



This guide outlines the procedures for performing the following Security Officer Card Actions: Suspend, Reactivate, Terminate, Destroy, and Card Action Request Wizard.

All procedures begin with the Security Officer logged into the Assured Identity Web portal: <https://gsa.identitymsp.com/AssuredIdentityPortal>. Upon successful login, the **Applicant Search** page displays. From the **Applicant Search** page, search for the individual whose Credential on which you wish to perform a Card Action.

## Suspending a Credential

In this scenario, you have been notified that a college intern who has been working for your Agency during the summer will be leaving for school and will not return to work until the end of the semester. The intern will retain an affiliation with the federal government while they are an inactive employee; therefore, you can suspend their Credential.

You have searched for the Credential holder and their record displays on the **Applicant Search** page.

- Select the **View Advanced** button.

The screenshot shows the 'Applicant Search' interface. At the top, there's a yellow header with the title 'Applicant Search' and a user ID '4700000006444@fedidcard.gov Logout'. Below the header, there's a 'Search by' section with radio buttons for 'Lastname' (selected) and 'Social Security No.'. There are input fields for 'Lastname' (containing 'MSPATCH-REGRESSION'), 'Social Security No.', and 'Birth Date' (containing '01/01/1980'). Below these fields are buttons for 'Search', 'Reset', 'Import Batch', and 'Duplicates'. A table of search results is displayed below the buttons. The table has columns: ID, Last Name, First Name, Birth Date, Social Security, Email, Status, and a 'View Advanced' button. The first row of data shows: ID: 0000127953, Last Name: MSPATCH-REGRESSION, First Name: KELVIN, Birth Date: 01/01/1980, Social Security: xxx-xx-5260, Email: (blank), Status: REGISTERED. The 'View Advanced' button for this record is highlighted with a red box.

| ID         | Last Name          | First Name | Birth Date | Social Security | Email | Status     |                      |
|------------|--------------------|------------|------------|-----------------|-------|------------|----------------------|
| 0000127953 | MSPATCH-REGRESSION | KELVIN     | 01/01/1980 | xxx-xx-5260     |       | REGISTERED | <b>View Advanced</b> |



The **Security Officer Portal** page displays and is opened to the *Card Actions* tab.

Information regarding the individual's record displays at the bottom of the page, along with options to Suspend or Terminate the individual's Credential. Notice that, currently, buttons do not display to Reactivate or Destroy the Credential.

- To suspend the Credential, select the **Suspend** button.

Security Officer Portal 47001000000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 X Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

Card Actions

Request Card Action Start

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend        | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|----------------|------------|-----------|-----------|
| 20505000110700034419 | ACTIVATED       | GENERAL SERVICES ADMINISTRATION | <b>Suspend</b> |            | Terminate |           |

A **Confirmation Required** dialog box displays, asking if you are sure you want to suspend the Credential.

Suspension reasons include:

- Background Investigation
- Damaged
- Employment Status
- Lost
- Security Related
- Stolen

- Choose a reason from the drop-down list, and then select the **Yes** button.  
(In this example we chose employment status due to the temporary leave)

Confirmation Required

Are you sure you want to Suspend this PIV card?

Please choose a Reason:

SUSPENDED - EMPLOYMENT STATUS

Yes No



The suspension is complete and the PIV Card Status indicates SUSPENDED.

Security Officer Portal 47001000000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 X Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

**Card Actions**

Request Card Action Start

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034419 | SUSPENDED       | GENERAL SERVICES ADMINISTRATION |         | Reactivate | Terminate |           |

## Reactivating a Credential

Now, let's say that several months have passed and the college intern who's Credential you suspended has finished school and is coming back to your Agency to work full time. You can now reactivate their Credential.

The **Security Officer Portal** page displays and is opened to the *Card Actions* tab.

- Select the **Reactivate** button to reactivate the suspended Credential.

Security Officer Portal 47001000000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 X Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

**Card Actions**

Request Card Action Start

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034419 | SUSPENDED       | GENERAL SERVICES ADMINISTRATION |         | Reactivate | Terminate |           |



A **Confirmation Required** dialog box displays, asking if you are sure you want to Reactivate the Credential.

- Select the **Yes** button to confirm your decision.

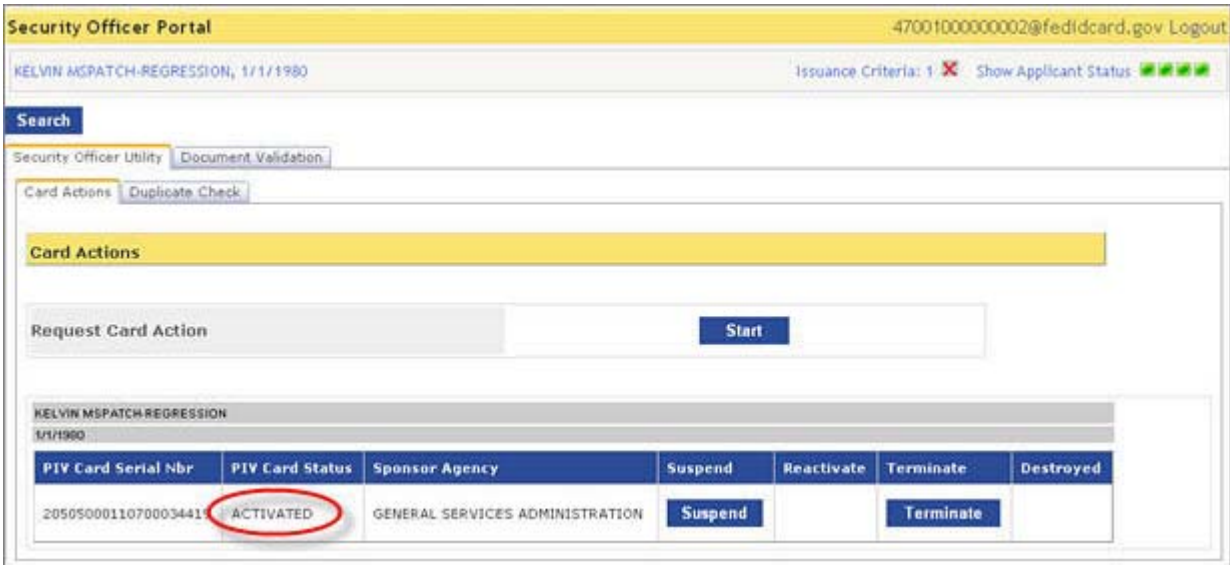


**Confirmation Required**

Are you sure you want to Reactivate this PIV card?

**Yes** **No**

The reactivation is complete and the PIV Card Status indicates ACTIVATED.



Security Officer Portal 47001000000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 X Show Applicant Status

**Search**

Security Officer Utility Document Validation

Card Actions Duplicate Check

**Card Actions**

Request Card Action **Start**

| PIV Card Serial Nbr | PIV Card Status  | Sponsor Agency                  | Suspend        | Reactivate | Terminate        | Destroyed |
|---------------------|------------------|---------------------------------|----------------|------------|------------------|-----------|
| 2050500011070003441 | <b>ACTIVATED</b> | GENERAL SERVICES ADMINISTRATION | <b>Suspend</b> |            | <b>Terminate</b> |           |

## Terminating a Credential

There are many reasons you might need to terminate a Credential. Lost or stolen credentials, or the Credential of any employee connected with a security-related threat must be terminated quickly. Rapid revocation of PIV Credentials is one of the HSPD-12 control objectives. It is your responsibility to meet this control objective to prevent misuse of Credentials.

As a Security Officer, you may also receive damaged cards. Damaged cards are returned to the Security Officer for investigation, termination, and physical destruction.

When you terminate a Credential, you must collect it from the employee (if available) and physically destroy the card. Then, update the employee's USAccess record to indicate the card was destroyed.



The **Security Officer Portal** page displays and is opened to the *Card Actions* tab.

- Select the **Terminate** button to terminate the Credential.

Security Officer Portal 4700100000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 X Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

Card Actions

Request Card Action Start

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034419 | ACTIVATED       | GENERAL SERVICES ADMINISTRATION | Suspend |            | Terminate |           |

A **Confirmation Required** dialog box displays, asking if you are sure you want to terminate the Credential.

Reasons to Terminate a Credential include:

- Unknown
- Background Investigation
- Manufacturer's Defect
- Damaged
- Employment Status
- Expired
- Lost
- Security Related
- Stolen

- Choose a reason from the drop-down list, and since you have the card in your possession and you are going to physically destroy the card, select the **Yes** radio button.

Confirmation Required

Are you sure you want to Terminate this PIV card?

Please choose a Reason:

TERMINATED - EMPLOYMENT STATUS

Do you want to physically destroy this PIV card?

☒ Yes ☐ No

Yes No



The termination is complete and the PIV Card Status indicates TERMINATED.

Security Officer Portal 47001000000002@fedidcard.gov Logout

KELVIN MSPATCH-REGRESSION, 1/1/1980 Issuance Criteria: 1 ✖ Show Applicant Status ●●●●

**Search**

Security Officer Utility Document Validation

Card Actions Duplicate Check

**Card Actions**

Request Card Action **Start**

KELVIN MSPATCH-REGRESSION  
1/1/1980

| PIV Card Serial Nbr  | PIV Card Status  | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed  |
|----------------------|--|---------------------------------|---------|------------|-----------|--|
| 20505000110700034419 | <span style="border: 2px solid red; border-radius: 50%; padding: 2px;">TERMINATED</span> | GENERAL SERVICES ADMINISTRATION |         |            |           | <span style="color: green; font-size: 1.5em;">✓</span> |





## Destroying a Credential

In this scenario we confiscated and terminated an employee's Credential. Since the PIV Card Status is **TERMINATED**, the **Destroy** button is available for use. So, in addition to physically destroying the employee's Credential, we can mark their Credential destroyed in the system.



*Refer to your Agency's policy regarding card destruction. Cards should be cut up or shredded. At a minimum, a hole should be punched through the computer chip.*

In the event there is more than one credential listed – as is the case in the scenario depicted here – double check the PIV Card Serial Number on the back of the credential to make sure you are destroying the correct credential.

The **Security Officer Portal** page displays and is opened to the *Card Actions* tab.

- Select the **Destroy** button to begin the process.

Security Officer Portal 47001000000002@fedidcard.gov Logout

ANGIE LEE-THREE, 1/1/1980 Issuance Criteria Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

Card Actions

Request Card Action Start

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034452 | ACTIVATED       | GENERAL SERVICES ADMINISTRATION | Suspend |            | Terminate |           |
| 20505000116100049614 | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | Destroy   |
| 2050500011610011910  | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | Destroy   |

A **Confirmation Required** dialog box displays, asking if you are sure you want to destroy the PIV card.

- Select the **Yes** button to continue.

Confirmation Required

Are you sure you want to Destroy this PIV card?

Yes No



A green check mark in the **Destroyed** column indicates that the process is complete. The physical destruction of the card is recorded in the USAccess database.

Security Officer Portal 47001000000002@fedidcard.gov Logout

ANGIE LEE-THREE, 1/1/1980 Issuance Criteria Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

Card Actions

Request Card Action Start

ANGIE LEE-THREE  
1/1/1980

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034452 | ACTIVATED       | GENERAL SERVICES ADMINISTRATION | Suspend |            | Terminate |           |
| 20505000116100049614 | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | Destroy   |
| 20505000116100119100 | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | ✓         |

## Using the Card Action Request Wizard

This next section demonstrates how to utilize the Card Action Request Wizard to determine the proper Card Action for Credentials that are lost, stolen, damaged, expired, or have a manufacturer's defect.

There are four Card Action Request types:

- Reissue
- Reprint,
- Card Update
- Certificate Rekey





In this scenario, a Credential holder has notified you that their Credential was accidentally damaged. You can use the Card Action Request Wizard to determine the necessary Card Action.

The **Security Officer Portal** page displays and is opened to the *Card Actions* tab.

- Select the **Start** button to launch the Card Action Request Wizard.

Security Officer Portal 47001000000002@fedidcard.gov Logout

ANGIE LEE-THREE, 1/1/1980 Issuance Criteria Show Applicant Status [Green Icons]

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

**Card Actions**

Request Card Action [Start]

ANGIE LEE-THREE  
1/1/1980

| PIV Card Serial Nbr  | PIV Card Status | Sponsor Agency                  | Suspend | Reactivate | Terminate | Destroyed |
|----------------------|-----------------|---------------------------------|---------|------------|-----------|-----------|
| 20505000110700034452 | ACTIVATED       | GENERAL SERVICES ADMINISTRATION | Suspend |            | Terminate |           |
| 20505000116100049614 | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | Destroy   |
| 20505000116100119100 | TERMINATED      | GENERAL SERVICES ADMINISTRATION |         |            |           | Destroy   |

The Card Action Request Wizard displays.

The wizard indicates that the current card is Active, and asks if the Applicant or Agency official has the card in their possession. In this scenario, the answer is Yes.

- Select the **Yes** radio button.
- Select the **Next** button.

**Card Action Request Wizard**

The current card is: Active

Does the applicant or an Agency official have the card in possession?

☒ Yes  
☐ No

[Next] [Cancel]



Next, the Card Action Request Wizard asks you to select a reason for the Card Action from the drop-down list.

- Card Action reasons include:
- Biometric Update
- Certificate Rekey
- Damaged
- Data Update
- Expired
- Manufacturer's Defect

DAMAGED has been selected as the reason for the Card Action.

- Select the **Next** button to continue with the request.

Card Action Request Wizard

Please select a reason for this Card Action:

DAMAGED

Previous Next Cancel

At the end of the process, the Wizard presents the recommended action.

- In the **Select An Action** section, you can choose to follow the recommended action or select an Upgrade Action from the drop-down list.
- In the **On Completion** section, select a radio button to choose the page to which you would like to return on completion of the card action. The choices are **Applicant Search** page or **Security Officer Portal**.
- Click the **Finish** button to complete the request.

Card Action Request Wizard

Select An Action

The recommended action is Reprint

You can select an Upgrade Action from this list

Reprint  
Reprint  
Reissue

On Completion

☐ Return to the Applicant Search page

☒ Return to the Security Officer Portal

Please click Finish to complete the request.

Previous Finish Cancel

You are returned to the **Card Actions** tab on the **Security Officer Portal** page.



*When card printing is in progress for the selected Applicant, the Security Officer cannot make changes to the Applicant's record. He/she is only able to use the Card Status tab to terminate a credential. This capability allows the Security Officer to terminate a credential that is already being printed for cases such as change in employment status, background checks, or need to do a reissue.*



## Clear/Reset Outstanding Card Action Wizard Requests

USAccess allows the Security Officer to cancel certain outstanding CAW requests if the original request was never satisfied. This includes reissues (if the Applicant never re-enrolled) and reprint (if the request has not gone to Issuance). Once the request has gone to CMS it must be satisfied (such as new print request, card update, or rekey). Likewise once the Applicant enrolls (off a reissue) the request must be satisfied.

In addition, if there is an enrollment referral to the Security Officer (such as a document referral or biometric dupe check) that is confirmed by the SO, USAccess automatically closes this request.

- Click on the *Security Officer Utility* tab and the *Card Actions* tab.
- Click the **Start** button next to Cancel Card Action.

Security Officer Portal

super\_sponsor@gsa.gov Logout

M PHILLIPS, 1/2/1981

Issuance Criteria: 3 X Show Applicant Status

Search

Security Officer Utility Document Validation

Card Actions Duplicate Check

Card Actions

Request Card Action Start

Cancel Card Action Start

The system displays a message box stating the type of card action and date of the request, and prompts you to confirm the action of cancelling the outstanding request.

- Click the **Yes** button to continue with cancelling the outstanding card action request.
- Click the **No** button to leave the request as is in the system.

Cancel Card Action Request in Progress

There is a pending Card Action Request in progress.

Action: Reissue  
Submitted: 1/24/2012

Yes No