



BLUE TOP Information Bulletin

July 7, 2010
Volume 3 Issue 27

USACCESS Program

FAS – FEDERAL ACQUISITION SERVICE / ITS – INTEGRATED TECHNOLOGY SERVICE

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

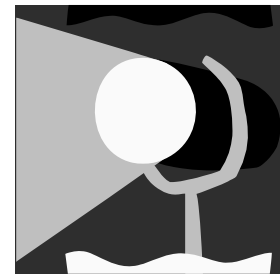
For a list of staff members and their contact information, please visit the USAccess website at: <http://www.fedidcard.gov/contacthowto.aspx>.

➤ UPCOMING MEETINGS

Meeting	Time/Date	Location	Dial-In Info	Notes
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-256 Implementation</i>
Customer Meeting	Thu., July 15 th 2:30pm - 3:30pm	Teleconference	866-556-0154 Passcode: 2132069	1 st & 3 rd Thursdays of each month
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: PKI (PUBLIC KEY INFRASTRUCTURE) WORKING GROUP

The MSO will host a PKI Working Group on July 13th from 9:00am to Noon at the GSA Building in Crystal City, VA. This working group meeting will explore SHA-256 implementation in USAccess. Specifically, 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 will also review upcoming Routine ReKey procedures and other pending technical issues.



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 Page](#).

➤ **HELP DESK: WE ARE HERE TO ANSWER YOUR QUESTIONS!**

The USAccess Program's Managed Service Office operates a help desk to support customers through phone, website, and email. The MSO help desk is eager to answer any type of questions and provide resolutions regarding the HSPD-12 PIV Credential issuance policies and procedures. Customers may reach the MSO Help Desk at:

703-605-3490
<http://www.fedidcard.gov/question.aspx>
HSPD12@gsa.gov

Role Holders are encouraged to continue to contact the USAccess Help Desk for assistance resolving technical issues using the USAccess System at 866-493-8391 or at USAccess.helpdesk@hp.com

➤ **USACCESS SERVICE ENHANCEMENTS**

Enhancements made to USAccess service since last Blue Top

Data fixes implemented:

- Set the end date to 7/19/2010 for DOJ/ATF (Charlotte, NC)
- Set the end date to 8/12/2010 for DOJ/ATF (Mobile, AL)
- Add the ENR and ACT sites for DOJ/ATF (Mobile, AL)

Onboarded new agencies:

- Corporation for National and Community Service
- Smithsonian Institution

Resolved: Acknowledgement Page Signing Failure

The USAccess program has resolved the inability of new sites installed after Release 4.10 (April 2010) and Light Activation stations to digitally sign the Privacy Act Acknowledgement Page during credential activation. Previously, this issue required a manual workaround, but has now been resolved with a permanent fix.

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, JULY 2, 2010



592,619 Sponsored	500,082 Enrolled	525,895 Delivered	493,013 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
Bakersfield, CA	3801 Pegasus Drive	DOI	6/18/2010

Shared Credentialing Centers Coming Soon

City, State	Street Address	Hosting Agency	Install Date
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
Las Vegas, NV	Mercury Highway, Building 1002	Connectivity
Temple, TX	USDA Rural Development 101 South Main, Fed. Building, Suite 102	Staffing
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

Information on the Light Activation Kit is also available at www.fedidcard.gov on the scrolling announcement banner on the homepage. Light Activation Kits now ship with version 1.2 Software Image.

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

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
 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.Duncan@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 9:00am 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 ReKey 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 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: TIPS AND TRICKS FOR GETTING USABLE FINGERPRINTS**

There are many tips and tricks to remember to obtain a usable fingerprint when Applicants are having difficulty after their first or second attempt. Below are several fingerprint issues and some common solutions to improve image quality.

- Solid black fingerprint images usually indicate that there was too much pressure or too much moisture. Ask the Applicant to apply less pressure when being fingerprinted or remove moisture by wiping fingers with a paper towel or tissue before fingerprinting.
- Fingerprint images that are faint are often a result of too little pressure or the Applicant's fingers are too dry. Ask the Applicant to apply even pressure throughout the roll. If the issue is too little moisture, ask the Applicant to gently rinse his or her fingers with water and blot them dry, or have the Applicant rub or shake their fingers to enhance circulation. **Never use lotion, moisturizer, or hand sanitizer of any kind.** This may eventually degrade the surface of the platen.
- Saw tooth edges are a result of the Applicant rolling the finger too quickly. Ask the Applicant to roll the finger slower.
- Ghost prints seen on the computer screen, but not on the platen, requires a shut down (not a Restart) of the computer to reset the ten-print scanner. In most cases, this will reset the ten-print scanner and remove the ghost prints on the computer screen.

- Remember to clean the platen regularly to prevent smudges from appearing on the image of the fingerprint. The smudges appear as “shadows,” and in some cases affect the score of the fingerprint image.
- Look at the image of the fingerprint as well as the score. If the score is good but the system only captures half of the fingerprint area, it is unacceptable since too much of the fingerprint is missing from the image. The system needs to scan the entire fingerprint area with the core being the most important part of the fingerprint to capture. If the core is partially missing, even if the score is high, recapture the print. This is especially important for slaps.

For more help and screen shots on fingerprinting issues, see the Fingerprint Job Aid in your Registrar’s handbook received during training and on the [Agency Lead Portal](#) or review the March 2010 Registrar Refresher Training slides on TeamRegistrar and the [Agency Lead Portal](#).

➤ 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>