



Blue Top Newsletter

USACCESS Program

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
User Group	Wed, Mar 30 9:00 to 12:00	GSA Central Office 1800 F St. NW Room 6004	888-455-1864 Passcode: 5887966
CAB	Wed, Apr 6 9:30 to 12:00	GSA Central Office 1800 F St NW Room 3042	No Telecon Provided
Registrar Refresher Training	Thu, Apr 14 2:30 to 3:30	Telecon/Webinar	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu Apr 13-14 May 18-19 Jun 15-16	HPE 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 Sharon Meng (Sharon.Meng@gsa.gov) to be added to USAccess distribution lists.
- > Contact Jim Schoening (jim.schoening@gsa.gov) for Registrar Classroom Training sign up

Light Installers v4.0.1 is Under Development

As previously mentioned on Agency Lead PCA trainings and Blue Tops, we are prepping a Light Installer v4.0.1 to address known issues with v4.0. Please see the USAccess Software Release 9.9 Known Issues document posted on the ALP for more information on these issues.

Testing is taking place today and tomorrow and the MSO should have a clearer picture of the release date following its completion. We don't want to release it to the field until this is fully completed and we have any issues documented. Once available, Agencies should apply this 4.0.1 installer to Light machines (even if v4.0 has been applied) to fix known issues with PCA in the field.

Once we have a release date scheduled, we'll send an email to Agency Leads so they can begin plans to download, test and release it to the field.

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Release 9.9 and Light Installers 4.0 Known Issues Log

A USAccess Software Release 9.9/Light Installers 4.0 Known Issues document has been posted on the ALP. This document lists known issues following these releases, their user impact and the available workarounds until a fix is available. This document will be updated periodically.

Fix for Known Issue with ASR Supplemental Report

A fix for a known issue with the ASR Supplemental Report will be pushed on Thursday, March 24. This will address the current issue where foreign national data is not being populated correctly in the Country of Citizenship, Foreign ID and Foreign ID Number fields. When pushed, these fields will populate correctly.

Another issue with the ASR is also being fixed on March 24, where issuance statuses are displaying incorrectly for Applicants who have a current and replacement credential (both are showing as active, when in fact they are not). With this change, the report will display correct statuses.

Release 9.9 Training Recap

Release 9.9 Sponsor and PCA Trainings concluded on March 10. **More than 1,800 Role Holders across USAccess attended the training during the two week training period.**

Release 9.9 Training resources have been posted to the ALP. This includes:

- Sponsor Training Recording
- Sponsor Training Presentation
- Sponsor Training FAQs
- Sponsor Quick Reference Guide (updated)
- PCA Training Recording
- PCA Training Presentation
- PCA Training FAQs
- PCA Guide

The PCA Presentation, FAQs, and Guide are also posted to TRACKS. Thanks to everyone who participated!

March User Group Rescheduled

Due to the unplanned Metro outage last Wednesday, March 16, we had to reschedule the March User Group Meeting. It has been rescheduled for Wednesday, March 30. The March User Group meeting will focus primarily on the V8 card discussion. Oberthur and the Office of Governmentwide Policy will be attending.

Service Enhancements

Changes/updates since last Blue Top

- Update CFPB Zone 4 Return Address Zip Code
- Onboarded Department of State Office of Inspector General
- Routine maintenance completed as scheduled on Sunday, March 13

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.

- **Light installers v4.0.1** that addresses an issue with PCA will be made available in next few weeks (posted on the SFTP server) and should be implemented on LA and LCS machines to take advantage of Release 9.9 and PCA features. Fixed workstations will be updated using the automated update system (no Agency action required other than to keep workstations powered on.)
- **Saturday, March 26.** There is routine maintenance schedule for 6am-10pm Eastern this Saturday. The USAccess service and portals will be unavailable for most of the day.

Security Tip

Identity Documents Security Review

Please remember that the USAccess program and the U.S. Department of Homeland Security (DHS) requires us to accept two identity documents for applicant enrollment, one Primary and one Secondary. Please see “[List of Acceptable Forms of Identification Guide](#)” on FedIDCard.gov for details. A second document from the Primary forms of identification list can be used as a Secondary proof of identity. However, two forms of identification from the Secondary forms of identification list are not approved for applicant enrollment.

During last August’s “Refresher Training”, which can be found on TRACKS, Ken Bandy mentioned some rules for the name/identity matching and how to scan these identity documents into the USAccess system. For applicants that do not present two approved forms of ID, an applicant cannot be enrolled and must return for an appointment at a later date.

Some examples of ID documents that come into question, that are NOT acceptable, include Student ID cards from State Universities and Private Institutions, gun permits/licenses, photocopies of documents, and any document that is expired or similarly cancelled.

Explore the Government Acquisition Gateway Yet?

The Acquisition Gateway, otherwise known as the Common Acquisition Platform (CAP) and built by GSA, helps federal government buyers from all agencies act as one acquisition community. The Acquisition Gateway features information on government-wide contract vehicle comparisons, acquisition best practices, market research tools, prices paid data, and other useful tools and features. Federal employees with a PIV card or approved contractors can access the site. Sign up at <https://hallways.cap.gsa.gov>