



# Blue Top Newsletter

## Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
CAB	Wed, June 1 9:30 to 12:00	GSA Central Office 1800 F St. NW Room 3042	No telecon provided
User Group	Wed, June 8 9:00 to 12:00	GSA Central Office 1800 F St NW Room 3334	888-455-1864 Passcode: 5887966
Registrar Refresher Training	Thu, June 9 2:30 to 3:30	Telecon/Webinar	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu Jun 1-2 Jun 15-16 Jul 20-21	HPE Chantilly, VA	Contact Jim Schoening for information or to Register

## FedIDCard.gov outage planned between May 26 through May 29

The FedIDCard.gov website will be down during Memorial Day weekend from Thursday, May 26 at 8:00pm through Sunday, May 29 at 1:00pm.

This outage will be due to a data center move that will impact FAS Production servers and the applications that run on them. Despite the fact that FedIDCard.gov will be unavailable, this outage will not affect any of our other sites including role holder portals, activations, or enrollments. However, access to the Find-a-Center tool will be unavailable during this time. Applicants will still be able to access the Scheduler using the direct link:

<https://app3.timetrade.com/tc/login.do?url=usaccess>.

At this time we have not been made aware of any other planned outages following the one at the end of this month. This outage will not effect any of our other sites including role holder portals, activations, or enrollments.

At this time we have not been made aware of any other planned outage of the FedIDCard.gov website.

### Special Points of Note:

Now found on [www.fedidcard.gov](http://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](mailto:Sharon.Meng@gsa.gov)) to be added to USAccess distribution lists.
- > Contact Jim Schoening ([jim.schoening@gsa.gov](mailto:jim.schoening@gsa.gov)) for Registrar Classroom Training sign up

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## Delay in USAccess Role Holder Help Desk Tier 1 responses

Responses from Tier 1 of the USAccess Role Holder Help Desk may be slower than normal during the next two weeks due to workload and schedule issues. We are working to resolve this quickly. Agencies are encouraged to use email to communicate with the Help Desk at [usaccess.helpdesk@hpe.com](mailto:usaccess.helpdesk@hpe.com) as responses may be faster than phone call wait times. Your patience is appreciated as we work through this.

## All role holder training and job aids on GoLearn Portal

All USAccess Job Aids and refresher trainings are now available on the GoLearn training portal. Role holders can view and download them from the portal and do not have to have an ALP account to access them.

You can access the trainings and job aids at [piv.golearnportal.org](http://piv.golearnportal.org). To get an account use your work email address and the registration password of 12345678 to create an account. Each role is listed so users can click on their role and get the available job aid.

## New platform and URL for Refresher Training web conference

The MSO will now be using Adobe Connect as the platform used to present Registrar and Activator Refresher Training. This change results in a new URL to access the web conference. The old URL is no longer operational. Agency Leads should notify their Registrars and Activators of the new URL, provided below. As always, the presentation slides will be posted to TRACKS and the ALP prior to the training for those who choose to follow along offline.

New URL for Refresher Training: <https://meet.gsa.gov/r1njwttxf41/>

Adobe Connect is the same platform used successfully for the recent PCA and Sponsor Training sessions. Our findings have shown a higher success rate of connecting to a web conference using Adobe Connect than the previous platform.

An added benefit of using Adobe Connect is that the recordings of the Refresher Trainings can be viewed online. Links to the Registrar Refresher Training recordings will be posted on TRACKS, enabling Registrars and Activators to access the training directly. Previously, the recording files were too large to post to TRACKS. The May Refresher Training recording link will be posted to TRACKS and the ALP.

Role holders can test connectivity to Adobe Connect using the following link:  
[https://meet.gsa.gov/common/help/en/support/meeting\\_test.htm](https://meet.gsa.gov/common/help/en/support/meeting_test.htm)

## Mandatory PIV card login for role holder portals

At this time some role holders have a choice to use their username and password or their PIV card to get into the USAccess role holder portals. However, as an effort to enhance security, as of January 1, 2017, all USAccess role holder portals will require PIV login. A list of the portals affected are as follows:

- Sponsorship
- Enrollment
- Adjudication
- Attended and Unattended Activation
- Report Viewer
- Credential Inventory Tool
- Site Manager
- Security Officer
- Print Operator
- TRACKS

The MSO will continue to publicize this requirement in the time leading up to this change.

## Service Enhancements

### Changes/updates since last Blue Top

- Completed maintenance as scheduled on May 21. NOTE: As stated in an email sent to Agency Leads on Friday, May 20, Release 9.10 that was a portion of the scheduled maintenance was postponed due to an issue with a hotfix received from the CMS vendor. The remainder of the maintenance went on as planned without issue. Release 9.10 will be rescheduled and the release notice was updated that is posted on the ALP.
- Turned on the Flag to Enable National Transportation Safety Board (NTSB) to Submit to OPM
- Added OPAC Combination for DOI/National Park Service

### 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.

- **June 4-5.** Maintenance is scheduled for Saturday, June 4, and routine security scans on Sunday, June 5. The USAccess service and portals will be unavailable from 6am-midnight Eastern on Saturday, June 4, and role holders *may see slowness in the system on Sunday, June 5 while the scans are conducted.*

## Security Tip

### *Handling Logical and Physical Access Problems*

Physical Access Control Systems or PACS, are systems that manage physical access into building and other control areas. For example, the system that is used to swipe your card to enter a secured room or that scans your credential before you enter a Federal building, is a PACS. Logical Access Control Systems or LACS, are systems that manage network and computer access. For example, the system that allows you to insert your credential into your computer and enter your PIN in order to log into your computer, is a LACS. If a cardholder comes to your activation station reporting trouble with physical or logical access using their credential, please take the following steps:

First, the Activator should check the credential status using the activation station, to see that the credential is active and has no updates pending. This can be done using Attended or Unattended Activation.

If the credential is active and up to date, refer the credential holder back to their local IT team or building's security office to have their credential checked for logical or physical access issues. Oftentimes access issues related to a functional credential are due to account management errors on the PACS and LACS administration side.