

USAccess Managed Service Office (MSO) COVID-19 Frequently Asked Questions

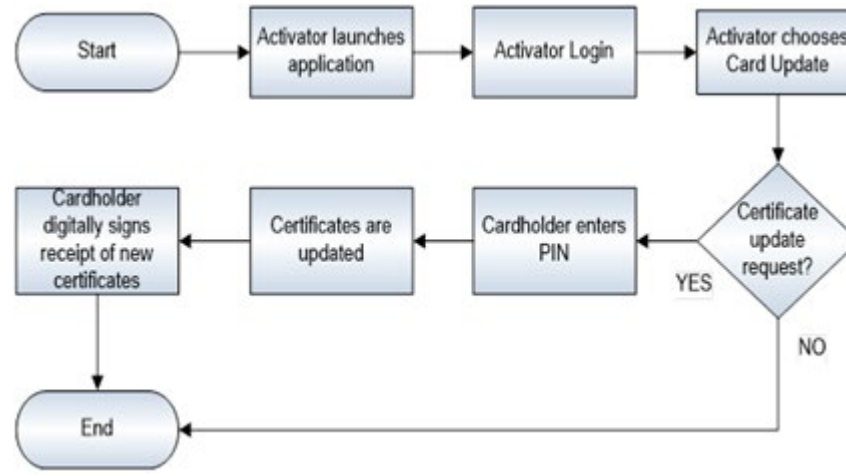
All FAQ's apply to Agency Leads, Agency Role Admins, Agency or Systems Security Officer and other Report Viewers, unless otherwise indicated in the Applicable Party table below.

Applicable Party	Topic	Question	Answer
All Agency Personnel	Acceptable verification documents	What are the changes to Form I-9 requirements (for expired state ID or driver's license) and related requirements?	If the employee's state ID or driver's license expired on or after March 1, 2020, and the state has extended the document expiration date due to COVID-19, then it is acceptable as a List B document for Form I-9. See the following: Questions and Answers Related to Temporary Policies for Form I-9 and E-Verify
Agency and Local Site Managers	Reporting Agency Site Status	What actions should I take to report that my agency's site is closing?	<p>Email HSPD12@gsa.gov with the following information:</p> <ul style="list-style-type: none"> ● Site Code ● Site Address, City, and State ● Effective date of closure ● Duration of closure ● Re-open date (if known) <ul style="list-style-type: none"> ● Close or update the Site Status in Site Manager using instructions from the <i>Agency Site Manager Job Aid</i> found on the GoLearn Training Portal. ● Block appointments for the timeframe of the site closure, and cancel existing appointments in the Assured Identity Scheduler (if the site is posted there) using the <i>USAccess Assured Identity Scheduler Job Aid</i> found on the GoLearn Training Portal. ● Remove the check mark next to Ship-To in Site Manager for Ship-To sites, otherwise cards will continue to be shipped to the site. (Note: if the site's only function is Ship-To, agencies

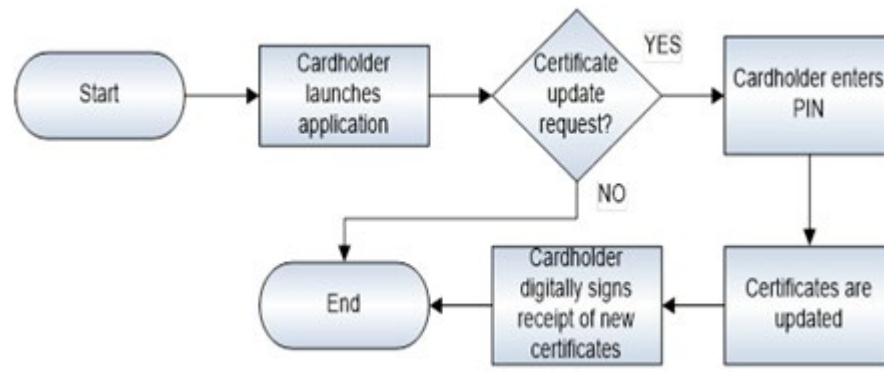
			<p>can opt to set the site to Dedicated or set an end date for that listing in Site Manager.</p>
<p>Agency Leads, Sponsors, Applicants</p>	<p>Agency Site Status</p>	<p>How can I check whether my appointment is at a site and whether that location is still open?</p>	<p>For the foreseeable future, agency sponsors are advised to instruct individuals requiring in-person enrollments, activation appointments or certificate updates to check the Credentialing Center Operating Status on FedIDCard.gov's home page for site closures on a daily basis as well as to review Important COVID-19 News "linked document" for all sites that are listed as closed.</p> <p><u>Applicants are also encouraged to coordinate with their agency sponsor to confirm site operating status on the day of their planned activities.</u></p> <p>The MSO will continue to update site closures daily, but changes can occur between planned FedIDCard.gov postings. Please communicate directly with your credential sponsor or agency's HSPD-12 program office. Your agency program office (or Agency Lead) receives twice daily emails with newly-reported site closures as they are confirmed by the MSO.</p>
<p>All Agency Personnel</p>	<p>Agency Site Status</p>	<p>My agency has sites in a State that has been placed in a lockdown status, what can I do?</p>	<p>To determine if your agency site is closed, check the Credentialing Center Operating Status on FedIDCard.gov's home page for site closures on a daily basis as well as to review Important COVID-19 News "linked document" for all sites that are listed as closed.</p>
<p>All Agency Personnel</p>	<p>Work Location</p>	<p>If my agency has mandated work-from-offsite or work-from-home and the agency locations are closed, what actions can I perform now? How do I pick up an unactivated PIV card?</p>	<p>Please follow your agency's guidance on what actions can be taken. Additional guidance on work-from-home options using LA Kits, Desktop Rekey has been placed on the Agency Lead Portal (ALP).</p> <p>If your agency guidance allows you to do so and you still need to go to a site in-person, check the Locate section of the FedIDCard.gov home</p>

			<p>page for a list of open sites. Check if there is a nearby site that is still open and check with your sponsor whether they can make your unactivated card available at the alternate site. Once you have confirmation that the card is available at the other site, then schedule an appointment through the Schedule section on the FedIDCard.gov home page. Also, check the site status before-hand (see answers to “Agency Site Status”) to confirm status since sites are being closed on a regular basis.</p>
Agency Leads, Sponsors	PIV Card Renewals and Certificate Rekeys	How can I find out when PIV card or PKI digital certificates are expiring for my agency?	<p>The Card Expiration Report accessible at the Reports Website provides a list of cards that are due to expire within the selected time span of the report (upto a maximum of 1 year for PIV cards and for the Certificate Expiration Report upto a maximum of 6 months). The GoLearn Training Portal has the following Card Expiration Report Job Aid that lists step-by-step instructions on how to run this report. The GoLearn Training Portal has the following Certificate Expiration Report Job Aid that lists step-by-step instructions on how to run this report.</p>
Agency Leads, Sponsors	PIV Card Renewals and Certificate Rekeys	What do I do when PKI digital certificates are about to expire?	<p>Agencies should review reports of their personnel with certificates expiring in the next 30-60 days and prioritize appointments for these individuals. Certificate reissuance can be performed from an LAK, Desktop Rekey, MCU or FCU. Unattended certificate rekey can be performed either on an employee’s desktop (desktop rekey), with an LA kit, or an MCU as long as the card holder knows their PIN. In order to install desktop rekey, users would require the software files and system requirements found on the ALP. Attended operations involve the assistance of the Activator.</p> <p>See the “Attended Certificate Re-issuance Process Flow” and “Unattended Certificate Re-issuance Process Flow” diagrams below.</p>

Attended Certificate Re-issuance Process Flow Diagram



Unattended Certificate Re-issuance Process Flow Diagram



All Agency Personnel	PIV Card Renewals and Certificate Rekeys	Can certificates due to expire be extended?	<p>Unfortunately, extending the natural expiration of the certificates issued to the card is not possible. The certificates issued on the PIV card will have to be rekeyed prior to the expiration date.</p> <p>There are currently two options to update the certificates:</p> <ol style="list-style-type: none"> 1. Make an appointment at a USAccess Shared Site or 2. Download the Desktop Rekey Software from the ALP and conduct the desktop rekey remotely.
All Agency Personnel	PIV Card Renewals and Certificate Rekeys	What do I do when my PIV card is about to expire?	Prior to PIV card expiration, a card renewal will need an LAK (before expiration). If the PIV card has expired, then it will have to be reissued by the sponsor by initiating a PIV card renewal.
All Agency Personnel	PIV Card Renewals and Certificate Rekeys	The PKI digital certificates on my card have already expired, what can I do now?	If your PKI certificates have already expired, you will have to initiate a card reprint and use an LAK to activate the new card.
All Agency Personnel	PIV Card Pin Unlock	My PIV card pin needs to be unlocked, but I don't have access to a site that is open nearby or I'm working from home, what can I do?	<p>Unattended PIN unlock can be performed using LAK, MCU, or FCU and requires the following:</p> <ul style="list-style-type: none"> ● Credential Holder launches MyDigitalID portal. ● System determines credential is locked, and ● Prompts the Credential Holder to enter their initial Lightweight Directory Access Protocol (LDAP) password used at time of activation. ● Credential Holder's fingerprint biometric is verified (through the LAK). <p>See the Unattended Pin Unlock Process Flow diagram below.</p>

			<p style="text-align: center;"><u>Unattended Pin Unlock</u></p> <pre> graph LR Start([Start]) --> Launch[Cardholder launches application] Launch --> Locked{Card Locked?} Locked -- YES --> EnterPIN[Cardholder enters new PIN] EnterPIN --> End([End]) Locked -- NO --> End </pre>
All Agency Personnel	PIV Card Pin Unlock	I want to change my PIN. Can I do that if I am working from home?	<p>Yes. If you know your PIN you can use the card reader software to change the PIN or Desktop Rekey. Log into the URL provided in the Desktop Rekey document, enter your PIN, and answer yes when asked “Do you want to change your PIN.”</p> <p>If your agency has supplied you with an LA Kit. Follow the PIN Reset Guide located on the GoLearn Training Portal</p>
All Agency Personnel	PIV Card Activation	I want to activate my new card. Can I do that if I am working from home?	<p>You can activate a new card without assistance on an LA Kit, or MCU, provided you have fingerprints on file from your enrollment, and the activation password sent to you in the “Credential Ready for Pickup” email. If you did not receive this email, you can access the Self Service Password portal to get a new password.</p>
All Agency Personnel	New Employees	How can new employees be onboarded if my agency site is closed?	<p>Please follow your agency-specific guidance and related Office of Management and Budget memorandum on Harnessing Technology to Support Mission Continuity as well as Office of Personnel Management guidance: Temporary Procedures for Personnel Vetting and Appointment of New Employees during Maximum Telework Period due to Coronavirus COVID-19, On-boarding processes for</p>

			new employees during the COVID-19 emergency.
USAccess Role Holders	USAccess Helpdesk	I had left a message with the perspecta USAccess helpdesk Tier 1 support (or emailed USAccess.helpdesk@perspecta.com) but have received no response for many hours now, I need immediate support.	Please check your email or messages, if you have not received a follow-up, then contact HSPD12@gsa.gov with questions or concerns.
All Agency Personnel, Agency Leads	Additional Resources	What other resources are available if I still have questions?	Please review the following links for additional information and guidance. Email HSPD12@gsa.gov with questions. FedIDCard.gov , TRACKS , ALP , OMB Max COVID-19 Response , Coronavirus.gov