



USAccess Blue Top Newsletter

November 10, 2016

Volume 9, Issue 21

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Upcoming Meetings and Trainings

****Please note that the User Group and Customer Advisory Board Meetings are scheduled on the same day and are shorter in duration****

User Group Meeting

- **Tuesday, November 15, 2016, 10:00am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 3042
- Conference Line: [1-866-556-0154](tel:1-866-556-0154), passcode: 2132069

Customer Advisory Board (CAB)

- **Tuesday, November 15, 2016, 1:00pm - 2:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 3042

Registrar Refresher Training

- **Thursday, December 8, 2016, 2:30pm - 3:30pm**
- Location: <https://meet.gsa.gov/r1njwttxf41/>, [888-455-1864](tel:888-455-1864) passcode: 3611044

Registrar Classroom Training

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

USAccess Software Release v10.0

USAccess Software Release 10.0 is scheduled for November 19. Please see the updated draft release notice posted November 9, 2016, on the Agency Lead Portal (ALP) for more information on what is included in this release.

While the release will push the PIV-I functionality in to the USAccess production environment, the service will not be configured/"turned on" for pilot PIV-I customers. PIV-I functionality will not be visible to any agencies after November 19 except in the search criteria for the Applicant Status Report in the Reports Portal, **as well as the Pilot PIV-I activation portal desktop icon on Light machines (upgraded to v4.0.3) and fixed Activation workstations. If Activators click on this icon, they'll receive an error message/it will not work.**

PIV-I will appear as a selectable value in the pull down menus of 3 search fields within this report:

- Sponsorship Search Options>"Credential Option" field
- Issuance Search Options >"Current Credential Option" field
- Issuance Search Options> "Replacement Credential Option" field.

Please see the updated release notice posted on the ALP for more details.

NOTE: As part of this Release 10 maintenance, card batching will be turned off around 7AM Eastern on Wednesday, November 16 and will resume on Sunday, November 20. This is related to some back end work with our card printing manufacturer for the Local Print service that is happening with Release 10. As a result, there will be few days delay in card shipments to Agencies during this time period. We expect all backlog to be completed on Sunday, November 20 and card shipments to resume that following Monday/Tuesday.

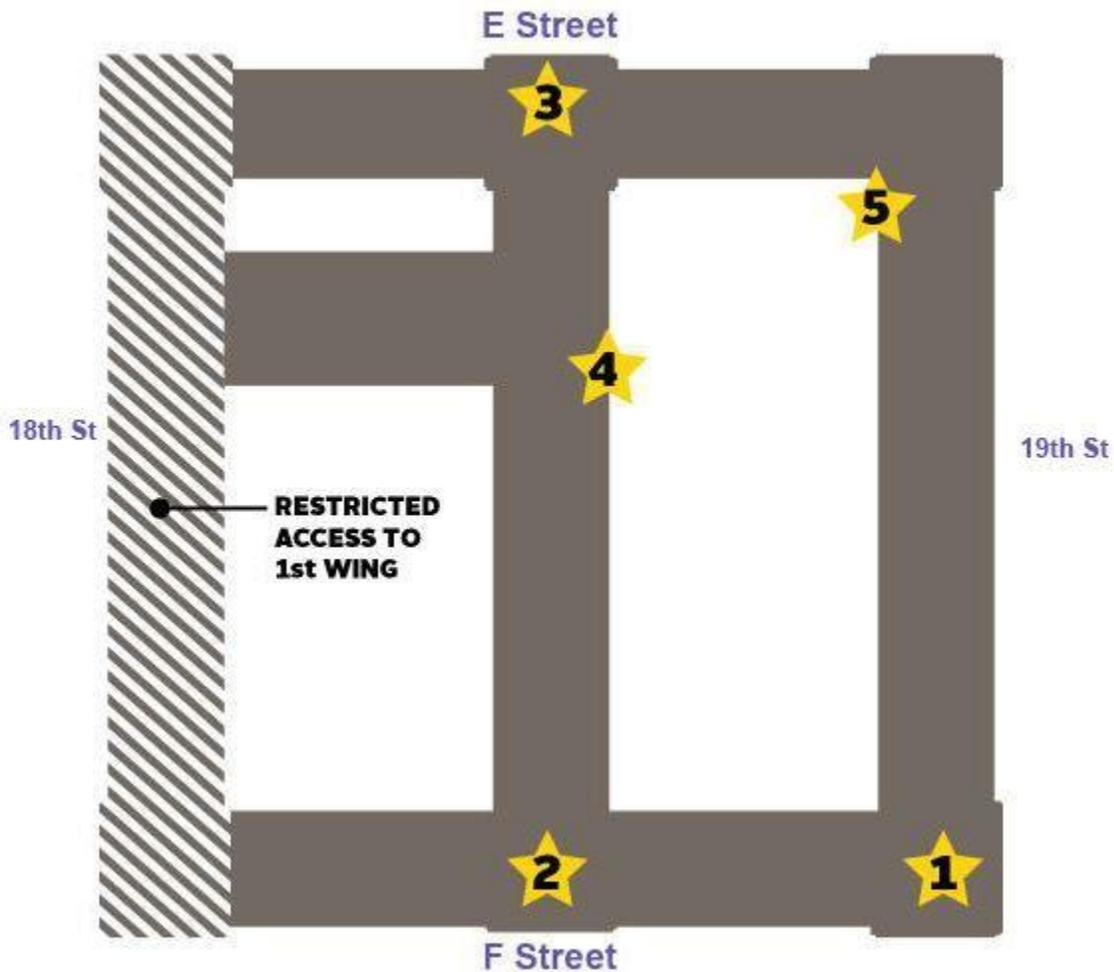
Additional security measures for GSA Central Office

Temporary entrance changes and hours of operations started Monday, November 7. With additional security procedures in place, please give yourself a few extra minutes to allow for smooth entry into the GSA central office building. GSA is doing everything possible to make getting into and out of the building as seamless as possible. Your patience is greatly appreciated as these changes are expected to continue into early 2017.

What is Changing?

- 1.) The main F Street employee entrance will shift to 19th and F Street. This entrance will be open from 6 a.m. - 2 p.m. and will be available for entry to the building only. After 2 p.m., you will need to enter through the Main F Street, Main E Street or West Courtyard Entrance.
- 2.) The main F Street and E Street entrances will be available for entrance and turnstile egress, but these are also for visitor access and, as a result, entry lines may be longer.
- 3.) In addition, the 3rd Wing West Courtyard by the gym is exit only from 10 a.m. - 2 p.m. To re-enter the building from the courtyard, you will have to be screened through the entrance located in Wing 2 from the West courtyard.

The main F and E Street entrances will remain the primary entry and exit points for employees and visitors with disabilities and/or physical limitations.



New entrance and access:

- 1.) 19th & F Street Employee Entrance 6 a.m. - 2 p.m.
- 2.) Main F Street Visitor Entrance 6 a.m - 6 p.m.
- 3.) Main E Street Employee & Visitor Entrance 6 a.m- 6 p.m.
- 4.) 2nd Wing West Courtyard Employee Entrance 6 a.m. - 7:30 p.m.
- 5.) 3rd Wing West Courtyard Exit Only 10 a.m. - 6 p.m.

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 7-9, 2017, all USAccess roleholder portals will require a PIV login.** This date coincides with scheduled mandatory maintenance.

The following portals already require a PIV login:

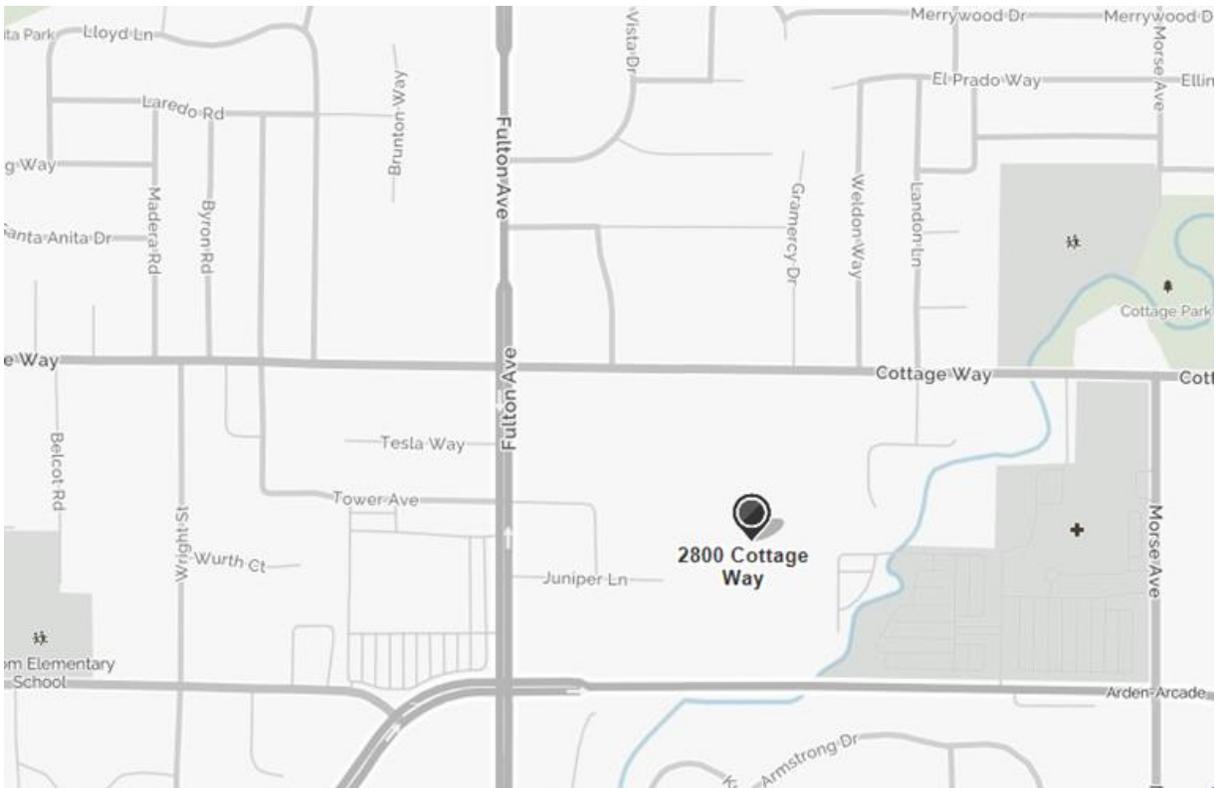
- Assured Identity (Enrollment and Attended/Unattended Activation)
- PCA (Activation and Local Print)
- Credential Inventory Tool
- Site Manager

The following portals will be affected by the change:

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

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 November 21, 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.

End of year Blue Top schedule

The Blue Top is typically published on the second and fourth Thursday of the month. In order to avoid distributing the Blue Top on and around holidays, we will be modifying the end of year schedule.

Therefore there will be no Blue Top the week of Thanksgiving. The final two 2016 Blue Tops will be published on Dec 1 and Dec 15.

Service Enhancements

Changes/updates since last Blue Top

- Maintenance completed as scheduled on November 5.

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 by Entrust for the PIV CA on Sunday, November 13 from noon Eastern through midnight Eastern. During this time period, the USAccess service will be unavailable for most of the day.
- Entrust maintenance is also planned for early morning on Tuesday, November 15 from 7am-8am Eastern. Entrust is moving their OCSP service to new servers. An email was sent to Agency Leads on Tuesday with details about this change. While the USAccess portals are not impacted, Agency card holders may experience issues with Agency PACS and LACS system during this maintenance timeframe.
- Maintenance is planned for the USAccess service on Saturday, December 3. The USAccess service will be unavailable for most of the day.

Security Tip

Avoid Static Shock in the Winter

As the dry, winter weather arrives, it's important to do what you can to protect your equipment from damage via electric shock from static electricity build-up. Please identify a grounded object or purchase a static electricity discharge product and ask each credential holder to discharge themselves prior to touching the Cogent fingerprint

scanners. These pieces of equipment are particularly sensitive to electric shock, so please take added precaution when using it.

Common grounding techniques include:

- Touch metal pipe that touches the group (i.e. water pipe)
- Touch metal case of computer (must be plugged in)
- Grounding products such as arms straps or mats

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

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