



BLUE TOP Information Bulletin

September 27, 2012
Volume 5 Issue 18

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
CAB Meeting	Thursday, Oct 4 9:30-12:00pm	333 John Carlyle St. Suite 400 Alexandria, VA 22314	No Dial-In
Customer Call	Thursday, Oct 4 2:30-3:30pm	Telecon	866-556-0154 Passcode: 2132069
Registrar & Activator Refresher Training	Thursday, Oct 11 2:30-3:30pm	Telecon	888-455-1864 Passcode: <i>REFRESHER</i>
User Group Meeting	Tuesday, Oct 23 9:00-12:00pm	GSA Swing Space, NOMA, 1275 First Street, NE, Conf Room 401 Washington, DC	866-710-9664 Passcode: 9766046
Registrar Classroom Training	Tuesday and Wednesday Oct 16 & Oct 17; Nov 6 & Nov 7; Dec 11 & Dec 12	HP Chantilly, VA	Contact <i>Jim Schoening</i> for information or to Register

IMPORTANT ISSUE – CARDSTOCK LEVELS

Due to unforeseen increases in both types of cardstock usage, our stock has gotten to a very low level. Although we monitor our stock levels on the various card types we print and order accordingly - we have experienced a large increase on the number of both non-HID and HID card-type being requested. We have ordered cardstock to replenish for continued PIV production.

As a result, we expect to halt card batching today, Friday September 28th. Batching is expected to resume on or about Monday October 8th, following the arrival of cardstock. We apologize for any inconvenience this creates, we will let you know if further delays are necessary.

SPOTLIGHT ARTICLES

Key History Functionality

Per the 6.3 Release Notes, the last five encryption keys and certificates can be recovered and are stored on the new v7 USAccess credentials in a revoked state. Up to 15 prior private encryption keys can be stored in the on card history key container, with corresponding certificates stored in a back end online repository. This back end repository is a future enhancement not included in this release.

The on-card key history capability allows credential holders to read older encrypted emails and documents even after their PIV credential has been updated or replaced. Credential holders can view the key histories on the credential by using a card reader and the ActivClient software. Prior to this change, only the latest certificates were stored on the USAccess credential following card updates.

USACCESS TIP OF THE WEEK

Middle Name Value

When entering a middle name value for an Applicant with no middle name during the enrollment process, only use NMN, (a.k.a. No Middle Name). When there is an inappropriate value such as NMI or text with punctuation, those values are printed on the credential if not caught before going to print. Using NMI results in the middle initial printing on the credential as “N”. Only the use of NMN will allow for no middle initial to print on the credential. If an incorrect value is present, request the applicant refer to their sponsor to have their record corrected.

The Registrar should act as the last failsafe to ensure we do not print a credential with any inappropriate name information, including the middle name for those with no middle name. When the Registrar determines there is incorrect information for the middle name field, the Registrar should not continue the enrollment and refer the Applicant back to his/her Sponsor for correction of the middle name field.

USACCESS SERVICE ENHANCEMENTS

Enhancements & Maintenance since Last Blue Top

The following data fixes were completed:

- Added Ship-To Address for USDA agency in Columbia, SC
- Added Ship-To Addresses for DOI/USGS agency in St. Petersburg, FL, Anchorage, AK, and Jamestown, ND
- Added Ship-To Addresses for DOJ/USMS agency in Brooklyn, NY
- Added Ship-To Addresses for USDA/NRCS agency in Alamosa, CO, La Junta, CO
- Added Ship To Addresses for USDA/RD agency Hato Rey, PR
- Changed the Site POC for the USDA Ship To addresses in Salmon, ID and Reno, NV
- Changed the Site POC for GSA in San Diego CA, San Francisco CA, Phoenix AZ, Tucson AZ, Honolulu HI, and Los Angeles CA.
- Changed the Ship To address for GSA in San Francisco CA
- Changed the Ship To address for DOE in Albuquerque/ Kirtland AFB, NM
- Changed the Site POC for Treasury/BEP in Washington, DC
- Changed the Ship To address and phone number for AFRH in Washington, DC

| Completed maintenance as scheduled on September 22, 2012

The OPAC code for EEOC was completed on September 26, 2012

Enhancements & Maintenance Planned for Coming Weeks

- Maintenance is planned for Sept 29 from 6am-6pm Eastern. The USAccess service and role holder portals will be unavailable during this time.

Known Issues

Updated Known Issues is an addendum to the 6.3 Release Notes. The addendum lists known system issues that are currently under review. This document is located on the Agency Lead Portal>Release Notes>2012 folder>6 3 Known Issues 9 20 12.

TRAINING NEWS AND NOTES

Registrar & Activator Refresher Training

Thurs, October 11, 2:30-3:30pm ET: The agenda will include topics covering post enrollment PIN prompts, Card Key History functionality, and Windows login issues among other topics and an open Q&A session.

The session will be accessible through the web and dial in.

Here is the access information for the **Thurs., October 11 session at 2:30pm ET.**

Dial-In Only: [888-455-1864](tel:888-455-1864) Passcode: REFRESHER

Net Conference Meeting Access Information:

Participants can join the event directly at

<https://www.mymeetings.com/nc/join.php?i=RW8656836&p=REFRESHER&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.

Registrar Classroom Training

Upcoming Class Dates: *October 16-17, November 6-7, December 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 tentatively scheduled for October 23, 9am-12pm at the GSA Swing Space, NOMA, Room 401, 1275 First Street, NE, Washington, DC. The room location will be announced in future Blue Tops.

LIGHT SOLUTIONS

Light Solutions Current Versions in Production

- Light Activation Service Kits ship with Version 1.6.0 software (starting September 12, 2012).
- Light Credentialing Solution Kits ship with Version 1.4.0 software (starting September 12, 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](mailto:daryl.hendricks@gsa.gov) (daryl.hendricks@gsa.gov) for questions.

USACCESS DEPLOYMENT CORNER

Deployment Activities

No Activities

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 to receive reprint credit. When returning your defective cards, we ask that you label each card with the type of card (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](#).