



This reference guide outlines the steps to activate a USAccess Credential during Attended Activation when fingerprints are available. When fingerprints are not available, the system will alert you to the absence of fingerprints and fingerprint verification will not take place during Activation. If you are experiencing difficulty, follow the directions under "**What if the Credential Activation Fails?**" at the end of this document.

### 1. Insert your USAccess Credential in Card Reader

Insert your USAccess Credential into one of the card readers. Wait for the lights on the card reader to stop flashing.

### 2. Launch the Attended Activation Program

Double-click the **Attended Activation** icon on the workstation Desktop.  
*The **Choose a digital certificate** dialog box displays.*

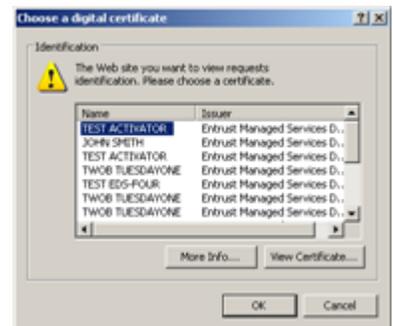


### 3. Select a Digital Certificate

- a. Choose your name from the list by clicking on it.
- b. Click the **OK** button.

*The **ActivClient Login** displays.*

**Note:** If you do not see your name in the digital certificate list, close the Attended Activation program and remove your Credential from the card reader. Insert your Credential back in the card reader and wait for the lights on the card reader to stop flashing. Then, open Attended Activation again. You should now see your name in the digital certificates list.



### 4. Log in to the ActivIdentity Card Management System

- a. Enter your PIN.
- b. Click the **OK** button.

*The **ActivIdentity Card Management System - Welcome** screen displays.*



### 5. Search for the Applicant

- a. Click the **Card Issuance** tab.
- b. Select **Last Name** from the **Search for users by:** drop-down list.
- c. Enter the Applicant's last name in the **Starting with:** search field.
- d. Look at the Applicant's Credential and determine the agency/department affiliation.
- e. Select that agency/department from the list of **Available Groups**.
- f. Click the **Move** button to move the selected agency/department to the **Selected Groups** column.
- g. Under **Search for:** select the **All Users** option.
- h. Click the **Search** button.
- i. Select the Applicant from the search list that displays at the bottom of the page. If only one match is found, the system automatically displays the Applicant's information page.

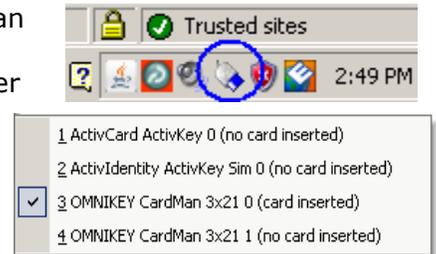


## 6. Initiate Credential Activation

- Review the Applicant's information and digital photo to make sure the Applicant is whom he or she says.
- The action you want to perform is **Local Issuance**. It is selected by default.
- Select the empty card reader.\*
- Insert the Applicant's Credential into the empty card reader.
- Click the **Next** button.

**NOTE:** If the card is removed from the reader during the activation process, the card will fail to be activated. Reinsert the card in the card reader and begin the activation process again.

**\*Note:** If the card readers are not already marked with 0 or 1, you can determine the number of the empty card reader by right-clicking the blue and white mouse icon in the system tray on the lower-right corner of your screen to open the ActivClient program. Select the **Open** menu item. Next, click the **File** menu and select **User Reader**. Card reader status is listed. Make note of the number of the reader with no Credential inserted. That is the number of the card reader in which you insert the Applicant's Credential. Close the ActivClient window.



## 7. Verify the Applicant's Fingerprint Against the Database

- Ask the Applicant to use the finger indicated in the hand diagram as his or her primary finger.
- Ask the Applicant to place his or her primary finger on the fingerprint reader.



*A message displays indicating the image is good for capture. You will also see a message if the Applicant needs to press harder or move the finger. When the fingerprint has been verified, the **Gathering Information** window displays.*

**Note:** The system omits this step when fingerprints are not available.

## 8. Complete the Information Gathering Screen

- The card policy is normally preselected by the software. If the Card Policy drop-down list displays, select the appropriate card policy from the drop-down list.
  - F2F-V1** to activate Credentials with fingerprints
  - F2F-NOFP-V1** to activate Credentials without fingerprints
- Ask the Applicant to choose a Personal Identification Number (PIN). Use the **Your New PIN** guidelines on the screen to describe how to create a strong PIN.

**NOTE:** This process may take between 5-8 minutes to complete. Please do not remove the smart card during this time.

- Note:** DO NOT choose or suggest a PIN for the Applicant.
- Ask the Applicant to type a PIN in the **Choose a PIN for the smart card:** field.
  - Ask the Applicant to type the PIN again in the **Confirm the PIN:** field.
  - Click the **Next** button.

*The **Card Personalization** page displays. Personalization takes between 5 to 8 minutes.*

## 9. Verify the Applicant's Fingerprint Against the Credential

- Ask the Applicant to use the finger indicated in the hand diagram as his or her primary finger.
- Ask the Applicant to place his or her primary finger on the fingerprint reader.



A message displays indicating the image is good for capture. You will also see a message if the Applicant needs to press harder or move his or her finger.

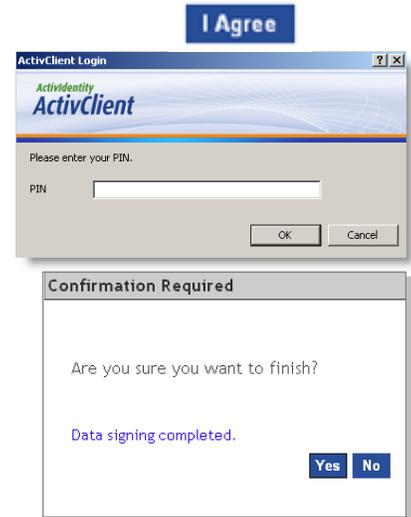
**THE CREDENTIAL HAS BEEN PERSONALIZED.**

The **Acknowledgment Required** message displays and you are automatically redirected to the **Privacy Act Statement** page.

**10. Agree to the Privacy Act Statement**

The Applicant must use his or her newly personalized credential to agree to the terms of the Privacy Act Statement and Acknowledgement of Responsibilities.

- a. Remove your Registrar Credential from the card reader. Leave the Applicant's Credential in the card reader.
- b. Ask the Applicant to read the **Privacy Act Statement** and the **Acknowledgement of Responsibilities**.
- c. Ask the Applicant to click **I Agree** to agree to the terms.
- d. Ask the Applicant to enter his or her new personal PIN in the **Please enter your PIN** field to digitally sign the Privacy Act and click the **OK** button.
- e. Ask the Applicant to click the **Yes** button in the **Confirmation Required** box.



**11. Complete the USAccess Credential Activation**

- a. Ask the Applicant to remove his or her Credential from the card reader.

Upon removal of the Applicant's Credential from the card reader, the system returns to the **Card Issuance** page.

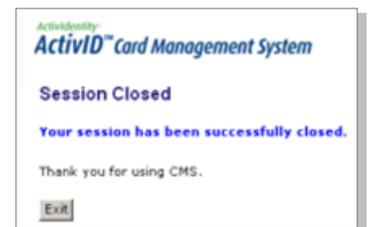
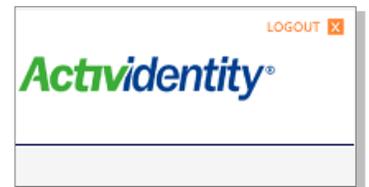
**12. Log out of Attended Activation**

If you are conducting another Attended Activation, return your Credential to the card reader and continue with the next Applicant.

Remember to log out of the system when you are finished with activations. Never walk away from the computer with the application open and logged in with your credential in the card reader. This is a serious breach of security. Logging out of Attended Activation is a two step process:

- a. Click the **LOGOUT** link in the upper right corner of the **Card Issuance** page.
- b. Click the **Exit** button at the bottom of the **Session Closed** page.

Remember to remove your Credential from the card reader and take it with you. Never leave your USAccess Credential unattended.





### 13. What if the Credential Activation Fails?

**If the Credential activation fails before the first fingerprint verification:**

1. Ask the Applicant to remove his or her Credential from the card reader.
2. Try to activate the Credential a second time.

**If the Credential activation fails after the first fingerprint verification:**

1. Write down the entire error message that displays on the screen.
2. Ask the Applicant to remove the Credential from the card reader.
3. Call the Help Desk for assistance at 866-493-8391. Explain what happened and tell the Help Desk agent the error message.
4. Ask the Applicant to wait while you follow the Help Desk directions to activate the Credential.