



BLUE TOP Information Bulletin

July 21, 2010
Volume 3 Issue 29

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>.

➤ UPCOMING MEETINGS

Meeting	Time/Date	Location	Dial-In Info	Notes
Customer Meeting	Thu., August 5 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	No Dial-In available due to procurement sensitivities	Participants should register by clicking here .

➤ SPOTLIGHT ARTICLE: USACCESS PROGRAM HOSTS TOWN HALL

On Tuesday, August 3rd, the USAccess Program will host a Town Hall Meeting at the GSA Headquarters in downtown Washington, DC from 9:00 am to Noon. The purpose of the event is to recap recent program achievements, discuss the near term program enhancements and communicate the long-term vision. MSO representatives will address open questions following the presentations. We are pleased to offer you the opportunity to meet the staff and hear more from the MSO.

Current agenda items include:

- Welcome and Introductions
- Program Enhancements
- Overview of ReKey Process
- Financial Overview
- Light Enrollment
- Request for Information (RFI) and responses
- Upcoming FIPS 201 Revision

Due to the security considerations for entering GSA Central Office and to ease the entry process, the MSO request you RSVP by [clicking here](#). Your response is needed by Friday, July 30th. Please note the Town Hall event will not include teleconference or webinar capability.

If you have any questions, please feel free to contact the USAccess Helpdesk at 703.605.3490 or HSPD12@gsa.gov.

➤ **USACCESS SERVICE ENHANCEMENTS**

Enhancements made to USAccess service since last Blue Top

Data fixes implemented:

- Modified the USDA Room/Suite Number (East Lansing, MI)
- Modified the IRS Room Number/Address and POC (Los Angeles, CA)
- Set the end date to 07/16/2010 for DOT site (Washington, DC)
- Set the end date to 07/16/2010 for DOI Ship To site (Washington, DC)
- Added the DOJ/ATF Site (St. Paul, MN)
- Set the end date to 08/31/2010 for DOJ/ATF site (St. Paul, MN)

Software Release 4.10.13

Software Release 4.10.13 went into Production on Tuesday, July 20, 2010. Included in the release were the following changes:

- **Save Certificate Type**
USAccess will now store the certificate type (PIV Auth, Card Auth, etc.) in the Identity Management System (IDMS) for each certificate on the PIV Credential. This information is currently available in the SIP interface. Previously, this information (returned in the QuerySIP method call) was determined at run time creating performance issues. The persistent storage of the certificate type will correct this issue.
- **Add Reason Codes in Issuance Record for Card Suspension and Termination**
The reason code for Termination and Suspension in the issuance record will be correctly stored on the applicant issuance record. The Card Action Request Wizard checks the reason code for suspension and termination when executing the business rules.

Enhancement/ System Updates Planned in the coming weeks

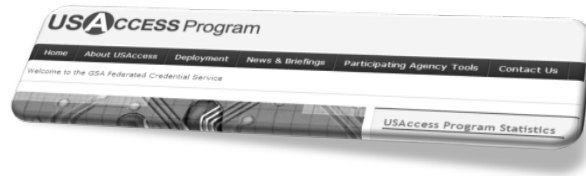
Routine Maintenance Scheduled, July 23 - July 25, 2010

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.

➤ **USACCESS STATISTICS – FRIDAY, JULY 16, 2010**



596,985 Sponsored	503,600 Enrolled	529,407 Delivered	497,467 Activated
------------------------------	-----------------------------	------------------------------	------------------------------

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	8/12/2010

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
Livermore, CA	7000 East Ave Building T6501, Westgate Badge Office	Staffing
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 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 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

PKI Working Group (PKI WG)

The PKI WG met on July 13th. The main subject of the meeting was Impact and Implementation of SHA-2. Additionally, Routine ReKey and RFC 5321 were also addressed. Presentations from Treasury and HP provided a great deal of information on the topics. Meeting materials and minutes are available on the Agency Lead Portal.



The next meeting has not been scheduled at this time; however, the PKI WG will meet in August to continue the efforts of SHA-2 and Routine ReKey.

If your agency is interested in participating in the PKI WG meetings/group, 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.

➤ USACCESS TIP OF THE WEEK: RESETTING YOUR PIN

USAccess PIV Credential holders, who have forgotten their Personal Identification Number (PIN), need to reset their PIN in order to use the credential or to update certificates on the credential. Below is the process for resetting your PIN using Unattended Activation activities (including PIN reset).

Note: If you enrolled WITHOUT fingerprints, you cannot follow this procedure. In this case, you will need to go through an Attended PIN Reset. Please arrange for an Activator or Registrar to assist you at a USAccess Credentialing Center or Light Activation station.

The Self Service Password Reset portal can be used by an Applicant from any computer that has Internet connectivity, to reset the unattended activities password needed to reset your PIN. Using this portal, the USAccess system will send a new one-time password to your work e-mail address as listed in the USAccess database.

Note: The password should not be confused with the PIN. The unattended activities password is only to initiate access to the Unattended Activation portal where you can reset your PIN.

To reset your one-time password and reset your PIN, follow these easy steps:

1. Launch the Internet browser on the computer.
2. Type in the URL: <https://portal.identitymsp.com/AssuredIdentityApplicant/>.
3. Click the OK button on the **Authorized Use Notification** message.

4. Click **I do NOT have my card** option (even though you do have your credential).
5. Enter the information required.

Note: All fields must match what is in your USAccess record in order for the system to reset your password. If you enter a different e-mail address than what is in the system, you will NOT receive a new password.

6. Click the **Submit** button.
7. Click the **OK** button to clear the message.
8. Click the **Clear** button to clear your information.
9. Close the browser window.
10. Check your e-mail account (the one listed in the USAccess system) for the USAccess System e-mail containing the new one-time password. The system e-mail has the following information:
From: HSPD12Admin@identitymsp.com
Subject Line: USAccess - System Role Information
11. If your USAccess Credentialing Center or Light Activation station uses a scheduler, make an appointment for a Card Update.
12. Take that new one-time password to a USAccess Activation or Light Activation Station and click on the Unattended Activation icon.
13. Click Launch My Digital ID Card.
14. Insert your PIV Credential into the card reader and follow the directions on the screen.
15. **If your Credential is locked** you will be prompted to enter your new one time password.
 - a. Enter the new password you got in the e-mail discussed above, and follow the instructions for resetting your PIN.
 - b. Change your PIN (using all numbers) to something you can remember!
16. **If your Credential is not locked** you will be prompted to enter your PIN.
 - a. You must enter an incorrect PIN **six times** to lock the credential.
 - b. Once the Credential is locked, the program will return to the Launch My Digital ID Card screen.
 - c. Click Launch My Digital ID Card.
 - d. You will be prompted to enter your one time password.
 - e. Enter the password, and follow the instructions for resetting your PIN.
 - f. Change your PIN (using all numbers) to something you can remember!
17. Log out of the application and remove your credential from the card reader.

For more detailed directions and screen shots, please download this Tip from the USAccess 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>.