



USACCESS Program

Blue Top Newsletter

Upcoming Meetings and Training

| Meeting/Training | Date & Time (EST) | Location | Dial-In Info |
|---------------------------------|--------------------------------------|---|--|
| CAB | Thu, Nov 5 9:30 to 12:00 | Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm | No Telecon Provided |
| User Group | Wed, Nov 18 9:00 to 12:00 | GSA Central Office 1800F St. NW Conf. Rm 3042 | 888-455-1864 Passcode: 5887966 |
| Registrar Refresher Training | Thu, Nov 12 2:30 to 3:30 | Telecon | 888-455-1864 Passcode: 3611044 |
| Registrar Classroom Training | Wed and Thu 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

Adjudicator Training Planned Ahead of Release 9.8

Release 9.8 is scheduled for November 14. Due to the number of changes planned for the Adjudicator Portal in Release 9.8 (USAccess Software Release 9.8 Details—Initial Draft located [here](#) on the Agency Lead Portal), the MSO will hold a Web-based training for Adjudicators on the week prior to the release, as well as on the week following the release. Tentative training dates are 2pm EST on November 10, November 12, November 17 and November 19. More details will be sent to Agency Leads next week. The training will follow the format used in Registrar Refresher trainings where a slide presentation is followed by a short Q&A. A new job aid will also be developed for the Adjudicators outlining the changes included in this release, and will be available prior to release.

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DOI Shared Activation Site in Woolley, WA

DOI National Park Service has added a Shared Activation Site. The site is located in Woolley, WA. Previously, the closest Activation Site to this location was over 60 miles away in Seattle, so this addition should benefit people from all agencies working in the area.

The address for this site is: 810 State Highway 20, Sedro-Woolley, WA 98284

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.

Agency Lead Portal Planned Maintenance

On November 13, GSA IT will be working with Salesforce to migrate applications from the current Salesforce commercial cloud environment to the new, FedRAMP-certified GovCloud environment.

During the migration process, **the USAccess Agency Lead Portal (ALP) will be inaccessible from November 13 at 1:00 pm (EST) until approximately November 15 at 5:00 pm (EST).**

The GSA IT team will provide additional notifications and status updates as we move closer to the migration date. The MSO will pass this information on to Agency Leads as it is provided.

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.

Service Enhancements

System Changes Since Last Blue Top

- Maintenance completed as scheduled October 17
- Agency Onboarding - Addition of Agency Configuration Data for the Commission for the Preservation of America's Heritage Abroad

Service Enhancements continued

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.

- **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 to User Group members along with the September User Group Meeting Notes. A more detailed DRAFT release notice was posted on the Agency Lead Portal the week of October 12, and changes were discussed at the October User Group where screenshots were presented. An updated DRAFT release notice will be posted on the Agency Lead Portal the week of November 2.
- **USAccess Software Release 9.9; Production date planned for late January/Early February 2016.**
Changes to be included in this release include providing the capability to credential Foreign Nationals in the USAccess system as well as making the Personal Credentialing Assistant (PCA) available on fixed and Light workstations. Both of these changes mean a mandatory push to fixed and light machines. A new Light installer will be made available in early January 2016 to give Agencies time to test and deploy before Release 9.9 moves in to production.

PCA is a user-intuitive method of activating and completing card updates/rekeys. This software is already in use with distributed printing customers, and handles PIN resets/card updates sequentially to help prevent the issue that occurs today where Applicants could leave an activation workstation without completing their card update following a PIN reset. The MSO plans to do a slow rollout of PCA, meaning the current Unattended and Attended Activation portals will still be available for a period of time following Release 9.9. This will allow for proper training and adoption of PCA within the Activator community.

More details on PCA will be discussed in the November User Group meeting. The MSO also plans to offer PCA training webinars in January 2016 along with updated training guides.

Security Tip

Credential Inventory Tool (CIT) Credential Check-In

Issuing Organizations are required to maintain a Chain-of-Trust from the time Credentials are physically received, transferred to the credential holder, and throughout the lifecycle to Credential destruction.

Timely use of the CIT by Operators and Activators is required to ensure that the Chain-of-Trust is properly maintained throughout its lifecycle and that USAccess and your agency knows the status and location of a credential.

Timely use of the CIT is required for the following actions.

- Checking in newly received PIV credentials
- Creating credential pick-up addresses
- Creating special instructions for Applicants to follow for credential pickup.
- Sending Credential Ready for Pick-up email to Applicants.
- Perform auditing and reporting, and
- Marking returned Credentials as collected and deactivated
- Marking Credentials as destroyed

Key to maintaining the Chain-of-Trust is the physical security of all Credentials. As your agency's assigned role holders you are responsible for the physical security of Credentials until they are transferred to the holder or returned to the agency.

This requires that all Credentials be stored securely by locking them in a safe or desk drawer until they are transferred to the card holder or destroyed.