



USACCESS Program

Blue Top Newsletter

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
User Group	Wed, Oct 21 9:00 to 12:00 UG now meets on Wednesdays	GSA Central Office 1800F St. NW Conf. Rm 3042	888-455-1864 Passcode: 5887966
CAB	Thu, Nov 5 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
Registrar Refresher Training	Thu, Nov 12 2:30 to 3:30	Telecon	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu 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 Alert
- > 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

Email address for USAccess Help Desk changing to USAccess.helpdesk@hpe.com

Our Core Services Provider, HP, will operate under a new business name on November 1, 2015. On that day, it will change from HP to Hewlett Packard Enterprise. As a result, the USAccess Help Desk will change its email address from usaccess.helpdesk@hp.com to usaccess.helpdesk@hpe.com.

While the existing email address will continue to receive emails until October 31, 2016 (and help desk personnel will receive them/ respond to them as normal), we encourage you to share this updated email with your role holders so they can begin using it starting in November. We hope providing a long lead time to you to distribute this new email address will prevent any confusion and issues with support.

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Trusted Traveler Cards Now Accepted

U.S. Customs and Border Patrol Trusted Traveler identity cards are now considered acceptable SECONDARY forms of identification for enrollment. These identity cards are issued by the Department of Homeland Security, Customs and Border Patrol. The Trusted Traveler cards include Global Entry, SENTRI, NEXUS, and FAST cards. Each Trusted Traveler card contains a photograph of the cardholder.

More information about these cards can be found at:

<https://www.cbp.gov/travel/trusted-traveler-programs>

Tri Interface/Coil Cards to be removed from Approved Products List (APL) December 2015

This is a reminder to announcements we made last year regarding tri interface/coil cards being removed from the FICAM APL.

The GSA Office of Governmentwide Policy (OGP) released notification last year that the tri interface cards including those issued by the USAccess Program will be removed from the FICAM APL. Initially OGP stated that the tri interface cards would be removed from the APL in December 2014. Per our request, OGP extended the deadline to December 2015 to accommodate USAccess Program customers.

Removal of these tri interface cards from the APL means the USAccess Program can no longer print new tri interface credentials for a USAccess customer starting in January 2016. Tri interface cards that are printed (but not activated) before APL removal in December 2015 can still be activated, and any existing active tri interface cards in the field will not be terminated and will remain active until the card expiration date printed on the front of the card.

The GSA MSO realizes that several Agency customers use tri interface cards with their existing PACS/LACs systems, and discontinuing this type of PIV credential has impact on Agency IT infrastructures. The MSO reached out to impacted Agencies last year and provided a list of Agency credential holders who were issued a tri interface credential on request. Please contact Matt Arnold at matthew.arnold@gsa.gov if you have questions.

User Group Meetings Moving to Wednesdays

Starting in October, USAccess User Group Meetings will be moving to the **third Wednesday** of the month. The first Wednesday User Group will be on October 21 at GSA Central Office, Room 3042.

Service Enhancements

System Changes Since Last Blue Top

- Maintenance completed as scheduled on September 19-20 and September 26
- Updated USDA Zone 4 Return Address
- Onboarded new agency James Madison Foundation

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.

- **Update for fixed credentialing workstations scheduled for this Saturday, October 10.**
This push will update the anti-virus software located on the fixed enrollment and activation machines located in USAccess Credentialing Centers. The push will be applied using our automated systems, so there is no action agencies must take other than to remind their Registrars and Activators to keep their machines powered on when they leave on Friday evening. This push is for fixed machines only. A reminder will be posted on TRACKS this Thursday.
- **Routine maintenance is scheduled for Saturday, October 31.**
This is the regular October maintenance. Please plan for the USAccess Service and Role Holder Portals to be unavailable for most of the day.
- **USAccess Software Release 9.8 is scheduled for release on November 14.**
The MSO distributed expanded descriptions of the Release 9.8 CRs along with the Meeting Notes to UG members via email on September 21. A more detailed DRAFT release notice will be posted on the Agency Lead Portal the week of October 12. Release 9.8 will be covered in the October 21 UG.

Security Tip

Always Check for Card Updates

Please make sure that you check for card updates during every appointment, before allowing a card holder to leave your station. We are having too many cases where card holders have to schedule multiple appointments because a pending update or rekey was not completed.

Over the years, one of the most common problems we have seen is with cardholders who arrive at an appointment requiring both a PIN reset and a card update, but leave after receiving the PIN reset, not knowing that they did not have their card properly updated as well.

Please remember that some of your customers drive long distances to get to your credentialing station, so it's even more important for you to confirm they have completed all necessary actions before leaving.