `Points of Contact` section later in this document for contact information.

To create a new account for a contractor, use the `Create User` button at the top left of the screen as seen in Figure 3. The new user screen has many fields that can be edited, but only a few are required to create an account. Contractor (check box), First and Last Name, Email Address, Authentication Email Address (must match email in PUB AD), Office Code, Job Title, Telephone Number, and EDIPI number (number on back of CAC) are the only data points required. All this information should be provided by the user on Form DD2875. Once the required information has been gathered for the user, it may be entered in the boxes enumerated in Figure 4.

Figure 4. Creating a new account.

1. **Contractor** – Check this box if the new user is a contractor. If they are a federal employee, leave it unchecked.
2. **First, Last, and Preferred Name** – Enter the user's legal first and last name, not their preferred or nickname. You or the user can enter their preferred name later.
3. **Title** – Enter the user's official job title here. This field is set to autocomplete and will begin showing matching results when typing is initiated. Choose a result from the list, or continue to enter the job title if no matches are found. The new job title will be saved for future use. Please be careful with spelling and capitalization because these job titles appear

on user profiles and are used to search and find users with certain expertise.

4. **<u>Office</u>** – Enter the user's official office code. These symbols change whenever organizational changes are made, so the list may periodically need to be updated. Refer to Table 1 for a current list of valid office codes. This field is set to autocomplete and will begin showing matching results when you begin typing. These codes are used internally for various functions and should always match a code in Table 1. Failure to choose the correct office code will result in categorization and search issues.

5. **<u>EDIPI</u>** – Enter the user's EDIPI number from their CAC. The user should have provided this when applying for a user account. Do not continue creating the user without this information.

6. **<u>Email Address</u>** – This should be the email address that is in RDE Pub AD. The user may enter their preferred email address on their own if not the same as the Pub AD email.

7. **<u>Username</u>** – This field is used to authenticate the user. This should be the email address that is in RDE Pub AD, not their personal or preferred email. Failure to enter the correct email address will result in the user being unable to log in to their account.

8. **<u>Password</u>** – This field is also used to authenticate the user, so it is very important to enter it correctly. The format for this field is EDIPI@mil. For example, if the user's EDIPI is 1234567890, then enter 1234567890@mil in the box. Enter this value in the `Confirm Password` box below as well.

9. **<u>Status</u>** – A new user's status should be active, and this option is selected by default. If for some reason an inactive account needs to be created, change this option to blocked.

Once all information is entered and reviewed for correctness, click the `Create new account` button to finish the process. There is no need to check the box to notify the user of new account. Now have the user attempt to log in to the account using their CAC and PIN by navigating to https://discover.erdc.dren.mil. Refer to the sections `Common Issues` and `Troubleshooting` in Chapters 4 and 5 if there are any issues logging in.

Editing existing accounts

The most common reason to edit an account would be updating authentication fields like EDIPI, username and password, or to disable the account temporarily or permanently. Accounts are never deleted from the system, only enabled or disabled. This needs to be done manually for contractors. Federal employees will get enabled and disabled

automatically when syncing to E-PAS, which requires no support staff interaction. Another reason to edit a user account would be to change a user's office code, but remember, this would only be necessary for contractor accounts. Federal employee accounts should never be edited since they are updated automatically from E-PAS.

To find an employee account to edit, either use the Discover Employees search box or use the `People` button at the top left of the screen. A link to Discover Employees is in the home page menu as shown in Figure 5.

Figure 5. Discover Employees menu link.
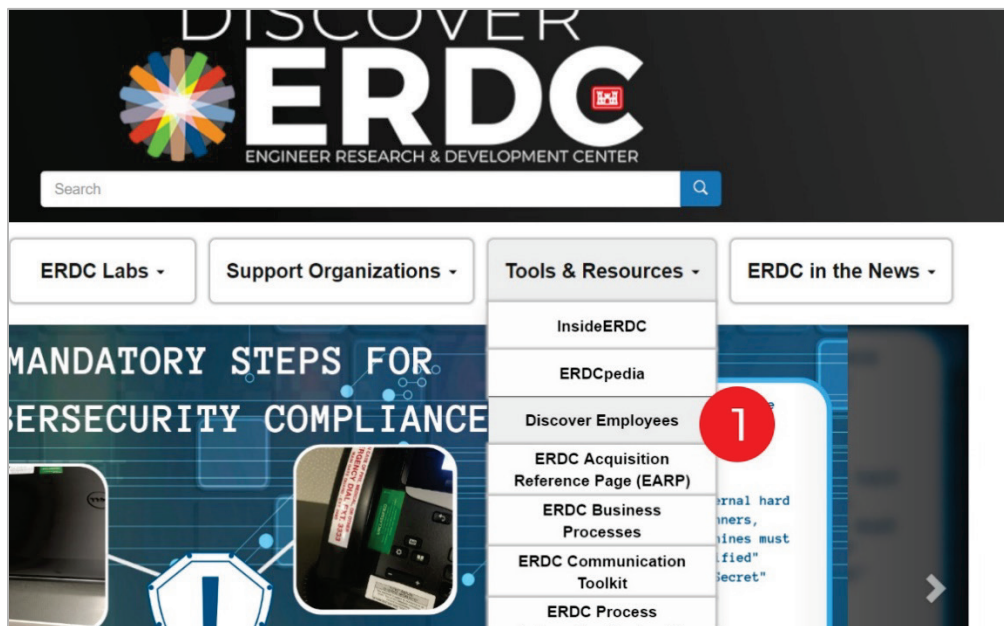
When using the Discover Employees search box to find and edit a user account, first click on `View Full Profile` in the search results list, then `Edit Profile` as shown in Figures 6 and 7.

Figure 6. View full profile for an employee from the employee search.

Figure 7. Edit a user's profile from the full profile view.
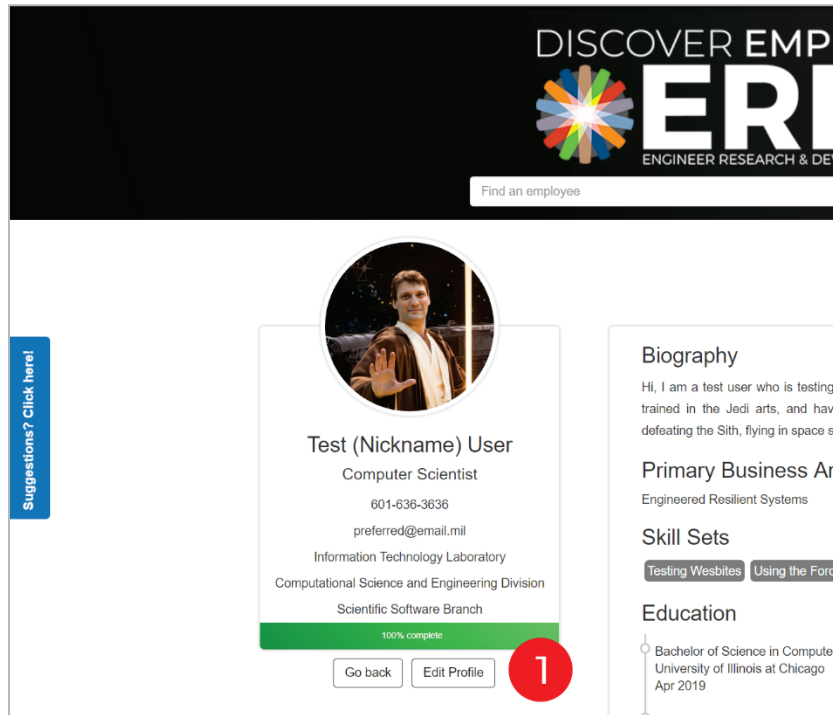
Clicking the People button in the top menu bar (as shown in Figure 1) will list all users in the system with the ability to filter by name or email. Click the Edit button to open the account editor for the selected user as shown in Figure 8.

Figure 8. Edit a user's profile from the people view.

4   Common Issues

The most common issue with the system is authentication. Discover ERDC utilizes the RDE's SSO capability, which requires the use of a CAC and PIN. Have the user launch their preferred web browser (Microsoft Edge, Google Chrome, or Internet Explorer are recommended) and navigate to https://discover.erdc.dren.mil. Immediately, they will be asked to provide their credentials as seen in Figures 9 and 10. If not prompted, they will most likely receive a Ping error message with a red box, which should contain an error code along with the message. Have the user provide the message and code to put into a ticket for the SSO team.

Make sure the user chooses the "Authentication" certificate from their CAC. Selecting the wrong certificate may result in a failed authentication error message.

Figure 9. Certificate prompt in Google Chrome.
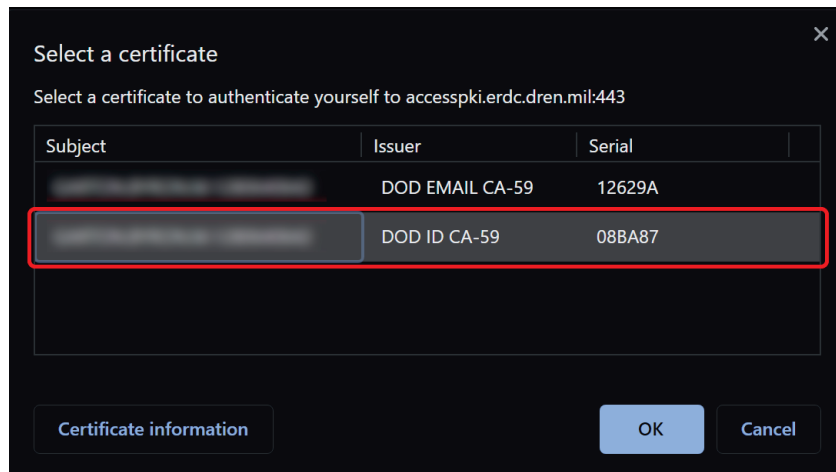
Figure 10. Certificate selection in Internet Explorer.
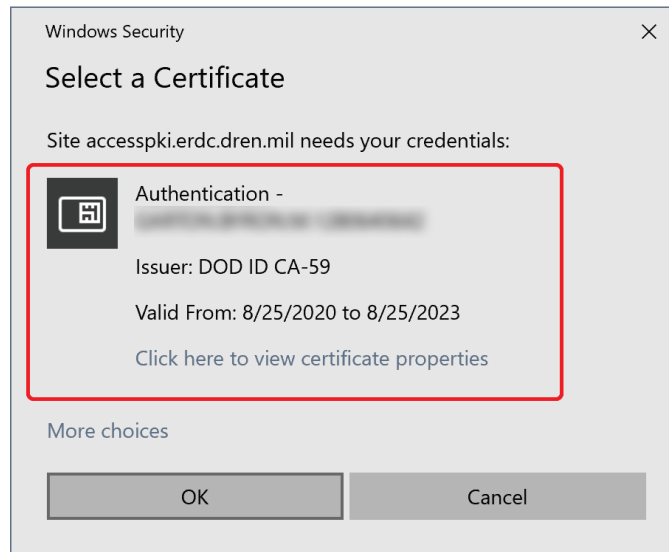
If the user receives an error message prior to seeing a certificate prompt or after selecting a certificate, they most likely need to clear the browser's cache. Please refer to the instructions for clearing browser cache in the Troubleshooting section of this document. If an error message is received after supplying their PIN, they have entered the PIN incorrectly or the browser failed to pass the credentials on to Discover ERDC. Try again with another browser after clearing the browser cache.

Occasionally, a user might get a notice that their account is temporarily blocked. This happens when their account in E-PAS has been marked as inactive, which typically happens when an employee retires, but it can also happen when they have not accessed the system in a long time. Advise the user to log into the E-PAS system periodically, then log into Discover ERDC to manage the user's account. Uncheck the box next to `Blocked` and click `Save` to re-enable the user's account.

5   Troubleshooting

Clearing browser cache

Clearing the browser cache solves the majority of issues encountered on Discover ERDC. SSO authentication issues a token to the user's browser that passes their authentication session on to other systems that utilize SSO. This allows them to skip re-entering their CAC PIN over and over again when traversing between systems. The authentication tokens that are issued come with a lifespan of 8 hours; after the token is expired, the system will ask for their PIN again. If, for some reason, the token does not get reissued successfully, the user will see a red box similar to the ones shown in Figure 11.

Figure 11. Single sign on errors.
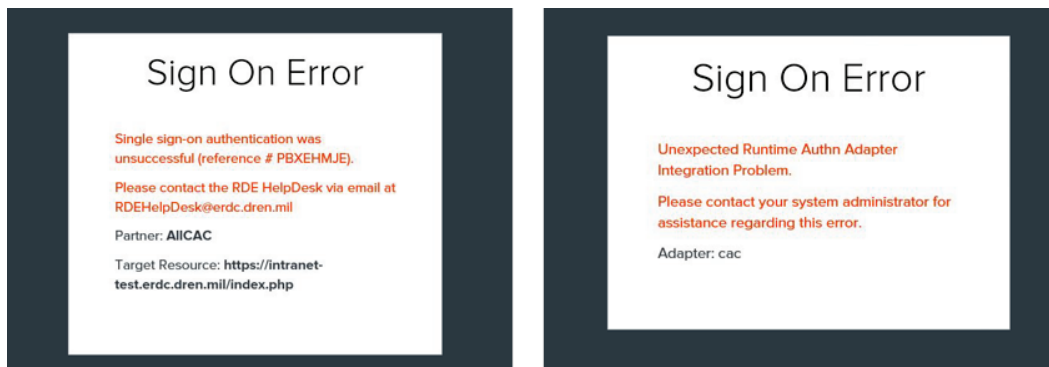
Most of the time these issues are fixable on the client side. The following documentation describes some methods for users to try and repair authentication problems on their computers.

Internet Explorer 9,10,11

1. Select `Tools (via the Gear Icon) > Safety > Delete browsing history...`
   (NOTE: This menu can also be accessed by holding `Ctrl + Shift + Delete`.)

Figure 12. Internet Explorer, step 1.
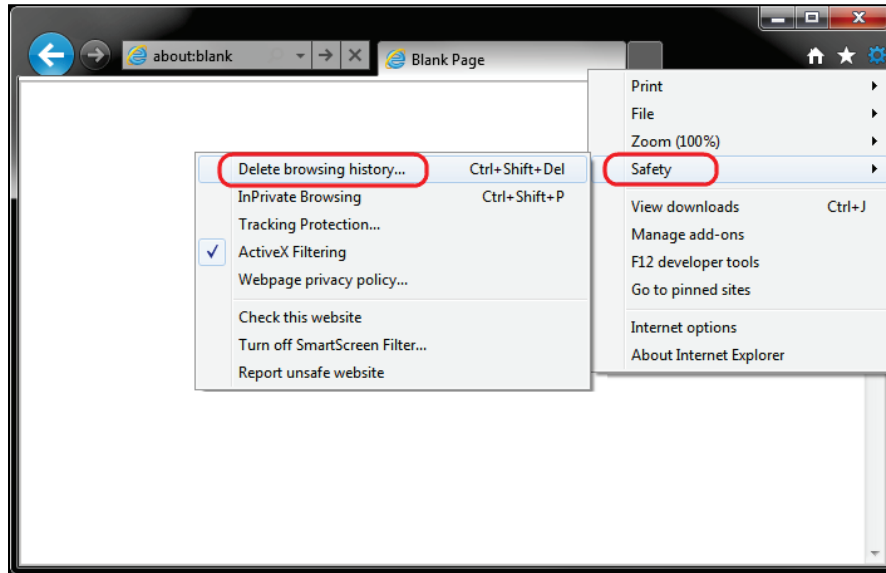
2. **Make** sure to uncheck `Preserve Favorites website data` and check both `Temporary Internet Files` and `Cookies` then click `Delete`.

Figure 13. Internet Explorer, step 2.
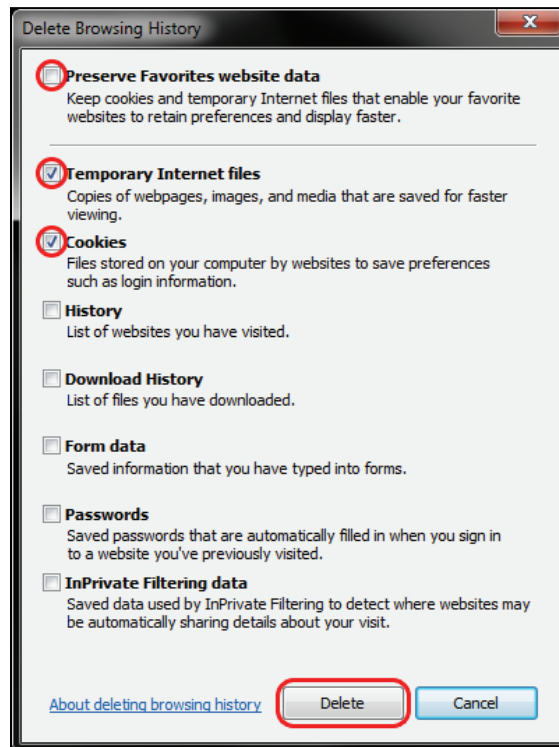
3. A confirmation at the bottom of the window will be shown once the cache and cookies have been successfully cleared.

Figure 14. Internet Explorer, step 3.
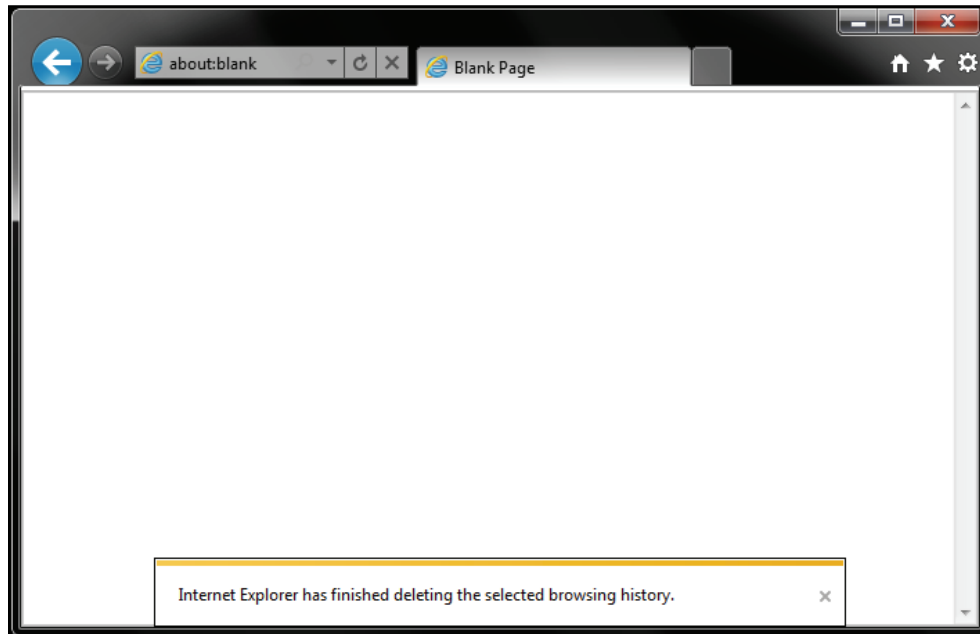
The above procedure for clearing cache and cookies should work for the majority of websites, but certain websites and applications may require a more thorough procedure. If still having issues, try the steps below.

(NOTE: The F12 developer tools in Internet Explorer 11 do not include a cache menu. This process will only work for Internet Explorer 10 or lower.)

1. Close out of `Internet Options`. Click on `Tools` and select `Developer Tools`.

Figure 15. Internet Explorer developer tools, step 1.
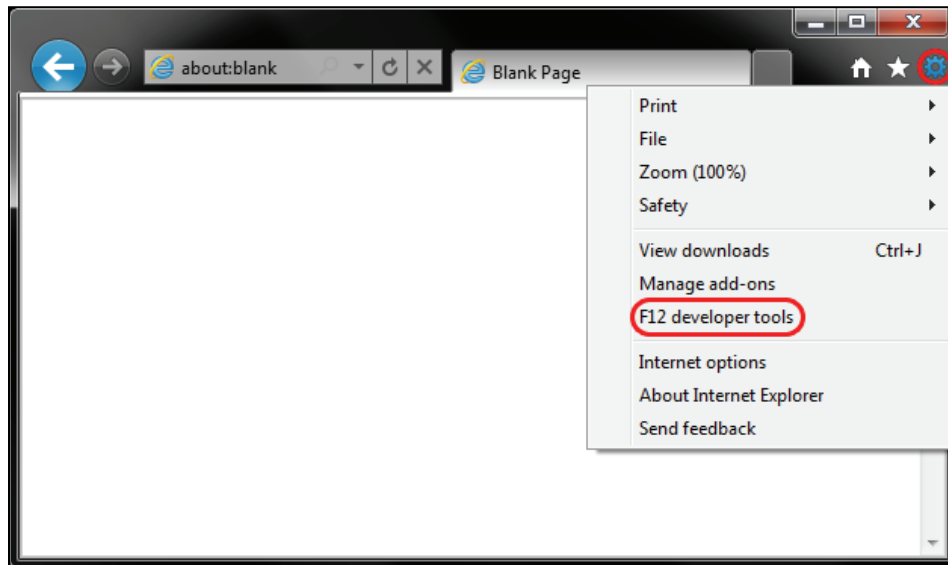
2. In the Developer Tools window, click on Cache and select Clear Browser Cache...

Figure 16. Internet Explorer developer tools, step 2.
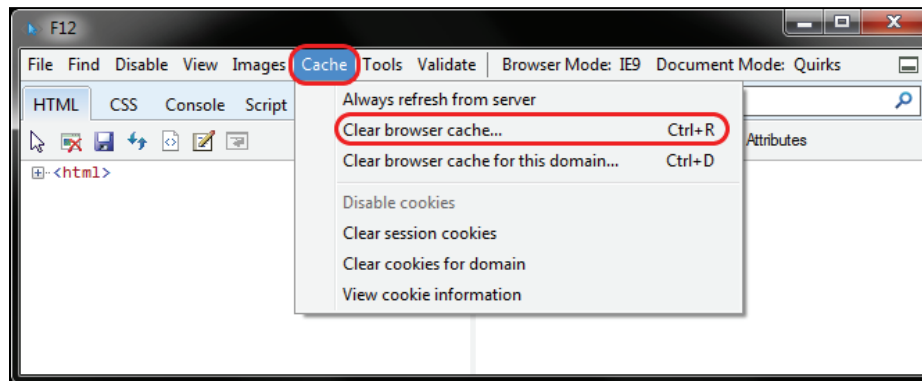
3. Click Yes to confirm the clearing of the browser cache.

Figure 17. Internet Explorer developer tools, step 3.
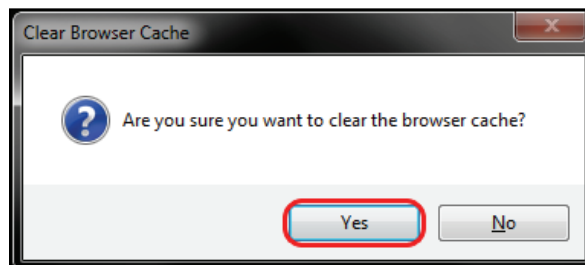
4. Restart Internet Explorer and return to the page you were attempting to access.

Microsoft Edge

1. Launch the Edge browser and click on the `3-lined Hub` button in the top right corner.
2. Next, click on the `clock-shaped History` button.
3. Here, the browsing history will be able to be viewed.

Delete and clear the browsing history, cookies, data, temporary internet files, cache, etc. by clicking `Clear History`.

Figure 18. Microsoft Edge, step 1.
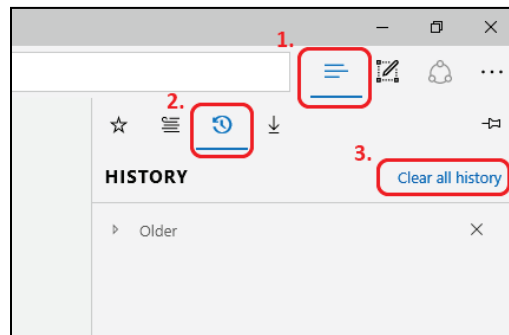
The following items are available:

- Browsing history
- Cookies and saved website data
- Cached data and files
- Download history
- Form data
- Passwords

Select `Cookies and saved website data`, `Cached data and files`, and `Passwords`, then click on the `Clear` button.

Figure 19. Microsoft Edge, step 2.
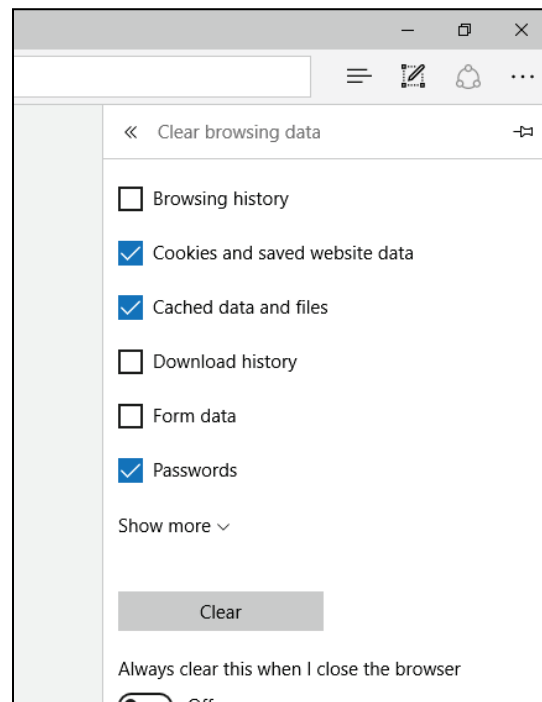
4. Restart Edge and return to the page you were attempting to access.

Google Chrome

Clearing the browser's cache and cookies means that website settings (like usernames and passwords) will be deleted and some sites might appear to be a little slower because all images will have to be reloaded.

1. Open Chrome.
2. On the browser toolbar, click `More` ⋮ › `More Tools` › `Clear Browsing Data`.

Figure 20. Google Chrome, step 1.
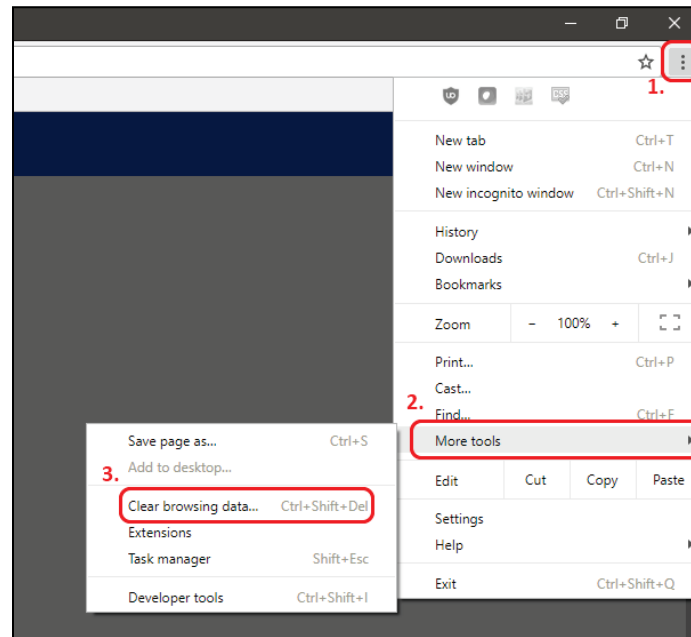
3. In the 'Clear browsing data' box, select the checkboxes for `Cookies and other site data` and `Cached images and files`.
4. Use the menu at the top to select the amount of data that you want to delete. Choose `All time` to delete everything.
5. Click `Clear data`.

Figure 21. Google Chrome, step 2.
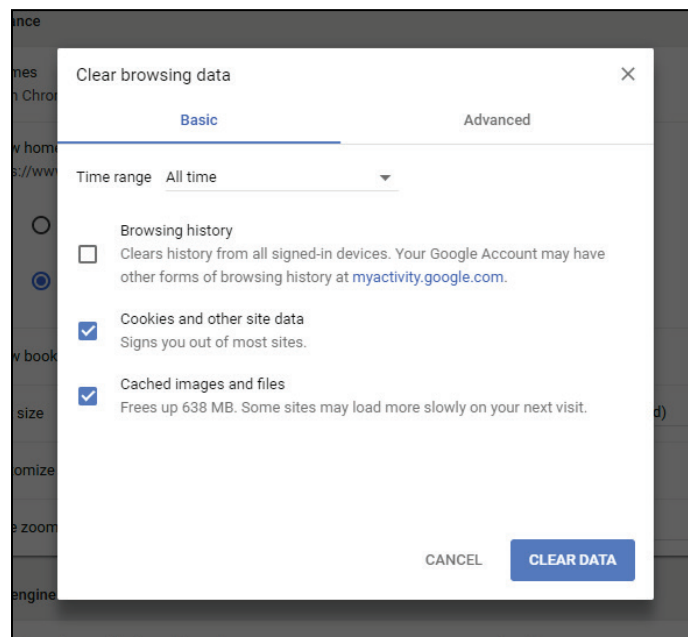
Reset PIN cache

Resetting PIN cache refers to the resetting of the CAC PIN information the user has previously entered when attempting to authenticate with the SSO system. <u>Always attempt to clear browser cache before resetting PIN cache.</u>

To reset PIN cache, close all browser windows, remove CAC from the reader, reinsert the CAC into the reader, then restart the browser.

On rare occasions, the user may have to repeat all steps and reboot their computer for the issue to be resolved.

6   Points of Contact

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Appendix A: Valid Office Codes

The following office codes are valid in Discover ERDC at the time of this writing. Codes change as organizational changes are made, so these codes will require updating periodically. Some codes have several different valid options that are shown in parentheses. The options are separated by a |. If a user provides a code on their DD2875 form that is not listed in this table, verify with the user that the code is valid before proceeding. Entering an invalid code when creating a new account will result in failure to assign the proper organization names to their profile.

Table 1. Valid office codes.

Office code	Office 1	Office 2	Office 3
CEERD-(ZA|Z)	Office of Director		
CEERD-ZAA	Office of Associate Director		
CEERD-ZAA-C	Office of Associate Director	Corporate Communication	
CEERD-ZAA-L	Office of Associate Director	Lab Personnel Management Demo Project Office	
CEERD-JT	Office of Deputy Director	JT&E Program Support Office	
CEERD-(OC|OC-Z)	Office of Counsel		
CEERD-ZB	Office of Deputy Director		
CEERD-(ZBP|OP-Z)	Office of Deputy Director	Programs Office	
CEERD-ZBT	Office of Deputy Director	Office of Research and Tech Transfer (ORTT)	
CEERD-ZBT-E	Office of Deputy Director	Office of Research and Tech Transfer (ORTT)	ERDC Operations Center
CEERD-ZBT-U	Office of Deputy Director	Office of Research and Tech Transfer (ORTT)	USACE Reachback Operations Center
CEERD-(ZBT-T|ZBT-O|ZBT-A|ZBT-C)	Office of Deputy Director	Office of Research and Tech Transfer (ORTT)	Technology, Knowledge & Outreach Div
CEERD-ZBS	Office of Deputy Director	Special Projects Integration Office	
CEERD-ZBH	Office of Deputy Director	Directorate of Human Capital	
CEERD-ZBH-G	Office of Deputy Director	Directorate of Human Capital	Graduate Institute
CEERD-(ZC|ZCM)	Installation Operations Command		
CEERD-LM-Z	Installation Operations Command	Logistics Management Office	
CEERD-(CT|CT-SP|CT-ESS)	Installation Operations Command	Contracting Office	

Office code	Office 1	Office 2	Office 3
CEERD-CTZ	Installation Operations Command	Contracting Office	Office of Chief
CEERD-CTV	Installation Operations Command	Contracting Office	Vicksburg Branch
CEERD-(CTS|CT-S)	Installation Operations Command	Contracting Office	Special Programs Branch
CEERD-(CTC|CT-C)	Installation Operations Command	Contracting Office	Champaign/Alexandria Branch
CEERD-(CTB|CT-B)	Installation Operations Command	Contracting Office	Business Operations Branch
CEERD-IDZ	Installation Operations Command	Installation Support Div	
CEERD-(SO|SOZ|SO-Z|SO-ZA)	Installation Operations Command	Installation Support Div	Safety & Environmental Management Office
CEERD-(AO|AO-MS|AOZ|AO-ZA)	Installation Operations Command	Installation Support Div	Internal Review Office
CEERD-(SEZ|SE-Z|SE|SEC|SE-C|SE-I|SE-IL|SE-MS|SE-P|SEV|SE-V)	Installation Operations Command	Installation Support Div	Security Office
CEERD-(SES|SES-[VHC])	Installation Operations Command	Installation Support Div	Security Programs
CEERD-(SEG|SEG-[VHC])	Installation Operations Command	Installation Support Div	Guard Services
CEERD-SE-AS	Installation Operations Command	Installation Support Div	Guard Services Branch GRL
CEERD-(SE-H|SEH)	Installation Operations Command	Installation Support Div	Security Office CRREL
CEERD-SE-A	Installation Operations Command	Installation Support Div	Security Office GRL
CEERD-(PW|PW-E)	Installation Operations Command	Directorate of Public Works	
CEERD-PWZ-A	Installation Operations Command	Directorate of Public Works	Office of Director
CEERD-PWZ-B	Installation Operations Command	Directorate of Public Works	Integration Cell
CEERD-PWZ-I	Installation Operations Command	Directorate of Public Works	Facilities Group
CEERD-(PWS|PW-S)	Installation Operations Command	Directorate of Public Works	R&D Fabrication Group
CEERD-(PW-C|PW-I)	Installation Operations Command	Directorate of Public Works	Construction Division
CEERD-PW-H	Installation Operations Command	Directorate of Public Works	Operations Division Hanover
CEERD-PWF-EH	Installation Operations Command	Directorate of Public Works	Facility Engineer Hanover
CEERD-PWF-EC	Installation Operations Command	Directorate of Public Works	Facility Engineer Champaign
CEERD-(PWF-EV|PW-FE-V)	Installation Operations Command	Directorate of Public Works	Facility Engineer Vicksburg
CEERD-SB	Installation Operations Command	Office of Small Business Programs	
CEERD-BDZ	Installation Operations Command	Business Support Division	

Office code	Office 1	Office 2	Office 3
CEERD-(EO|EOZ|EO-ZA)	Installation Operations Command	Business Support Division	Equal Employment Opportunity Office
CEERD-(RM|RMZ)	Installation Operations Command	Business Support Division	Directorate of Resource Management
CEERD-RMB	Installation Operations Command	Business Support Division	DRM-Budget Division
CEERD-(RMF|RMF-C|RM-FC|RMF-Q|RM-FQ|RMF-O|RM-FO)	Installation Operations Command	Business Support Division	DRM-Finance and Accounting Branch
CEERD-RMM	Installation Operations Command	Business Support Division	DRM-Manpower and Management Analysis Branch
CEERD-PVE	Installation Operations Command	Business Support Division	Protocol, Visitors & Events Office
CEERD-(PA|PA-A|PA-H)	Installation Operations Command	Public Affairs Office	
CEERD-(PAZ|PA-Z|PA-ZA)	Installation Operations Command	Public Affairs Office	Office of Chief
CEERD-ZCA	Installation Operations Command	Deputy Command Staff Div	
CEERD-HVZ	Coastal and Hydraulics Laboratory		
CEERD-(HZA|HZ|HZY)	Coastal and Hydraulics Laboratory	Office of Director	
CEERD-HZB	Coastal and Hydraulics Laboratory	Office of Deputy Director	
CEERD-(HZT|HT|HV-B|HV-ZB)	Coastal and Hydraulics Laboratory	Office of Technical Directors	
CEERD-(HZS|HS)	Coastal and Hydraulics Laboratory	Senior Scientists Group	
CEERD-(HZM|HM)	Coastal and Hydraulics Laboratory	Management Integration Office	
CEERD-HN	Coastal and Hydraulics Laboratory	Navigation Division	
CEERD-(HNF|HNF-M|HNF-O)	Coastal and Hydraulics Laboratory	Navigation Division	Field Data Collection & Analysis Branch
CEERD-(HNC|HN-C|HNC-D|HN-CD|HNC-E|HN-CE)	Coastal and Hydraulics Laboratory	Navigation Division	Coastal Engineering Branch
CEERD-(HNN|HN-N|HNN-D|HN-ND|HNN-F|HN-NF|HNN-L|HN-NL)	Coastal and Hydraulics Laboratory	Navigation Division	Navigation Branch
CEERD-(HNH|HN-H|HNH-E|HN-HE|HNH-H|HN-HH|HNH-I|HN-HI|HNH-S|HN-HS)	Coastal and Hydraulics Laboratory	Navigation Division	Harbors, Entrances & Structures Branch
CEERD-(HF|HF-FO)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	
CEERD-(HFH|HF-H|HF-HE|HFH-G|HF-HG|HFH-W|HF-HW|HFH-R)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	Hydrologic Systems Branch
CEERD-(HFC|HF-C|HF-CS|HF-CT|HFC-I|HF-CI|HFC-S|HFC-T)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	Coastal Processes Branch

Office code	Office 1	Office 2	Office 3
CEERD-(HFE|HF-E|HF-EL|HFE-L|HF-ES|HFE-S)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	Estuarine Engineering Branch
CEERD-(HFA|HF-A)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	Coastal Observation and Analysis Branch
CEERD-(HFR|HF-R|HFR-R|HF-FR|HFR-S|HF-RS)	Coastal and Hydraulics Laboratory	Flood and Storm Protection Division	River Engineering Branch
CEERD-GVZ	Geotechnical and Structures Laboratory		
CEERD-GZA	Geotechnical and Structures Laboratory	Office of Director	
CEERD-GZB	Geotechnical and Structures Laboratory	Office of Deputy Director	
CEERD-GZS	Geotechnical and Structures Laboratory	Senior Scientist Group	
CEERD-GZT	Geotechnical and Structures Laboratory	Office of Technical Directors	
CEERD-GZM	Geotechnical and Structures Laboratory	Management Integration Office	
CEERD-GS	Geotechnical and Structures Laboratory	Geosciences and Structures Division	
CEERD-GSR	Geotechnical and Structures Laboratory	Geosciences and Structures Division	GSD Research Group
CEERD-(GSG|GS-G)	Geotechnical and Structures Laboratory	Geosciences and Structures Division	Geotechnical Engineering and Geosciences Branch
CEERD-(GSM|GS-M)	Geotechnical and Structures Laboratory	Geosciences and Structures Division	Structural Mechanics Branch
CEERD-(GSS|GS-S)	Geotechnical and Structures Laboratory	Geosciences and Structures Division	Structural Engineering Branch
CEERD-(GSV|GS-V)	Geotechnical and Structures Laboratory	Geosciences and Structures Division	Survivability Engineering Branch
CEERD-(GM|GM-T)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	
CEERD-(GMR|GM-R)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	ESMD Research Group
CEERD-(GMC|GM-C)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	Concrete and Materials Branch
CEERD-(GMI|GM-I)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	Impact and Explosion Effects Branch
CEERD-(GMA|GM-A)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	Airfields and Pavements Branch
CEERD-(GMM|GM-M)	Geotechnical and Structures Laboratory	Engineering Systems and Materials Division	Mobility Systems Branch
CEERD-(EM|EM-D|EM-J|EM-W)	Environmental Laboratory		
CEERD-EZA	Environmental Laboratory	Office of Director	
CEERD-EZB	Environmental Laboratory	Office of Deputy Director	
CEERD-EZS	Environmental Laboratory	Senior Research Scientists	
CEERD-EZT	Environmental Laboratory	Office of Technical Directors	

Office code	Office 1	Office 2	Office 3
CEERD-EZT-ES	Environmental Laboratory	Office of Technical Directors	Environmental Engineering & Science
CEERD-EZT-SS	Environmental Laboratory	Office of Technical Directors	Environmental Science & Simulation
CEERD-EZT-M	Environmental Laboratory	Office of Technical Directors	Military
CEERD-EZM	Environmental Laboratory	Management Integration Office	
CEERD-EP	Environmental Laboratory	Environmental Processes and Engineering Division	
CEERD-(EPE|EP-E)	Environmental Laboratory	Environmental Processes and Engineering Division	Environmental Engineering Branch
CEERD-EPC	Environmental Laboratory	Environmental Processes and Engineering Division	Environmental Chemistry Branch
CEERD-(EPR|EP-R)	Environmental Laboratory	Environmental Processes and Engineering Division	Environmental Risk Assessment Branch
CEERD-EPP	Environmental Laboratory	Environmental Processes and Engineering Division	Environmental Processes Branch
CEERD-(EPW|EP-W)	Environmental Laboratory	Environmental Processes and Engineering Division	Water Quality & Containment Modeling Branch
CEERD-EE	Environmental Laboratory	Ecosystem Evaluation and Engineering Division	
CEERD-EEA	Environmental Laboratory	Ecosystem Evaluation and Engineering Division	Aquatic Ecology and Invasive Species Branch
CEERD-EEW	Environmental Laboratory	Ecosystem Evaluation and Engineering Division	Wetlands and Coastal Ecology Branch
CEERD-EEC	Environmental Laboratory	Ecosystem Evaluation and Engineering Division	Environmental Systems Branch
CEERD-EEE	Environmental Laboratory	Ecosystem Evaluation and Engineering Division	Ecological Resources Branch
CEERD-CVZ	Construction Engineering Research Laboratory		
CEERD-CZA	Construction Engineering Research Laboratory	Office of Director	
CEERD-CZB	Construction Engineering Research Laboratory	Office of Deputy Director	
CEERD-CZT	Construction Engineering Research Laboratory	Office of Technical Directors	
CEERD-CZM	Construction Engineering Research Laboratory	Management Integration Office	
CEERD-CF	Construction Engineering Research Laboratory	Facilities Division	
CEERD-(CFE|CF-E)	Construction Engineering Research Laboratory	Facilities Division	Energy Branch
CEERD-(CFM|CF-M)	Construction Engineering Research Laboratory	Facilities Division	Materials & Structures Branch
CEERD-(CFN|CF-N)	Construction Engineering Research Laboratory	Facilities Division	Engineering Processes Branch
CEERD-CN	Construction Engineering Research Laboratory	Installations Division	
CEERD-(CNC|CN-C)	Construction Engineering Research Laboratory	Installations Division	Land & Heritage Conservation Branch

Office code	Office 1	Office 2	Office 3
CEERD-(CNE|CN-E)	Construction Engineering Research Laboratory	Installations Division	Environmental Processes Branch
CEERD-(CNN|CN-N)	Construction Engineering Research Laboratory	Installations Division	Ecological Processes Branch
CEERD-(RVZ|RX)	Cold Regions Research and Engineering Laboratory		
CEERD-(RZA|RV-ZA)	Cold Regions Research and Engineering Laboratory	Office of Director	
CEERD-(RZB|RV-ZB)	Cold Regions Research and Engineering Laboratory	Office of Deputy Director	
CEERD-(RZT|RV-T)	Cold Regions Research and Engineering Laboratory	Office of Technical Directors	
CEERD-(RZM|RV-M)	Cold Regions Research and Engineering Laboratory	Management Integration Office	
CEERD-RR	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	
CEERD-(RRN|RR-N)	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	Biogeochemical Sciences Branch
CEERD-(RRD|RR-D)	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	Signature Physics Branch
CEERD-(RRG|RR-G)	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	Terrestrial & Cryospheric Sciences Branch
CEERD-(RRH|RR-H)	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	Force Protection and Sustainment Branch
CEERD-(RZE|RV-E|RRE|RR-E)	Cold Regions Research and Engineering Laboratory	Research & Engineering Division	Engineering Resources Branch
CEERD-(RRS|RS)	Cold Regions Research and Engineering Laboratory	RS/GIS Center of Expertise	
CEERD-RR-C	Cold Regions Research and Engineering Laboratory	RS/GIS Center of Expertise	
CEERD-IZ	Information Technology Laboratory		
CEERD-IZA	Information Technology Laboratory	Office of Director	
CEERD-(IZB|IV-ZB)	Information Technology Laboratory	Office of Deputy Director	
CEERD-IZT	Information Technology Laboratory	Office of Technical Directors	
CEERD-IZM	Information Technology Laboratory	Management Integration Office	

Office code	Office 1	Office 2	Office 3
CEERD-IZP	Information Technology Laboratory	DOD High Performance Computing Modernization Program	
CEERD-IZO	Information Technology Laboratory	Office of the Chief Information Officer	
CEERD-II	Information Technology Laboratory	Infrastructure & Knowledge Management	
CEERD-II-I	Information Technology Laboratory	Infrastructure & Knowledge Management	Information Assurance Team
CEERD-II-S	Information Technology Laboratory	Infrastructure & Knowledge Management	Computer Systems Branch
CEERD-II-C	Information Technology Laboratory	Infrastructure & Knowledge Management	Communication Infrastructure & Architecture Branch
CEERD-II-K	Information Technology Laboratory	Infrastructure & Knowledge Management	Information & Knowledge Sciences Branch
CEERD-II-P	Information Technology Laboratory	Infrastructure & Knowledge Management	Publishing & Technology Transfer Branch
CEERD-II-M	Information Technology Laboratory	Infrastructure & Knowledge Management	Multimedia Presentation Branch
CEERD-(IE|IED|IE-D)	Information Technology Laboratory	Computational Science and Engineering Division	
CEERD-(IEC|IE-C)	Information Technology Laboratory	Computational Science and Engineering Division	Computational Analysis Branch
CEERD-(IES|IE-S)	Information Technology Laboratory	Computational Science and Engineering Division	Scientific Software Branch
CEERD-IEI	Information Technology Laboratory	Computational Science and Engineering Division	Sensors Integration Branch
CEERD-IER	Information Technology Laboratory	Computational Science and Engineering Division	Institute for Systems Engineering Research
CEERD-IS	Information Technology Laboratory	Software Engineering & Informatics Division	
CEERD-(ISS|IS-S)	Information Technology Laboratory	Software Engineering & Informatics Division	Software Engineering & Evaluation Branch
CEERD-ISK	Information Technology Laboratory	Software Engineering & Informatics Division	Information Science & Knowledge MGMT Branch
CEERD-(IST|ISC)	Information Technology Laboratory	Software Engineering & Informatics Division	CAD/BIM Technology Center
CEERD-(ISE|ISG)	Information Technology Laboratory	Software Engineering & Informatics Division	Cybersecurity Engineering & Analysis Branch
CEERD-IH	Information Technology Laboratory	Supercomputing Research Center	
CEERD-IHP	Information Technology Laboratory	Supercomputing Research Center	ERDC HPC Center
CEERD-IHS	Information Technology Laboratory	Supercomputing Research Center	ERDC DSRC
CEERD-(IHD|IH-D)	Information Technology Laboratory	Supercomputing Research Center	HPC Data Science Center
CEERD-TZ	Geospatial Research Laboratory		
CEERD-TZA	Geospatial Research Laboratory	Office of Director	

Office code	Office 1	Office 2	Office 3
CEERD-TZB	Geospatial Research Laboratory	Office of Deputy Director	
CEERD-(TZT|TZ-T)	Geospatial Research Laboratory	Office of Technical Directors	
CEERD-(TZM|TZ-M)	Geospatial Research Laboratory	Management Integration Office	
CEERD-(TR|TS)	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	
CEERD-(TRR|TR-R)	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	Data Representation Branch
CEERD-(TRA|TR-A)	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	Geospatial Applications Branch
CEERD-(TRS|TR-S)	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	Data & Signature Analysis Branch
CEERD-(TRG|TR-G)	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	Information Generation & Management Branch
CEERD-TS-F	Geospatial Research Laboratory	Topography, Imagery & Geospatial Research Division	Force Projection Branch

Acronyms and Abbreviations

ACE-IT	Army Corps of Engineers Information Technology
CAC	Common Access Card
CMS	Content Management System
DoD	Department of Defense
ERDC	Engineer Research and Development Center
IP	Internet Protocol
ITL	Information Technology Laboratory
ORTT	Office of Research and Technology Transfer
PIN	Personal Identification Number
RDE	Research and Development Environment
SSO	Single Sign On
URL	Uniform Resource Locator

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14. ABSTRACT

Knowledge management plays a vital role for the successful execution of research projects at the U.S. Army Engineer Research and Development Center (ERDC). Accumulating and building upon knowledge is the cornerstone of the research and development process. Maintaining knowledge and providing access to it is essential to the successful execution of research programs. An initiative to improve access to knowledge and tools available to researchers was begun by the Office of Research and Technology Transfer (ORRT). The result of that initiative is a knowledge portal called Discover ERDC.

This document provides a detailed look into how content on the Discover ERDC site is maintained from a Support Staff viewpoint, and how those assigned to manage user accounts can accomplish their duties.

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