



BLUE TOP Information Bulletin

June 23, 2010
Volume 3 Issue 25

USACCESS 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>.

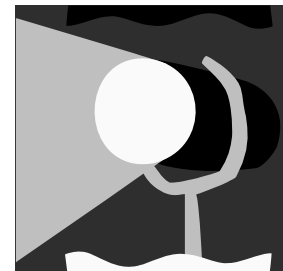
➤ UPCOMING MEETINGS

Meeting	Time/Date	Location	Dial-In Info	Notes
Customer Meeting	Thu., July 1 st 2:30pm - 3:30pm		866-556-0154 Passcode: 2132069	1 st & 3 rd Thursdays of each month
User Group Meeting	TBD			
PKI Working Group	Tues., July 13 th	TBD	866-764-0848 Passcode: 5745430	

➤ INFORMATION SPOTLIGHT: “PASS INFORMATION ONWARD”

REMINDER: “Pass Information Onward”

USAccess allows agencies to share a common identity and credential management infrastructure resulting in greater efficiency and cost savings. As employees of the Federal government that utilize this service, it is important that new information and updates from GSA and USAccess reach all users affected.



Please take time after customer calls, meetings, User Groups, and reading of the Blue Top Newsletter to share the relevant information. It is vital that all USAccess stakeholders understand the information shared and provided within these forums. This will ensure everyone is able to determine the best ways to utilize new tools and processes.

Furthermore, credential holders may always reach out to their points of contact for any clarification. You may also contact the USAccess program’s MSO to address your issues or concerns.

By working together, we all succeed!

➤ **USACCESS SERVICE ENHANCEMENTS**

Enhancements made to USAccess service since last Blue Top

Data fixes implemented:

- Add the ENR, ACT, and Ship To sites for DOJ/EOUSA (Dallas, TX)
- Set end date for DOI (Vero Beach, FL)
- Set end date for DOI (New Orleans, LA)

New Agencies brought into the USAccess System:

- Small Business Administration
- U.S. Commission of Fine Arts

Enhancement/ System Updates Planned in the coming weeks

Routine Maintenance Scheduled, July 30, 2010

Routine maintenance will take place on Saturday, July 30, 2010. Expected down time is 8:00AM through 5:00PM ET. During this time, the USAccess Enrollment and Activation Service and all Role Holder portals will be unavailable.

Known Issues

Card Action Wizard

When using the new Card Action Wizard on a credential not in hand, the options are limited to Lost or Stolen. Future USAccess software releases will add more choices (e.g. damaged, destroyed, or confiscated).

➤ **USACCESS STATISTICS – FRIDAY, JUNE 18, 2010**



587,437 Sponsored	496,240 Enrolled	520,974 Delivered	487,589 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

City, State	Street Address	Hosting Agency	Closing Date
None			

Shared Credentialing Centers Coming Soon

City, State	Street Address	Hosting Agency	Install Date
Bakersfield, CA	3801 Pegasus Drive	DOI	06/21/10
Butte, MT	106 N Parkmont	DOI	TBD

Shared Credentialing Centers Planned for Closure or Recently Closed

City, State	Street Address	Hosting Agency	Closing Date
None			

Open Credentialing Center Status Issues

City, State	Street Address	Notes
East Lansing, MI	4700 River Rd	Connectivity
Livermore, CA	7000 East Ave Building T6501, Westgate Badge Office	Staffing
Charleston, WV	Robert C Byrd Courthouse 300 Virginia St East - Room 1604	Staffing
Boyers, PA	1137 Branchton Rd	Connectivity

The MSO has developed a population data analysis tool to help agencies plan their enrollment and activation strategies. If agencies would like help with population analysis, please contact Matt Arnold (Matthew.Arnold@gsa.gov).

Use "Find A USAccess Center" Feature To Locate One Of Over 300 USAccess Centers Near You

Applicants can search for these centers and find operating hours using the Find a Center tool located at: [HTTP://WWW.FEDIDCARD.GOV/CENTERLOCATOR.ASPX](http://www.fedidcard.gov/centerlocator.aspx)

➤ 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).

Light Activation Kits

The USAccess Light Activation service extends the capability to activate and manage a PIV Credential to the standard desktop. The solution requires the addition of a Light Activation Kit that agencies may purchase. Agencies may purchase a Light Activation Kit from HP Enterprise Services off the IT Schedule 70 contract via the [GSA eLibrary](#) (#GS-35F-0323J). There are four ways to order a Light Activation Kit:

1. GSA Advantage (www.gsaadvantage.gov)
2. GSA e-Buy (https://www.ebuy.gsa.gov/advgsa/advantage/ebuy/start_page.do)
3. Fax the order: 703.733.3608
4. E-mail the order to: Carol Monnin (Primary) - carol.monnin@hp.com or Bob Arnold - robert.arnold@hp.com

The MSO will help facilitate bulk buys of the kits to assist the agencies in getting the most favorable pricing. More details to follow as the plans develop.

For additional information regarding Light Activation Kits, please reference the two briefings used during the Light Activation Customer Meeting of May 18, 2010. These briefings are posted on the meeting announcement on the Agency Lead Portal. For those with access to the Light Activation folder, you may find the briefings in the [Communications](#) sub-folder.

Information on the Light Activation Kit is also available at www.fedidcard.gov on the scrolling announcement banner on the homepage.

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](#) has been consolidated into one document. Click the link and scroll to the bottom of the page.

➤ TRAINING NEWS AND NOTES

Card Action Wizard Presentation Posted

The USAccess program posted the audio and video recording of the slides for the Card Action Request Wizard Demonstration Webinar for Sponsors and Security Officers held on Thursday, May 27th. They are available for download from the Agency Lead Portal or by clicking the following link: [Card Action Wizard](#).

Registrar Training

Upcoming Class Dates:

- *July 12-13*
- *July 26-27*
- *August 9-10*
- *August 16-17*



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.

Registrar Refresher Training: Thursday, July 8, 2010 from 2:30-3:20 pm ET

Agency Points of Contact

Please share this information with your Registrars

Registrars - Announcements and updates 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, July 8, 2010 from 2:30-3:20 PM ET
Dial In Only: 888-790-8728
Pass code: 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 USAccess User Group met on Tuesday, June 22. The topics discussed included the Sponsor Reassignment Utility and the Credential Inventory Tool (CIT). Presentations and videos from the meeting are posted on the Agency Lead Portal, Program Management.

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 Bill Windsor (william.windsor@gsa.gov). There is also a conference bridge if you cannot attend in person.

PKI Working Group

The USAccess PKI Working Group will meet on Tuesday, July 13. The primary topic to be discussed will be Secure Hash Algorithm-256 (SHA-256) implementation in USAccess. There are several technical issues and possible options related to implementation of SHA-256 that agencies and USAccess will need to address as a team. Upcoming routine ReKey procedures may also be reviewed, time permitting.

If you are not currently on our PKI Working Group distribution list and you would like to be added or come to the meeting, please contact Bill Windsor (william.windsor@gsa.gov). There is also a conference bridge if you cannot attend in person.

➤ USACCESS TIP OF THE WEEK: REGISTRAR ROLE IN IDENTITY PROOFING

Identity Proofing is a critical job responsibility of the Registrar, as the Applicant must be who he or she claims to be, and the Registrar verifies that claim. This Tip covers visual verification of the Applicant, ID validation, and the accuracy of biographic data.

Visual Verification of the Applicant

The first step in identity proofing is a visual verification of the Applicant. At least one of the source identity documents presented by the Applicant has to be a government-issued photo ID such as a driver's license, passport, or military ID.

Next, check the picture on the ID and make sure it matches the Applicant who presents the ID to you. Subtle differences, such as the presence or absence of facial hair, can cause difficulty when matching the photo to the Applicant. If there is a significant difference between how the Applicant looks in person and the photo on the ID, please ask the Applicant to produce another picture ID.

ID Validation

If you have questions as to what documents can be used to enroll an Applicant, please refer to the document entitled [Acceptable Forms of Identification](#). This document is also available on the TeamRegistrar website. If it is not on the list, it is not accepted as a valid form of identification.

Accuracy of Biographic Data

Please remember that the Sponsorship record in the USAccess system must have the correct spelling of the first AND last names of the Applicant. The first and last names in the Sponsorship record must match exactly the first and last names on the two forms of ID. If there is a name mismatch (e.g., a name change due to marriage or divorce), a third document (i.e., linking document) must be used to substantiate the difference. There are no other exceptions to this rule. If the first and last names on the Sponsorship record are incorrect in any way, the Applicant needs to get that corrected by the Sponsor.

There is flexibility concerning middle names. Please refer to the *Identity Documents Mismatch* document, also found in the [Agency Lead Portal > Help and Training > Job Aids](#) and the TeamRegistrar website, for a complete explanation. For example, if the full middle name appears in the Sponsorship record but only the middle initial appears in a form of ID (or vice versa), it is acceptable to continue.

In order to ensure accurate biographic data during the enrollment process, please do the following: when you complete the Biographic Data page, prior to clicking on the Next button, please click and drag the title bar of the page over to the Applicant's monitor. The Applicant should review each field in the page to verify that the information is 100 percent correct. Some Applicants do not give accurate physical data information such as weight and hair color, but please remind them that this information needs to be as accurate as possible. Some agencies require certain biographic data to be printed on the back of the PIV Credential, and there may be times in the future that obviously incorrect information can cause problems.

The PIV Credential is more than a regular photo ID

The PIV Credential contains important biographic and biometric information about the credential holder. The credential allows access to some secure facilities and can be used to go through security screenings at airports. The job responsibility of the Registrar is to confirm the digital biographic and biometric data to the Applicant going through enrollment so that the data on the resulting credential matches the credential holder.

➤ **IN CASE YOU MISSED IT: 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>