



USAccess Blue Top Newsletter

December 15, 2016

Volume 9, Issue 23

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Upcoming Meetings and Trainings

Customer Advisory Board (CAB)

- **Tuesday, January 10, 2017, 9:30am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 3046

Registrar Refresher Training

- **Thursday, January 12, 2016, 2:30pm - 3:30pm**
- Location: <https://meet.gsa.gov/r1njwttxf41/>
- Conference Line: [1-888-455-1864](tel:1-888-455-1864) passcode: 3611044

User Group Meeting

- **Tuesday, January 17, 2016, 9:00am - 12:00pm**
- Location: GSA Central Office 1800 F Street, NW, Room: 3042
- Conference Line: 1-866-556-0154, passcode: 2132069

Registrar Classroom Training

- **January 11-12, February 15-16, March 15-16**
- Location: HPE, Herndon
- Contact [Jim Schoening](#) for information

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USAccess service will be unavailable for most of the day.

PIV Card Log On

This release includes an update to the system that will require role holders to log on to portals using their PIV cards where previously they had an option to enter their User Name and password. With this change, the following portals will now require the role holder to use their USAccess PIV credential to log on.

- Sponsor Portal
- Security Officer Portal
- Adjudicator Portal
- Role Admin Portal
- Reports Portal
- TRACKS

While several USAccess portals already require PIV card log on (Enrollment, Activation, PCA/Local Print, Site Manager and Credential Inventory Tool), these others currently offer the option to log in using a user name and password. The prompt to enter User Name and Password will be removed from these portals, and users instead will see a message to log in with their PIV when accessing the portals.

New, single URL to access all role holder portals

In addition, there is now a single URL that role holders will use to log in and select the applicable portal to access. Today, there are separate URLs for each portal, but this change streamlines access. The existing URLs will redirect to the new URL, so role holders can continue to operate as they do today or they can bookmark a single URL to access one of the role holder portals.

New URL for Sponsor, Adjudicator, Security Officer, Role Admin, Reports Portals: <https://portal.usaccess.gsa.gov/aisso>

Existing URLs that will continue to work post Release 10.1 (no plans to discontinue redirect), but role holders should start using the new URL listed above. If existing URL is used, the role holders will see a message and be redirected:

- **For Sponsors, Adjudicators, and Security Officers:** <https://gsa.usaccess.gsa.gov/AssuredIdentityPortal/default.aspx>
- **For Role Administrators:** <https://gsa.usaccess.gsa.gov/RolesAdmin>
- **For access to the Reports Portal:** <https://gsa.usaccess.gsa.gov/ReportsPortal/ReportList.aspx>
- **For access to the Credential Inventory Tool and Site Manager:** <https://portal.usaccess.gsa.gov/ServicesPortal>
- **For Registrars and Activators to access TRACKS** (Team Registrar and Activator Communication Knowledge Source): <https://portal.usaccess.gsa.gov/Tracks>

The desktop icons will continue to work as it is on Fixed workstations and Light machines for TRACKS and Credential Inventory Tool.

Sponsor Training and Draft Release Notice

Sponsor Webinar Training was held on December 13 and December 15 to review changes impacting Sponsors with this release along with other topics that frequently

are posed to our help desk. The slides and speaker notes are now available on the Agency Lead Portal and a recorded version will be available on Go Learn. Please share this content with your Sponsors so they're familiar with these changes.

The remainder of the changes (including additional details and screenshots) coming with Release 10.1 are outlined in the draft release notes posted on the [Agency Lead Portal](#).

How to reset your PIN

After January 7, 2017, you will need to log into the USAccess portals with your PIN. If you do not know your PIN or you think you may have forgotten it, please make an appointment at a credentialing center to get a new one. You may want to schedule an appointment sooner rather than later as there may be an increase in PIN resets due to this change.

It is very important to determine if you need to reset your PIN prior to Release 10.1. If you wait until January 7 to make an appointment to change your PIN, you may not be able to make an appointment right away. It is highly recommended to try your PIN now and, if needed, schedule a PIN reset as soon as possible. For more detailed instructions on how to get a new PIN please refer to fedidcard.gov. You can click credential holders at the top of the page and navigate to the Credential PIN section.

Updates to the RPS and PCI Operations Plan

The MSO recently updated the Registration Practices Statement (RPS) and the PIV Card Issuer (PCI) Operations Plan to reflect recent policy and procedures changes.

RPS Update

The RPS policy update clarifies that Credentials not delivered to the applicants within 12 months of the shipping date or those collected as part of termination, revocation, re-issuance, reprint, and/or renewal must be destroyed in accordance with USAccess PCI Operations Plan guidance. This change is in Section 8, item M.

PCI Operations Plan Update

Section 10.13.2 of the PCI Operations plan was updated to address the Automatic Termination of PIV Cards as well. An additional update will provide clarification regarding the possible vulnerabilities of PIV Cards that have been lost or diverted in shipment from the card production facility to agency locations. The update includes possible vulnerabilities, impact and mitigations. These updates will be finalized and posted on the ALP before January 2017.

Customer loyalty survey

Thank you to all of our customers who completed our annual Customer Loyalty Survey. We rely on your input to determine the direction of the program as well as

areas where we can improve, and appreciate everyone who took time from their schedules to let us know how we're doing.

Year end message

We want to take a moment to reflect on this past year as it comes to a close. Collectively, the USAccess community has many accomplishments to celebrate this year. The MSO has taken calculated steps to improve our program's strategy and communication with our Agency Leads, Agency Back-ups, and all of our role-holders. Our relationship with you is of the utmost importance to us.

Some accomplishments of note: USAccess MSO staff have mapped and forecasted our credentialing center footprint and developed a working group to define, strengthen and optimize the USAccess credentialing center infrastructure to assure adequate support for all customer agencies through the expected elevation of near term service demands, transitions, and into the foreseeable future. We've on-boarded 7 new agencies this year and the Department of Veterans Affairs has begun the process of on-boarding. Finally, the Blue Top newsletter has been revamped by moving it to the GovDelivery system and modernizing its look and streamlining the subscription process.

There is still a lot of work to be done and big challenges ahead. The MSO is always striving to improve the program and the best way to do that is to maintain and improve our pivotal relationships with each of you.

Service Enhancements

Changes/updates since last Blue Top

- Planned maintenance was completed on December 3.
- **New process and capability for Activators to unlock card to complete PIN Resets** On Tuesday, December 13, a new capability was rolled out via the Attended Activation application that now allows Activators to cancel a Failed PIN unlock request because the Applicant failed the biometric match during PIN reset. Prior to this change, the Activator needed assistance from the help desk. This feature was covered in the December 8th Registrar Refresher Training.
- Maintenance was completed as scheduled on Wednesday, December 14. This maintenance was an update to our Card Bridge Service (CBS), a component that interacts with many of our web services and portals. Since this maintenance was conducted during production hours, we posted an advisory to www.fedidcard.gov and TRACKS to notify role holders and Registrars and Activators and blocked credentialing center schedules who use the GSA Online Scheduling System and canceled any appointments scheduled during this maintenance period.

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.

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Security Tip

Proper Approach for Moving Equipment

For fixed stations in credentialing centers, it is very important to protect the USAccess network gear and ensure that no troubleshooting or relocation of this equipment is performed without USAccess knowledge. Never change the connections or relocate the Cisco router or Linksys switch box. This goes for all USAccess equipment. Please do not relocate any of it without an approved order.

Additionally, never troubleshoot the Cisco router or Linksys switch box without a USAccess representative on the phone. Changing the cable connections or connecting another pc/laptop to these devices is a security breach and may cause your site to be out of service for an extended period of time. It is very important to remember the amount of Personally Identifiable Information (PII) being passed through this system. We are collecting PII for hundreds of thousands of Government employees, yourselves included. For this reason, we must all take privacy and security very seriously.

If you need help or information about moving LAS or LCS stations, please contact your Agency Lead or point of contact who gave you the kits and machines.

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

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