



The purpose of this guide is to help USAccess Credential holders complete the following Unattended Credential Activities: Activating a USAccess Credential, Updating a USAccess Credential, and Resetting a PIN.

Activating a USAccess Credential

To complete the Unattended Activation process, you need the system-generated password that was sent to you in an e-mail stating your Credential is ready for pick-up.

Follow steps 1-10 to activate your Credential. If you experience difficulty with the activation process, follow the directions under the **What if my Credential Activation Fails?** section.

1. Open the Unattended Activation Program

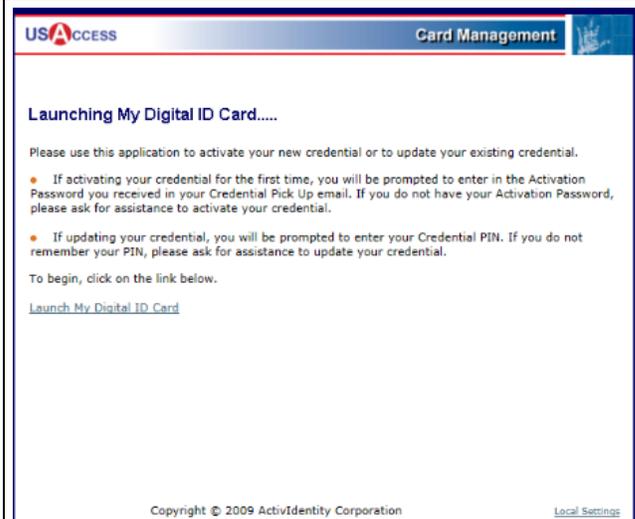
- Double-click the **UNATTENDED ACTIVATION** icon on the workstation desktop.



2. Launch My Digital ID Card

The **Launch** screen displays.

- Select the **Launch My Digital ID Card** link.



3. Initiate Credential Activation

The **Welcome** screen displays.

- Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
- Select the **Continue** button.
- Do not remove your Credential from the reader.





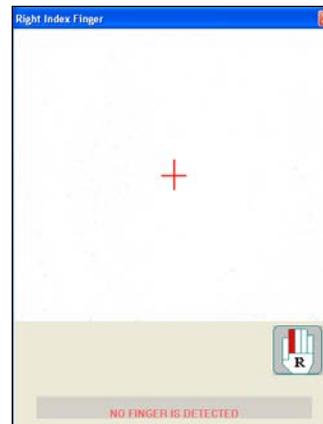
4. Enter Your Password

- Enter the password you received in your Card Pick-up e-mail in the **Password** field.
(You must have the password to continue the Unattended Activation process.)
- Select the **Continue** button.

5. Verify Your Fingerprint

The **fingerprint verification** window displays.

- Place your primary finger on the fingerprint reader. Use the finger indicated in the hand diagram as your primary finger. If you are unsuccessful at three attempts, the indicator prompts you for the secondary finger.



6. Personalize Your Smart Card

The system personalizes your Credential. Do not remove your Credential during this time. When the personalization is complete, the system asks you to enter a new personal identification number (PIN).

NOTE: This process may take between 5 to 8 minutes to complete. Please do not remove the PIV card during this time.

7. Create Your Personal PIN

The **Welcome** screen displays.

Use the guidelines on the page to create a strong PIN. Use only numbers in your PIN. Do not use special characters or letters.

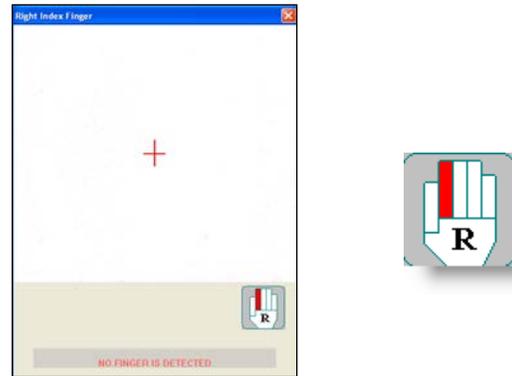
- Enter your PIN in the **New Smart Card PIN** field.
- Enter your PIN again in the **Confirm New Smart Card PIN** field.
- Select the **Continue** button.



8. Verify Fingerprint Again

The **fingerprint verification** window displays.

- Place your primary finger on the fingerprint reader. Use the finger indicated in the hand diagram as your primary finger. If you are unsuccessful at three attempts, the indicator prompts you for the secondary finger.

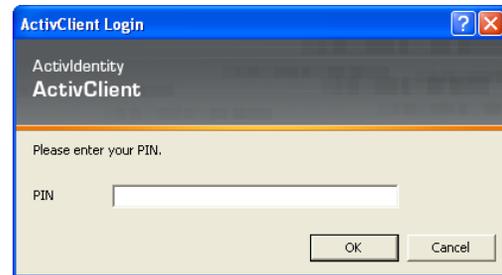


9. Digitally Sign Privacy Act Statement

The **ActivClient Login** window displays.

Your Credential is now activated and personalized. You must acknowledge this by reading and digitally signing the Privacy Act Statement.

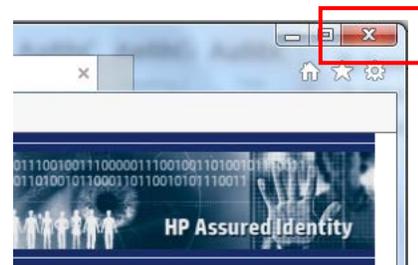
- Read the Privacy Act Statement and Acknowledgement of Responsibilities. Use the scroll bar to view the entire page. 
 - Select the  button to acknowledge you agree to the terms.
 - Enter your new personal PIN in the **PIN** field to digitally sign the Privacy Act, and then select the **OK** button.
 - Select the **Yes** button in the **Confirmation Required** dialog box.
- Note:** If the 'Data Signing Failed' error message displays in the **Confirmation Required** dialog box, select the **No** button, and then remove and reinsert your Credential into the card reader and try again.



10. Complete Credential Activation

When the **Acknowledgement Confirmation** page displays, the Activation process is complete.

- Remove your Credential from the card reader.
- Close the Activation application and return to the Desktop by clicking the **X** in the upper right corner of the browser window.





What if my Credential Activation Fails?

If the Credential activation fails the first time:

- Remove the Credential from the card reader.
- Using steps 1 through 9, try to activate the Credential a second time.
- If the error message says your card is "Locked," ask the Registrar for assistance.

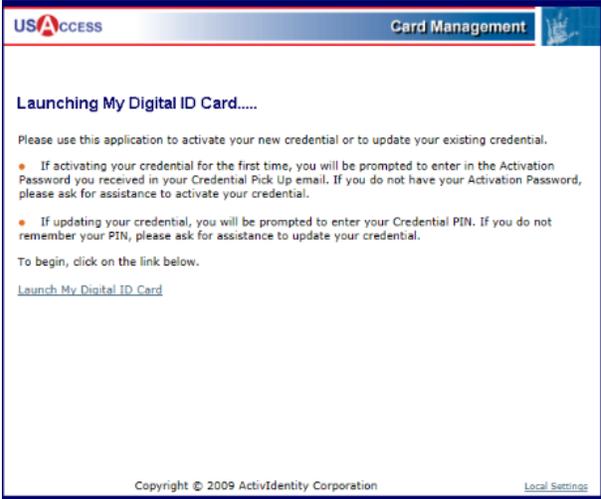
If the Credential activation fails the second time:

- Remove the Credential from the card reader.
- Ask a Registrar or Activator for assistance.

Updating a USAccess Credential

Credential holders occasionally have to visit USAccess Credentialing Centers to update their USAccess Credential. You may need to perform this update because of a change made to your Sponsorship record (such as an email address change), or because the certificates on your Credential are set to expire soon. If you know your PIN, you can perform the update without assistance using Unattended Activation. However, if you do not know your PIN, you will need to use Attended Activation with an Activator's assistance.

Please follow the steps below to complete a Credential update if you know your PIN.

<p>1. Open the Unattended Activation Program</p> <ul style="list-style-type: none"> • Double-click the UNATTENDED ACTIVATION icon on the workstation desktop. 	
<p>2. Launch My Digital ID Card <i>The Launch screen displays.</i></p> <ul style="list-style-type: none"> • Select the Launch My Digital ID Card link. 	



3. Insert Credential into card reader

The **Welcome** screen displays.

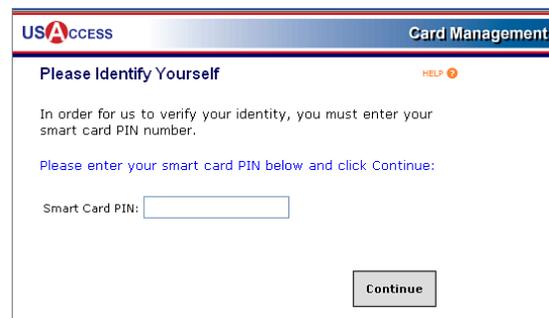
- Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
- Select the **Continue** button.
- Do not remove your Credential from the reader.



4. Enter Your PIN

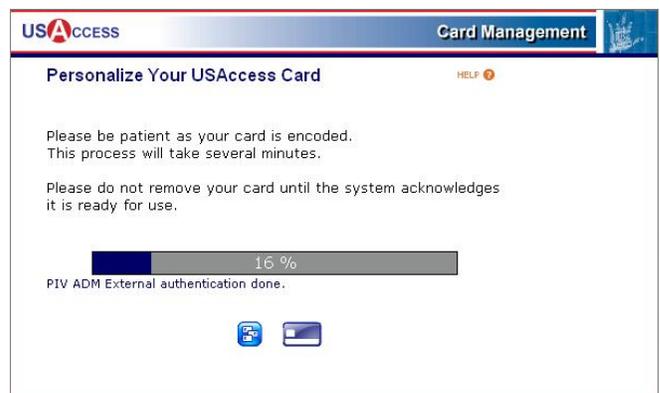
The **Please Identify Yourself** screen displays.

- Enter your Credential PIN in the **Smart Card PIN** field.
- Select the **Continue** button.



The **Personalize Your USAccess Card** screen displays, indicating that your card is being updated.

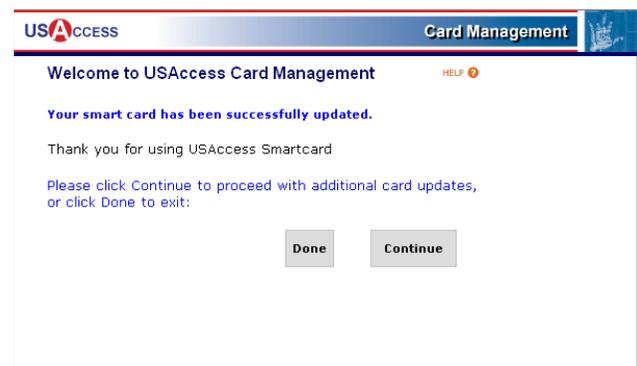
Important: DO NOT remove your card from the card reader until this process is complete. This may take a few minutes. The percent complete displays on the screen.



5. Successful Update

Once complete, the **Welcome** screen displays, indicating your card has been successfully updated.

- Select the **Done** button.





<p>Note: If you select the Continue button in Step 5, you will be directed to the Card Updates Detected screen, where you can choose to take further action.</p> <ul style="list-style-type: none"> • Select the Continue button to take action on the listed item(s). In the example shown, the action is to change your PIN. • Select the Done button to exit. 	
<p>6. Card Update Complete</p> <p>When you select the Done button, you are returned to the Launch screen.</p> <ul style="list-style-type: none"> • You can remove your card from the card reader. The card update process is complete. 	

PIN Reset

Follow these steps to reset the PIN on a USAccess Credential when the current PIN is unknown or the Credential is locked. Begin by verifying your Credential is locked by using Unattended Activation. Then, use the USAccess Self-Service Password Reset Portal to request a temporary password.

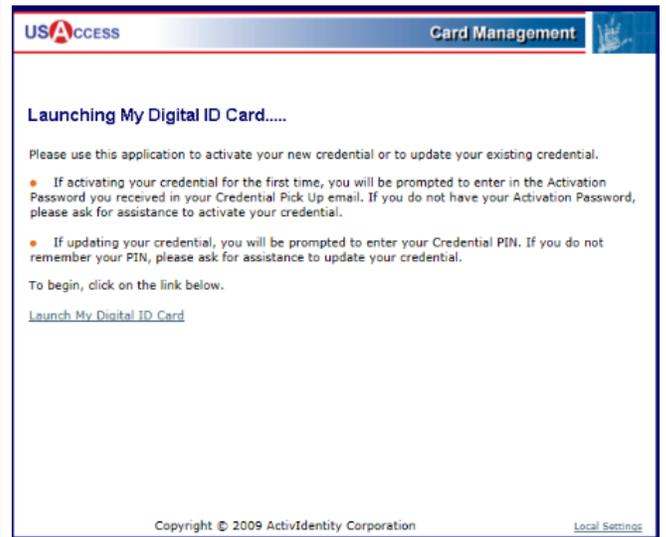
<p>1. Verify your Credential is locked</p> <ul style="list-style-type: none"> • Double-click the UNATTENDED ACTIVATION icon on the workstation desktop. 	
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2. Launch My Digital ID Card

The **Launch** screen displays.

- Select the **Launch My Digital ID Card** link.



3. Insert Credential into card reader

The **Welcome** screen displays.

- Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
- Select the **Continue** button.
- Do not remove your Credential from the reader.

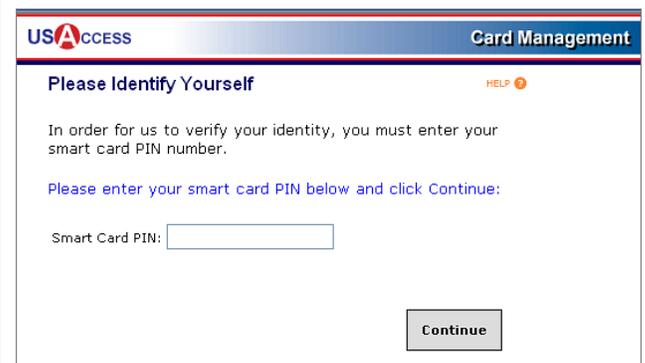


4. Enter your PIN

The **Please Identify Yourself** screen displays.

Your Credential must be locked before you attempt to reset your PIN with Unattended Activation.

- If your Credential is not already locked, enter an incorrect PIN in the **Smart Card PIN** field, and then select the **Continue** button.
- Repeat for a total of six (6) incorrect entries to lock your Credential.





- When the **Smart Card Locked** screen displays, indicating your card is locked, select the **Done** button.

5. Access the Self-Service Password Reset Portal

- From any computer connected to the Internet, enter the following URL to access the USAccess Self-Service Password Reset Portal:
<https://portal.usaccess.gsa.gov/AssuredIdentityApplicant>
- Read the Authorized Use Notice, and then select the **OK** button.

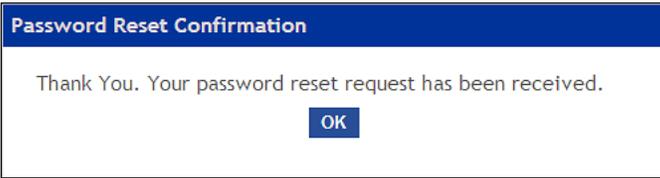
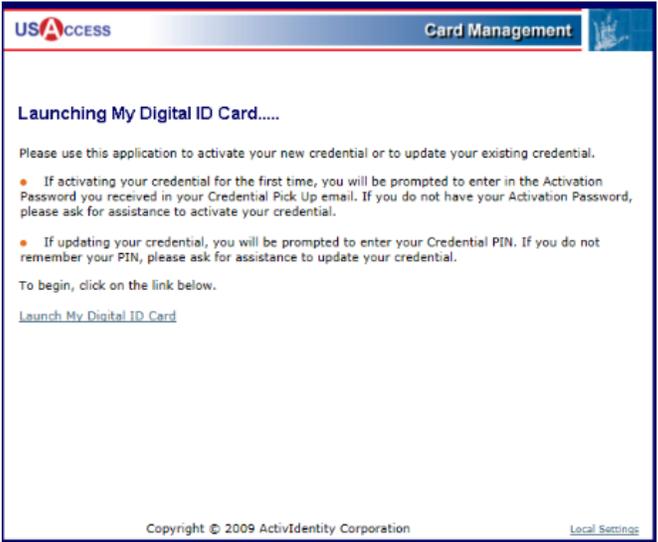
6. Password Reset Request

The **Password Reset Request** screen displays.

- Select the **I do NOT have my card** radio button.
- Note:** If you have your card and are located at an activation station with a card reader, you may select the **I have my card** radio button, and then enter your Birth Date.
- Enter your Last Name, Birth Date, and Work Email in the fields provided.
- Select the **Submit** button.

Important: The information entered on this screen must match the information in your USAccess record; otherwise, you will not receive an email containing a temporary password.



<p>The Password Reset Confirmation dialog box displays, indicating that your password reset request has been received.</p> <ul style="list-style-type: none"> Select the OK button. <p>A temporary password is sent to the work email address indicated in your USAccess record.</p>	
<p>7. Launch Unattended Activation</p> <ul style="list-style-type: none"> Double-click the UNATTENDED ACTIVATION icon on the workstation desktop. 	
<p>8. Launch My Digital ID Card</p> <p>The Launch screen displays.</p> <ul style="list-style-type: none"> Select the Launch My Digital ID Card link. 	
<p>9. Insert Credential into card reader</p> <p>The Welcome screen displays.</p> <ul style="list-style-type: none"> Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop. Click the Continue button. Do not remove your Credential from the reader. 	



10. Enter your password

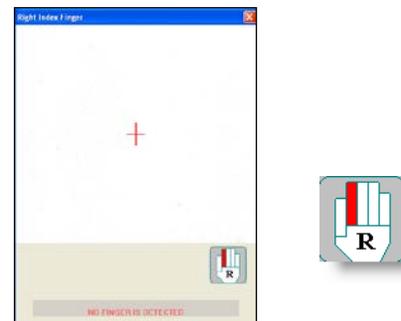
The **Please Enter Password** screen displays, asking you to enter the password you received in the email.

- Enter the temporary password in the **Password** field.
- Select the **Continue** button.

11. Verify your fingerprint

The **fingerprint verification** window displays.

- Place your primary finger on the fingerprint reader. Use the finger indicated in the hand diagram as your primary finger. If you are unsuccessful at three attempts, the indicator prompts you for the secondary finger



12. Change your PIN

The **Change Your Smart Card PIN** screen displays.

- Enter your new PIN in the **New Smart Card PIN** field.
- Enter your new PIN again in the **Confirm New Smart Card PIN** field.
- Select the **Continue** button.

13. PIN Reset Complete

You are returned to the **Welcome** screen. The PIN has been reset.

- Select the **Done** button.
- Remove your Credential from the card reader.