



BLUE TOP Information Bulletin

July 14, 2010
Volume 3 Issue 28

US **A**ccess 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 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	Web Conference information under Working Group Updates

➤ INFORMATION SPOTLIGHT: LIGHT ACTIVATION NEW SOFTWARE IMAGE NOW ON THE AGENCY LEAD PORTAL

The new software image (Version 1.2) for the Light Activation Kit is NOW available on the Agency Lead Portal within the Light Activation directory. This software image includes everything necessary to update the Light Activation kits already in the field including: the installation files, documentation and the network test utility. Remember, Version 1.1 needs to be uninstalled, and then Version 1.2 installed, to complete an update.



For those that do not have access to the Agency Lead Portal, you can access the new software image (Version 1.2) for the Light Activation Kit on the Technical Exchange Forum site: USAccess.Noblis.org. If you are in need of more information, please visit the site or call Daryl Hendricks at 703.306.6367 or daryl.hendricks@gsa.gov.

Please note that the updated image is for Phase 1 sites ONLY. New sites need to purchase the whole kit.

➤ REQUEST FOR INFORMATION RELEASED

On Tuesday, July 13, the USAccess program released a Request for Information (RFI) to gather industry insight and guidance regarding the best way to structure the necessary re-competition for the program's core service provider. Responses to the solicitation ([RFI06062010 - HOMELAND SECURITY PRESIDENTIAL DIRECTIVE 12 \(HSPD-12\) SHARED SERVICE PROVIDER](#)) are due to the contracting officer by 5:00 pm ET on July 28, 2010.

Among other topics, representatives of the Managed Service Office (MSO) will discuss the Core Services Provider service during the Town Hall meeting scheduled August 3. At that meeting, the MSO will specifically solicit USAccess customer departments, agencies, boards and commissions to participate within the review of the RFI responses.

Interested parties should address their questions regarding this RFI to Ms. Jasmine M. Carter, Contracting Officer, at jasmine.carter@gsa.gov or (703)306-7804.

➤ USAACCESS SERVICE ENHANCEMENTS

Enhancements made to USAccess service since last Blue Top

Data fixes implemented:

- Add the DOJ/ATF site (Ft. Wayne, IN)
- Set the end date to 8/23/2010 for DOJ/ATF (Ft. Wayne, IN)

Enhancement/ System Updates Planned in the coming weeks

Routine Maintenance Scheduled, July 23 - July 25, 2010

Routine maintenance will take place beginning Friday, July 23, 2010. Expected down time is from 9:00PM ET on Friday, July 23 to 5:00PM ET on Sunday, July 25. During this time, the USAccess Enrollment and Activation Service and all Role Holder portals will be unavailable.

Routine Maintenance Scheduled, July 31, 2010

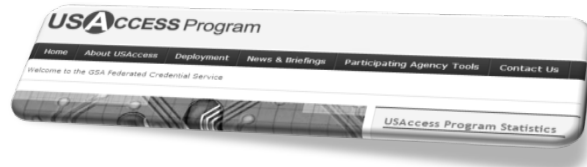
Routine maintenance will take place on Saturday, July 31, 2010. Expected down time is 8:00AM through 5:00PM ET. During this time, the USAccess Enrollment and Activation Service and all Role Holder portals will be unavailable.

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, JULY 9, 2010**



594,195 Sponsored	501,678 Enrolled	527,761 Delivered	494,829 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
Butte, MT	106 N Parkmont	DOI	7/8/2010

Shared Credentialing Centers Coming Soon

City, State	Street Address	Hosting Agency	Install Date
Mesa Verde, CO	Mesa Verde National Park 15 Chapin Mesa Road Headquarters/ Administration Building Headquarters Loop	DOI	8/3/2010

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

City, State	Street Address	Notes
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
Glen Jean, WV	New River Gorge National River 104 Main Street	Staffing
Belcourt, ND	Belcourt Elementary School 1209 Guilbert Godon St.	Staffing

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 a USAccess Center 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

The MSO imports the Word format of your order forms into the invoice-reporting tool. This allows 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). 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. 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 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, August 12, 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, August 12, 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: The presentation (without speaker notes) will be posted on TeamRegistrar and the Agency Lead Portal on the day of the training. A version containing speaker notes will be posted on both sites 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

On Tuesday, August 3rd, the USAccess Program will host a Town Hall Meeting at the GSA Headquarters (18th and F Street NW) in downtown Washington, D.C. The purpose of the event is to recap key program achievements, communicate the long-term vision, and discuss the near term program enhancements. USAccess leaders will answer questions following the presentations and post responses to the Agency Lead Portal following the Town Hall.

Web 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 met on **Tuesday, July 13th**. The primary topic of discussion was SHA-256 implementation in USAccess. The working group specifically began with an overview of Treasury's activities implementing SHA-256 so the working group may leverage the lessons learned from their experience across the USAccess Program. The working group then explored the anticipated impacts of SHA-256 throughout the USAccess Program, the plan to manage these impacts, and the challenges before the program while implementing SHA-256. Finally, the working group reviewed the Routine ReKey processes as the USAccess Program must ReKey its first credential this month.

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).

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.

➤ **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 is available under the [Implementation Page](#).

➤ **USACCESS TIP OF THE WEEK: CHANGING ADJUDICATION STATUS**

Adjudicators are reminded that changing both FBI/NCHC and NACI status back to "Pending" *after* credential issuance will revoke the Applicant's current credential (the lack of an "Approved" adjudication status is considered a revocation reason). Adjudicators should consider the credential revocation before changing the Adjudication status on current credential holders.

➤ **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>