



# BLUE TOP Information Bulletin

July 28, 2010  
Volume 3 Issue 30

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
Town Hall Meeting	Tues., August 3 <sup>rd</sup> 9:00am - Noon	GSA Auditorium 18 <sup>th</sup> and F Street NW Washington, DC	No Dial-In available due to procurement sensitivities	Participants should register by <a href="#">clicking here</a> .
Customer Meeting	Thu., August 5 <sup>th</sup> 2:30pm - 3:30pm	Teleconference	866-556-0154 Passcode: 2132069	1 <sup>st</sup> & 3 <sup>rd</sup> Thursdays of each month

## ➤ SPOTLIGHT ARTICLE: ACTIVATION OF 500,000 CREDENTIALS

The USAccess Program has reached a significant milestone: The activation of a half a million credentials.

The USAccess Program began issuing cards in 2007. The first customers with activated credentials were within the Department of Agriculture, General Services Administration, and Department of Energy. The program then gained steam as it brought on the Departments of Commerce, Treasury, and Interior.

Today, over 80 agencies are in the USAccess Program and use the PIV Credential as their main form of identity. Agencies are using the PIV Credential to grant physical and logical access each day for over 408,000 credential holders that still have active USAccess credentials throughout the United States.

Activating 500,000 credentials is an accomplishment for USAccess. It is not, however, the end. It is simply a point in time to pause to reflect what has been accomplished and to rededicate ourselves to providing customer agencies standardized federal identity credentials designed to enhance security, reduce identity fraud, and protect the personal privacy of those issued government identification.

## ➤ USACCESS PROGRAM HOSTS TOWN HALL: RSVP REQUESTED!

On Tuesday, August 3<sup>rd</sup>, 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 30<sup>th</sup>. Please note the Town Hall event will not include teleconference or webinar capability. If you have any questions, please feel free to contact the GSA MSO Helpdesk at 703.605.3490 or [HSPD12@gsa.gov](mailto:HSPD12@gsa.gov).

## ➤ LIGHT ACTIVATION "BIG" BUY ACTIVITY

The National Cooperative Enrollment (NCE) group is now ready to pull the trigger on the NCE BIG Buy of 1000+ Light Activation jump kits. The plan is to have each agency process their procurement request(s) to HP as soon as possible starting July 27, 2010 using one of the methods described in the attached "Light Activation Kit Ordering Process" - please review this process document carefully.

Beginning July 27, 2010 and ending August 9, 2010, a 10 working day window of opportunity is being supported by HP, for order submissions. Although HP has 90 days to fill the orders, they are committed to deliver the jump kits within 4 weeks of final pricing and order acceptance. Based on these process requirements the exact delivery date cannot be established at this time.

Considerations for the BIG Buy include,

- If any orders are not finally accepted by an agency this could result in a significantly adverse affect on the bulk purchase arrangement. (This makes it extremely important that each agency is firmly committed to the purchase and has full support for the buy at all levels.)

- If the maximum number of billing and/or shipping addresses for the applicable price band is exceeded, the HP pricing will reflect fairly substantial additional charges for labor and shipping.
  - As a result it is imperative that all requesting agencies keep their shipping and billing addresses to a minimum.
  - If the combined orders for all MSO customer agencies exceed 2000 - HP will double the maximum number of addresses allowed and they will work with us on 'in between' (1000 - 2000) totals as best they can.

Agencies are asked to do the following as part of this consolidated, multi-agency purchase:

- Mark their purchase order and/or e-mail with the following: "NCE - Purchase 001".
- E-mail the details of your purchase order to Contract Manager Bob Arnold, Carol Monnin, and Bill McGovern of HP, as well as Glenda Rich of USDA [glenda.rich@ftc.usda.gov](mailto:glenda.rich@ftc.usda.gov) - Glenda will be helping us track the overall NCE purchase effort.
- E-mail the core NCE group to advise them that their agency's piece of the order is complete.

\*\*\*\*In order to be included in this BIG Buy all purchase orders must be marked with "NCE - Purchase 001" and submitted to HP no sooner than July 27, 2010 and NLT August 9, 2010.\*\*\*\*

## ➤ **USACCESS SERVICE ENHANCEMENTS**

### Enhancements made to USAccess service since last Blue Top

#### Data fixes implemented:

- Modified the SHP To Address for DOE site (Albany, OR)
- Modified the SHP To Address for GSA site (Washington, DC)

Onboarded new agency: Northern Border Regional Commission

### Enhancement/ System Updates Planned in the coming weeks

#### **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.

#### **Release 4.11 scheduled, August 14, 2010**

Software release Version 4.11 will go into Production on Saturday, August 14, 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.

**Draft Release Notes will be on the Agency Lead Portal by July 30, 2010.**

The following items will be in the 4.11 release:

– **Allow Date of Birth Updates**

This change will allow the Sponsor to change the Date of Birth field in an Applicant's record.

– **Allow Reassignment of Sponsor**

This new functionality will allow Sponsors to re-assign Applicants within their scope to themselves via a Web portal and allow for several Applicant records to be reassigned at once. Finally, a new report, Invalid Sponsor of Record, will list all Applicants (within the role holder's scope) that have a Sponsor of Record who no longer holds the Sponsor role.

– **Logically Delete Sites no Longer Used**

This change shows the start and end dates for a Ship To (Card Shipping Address) location in the Bulk Load Report and prevents the Sponsorship portal, Bulk Import, and SIP from assigning an Applicant to an expired Ship To location. End dates for sites will include a 21-calendar day buffer before a site is decommissioned to allow for the completion of batching and credential shipment for credentials already in progress.

*Note: The Bulk Load Report will not show a Ship To address if the end date has passed (just like it does today).*

– **Live Data in Applicant Status Report (ASR) for a Single PID**

Currently, the ASR data updates once every 24 hours. This new functionality will allow an authorized role holder to retrieve an ASR for one Applicant with live data (current status in the system).

– **Credential Inventory Tool**

The Credential Inventory Tool (CIT) will allow authorized role holders (Credential Inventory Operators and Activators) to update the location of a PIV Credential by completing a "check-in" of the credential. Specifically, the CIT will allow authorized role holders to:

- Enter new addresses
- See the last check-in location of a PIV Credential
- Update the location if the credential moved
- Optionally send a Credential Delivered e-mail to the Applicant

The CIT addresses do not change or impact existing Ship To addresses in the system. Credential Delivered e-mails will also no longer automatically be sent upon FedEx delivery notification. Instead, role holders must send the Credential Delivered email from the CIT or the Sponsor Utilities. Finally, with the implementation of the CIT, the system will no longer populate Card Pick-Up Address and the ASR will report the Credential Check-In Address instead of the Card Pick-Up Address.

– **Allow First Name for Role Administrator Search**

When searching for an Applicant in the USAccess system in order to assign a role, large agencies can have pages of employees with the same last name, making the search for a specific Applicant time-consuming. This change allows the First Name field (or partial first name) to be populated with the complete Last Name field in order to narrow the search for a specific Applicant in order to assign a role.

- **Change Applicant Status Report Labeling in .csv File for Consistency**  
This change corrects the column headings in the .csv version of the ASR so that the column headings match the ASR Legend and the PDF version of the report.

➤ **NEW CUSTOMERS TO USAACCESS:** The USAccess Program welcomes two new customers, the National Transportation Safety Board and the Broadcasting Board of Governors. The National Transportation Safety Board (NTSB) is an independent federal agency charged with determining the probable cause of transportation accidents and promoting transportation safety, and assisting victims of transportation accidents and their families. The Broadcasting Board of Governors (BBG) encompasses all U.S. civilian international broadcasting.

➤ **USAACCESS STATISTICS – FRIDAY, JULY 23, 2010**



<b>598,925 Sponsored</b>	<b>505,685 Enrolled</b>	<b>531,676 Delivered</b>	<b>500,084 Activated</b>
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View complete details on the Program Statistics page at:  
[HTTP://WWW.FEDIDCARD.GOV/STATISTICS.ASPX](http://www.fedidcard.gov/statistics.aspx)

➤ **USAACCESS 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
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
Alexandria, LA	USDA Farm Services, 3737 Government Street, Building A	Hardware Issues
Oxford, MS	598 McElroy Drive	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](mailto: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](mailto:jim.schoening@gsa.gov)). For any questions about this process and/or the billing process, please contact Spiro Papagjika ([spiro.papagjika@gsa.gov](mailto: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](http://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](mailto: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:*

- *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](mailto: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.

**NEW: Credential Inventory Tool Training: Thursday, August 19, 2010, from 2:30-3:20pm ET**

***Agency Points of Contact:***

Please share this information with your Registrars, Activators, and Credential Inventory Operators

We will post an announcement and updates on the TeamRegistrar Web site.

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:** A Webinar on the new Credential Inventory Tool  
**When:** Thursday, August 19, 2010 from 2:30-3:20 PM ET

**Net Conference Information For Participants:**

URL: <https://www.mymeetings.com/nc/join/>  
 Conference number: PW3615922 Audience passcode: 3945655  
 Dial In Number: 888-469-3012

**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 13<sup>th</sup>. 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 you are interested in participating in the PKI WG meetings/group, please contact Bill Windsor ([william.windsor@gsa.gov](mailto: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](mailto:william.windsor@gsa.gov)). There is also a conference bridge if you cannot attend in person.

## ➤ USACCESS TIP OF THE WEEK: KNOW YOUR PIN

Do you remember your USAccess PIV Credential Personal Identification Number (PIN) (the 6-8 digit PIN) you created when you activated your credential? If you DO NOT REMEMBER your PIN, now is the time to reset it to something you can remember. Many of you will be required to update your certificates and/or use your PIV Credential for access into computer systems and even buildings. Without your PIN, you may not be able to gain access.

Did you use letters or other characters in your PIN? While the USAccess system does accept letters in creating the credential PIN, letters are NOT allowed when using the credential for access. If you used letters in your PIN when you created it, you need to reset your PIN to all numbers.

Think you know your PIN, but are not sure? Test your PIN by:

- a. Go to any computer that has a card reader and the ActivClient v6.1 software installed (can be done on any USAccess Activation or Light Activation Station).
- b. Insert your PIV Credential into the card reader.
- c. Locate the ActivClient icon in the computer system tray, bottom right corner of your computer screen (where the time is displayed).



ActivClient Icon

- d. Right click the icon and click on PIN Change Tool.
- e. Enter what you think your PIN is in the Enter your PIN field.
- f. Enter a new PIN that is easy to remember.
- g. If the PIN you entered in the first PIN field was correct, you have successfully reset your PIN.
- h. If the PIN entered in the first field was incorrect, you will be prompted to enter your PIN again. Be careful not to guess too many times, or the USAccess system will lock your credential.
- i. If you cannot get the correct PIN to be recognized, or if you lock your credential, follow instructions to reset your PIN.

Last week's Blue Top Tip of the Week provided instructions on resetting your PIN and the new PIN Reset Job Aid is out on 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>.