Making USAccess Appointments

The GSA Online Scheduling System is used to make appointments to visit a USAccess Credentialing Center. This guide provides instructions on how to make an appointment to enroll for your card or to pick up/activate your card.

1. **Navigate to the GSA Online Scheduling System**
   
   
   This URL is included in the USAccess e-mail prompting you to make an appointment.

2. **Click on Schedule Icon**
   
   To access the Online Scheduling System, click on the Click to SCHEDULE icon in the middle of the screen.

   Do not attempt to enter a Username and Password – this section is for Authorized Role Holders Only.

3. **Select a Location/Credentialing Center To Visit**
   
   a. Type a city or zip code into the Show locations near text box. Press Enter.
   
   b. Click on the desired site in the results pane on the left.
   
   c. Click Continue on bottom right corner of screen.

   **NOTE**: Centers marked “Shared” are open to all USAccess Applicants. Centers marked “Only” limit use to only employees and contractors of that Agency.
Select Type Of Appointment

4. Select type of activity:

**Enrollment**—Take photo and fingerprints, present ID documents

*Select this appointment type if you received a Sponsor Complete email, a Credential Renewal/Re-issue Notification, or other notice to enroll or re-enroll for a credential. You will have your photo and fingerprints taken, and your identity documents verified and scanned.*

**Card Pick Up**—Pick up/activate your NEW credential

*Select this appointment type if you received a Credential Ready for Pick Up email or other notice to pick up/activate your new credential.*

**Card Update** - Update your EXISTING credential and PIN resets

*Select this appointment type if you received a Credential Ready for Certificate Update or other notice to update your existing credential. Select this appointment type to complete certificate updates, rekeys, and PIN resets.*

b. Click **Continue**
5. **Select Day & Time For Appointment**

   a. From the calendar, select a day and time from the drop down lists that suits your schedule. Click “Continue”

6. **Provide Your Contact Information**

   a. You are prompted to enter your contact information. All fields are required to proceed to the next screen. Click **Continue**.
7. **Schedule and Confirm Appointment**

a. The Applicant is then prompted to schedule the appointment. **Click Schedule It.**

b. Once confirmed, a confirmation message appears on screen. A confirmation email is also sent to the address used on the Contact Information screen to make the appointment with a calendar attachment included in the email.
8. **To Modify/Cancel or Reschedule Appointment**

Go to Modifying/Cancelling URL: https://timetrade.com/app/usaccess/workflows/usaccess001/find

a. The Applicant must enter in the **Confirmation Number** of the appointment. This information is located in the confirmation email they received when making the appointment.

b. Enter **Last Name** and characters shown in the CAPTHCA and click **Find**

c. Once your appointment is found, click on **Cancel It** or **Reschedule** according to desired action and follow instructions onscreen.