



**DEFENSE TRAVEL  
MANAGEMENT OFFICE**

## Carrier Instructions to Access GOPAX

As part of the Department of Defense (DoD) Bus Program Agreement #5, carriers are required to register for the U.S. Transportation Command's Group Operational Passenger System (GOPAX) **and** submit a carrier application to the DoD Bus Program at [https://www.defensetravel.dod.mil/dod\\_bus\\_program\\_application/](https://www.defensetravel.dod.mil/dod_bus_program_application/). The purpose of this document is to outline the steps carriers need to take to access GOPAX. As a preliminary step, carriers must obtain an External Certification Authority (ECA), which is required for users who do not have a Common Access Card (CAC). You then go GEOAxIS, where you will complete a one-time registration using your ECA certificate.

**\*NOTE:** this is a new process. Users formerly went to the ETA/SDDC website, but access to GOPAX through that website has terminated.

### Step 1: First obtain an External Certification Authority

- A. **Submit an application for External Certification Authority (ECA).** Contact one of the two commercial companies listed below and follow online instructions for obtaining an ECA certificate. \*Note: ORC requires using the Firefox browser. Please note that there is a cost to acquire this certificate. The price varies depending on how many years you prefer. Additionally, this guide may not provide all the details required for you to purchase and/or install and use your ECA. You may need to contact the commercial ECA provider directly for more detailed support.

**IdenTrust, Inc.**

<http://www.identrust.com/eca/eta>

Email: [helpdesk@identrust.com](mailto:helpdesk@identrust.com)

Phone: 888.882.1104

Support: 888.339.8904

**Operational Research Consultants, Inc.**

<https://eca.orc.com/>

Email: [ecahelp@orc.com](mailto:ecahelp@orc.com)

Phone: 800.816.5548

- B. **What system requires ECA?** The DoD has established the External Certification Authority (ECA) program to support the issuance of DoD-approved certificates to industry partners and other external entities. The ECA program is designed to provide the mechanism for these entities to securely communicate with the DoD and authenticate DoD information systems, such as GOPAX.
- C. **What type/level certificate do I need?** The type/level certificate you need is a Level 2 ECA Medium Assurance Certificate or a Medium Assurance Identity/Encryption Certificates.
- D. **How many certificates do I need for my company?** Commercial users need to purchase a certificate for each person who requires access to the DoD system.
- E. **Submit your notarized support documentation to the ECA company.** Once you complete the online application for your ECA, send your notarized support documentation to the address on the form. You will receive an email stating the company received your application.

- F. **Load your ECA certificate on your computer.** You should receive a letter in the mail in about 5-7 days with the status of your approval and additional information on how to retrieve, backup, and load your digital ECA certificate. If traveling, your certificate may be copied to a thumb drive and taken to another location.

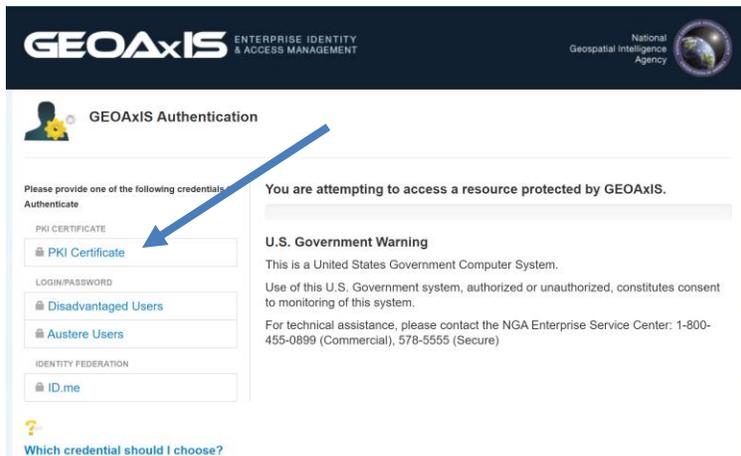
**Step 2: Complete the One-Time Registration on GEOAxis**

- A. Once you have acquired your digital ECA and it is loaded on your computer, go to <https://geoaxis.nga.mil>

All carriers and agent representatives must complete the one-time registration.



- B. Select/click PKI Certificate on the left side. You will be asked to provide your ECA certificate for authentication.

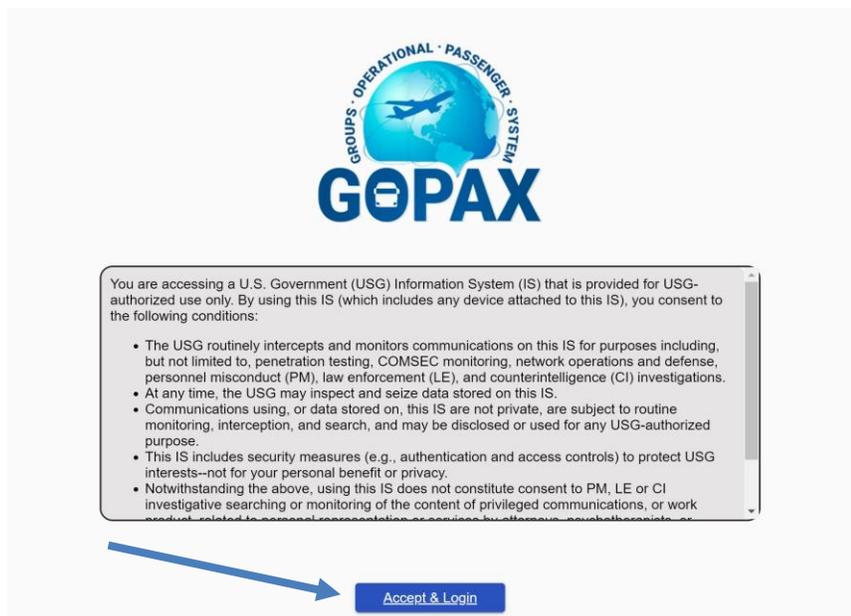


- C. Carriers select your ECA certificate and enter your ECA password/PIN. Disregard popup window.
- D. When your name appears on the left hand side of the Home | Welcome web page, you are finished.

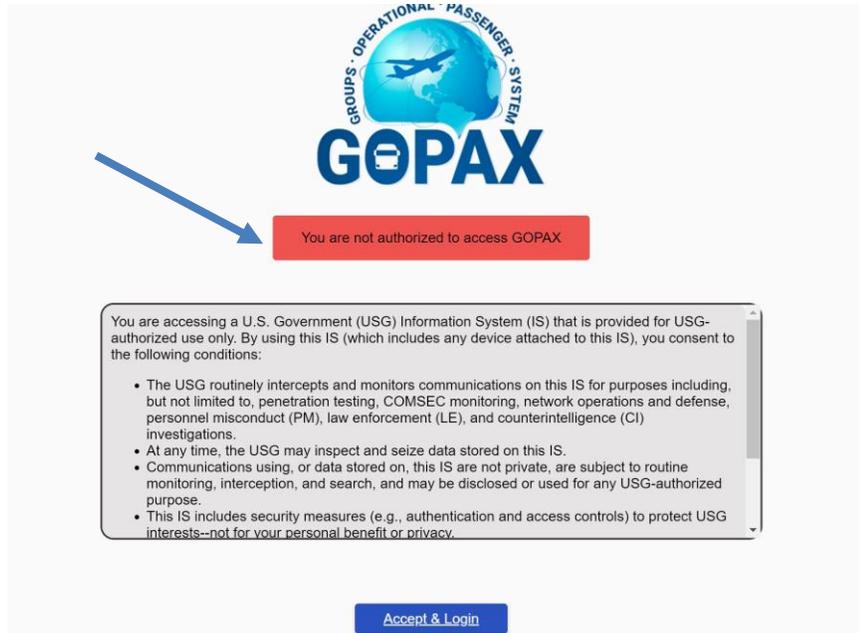


### Step 3: Request Access to GOPAX

Login to <https://gopax.transport.mil>. Click Accept & Login at the bottom of the page. The recommended internet browser for GOPAX 9 is Chrome.



- A. If this is the first time you are accessing this site, you will see a red bar that says 'You are not authorized to access GOPAX.'



- B. When you click the blue button and get the red bar, wait 15 minutes to an hour then login again to <https://gopax.transport.mil>. You will not be granted access to GOPAX until the DoD Bus Program has approved you as a carrier and until you have your ECA registered in GEOAxIS.
- C. Don't forget to complete the carrier application to DoD Bus Agreement #5 at [https://www.defensetravel.dod.mil/dod\\_bus\\_program\\_application/](https://www.defensetravel.dod.mil/dod_bus_program_application/)

### Customer Support

For system support, contact the **USTRANSCOM** Help Desk at:

**Call: 618-220-6432**

**Email: [transcom.scott.tcj3.mbx.gopax@mail.mil](mailto:transcom.scott.tcj3.mbx.gopax@mail.mil)**

**USTRANSCOM Training videos:**

<https://www.ustranscom.mil/dbw/training/Carriers%20Process%20for%20Bus%20Requests.ppsx>

If you have questions about the **DoD Bus Program**, please email [dodhra.mcalex.dtmo.mbx.military-bus-program@mail.mil](mailto:dodhra.mcalex.dtmo.mbx.military-bus-program@mail.mil)