



USAccess Blue Top Newsletter

September 22, 2016

Volume 9, Issue 18

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Upcoming Meetings and Trainings

Customer Advisory Board (CAB)

- **Wednesday, October 12, 2016, 9:30am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room 3046

Registrar Refresher Training

- **Thursday, October 13, 2016, 2:30pm - 3:30pm**
- Location: <https://meet.gsa.gov/r1njwtxf41/>, [888-455-1864](tel:888-455-1864) passcode: 3611044

User Group Meeting (UG)

- **Tuesday, October 18, 2016, 9:00am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 3042
- Conference Line: [1-888-455-1864](tel:1-888-455-1864) passcode: 5887966

Registrar Classroom Training

- **October 19-20, November 16-17, December 7-8**
- Location: HPE, Chantilly
- Contact [Jim Schoening](#) for information

Welcoming the Department of Veterans Affairs to USAccess

The MSO would like to welcome our newest customer, the Department Veterans Affairs. VA will be onboarding over the next few months through a series of pilots ultimately leading to the credentialing of over 460,000 employees and contractors. VA will also be hosting a number of shared credentialing centers across the country.

Welcome VA!

Reminder optional LCS Installer v4.0.4

The v4.0.4 LCS installer was posted on the USAccess SFTP server on August 31. This is an **optional upgrade for LCS only** to provide an update to the enrollment application following a change included in Release 9.10. With CR8140, the fingerprint templates on the PIV card are now populated with the appropriate values per NIST policy during an enrollment when an Applicant has no fingerprints in the system or they are of poor quality. Prior to this change, the templates didn't have a value in these cases.

The enrollment application on both LCS and fixed enrollment workstations requires an update to populate the IDMS database so these values are placed on the card with new enrollments/re-enrollments following Release 9.10. The fixed enrollment workstations were updated using our automated means. Agencies should download the v4.0.4 installer and update their LCS workstations.

NOTE: Enrollments will still work correctly on LCS stations using v4.0.3, but in order for fingerprint templates to populate correctly per NIST policy in the case of FTE (no fingerprints or insufficient fingerprint scores), the Applicant must be enrolled on an LCS or fixed enrollment machine that is updated to v4.0.4.

Also, existing FTE records prior to Release 9.10 will not automatically place the appropriate template value in the Applicant's enrollment record in the IDMS at this time, but they will be on the credential at their next card update. If agencies wish to populate the fingerprint templates on their cards sooner, a re-enrollment on a fixed station or on an LCS 4.0.4 workstation is required to update existing FTE Applicant records in the IDMS.

UPN Activity Guide Published

The MSO has posted a new UPN Activity Guide to the Agency Lead Portal and GoLearn. This document provides clarity on the options for creating a UPN, as well as the processes for individual and bulk UPN updates. We think this guide will be helpful to Agency Leads and Sponsors.

The document is titled "UPN Activity Guide 2016 Sep". It can be found on the ALP by searching the title. It can be found in GoLearn under Job Aids -> Sponsor.

Mandatory PIV card login for roleholder portals

Currently, roleholders have a choice to use their username and password or their PIV card to get into some of the USAccess roleholder portals. **However, effective January 1, 2017, all USAccess roleholder portals will require a PIV login.**

The following portals already require a PIV login:

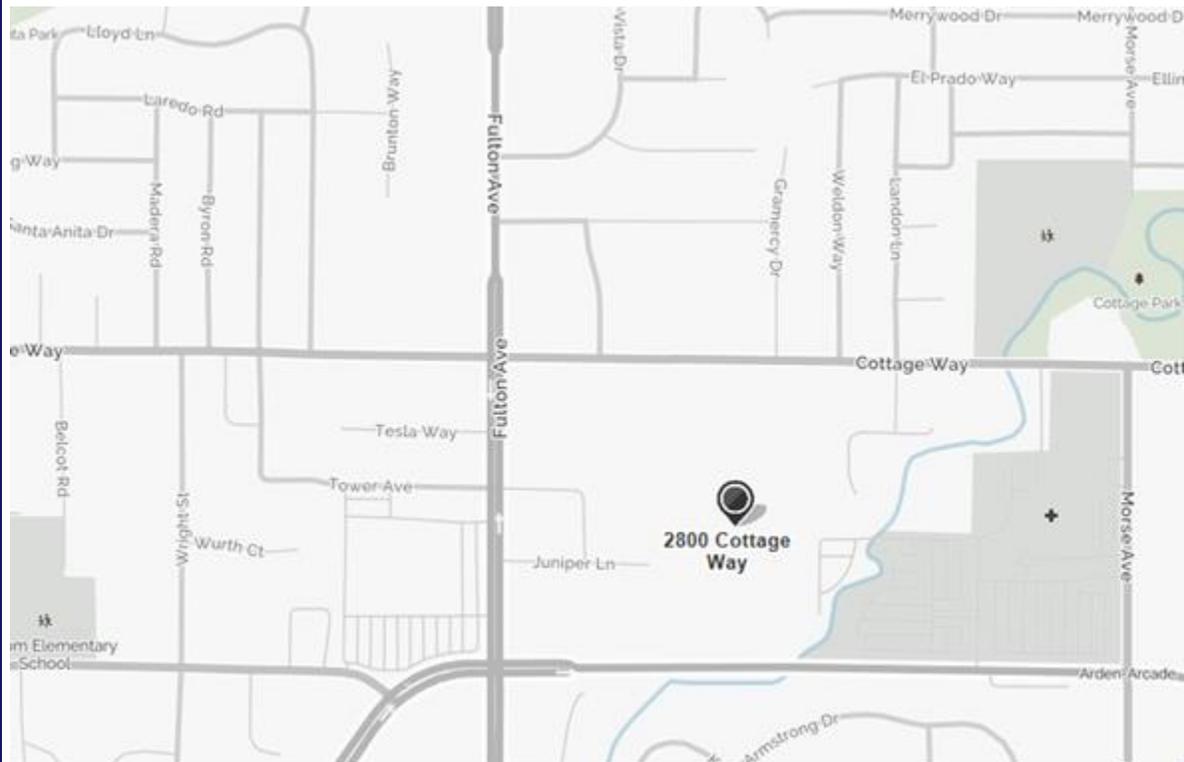
- Enrollment
- Attended and Unattended Activation
- Credential Inventory Tool
- Site Manager
- Local Print/PCA

The following portals will be affected by the change:

- Assured Identity (Sponsorship, Security Officer, Adjudication)
- Report Viewer
- TRACKS
- Role Administration
- Self Service Password Reset

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

Construction to Sacramento, CA DOI USAccess site parking lot



The Sacramento, California Department of Interior facility parking lot will be undergoing construction over the next several weeks. **Between the weeks of September 6, 2016 to October 28, 2016 there will not be any onsite parking available for the employees of the Department of Interior or applicants attending the USAccess Center.**

Due to the parking situation, individuals with USAccess Center appointments are

asked to arrive 45 minutes to 1 hour ahead of your scheduled appointment time to allow you to find alternate parking. **Please note, the only entrance to the USAccess Center will be from the Cottage Way Entrance - no one will be able to access the Alta Arden Entrance.**

The new hours of operations are: Monday and Tuesday only from 7:00am - 11:45am and 12:45pm - 4:00pm.

Service Enhancements

Changes/updates since last Blue Top

- Completed onboarding of new agency: Surface Transportation Board

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 is planned for the USAccess service starting this Friday, Sept 23 in the evening (approximately 8pm Eastern) and running through most of the day on Sunday, Sept 25. During this time, the USAccess service will be unavailable.
- Routine maintenance is scheduled for Saturday, October 1. Please plan for the service to be unavailable for most of the day.

Security Tip

Laptop Security When Traveling

When traveling with your agency assigned laptop, or your personal laptop, don't let it out of sight! Laptops, when in sight are very attractive targets for theft. If you have to step away from your belongings in any public access locations (i.e. an airport) make sure that you take your laptop and bag with you. The only exception is if you are traveling with someone you know and trust. It is a good practice to remind them not to leave your laptop unattended as well. While going through the Security/Customs screening also try to keep visual contact with your laptop if you are required to set it down for any reason.

When using your agency assigned laptop while away from the office, if possible make sure that you connect it to the network at least weekly for security updates and other patches provided by your IT Department. This will ensure that your assigned laptop is current with the latest security updates and avoid problems in the future.

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Contact Sharon Meng (Sharon.Meng@gsa.gov) to be added to USAccess distribution lists.

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