



BLUE TOP Information Bulletin

May 5, 2010
Volume 3 Issue 18

US **A**CCCESS Program

FAS – FEDERAL ACQUISITION SERVICE / ITS – INTEGRATED TECHNOLOGY SERVICE

[HTTP://WWW.FEDIDCARD.GOV/](http://www.fedidcard.gov/)

For a list of staff members and their contact information, please visit the USAccess website at: <http://www.fedidcard.gov/contacthowto.aspx>.

➤ UP-COMING MEETINGS

Meeting	Time/Date	Location	Dial-In Info	Notes
Customer Meeting	Thu., May 6 th 2:30pm - 3:30pm		866-556-0154 Passcode: 2132069	1 st & 3 rd Thursdays of each month
User Group Meeting	TBD			

➤ INFORMATION SPOTLIGHT

Follow-up for Release 4.10

We continue to work on the issues that were generated by Release 4.10. A list of the problems associated with the Release can be found in the Known Issues section of the Blue Top, and will be addressed on this week's Customer Call.

Data Call - Light Activation Kit Forecasts

Earlier this week, we requested Agency Leads participate in a data call forecasting their Agencies' demand for Light Activation Kits. Attached to the email was a spreadsheet to use to complete this request. The Agency Lead Portal also contains the [LA Kit Data Call Forecast Template](#) in the Announcements.

The purpose is to provide HP with insight into the best way to manage necessary equipment inventory. This will ensure they are able to prepare to meet your demand for Light Activation Kits. For FY10, provide your agency's estimated demand by month and then quarterly for the following year. This is not a commitment, but a tool to prepare HP to handle your orders.

Please send your completed spreadsheet to hspd12@gsa.gov by Tuesday, May 11, 2010.

➤ USACCESS SERVICE ENHANCEMENTS

Data fixes implemented:

- Add the ENR, ACT, and Ship To sites for USDA (Alturas, CA)
- Change Ship To site from Dedicated to Shared for IRS (Jacksonville, FL)
- Set the End Date to 5/10/2010 for GSA South Clark St (Chicago, IL)
- Add the ENR, ACT, and Ship To sites for GSA S. Dearborn St (Chicago, IL)
- Add the ENR, ACT, and Ship To sites for IRS (Oklahoma City, OK)

New Agency Onboarding:

National Council on Disability (NCD)

Sites Changes:

IRS - Jacksonville, FL changed from Dedicated to Shared

Enhancements/System Updates planned in coming weeks:

System Routine Maintenance: weekend of May 15, 2010

Expected down time is 8:00AM through 5:00PM EST. During this time, the USAccess Enrollment and Activation Service and all Role Holder portals will be unavailable.

Known Issues

- **Applicant Status Report (ASR) Request Dates**
The ASR was displaying a process date of 4/24/2010 instead of the actual reprint, re-issue, or certificate update request date. This resulted in incorrect request dates on the ASR. This was corrected in the system on 5/3/10, and the ASR now correctly reports the reprint, re-issue, and certificate update request dates.
- **Unnecessary Reprints**
The USAccess system processed some reprints (since 4/24/10) that may not have been necessary. In these cases, Credentials were printed, and if the Applicant already had a Credential, the system terminated the existing Credential and revoked the certificates. This was corrected in the system on 5/3/10.
- **Corrected Applicant Status Workflow Conditions as Reported in the ASR**
In order to prepare the baseline for the Card Action Wizard (implemented in the USAccess Release 4.10), many tables were referenced to determine the current status of the Sponsor-requested actions such as re-issues and reprints. Duplicate events (such as repeated reprint requests and reprint/re-issue requests for the same Applicant) caused incorrect reporting for these Applicants and this information was corrected for accurate reporting.
- **Duplicate Check**
Attempts to resubmit a duplicate check from the Duplicate Check tab in the Security Officer portal are not processing the requests. This will be fixed in a future USAccess software release.
- **Card Action Wizard**

When using the Card Action Wizard without a card in hand, the options available include Lost or Stolen. Options for damaged, destroyed, or confiscated credentials are not available. The next software release will add more choices.

➤ USAACCESS STATISTICS – FRIDAY, APRIL 30, 2010



573,185 Sponsored	483,108 Enrolled	505,361 Delivered	468,042 Activated
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View complete details on the Program Statistics page at:
<http://www.fedidcard.gov/statistics.aspx>

➤ USAACCESS CREDENTIALING CENTER UPDATES

- Newly Opened Shared Credentialing Centers
- Shared Credentialing Centers Coming Soon
- Open Credentialing Centers Planned for Closure
- Open Credentialing Center Status

If there is no update on any one of the above topics, below that heading will read “No Updates”.

Newly Opened Shared Credentialing Centers

City, State	Street Address	Hosting Agency	Install Date
Denver, CO	1225 17 th Street	DOJ	4/26
Idaho Falls, ID	1955 N. Freemont	DOE	4/29
Frostburg, MD	1 Technology Drive	OPM	5/3

Shared Credentialing Centers Coming Soon

City, State	Street Address	Hosting Agency	Install Date
Springfield, OR	3106 Pierce Parkway	USDA	5/5
Page, AZ	691 Scenic View Drive	DOI	5/7
Alturas, CA	800 West 12 th Street	USDA	5/13

City, State	Street Address	Hosting Agency	Install Date
Chicago, IL	230 S Dearborn	GSA	5/18
Campton, NH	71 White Mountain Dr	USDA	5/25

Install date is a target date for equipment installation and certification. Center may not open for appointment scheduling until a later date.

Shared Credentialing Centers Planned for Closure or Recently Closed

City, State	Street Address	Hosting Agency	Closing Date
Spokane, WA	316 West Boone	USDA	4/30
New Orleans, LA	1201 Elmwood Park Blvd	DOI	5/11
Chicago, IL	536 S Clark Street	GSA	5/10

Open Credentialing Center Status Issues

City, State	Street Address	Notes
Livermore, CA	7000 East Ave	Temporary Closure: Staffing
Nashville, TN	5880 Nolensville Rd	Temporary Closure: Flooding
Washington, DC	1401 Constitution	Temporary Closure: Connectivity
Washington, DC	100 F Street NE	Temporary Closure: Staffing
Wheeling, WV	1125 Chapline St	Temporary Closure: Connectivity
East Lansing, MI	3001 Coolidge Rd	Temporary Closure

Applicants can search for all USAccess Credentialing Centers on the USAccess website at: <http://www.fedidcard.gov/centerlocator.aspx>

The MSO has developed a population data analysis tools to help agencies plan their enrollment and activation strategies. If agencies would like help with population analysis, please contact Paul Papasavvas (paul.papasavvas@gsa.gov).

➤ ORDERING INFORMATION

As a reminder, the MSO imports the Word format of your order forms into the invoice-reporting tool. This will allow us to include more detailed order information on your invoice reports. **Since the reporting tool can only import order forms in Word format, please submit a Word copy of the order form along with your signed PDF.**

Please send your orders or questions about orders directly to Jim Schoening (jim.schoening@gsa.gov). Also, for any questions about this process and/or the billing process, please contact Spiro Papagjika (spiro.papagjika@gsa.gov) or Marissa Bornholdt (marissa.bornholdt@gsa.gov).

Test Card Orders

If you are ordering test cards or have any questions about the test card offering and process, please contact Daryl Hendricks at 703-306-6367 or daryl.hendricks@gsa.gov. Daryl will work with Jim Schoening to ensure that these orders are included with the other orders from your agency. The [Test Card Instructions and Order Form](#) have been consolidated into one document. Click the link and scroll to the bottom of the page.

Light Activation Kits

Light Activation Kits may be procured directly by agencies using HP's IT Schedule 70 SIN 132 62 contract. To view HP's Schedule contract, visit [GSA elibrary](#) and search by HP or HP Enterprise Services, LLC. Specific information about the kits include:

Part No.: HMS0034

Product: Distributed Card Operations Jump Kit

List Pricing: \$1,039.58 per unit

➤ TRAINING NEWS AND NOTES

Registrar Training

Upcoming Class Dates

May 17th - 18th

June 7th - 8th

June 21st - 22nd



If your agency has any questions about registering attendees for the classroom Registrar training or using the online training modules (WBT) for role holders, please contact Jim Schoening (jim.schoening@gsa.gov).

The online training modules may be accessed on the LMS at: <https://piv.golearnportal.org/>. To create an account, enter your email address and use the temporary password: 12345678. This will bring you to the new user registration screen. Complete all information, selecting your agency from the list. After you have filled in the required information, click Submit and your account is created. Log in and select the applicable role holder course. All six courses are available to all users.

Training Administrator accounts are available for each agency. Send Jim your list of agency administrators, providing the person's name, email, phone, and agency/sub-agency. He will create the account and send the contact the link and password to access it. The administrator will be able to access reports about who in your agency has completed the training courses.

Next Registrar Refresher Training is Thursday, May 13, 2010 from 2:30-3:20pm EST

Agency Points of Contact - Please share this information with your Registrars.

Registrars - An announcement and any updates regarding this training are on the TeamRegistrar website.

For GSA MSO Shared Sites, the GSA Online Scheduling System calendars are blocked out for the conference call so Registrars can attend. For Agency dedicated sites, Agency leads must approve Registrars attending the conference call, at which point, the Registrar should contact the Help Desk to have the Scheduling System calendar blocked.

What: Registrar Refresher Training Conference Call

When: Thursday, May 13, 2010 from 2:30-3:20 PM EST

Dial In Only: 888-790-8728

Passcode: 9766046
Please provide your Sub-Agency and/or Agency name to the operator. If you are a contractor, provide the name of the Agency that you represent.

Note: TeamRegistrar and the Agency Lead Portal will contain the presentation (without speaker notes) on the day of the training. These sources will also contain a version with speaker notes by the following Wednesday.

➤ **WORKING GROUP UPDATES**

User Group

The MSO has not scheduled next User Group meeting.

The User Group addresses many topics of interest to the entire shared service. If you are not currently on our User Group distribution list and you would like to be added or come to the meeting, please contact Pete Bachrach (peter.bachrach@gsa.gov). For those that cannot make it in person, there is also a conference bridge to participate via teleconference.

➤ **USACCESS TIP OF THE WEEK: USE NUMBERS TO CREATE THE PIN FOR A USACCESS CREDENTIAL**

When creating a Personal Identification Number (PIN) for your USAccess Credential, use only numbers. Do not use letters (ABC, abc) or special characters (#*@).

If you created your Credential PIN with letters, you may have to reset the PIN to all numbers before the PIN can be used for physical and/or logical access. When using Unattended Activation, the **Personalizing your Smart Card** screen refers to "characters", and while the system will accept characters other than numbers, there are certain uses for your Credential that only recognize numbers. Therefore, to avoid having to reset your PIN to all numbers, please use all numbers at activation or when you have to create a new PIN.

You can still use the guidelines on the screen to create a strong PIN, but use **ONLY NUMBERS** in creating your PIN.

➤ **READ PAST ISSUES OF THE BLUE TOP**

The most recent 3 months issues of the Blue Top are located under the **News & Events > Blue Top Newsletters** section on the USAccess website:

<http://www.fedidcard.gov/newsletters.aspx>