



USACCESS Program

Blue Top Newsletter

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
CAB	Thu, Sep 10 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
Registrar Refresher Training	Thu, Sep 10 2:30 to 3:30	Telecon	888-455-1864 Passcode: 3611044
User Group	Tue, Sep 15 9:00 to 12:00	GSA Central Office 1800F St. NW Conference Rm 6044	888-455-1864 Passcode: 5887966
Registrar Classroom Training	Wed and Thu Sep 16-17 Oct 14-15 Nov 18-19 Dec 9-10	HP Chantilly, VA	Contact Jim Schoening for information or to Register

Special Points of Note:

Now found on
www.fedidcard.gov:

- > Service Order Requests and Test Card Orders
- > Role Holder Web Based Training Registration
- > Deployment Activities and USAccess Center Status Alerts
- > Contact Ken Bandy (Kenneth.bandy@gsa.gov) to be added to User Group (UG) distribution list.
- > Contact Jim Schoening (jim.schoening@gsa.gov) for Registrar Classroom Training sign up

Reminder – UPN Password Resets Needed on Fixed Workstations

As part of the project this past Spring/Summer to replace Windows XP USAccess fixed enrollment and activation workstations with a Windows 7 machine, all Registrars and Activators were asked to learn their UPN and use it to reset the UPN password (not to be confused with the credential PIN.) This was necessary to enable Registrars and Activators to use their PIV card to log on to their fixed credentialing machines and as a means of **reducing incidents of shared role holder credentials.**

These UPN passwords are set to expire every 90 days, and therefore the first set of passwords must be reset. Registrars and Activators won't be prompted ahead of the expiration date to reset the password. Rather, they will see a "your password has expired" message when attempting to log in to their fixed enrollment or activation machine.

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Registrars and Activators who see this password expired message during workstation log on should follow the steps outlined in a document that was posted on TRACKS in the Training section of the portal. The document is called *Guidance on resetting UPN Password on Fixed Workstations*. This document was also posted as an advisory on the home page of TRACKS on August 6. It contains instructions similar to the steps Registrars and Activators completed to reset their UPN passwords during the Windows 7 workstation replacement process.

The USAccess Help Desk is familiar with this document and can assist callers if they have issues resetting their UPN password. Please share the guide with your Registrars and Activators so they are familiar with how to reset their UPN password.

Customer Loyalty Survey Update

Thank you to everyone who completed our annual Customer Loyalty Survey. Your participation is important and helps the USAccess program to best prioritize our efforts and initiatives to align with your needs. We anticipate receiving the results in the next couple of weeks, and look forward to using your feedback to enhance your USAccess experience.

Service Enhancements

System Changes Since Last Blue Top

- Updated OPAC Combination for U.S. Small Business Administration (SBA)
- Updated OPAC Combination for DC Public Schools (DCPS)
- Updated the system to allow a dash character (“-”) to be sent in SOI/SON/OPAC codes to OPM. Prior to this change, an error would appear in the Adjudicator portal when sending a code that contained a dash character.
- **Maintenance completed as scheduled on Saturday, August 15**

This work was completed as scheduled. A TRACKS advisory was posted on Thursday reminding Registrars and Activators to leave their workstations powered on for the weekend and an advisory was also posted and an email sent from www.fedidcard.gov.
- **Pushed Java update to fixed USAccess workstations**

Early the week of Aug 17, several fixed credentialing sites had issues checking in cards using the Credential Inventory Tool (CIT) and using the Acknowledgement Page during Activation. This was due a misconfiguration of the Java 8 push that occurred to the fixed workstations last week. We pushed another update to the machines and it has resolved the issue.

- **Light installers v3.4.2 – Java 8 update now available**

The Light Installers v3.4.2 can be used to upgrade a Light Activation (LA) or Light Credentialing Solution (LCS) machine to Java 8. These installers were posted on the SFTP server on Saturday, August 15. The MSO sent an email to Agency Leads letting them know of their availability.

While these installers are not mandatory updates (i.e.; LA and LCS workstations will still operate if not upgraded from v3.4 to v3.4.2), it is **strongly recommended** that Agencies update their workstations. A release notice is posted on the Agency Lead Portal.

NOTE: Fixed credentialing workstations were already updated to Java 8 using our automated update system and no further action is needed by Agencies.

- **Maintenance completed as scheduled on Saturday, August 22**

This work was for backend CMS server upgrade maintenance. A TRACKS advisory was posted notifying Registrars and Activators that enrollments and activations could not be completed during the maintenance period and an advisory was posted and an email sent from www.fedidcard.gov.

- **Unattended Credential Activities Job Aid updated**

The job aid for Unattended Activation activities, which includes Unattended Activation, PIN Reset and Unattended Card Updates, was updated and posted to the Agency Lead Portal and TRACKS on Monday, August 24, 2015. A notice was posted on TRACKS that it was available for download.

Planned Changes

For any maintenance downtime periods, please schedule some buffer time to resume enrollment and activation appointments to account for any unanticipated delays in service.

- **Maintenance scheduled for Saturday, August 29 from 6am-10pm Eastern and *potential* intermittent issues on Sunday, August 30 all day**

The Saturday outage period is for standard August maintenance. A TRACKS advisory will be posted notifying Registrars and Activators that enrollments and activations cannot be completed on Saturday, August 29 from 6am-10pm Eastern, and an advisory will also be posted and an email sent from www.fedidcard.gov.

On Sunday, August 30, our regular security scans are occurring, so role holders may experience delays during the scanning period. TRACKS and www.fedidcard.gov advisories will be posted stating role holders may experience intermittent issues.

Security Tip

Caution for Social Engineering Attacks

Be wary of phone calls or emails from unknown people requesting information on an applicant or USAccess credentialing. Because of your USAccess Role you may be a target of Social Engineering. This is where someone attempts to gain information from you through manipulation. If you are unsure of the validity of the caller or emails you asking for sensitive information, it's okay to say NO. If possible call the agency directly to verify credentials before giving out any information.

If you are the target of a Social Engineering attack make sure you report it to your security office and the MSO.