



BLUE TOP Information Bulletin

June 30, 2010
Volume 3 Issue 26

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

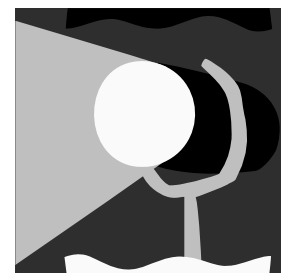
Meeting	Time/Date	Location	Dial-In Info	Notes
Customer Meeting	Thu., July 1 st 2:30pm - 3:30pm		866-556-0154 Passcode: 2132069	1 st & 3 rd Thursdays of each month
PKI Working Group	Tues., July 13 th 9:00am - Noon	11 th Floor Blue Room, 2011 Crystal Drive Arlington, VA	866-764-0848 Passcode: 5745430	Topic: <i>SHA-236 Implementation</i>
Town Hall Meeting	Tues., August 3 rd 9:00am - Noon	GSA Auditorium 18 th and F Street NW Washington, DC	888-946-7611 Passcode: 8641157	Net Conference information under Working Group Updates

➤ INFORMATION SPOTLIGHT: RETURN CARD POLICY CHANGE

PIV Credential Return Address Change

The mailing address for PIV Credential Return has changed. Cards being returned to the MSO due to failure or manufacturer defect should be sent to the following address:

GSA Managed Services Office (HSPD-12)
10304 Eaton Place, 3rd Floor
Fairfax, VA 22030
ATTN: Matthew Arnold or Bill Windsor



For additional information on the USAccess PIV Credential Return Process and Return Forms , please use the Agency Lead Portal; information can be found under the Implementation tab.

Thank You Excella

The USAccess Program extends their gratitude to Excella for their three years of program management support. June 30th marks Excella's last day.

Excella assisted in the advancement of the program by helping to establish the founding principles for USAccess. Their work included assurance of the enrollment and activation stations deployment process and its ability to serve our customers throughout the country. Additionally, Excella managed many of the stakeholder communication vehicles, assisted in the review and finalization of training materials, and staffed the MSO help desk, offering guidance and advice to stakeholders throughout the Federal Government.

Excella has been diligent in acknowledging the importance of providing USAccess customers with continued support to meet their HSPD-12 program needs. **Job well done!**

➤ **USACCESS SERVICE ENHANCEMENTS**

Enhancements made to USAccess service since last Blue Top

Data fixes implemented: Added 13 sub-agencies for Department of Housing and Urban Development (HUD)

Onboarded new agency: Corporation for National and Community Service

Enhancement/ System Updates Planned in the coming weeks

Routine Maintenance Scheduled, July 30, 2010

Routine maintenance will take place on Saturday, July 30th. 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 25, 2010**



590,038 Sponsored	498,274 Enrolled	523,264 Delivered	490,665 Activated
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View complete details on the Program Statistics page at:
<http://www.fedidcard.gov/statistics.aspx>

➤ **USACCESS CREDENTIALING CENTER UPDATES**

Newly Opened Shared Credentialing Centers

City, State	Street Address	Hosting Agency	Install Date
none			

Shared Credentialing Centers Coming Soon

City, State	Street Address	Hosting Agency	Install Date
Bakersfield, CA	3801 Pegasus Drive	DOI	TBD
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

City, State	Street Address	Notes
Charleston, WV	Robert C Byrd Courthouse 300 Virginia St East - Room 1604	Staffing
Las Vegas, NV	Mercury Highway, Building 1002	Connectivity
Albuquerque, NM	BIA-Southwest Regional Office, 1001 Indian School Road N.W., Pete V. Domenici Indian Affairs Building, Room 358	Connectivity
Riverdale, MD	4700 River Road	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**

USAccess Program Town Hall
Tuesday, August 3, 2010
9:00 am to Noon
Location: GSA Auditorium
18th and F Street NW
Washington, DC

The USAccess Program will host a Town Hall meeting on Tuesday, August 3rd to provide customers with program updates and answer customer questions. For those interested in participating, but unable to attend in person, a webinar will be used for this discussion as well. The connection details are below.

Net Conference Information For Participants:
URL: <https://www.mymeetings.com/nc/join/>
Conference number: PW5993624 Audience passcode: 8641157

For more information about this Town Hall, please contact Steve Duncan (Stephen.Dunca@gsa.gov).

PKI Working Group

The USAccess PKI Working Group will meet on **Tuesday, July 13th** in at the GSA Building in Crystal City, VA from 9:00 am to noon. The primary topic of discussion will be SHA-256 implementation in USAccess. There are several technical issues and possible options related to implementation of SHA-256 that agencies and the USAccess Program need to address as a team. The working group may also review upcoming routine re-key procedures 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.

User Group

The USAccess User Group met on Tuesday, June 22nd. 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.

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.

➤ **USACCESS TIP OF THE WEEK: REGISTRAR/ACTIVATOR PIV CREDENTIAL USE**

Activators and Registrars are reminded upon completion of Attended Activations and Enrollments to **never** leave their USAccess Personal Identity Verification (PIV) Credential in the card reader unattended. Please do not walk away from the station without taking your credential with you. Keep your PIV Credential with you at all times.

Attended Activation requires Activators and Registrars to use their own PIV Credential in order to access the Applicant's record. Once the Applicant's PIV Credential starts the personalization process, Activators and Registrars can remove their own credential from the card reader and walk away to assist someone else.

During Enrollments, the Registrar also uses their own PIV Credential to enroll an Applicant. Registrars must **never** walk away from the Enrollment station to assist another Applicant or leave the room without removing their PIV Credential from the card reader.

Contact your agency's Security Officer immediately if you have lost your PIV Credential, believe it has been tampered with, or is stolen. Your current credential will be terminated and the process for issuing you a new credential will be initiated. While this may cause some inconvenience to be without a PIV Credential, it is still essential to maintain system security.

➤ **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>