



BLUE TOP Information Bulletin

July 27, 2012
Volume 5 Issue 14

US **A**CCCESS Program

FEDERAL ACQUISITION SERVICE (FAS) / INTEGRATED TECHNOLOGY SERVICE (ITS)

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

UPCOMING MEETINGS & TRAINING

Meeting/Training	Time & Date	Location	Dial-In Info
Registrar/Activator Refresher Training	August session replaced by Credential Renewal Webinar		
Credential Renewal Webinar	Thurs, Aug 9 2:30-3:30pm	Telecon Webinar	888-790-3108 Passcode: RENEWAL
Registrar Classroom Training	Tuesday and Wednesday Aug 14 & Aug 15; Sept 11 & Sept 12	HP Chantilly, VA	<i>Contact Jim Schoening for information or to Register</i>
Customer Call	Thurs, Aug 16 2:30-3:30	Telecon	866-556-0154 Passcode: 2132069
User Group Meeting	Tuesday, Aug 21 9:00am-12:00pm	GSA Swing Space NOMA 1275 First St. NE Room 401, Washington, DC 20417	

SPOTLIGHT ARTICLE

Requests for New and Updated Ship-To Addresses and Site POCs

This Spotlight Article was in the May 24 issue of the Blue Top. However, we have decided to republish this article because incorrect Ship-To addresses have become a major cause for concern for the MSO in the last few weeks. We would like to reiterate that the MSO has arranged to allow for weekly processing of 1) new Ship-To Addresses and 2) updates to current addresses & site POCs.

To have USAccess credentials shipped to a site, there must be a valid Ship-To Address in the USAccess system. If your location cannot receive credential shipments directly from UPS, then this is your opportunity to add that ability.

The MSO understands that some addresses in our system require additional information in order to ship more effectively, such as adding a Milepost marker to the current address. If this is the case for your site, you may provide us with the appropriate update. The MSO requires all requests be submitted using the Data Fix Request Template. This template is posted along with the Data Fix Request Process Flow on the Agency Lead Portal (ALP > Implementation > Deployment Documents).

Finally, many of the POCs' names and contact information currently in the USAccess System are outdated. If packages arrive at your site with incorrect or outdated POC information, please update the contact information that includes the POC's name, email address, and phone number.

Prior to sending a request for a new Ship-To Address, have confirmation from your Agency Lead/POC and confirm that the address you are providing is a valid UPS shipping address. In some cases, we have incorrect Ship-To addresses that UPS cannot deliver. We recommend calling UPS to verify that the address you send us is valid.

For questions regarding the Process Flow or Template, please email Eli.Tucker@gsa.gov.

USACCESS TIP OF THE WEEK

Taking Acceptable Photos for a Credential

Dos and Don'ts for capturing an acceptable photo for a credential

Do's:

Your subject should

- Be sitting in front of a blue screen for photo.
- Be sitting up straight and looking directly at the camera while you are taking the photo.
- Have a neutral facial expression for the photo,
- Have relaxed facial muscles

Don'ts:

Your subject should not

- Smile
- Have visible teeth in the photo
- Have part of the face hidden, or otherwise obscured by shadows, hair, sunglasses, or glare on eyeglasses.
- Wear head coverings

Head coverings are not allowed with the exception of religious head coverings. Religious head coverings are acceptable if the subject provides a signed statement from their Supervisor indicating that the head coverings are in observance of the subject's religious practices. The head covering does not obscure the hairline, forehead, or chin, nor creates shadows on the face. If a photo is taken with the subject wearing a hat other than for religious purposes, then the photo must be re-taken.

Registrars may need to raise or lower the camera tripod if your subject is either very tall or very small in stature. Be sure to use natural light from the room. The camera flash should never be the only source of light. If the camera has a flip-up flash, manually press down to disable it.

This tip covers Registrar and Activator topics that are delivered in monthly Registrar Refresher trainings.

USACCESS SERVICE ENHANCEMENTS

Enhancements & Maintenance since Last Blue Top

The following data fixes were completed:

- Changed the room location for GSA in Scranton, PA
- Added Ship-To Addresses for DOJ/DEA in Seattle WA, Boston MA, St. Louis MO, San Diego CA, New York NY, Newark NJ, and Metairie LA

- Changed the Site POC for the DOJ Ship-To Address in Falls Church VA and Washington DC
- Changed the Site POCs and Ship to Address for DOE in Albuquerque NM
- Changed the Site POC and Room Number for the DOI Ship to Address in Yuma, AZ
- Changed Ship-To Addresses for DOI sites
- Added Ship-To Address for DEA in Centennial, CO
- Changed Ship-To Address for EXIM in Washington, DC
- Changed the Site POC for the HUD Ship to Address in San Francisco, CA
- Added Ship to Addresses for USDA in Greeley CO, Ft. Pierce FL, Buzzards Bay MA, Sidney MT, and Plant City FL

Maintenance completed as scheduled on July 12, 15, and 21, 2012

Enhancements & Maintenance Planned for Coming Weeks

- Application Release 6.3 implementation planned for August 11
This release contains the ability to request a card renewal for credentials that will expire in the coming year. These credentials are set to expire as they are approaching the five-year mark (this expiration refers to the date printed on the front of the card.) Many details on this release have been covered in the past two User Group meetings, and will be discussed at the CAB meeting.

A draft Release Notice 6.3 will be posted on the [Agency Lead Portal>Software Releases>2012](#) 2 weeks prior to its release.

TRAINING NEWS AND NOTES

Registrars and Activators: Announcements and updates are on the Team Registrar and Activator Communication Knowledge Source (TRACKS) website.

PIV Credential Renewal Launch & Information Sharing Event

Thurs, August 9, 2:30-3:30pm ET: Introduction to USAccess PIV Credential Renewal
Audience: Open to Agency Leads, their Program Staff, and Role Holders. The agenda will include a general overview of the business, process, and technical details with an open Q&A session. **This webinar will take the place of the Registrar and Activator Refresher Training on August 9.**

The session will be accessible through the web and dial in.
Here is the access information for the **Thurs., August 9 session at 2:30pm ET.**

Dial-In Only: 888-790-3108 **Passcode:** RENEWAL

Net Conference Meeting Access Information:

Participants can join the event directly at

<https://www.mymeetings.com/nc/join.php?i=PW4653993&p=RENEWAL&t=c>

When calling into the audio connection, please provide your name and Sub-Agency and/or Agency name to the operator. If you are a contractor, provide the name of the Agency that you represent. You must call in to hear the briefing.

NOTE: It is a good idea to call in a few minutes early to the conference call. This eliminates the congestion of everyone dialing in at once.

For all Shared Sites, the GSA Online Scheduling System blocks the calendars for the conference call so Registrars can attend. For Agency dedicated sites, Agency leads must approve Registrars' attendance at the refresher training, at which point the Registrar should contact the Help Desk to have the Scheduling System calendar blocked. The GSA Online Scheduling System is not used for Light Activation or Light Credentialing Solution station locations.

Registrar Classroom Training

Upcoming Class Dates: *August 14-15, September 11-12*

Contact Jim Schoening at jim.schoening@gsa.gov to register attendees for the classroom Registrar training.

Role Holder Web-Based Training (WBT)

Role Holder WBT modules are accessible through the GSA USAccess On-Line Role Holder Learning Management System (LMS). All six Role Holder courses are available to users at any time. For access information and further details visit this webpage www.Fedidcard.gov/implgetstarted.aspx, Online Role Holder Training under the Ongoing Support section at the bottom of the page.

WORKING GROUPS

Contact Bill Windsor (william.windsor@gsa.gov) or Steve Sill (stephen.sill@gsa.gov) to be added to the User Group (UG) distribution lists.

User Group

The next User Group meeting is on August 21 from 9am -12pm in the GSA Swing Space, NOMA, 1275 First Street, NE, Room 401, Washington, DC 20417.

LIGHT SOLUTIONS

Light Solutions Current Versions in Production

- Light Activation Service Kits ship with Version 1.5.1 software (starting June 11, 2012).
- Light Credentialing Solution Kits ship with Version 1.3.1 software (starting June 11, 2012).

ORDERING INFORMATION

Service Order Requests

The [Service Order](#) form is on the "Getting Operational" web page under point 2, <http://fedidcard.gov/implgetoperational.aspx>.

Test Card Orders

If you are ordering test cards or have questions about the test card offering and process, visit the website at [Implementation> Getting Operational](#) under the **Ordering Test Cards** topic. The form has been updated since the Transition. Please contact [Daryl Hendricks](#) (daryl.hendricks@gsa.gov) for questions.

BILLING INFORMATION

Contact Spiro Papagjika (spiro.papagjika@gsa.gov) if you have Interagency Agreement, Funding or Billing questions.

USACCESS DEPLOYMENT CORNER

Returning Your Defective Cards to the MSO

Please return your potentially defective cards (due to failure or manufacturer defect) to the MSO for review and possible REPRINT credit.

Instructions on the return process are posted on the Agency Lead Portal under *(Implementation>Process for Defective Cards & Delivery Issues)*. You must complete this form and submit it electronically to hspd12@gsa.gov. This process must be followed for reprint credit. When returning your defective cards, we ask that you label each card with the type of card that is being returned (HID, non-HID) using a marker.

Return all PIV credentials via a “signature required” approved carrier (e.g. FedEx, UPS, or USPS sent as “Registered Mail”). The defective and/or damaged USAccess PIV Credentials must be securely returned to the following address:

Defective Card Return Address:
GSA HSPD-12 Managed Services Office
10304 Eaton Place, 2nd Floor
Fairfax, VA 22030
ATTN: HSPD-12 MSO

USAccess Center Status Alerts

To stay informed about USAccess Center status, subscribe to [the USAccess Alerts](#) emails. There are three types of alerts issued, *System Alerts*, *Scheduled Maintenance Advisory*, and *Credentialing Centers Closed Advisory*. The list of closed credential centers for the current day is at the top of the [USAccess program](#) homepage under Credentialing Centers Closed.

Should you have any questions regarding the defective credential process or site deployment, please contact Matt Arnold at matthew.arnold@gsa.gov.

CONTACT US

Please visit the USAccess website [How to Contact Us](#) or complete the form found here: [Submit a Question](#).