

USAccess System- Registrar

Help Guide

Prepared for



**United States Department of Agriculture
Office of Security
300 7th Street SW, Washington DC 20024**

Version 1.0

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USAccess System Registrar

In the USAccess system, the Registrar's tasks are to manage enrollment appointments and perform the enrollment data capture tasks.

This guide is divided into three parts: Managing Enrollment Appointments, Enrollment Procedures, and Enrollment Troubleshooting. The following sections contain USAccess screen shots and step-by-step instructions to assist the Adjudicator in performing their duties.

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Contacts are also listed on the last page should you require assistance.

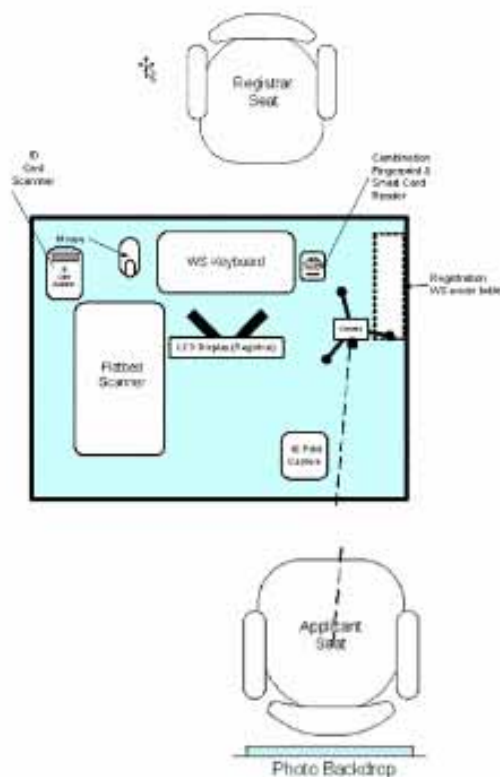
Note: You will first insert your PIV Credential into a card reader to access the system; you will be prompted to enter your Personal Identification Number (PIN).

Make sure you do not remove your credential during the Enrollment process.

When you have completed your Registrar activities or if you must leave your workstation, logout of the application and remove your PIV Credential from the card reader.

Part I: Managing Enrollment Appointments

A. Enrollment Station Layout



Your enrollment station may resemble this schematic depending on the agency and location.

All stations will have the same equipment:

- Registration Workstation (Computer, Keyboard, Mouse, and LCD Display)
- ID card scanner
- Flatbed scanner
- Combination fingerprint/Smart Card reader
- Camera
- 10 print capture device
- Photo backdrop

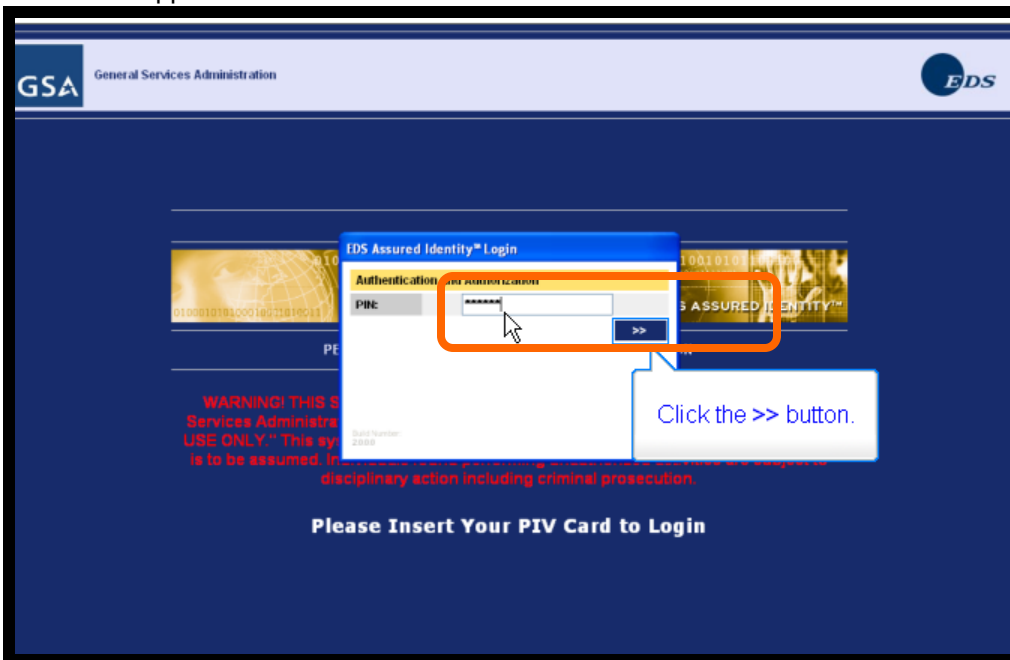
B. Logging In

You will need to log into two different systems to perform all your Registrar duties. The first is the USAccess system where you will perform the Enrollments and the second is the GSA Online Scheduling System where you will manage your Enrollment appointments.

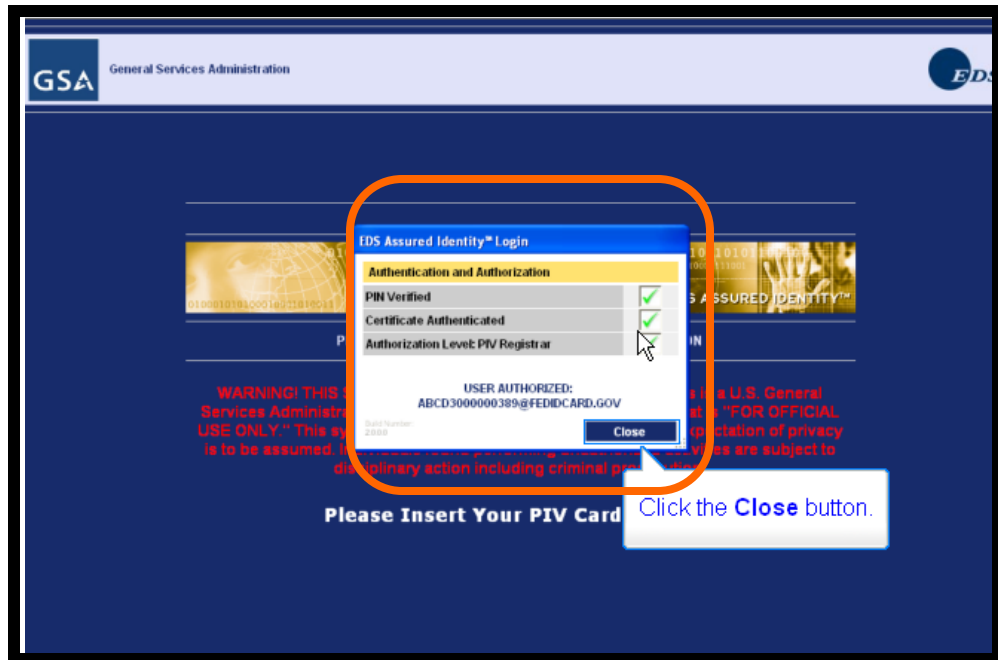
Step 1: When you arrive in the morning, unlock the Credentialing Center.

Step 2: Turn on the Registration workstation.

Step 3: Insert your PIV Credential into the Smart Card reader; the USAccess authentication screen will appear.

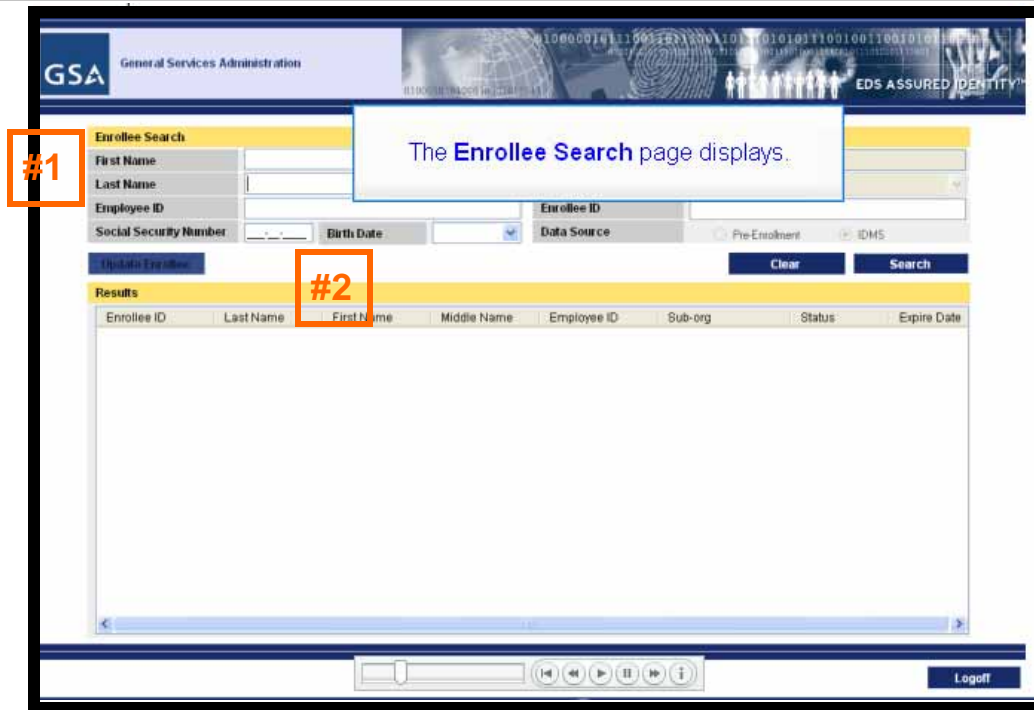


Step 4: Type your PIN in the **PIN** field and then click the ">>" button to log in.



Step 5: You have been successfully logged in to USAccess when you see the above box appear.

Step 6: Click the **Close** button.



Step 7: The **Enrollee Search** page displays.

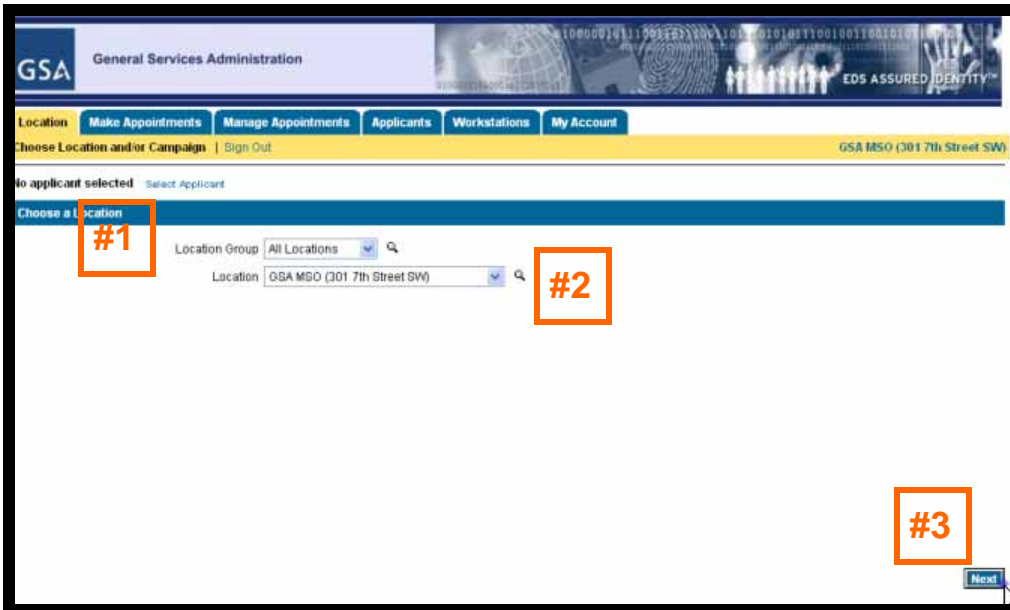


Step 8: Open a new web browser window and select the GSA Online Scheduling System link from your browser favorites.

Step 9: Type in your user name in the **Username** field and then your password in the **Password** field (#1).

Step 10: Click the **Sign In** link (#2).

C. Manage Enrollment Appointments



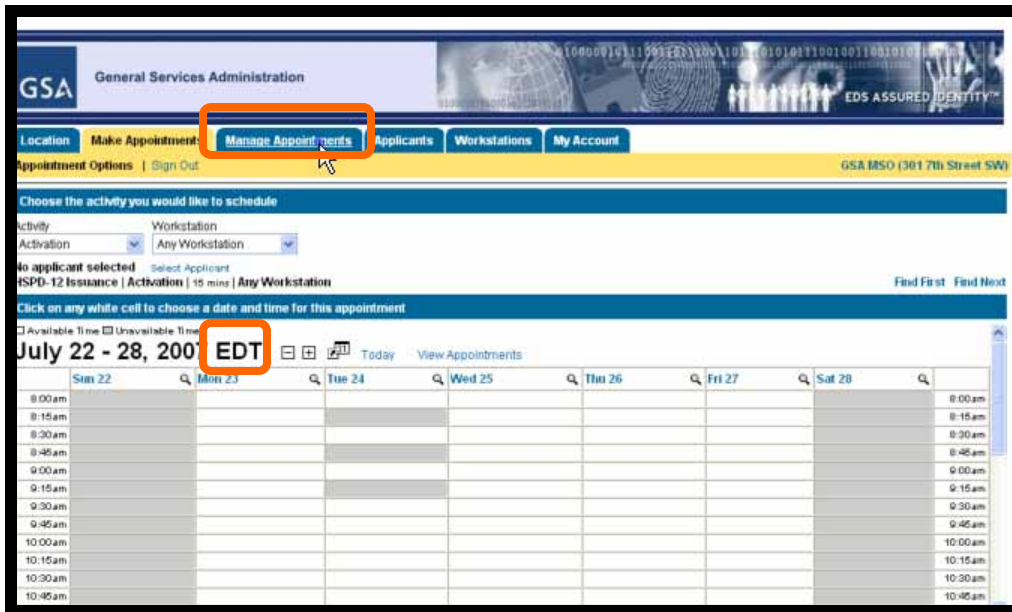
Step 1: Choose a state from the **Location Group** drop-down list (#1).

Step 2: The **Location** drop-down list choices will filter based on the state selected in Step 1 and will list Credential Center locations within the state selected. Choose your center from the list (#2).

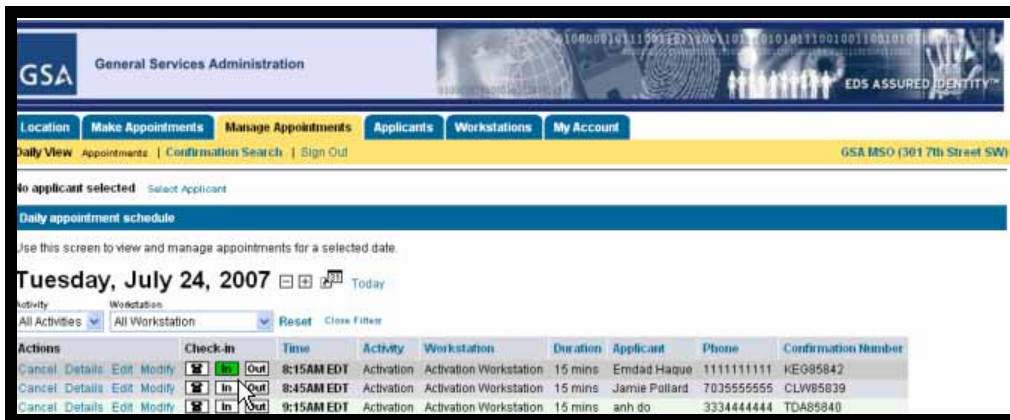
Step 3: Click the **Next** button to submit your selection (#3).

Note: Choosing “All Locations” will display all available location choices in the **Location** drop-down list.

The Make Appointments – Appointment Options page displays:



Step 4: Click on the **Manage Appointments** tab.



Actions	Check-in	Time	Activity	Workstation	Duration	Applicant	Phone	Confirmation Number
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	8:15AM EDT	Activation	Activation Workstation	15 mins	Ermdad Hague	1111111111	KEG85842
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	8:45AM EDT	Activation	Activation Workstation	15 mins	Jamie Pollard	7035555555	CLW85839
Cancel Details Edit Modify	<input type="checkbox"/> In <input type="checkbox"/> Out	9:15AM EDT	Activation	Activation Workstation	15 mins	anh do	3334444444	TD485840


The day's appointments are listed in table below the current date.

Step 5: Greet the Applicant when they arrive and then check them in by clicking the **In** button on their appointment record. It will turn green when clicked.

Step 6: Perform the enrollment (see Part II for details) and then check them out when finished by clicking the **Out** button. It too will turn green when clicked.

Note: Metrics are collected to determine the efficiency of the registration process. An ideal appointment should take about 15 minutes on average.

Be sure to answer any questions from the Applicant even it takes a little extra time.



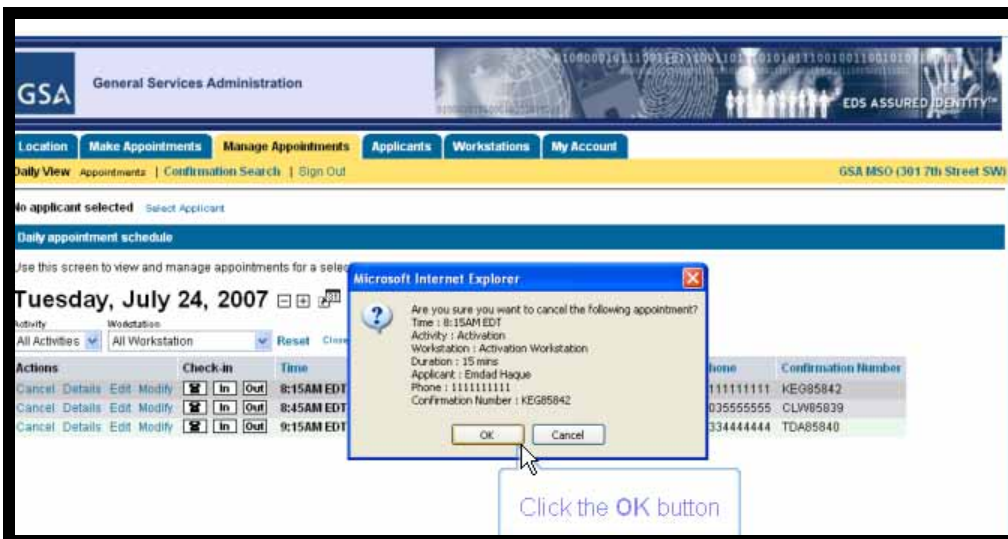
If you check in the wrong Applicant, just click on the **In** button to toggle it off.

Note: Use your own judgment when working with Applicants that arrive late. Attempt to fit them in if possible; you may need to take people out of turn.

D. Cancelling Appointments

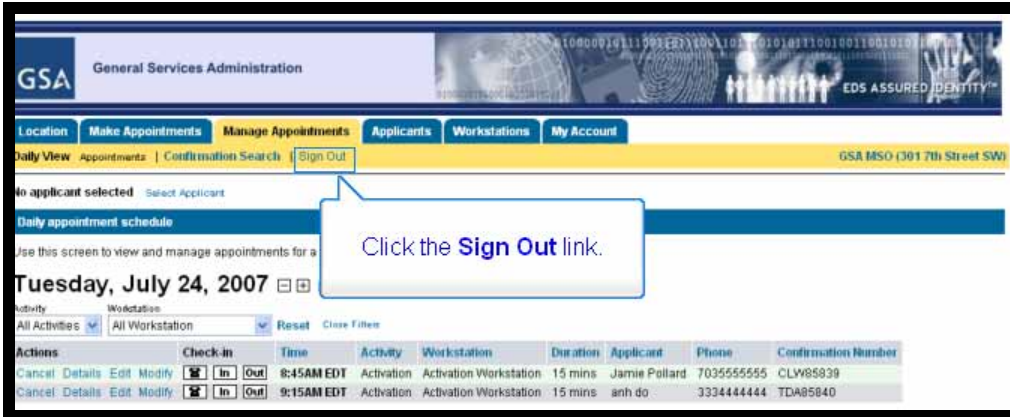


Step 1: Wait until the end of the day to cancel appointments for Applicants that did not show up. Click the **Cancel** link in the **Action** column on the Applicant record.



Step 2: Click the **OK** button on the confirmation screen to confirm the cancellation.

Step 3: You will be returned to the Manage Appointments – Daily View – Appointments page.



GSA General Services Administration

Location Make Appointments Manage Appointments Applicants Workstations My Account

Daily View Appointments Confirmation Search **Sign Out** GSA MISO (301 7th Street SW)

No applicant selected Select Applicant

Daily appointment schedule

Use this screen to view and manage appointments for a

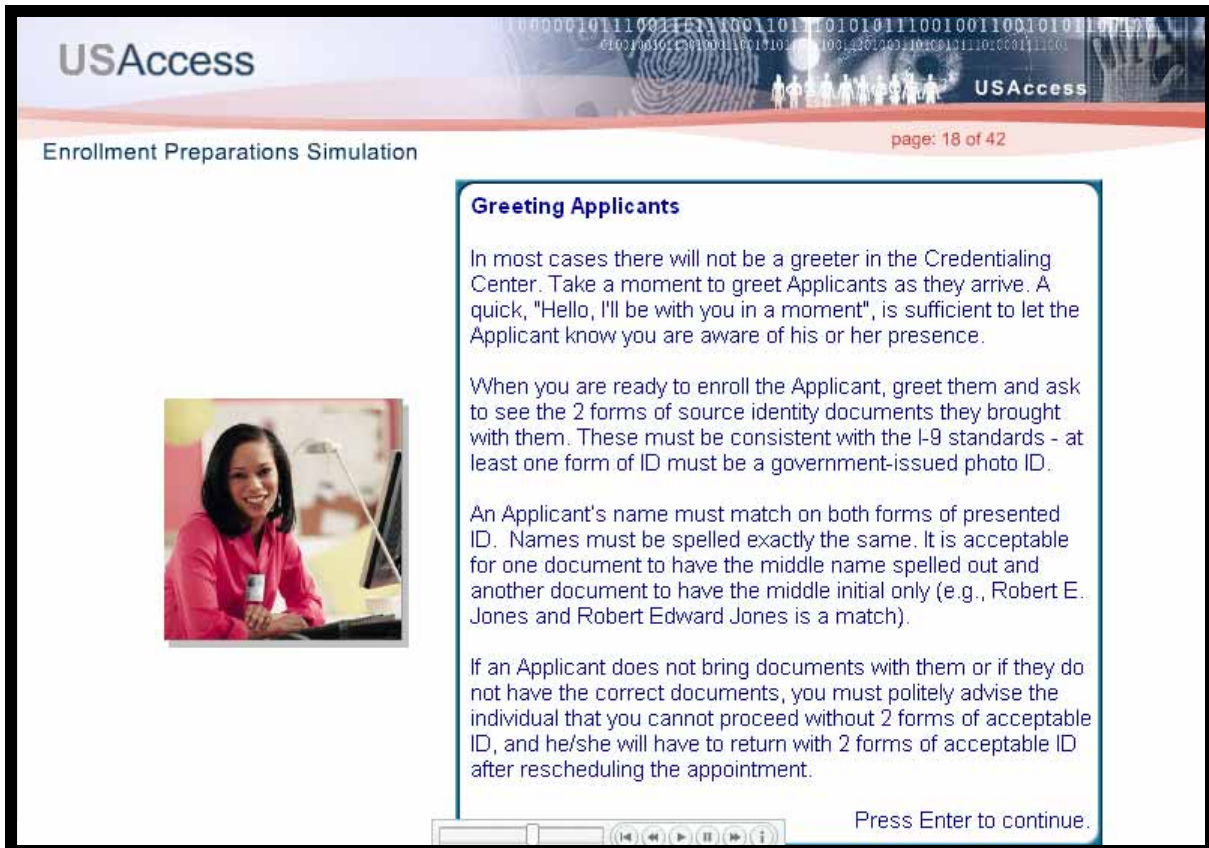
Tuesday, July 24, 2007

Activity Workstation All Activities All Workstation Reset Close Filter

Actions	Check-in	Time	Activity	Workstation	Duration	Applicant	Phone	Confirmation Number
Cancel Details Edit Modify	<input checked="" type="checkbox"/> In <input type="checkbox"/> Out	8:45AM EDT	Activation	Activation Workstation	15 mins	Jamie Pollard	7035555555	CLW85939
Cancel Details Edit Modify	<input checked="" type="checkbox"/> In <input type="checkbox"/> Out	9:15AM EDT	Activation	Activation Workstation	15 mins	anh do	3334444444	TDA85840

Be sure to log out when you are done with your activities by clicking on the **Sign Out** link.

E. Greeting Applicants



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Enrollment Preparations Simulation

Greeting Applicants

In most cases there will not be a greeter in the Credentialing Center. Take a moment to greet Applicants as they arrive. A quick, "Hello, I'll be with you in a moment", is sufficient to let the Applicant know you are aware of his or her presence.

When you are ready to enroll the Applicant, greet them and ask to see the 2 forms of source identity documents they brought with them. These must be consistent with the I-9 standards - at least one form of ID must be a government-issued photo ID.

An Applicant's name must match on both forms of presented ID. Names must be spelled exactly the same. It is acceptable for one document to have the middle name spelled out and another document to have the middle initial only (e.g., Robert E. Jones and Robert Edward Jones is a match).

If an Applicant does not bring documents with them or if they do not have the correct documents, you must politely advise the individual that you cannot proceed without 2 forms of acceptable ID, and he/she will have to return with 2 forms of acceptable ID after rescheduling the appointment.

Press Enter to continue.


When Applicants arrive at the Credentialing Center, take a moment to greet them and let them know you are aware of their presence.

When you are ready to enroll them, ask to see the 2 forms of ID documents they brought. If the Applicant does not bring documents or they do not have the correct ones, politely advise them that the enrollment cannot proceed without 2 forms of acceptable ID and that they should return with 2 forms of acceptable ID after rescheduling their appointment.

Note: Things to keep in mind with the ID documents:

- They should be consistent with the I-9 standards
- At least one ID must be a government issued photo ID
- An Applicant's name must match on both forms of ID and names must be spelled the same
- It is acceptable to have one document spell out the middle name and the other to have only the middle initial


F. About Source Identity Documents



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Enrollment Preparations Simulation



Source Identity Documents

Never accept hand written, reproduced, or photocopies of IDs. This includes duplicate birth certificates. Only genuine, original, and unaltered identity source documents should be accepted. Do not accept any expired documentation, with the exception of expired passports.

There is no uniform standard for birth certificates. Not only do they vary from state to state, but they also vary depending on the time period in which they were produced. Only original or certified copies should be accepted. Certified copies will often have raised/embossed seals.

The Applicant's name in the USAccess System must match exactly what is presented on the identity source documentation.

If you have reason to believe an ID presented is fraudulent, or questionable in any way, accept it and continue with the enrollment. You will be able to flag it in the system for more validation, and a Security Officer will investigate the document at a later date.

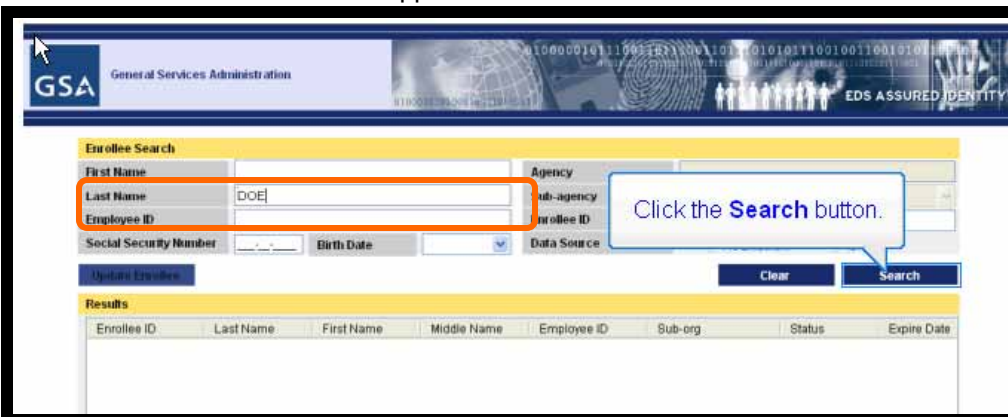
Press Enter to continue.

1. Never accept hand written, reproduced or photocopies of IDs; including Birth Certificates. Only genuine, original and unaltered ID source documents should be accepted.
2. Do not accept any expired documents with the exception of expired passports.
3. There is no uniform standard for Birth Certificates. Only original or certified copies should be accepted; certified copies often have raised/embossed seals.
4. The Applicant's name in USAccess must exactly match the ID source document.
5. If you have reason to believe an ID is fraudulent or questionable, accept it and continue with the enrollment. You will be able to flag it and a Security Officer will investigate the document at later date.

Part II: Enrollment Procedures

A. Verifying Biographical Data

Step 1: Log into to both the USAccess System and GSA Scheduling System as detailed in Part I, Section B. You are now on the Applicant Search screen.



GSA General Services Administration

EDS ASSURED IDENTITY

Enrollee Search

First Name:

Last Name:

Employee ID:

Social Security Number:

Birth Date:

Agency:

Sub-agency:

Enrollee ID:

Data Source:

Update Enrollee

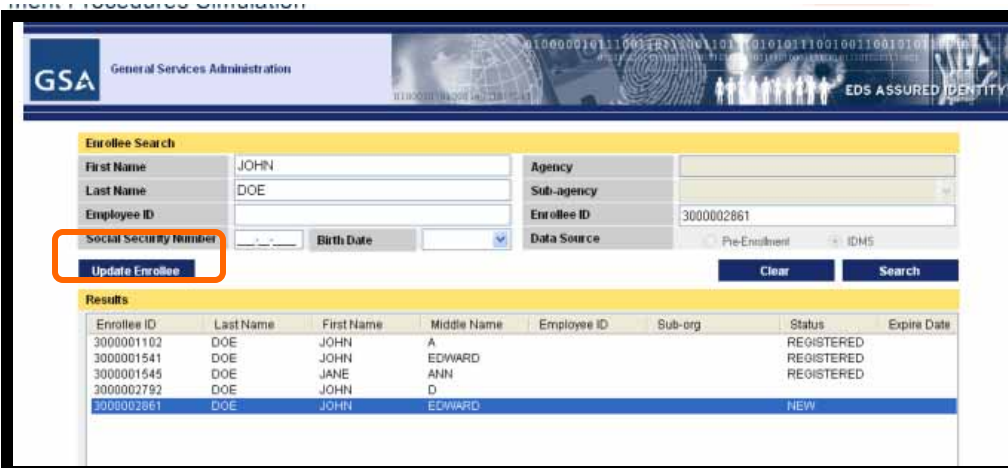
Clear Search

Results

Enrollee ID	Last Name	First Name	Middle Name	Employee ID	Sub-org	Status	Expire Date

Step 2: Type in the Applicant's last name in the **Last Name** field.

Step 3: Click the **Search** button.



GSA General Services Administration

EDS ASSURED IDENTITY

Enrollee Search

First Name:

Last Name:

Employee ID:

Social Security Number:

Birth Date:

Agency:

Sub-agency:

Enrollee ID:

Data Source:

Update Enrollee

Clear Search

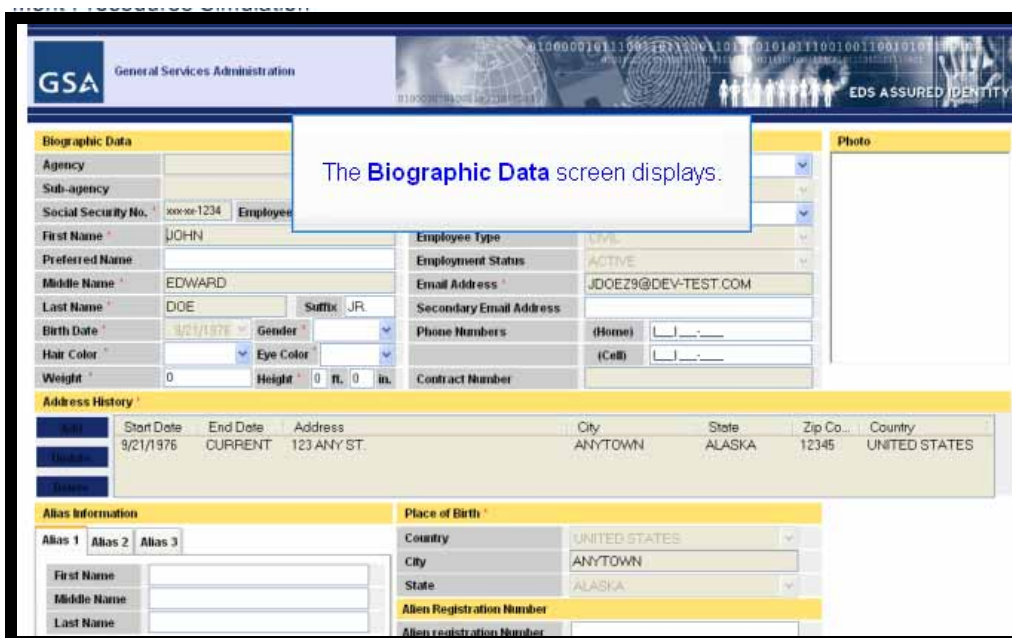
Results

Enrollee ID	Last Name	First Name	Middle Name	Employee ID	Sub-org	Status	Expire Date
3000001102	DOE	JOHN	A			REGISTERED	
3000001541	DOE	JOHN	EDWARD			REGISTERED	
3000001545	DOE	JANE	ANN			REGISTERED	
3000002792	DOE	JOHN	D				
3000002861	DOE	JOHN	EDWARD			NEW	

Step 4: When the results display, click on the Applicant you want to enroll.

Step 5: Click on the **Update Enrollee** button.

The **Biographic Data** page displays:



GSA General Services Administration

Biographic Data

Agency: [] Sub-agency: [] Social Security No.: xxx-xx-1234 Employee: []

First Name: JOHN Employee Type: UPL Preferred Name: [] Employment Status: ACTIVE Middle Name: EDWARD Email Address: JDOEZ9@DEV-TEST.COM Last Name: DOE Suffix: JR Secondary Email Address: [] Birth Date: 9/21/1976 Gender: [] Phone Numbers: (Home) [] (Cell) [] Hair Color: [] Eye Color: [] Contract Number: [] Weight: 0 Height: 0 ft. 0 in.

Address History

Start Date	End Date	Address	City	State	Zip Co.	Country
9/21/1976	CURRENT	123 ANY ST.	ANYTOWN	ALASKA	12345	UNITED STATES

Alias Information

Place of Birth:

Country: UNITED STATES City: ANYTOWN State: ALASKA

Alias 1: [] Alias 2: [] Alias 3: []

First Name: [] Middle Name: [] Last Name: []

Alien Registration Number: []

Step 6: Ask the Applicant to verify the information on the screen.

Note: If any of the data is incorrect, the Applicant must notify the Sponsor. Only the Sponsor can update the information.

Step 7: If all the information is correct, insert the Applicant's driver's license or military ID into the AssureTec i-Identify card scanner.

Note: Place the card on the edge of scanner and slowly slide it in. The scanner will pull the card in; do not force the card into the scanner. The scanner will slide the card out when scanning has been completed.

The Data Difference Report will display:

EDS Assured Identity™ - PIV Registration - Data Difference Report

Sponsored Applicant Name Data		Scanned Name Data	
<input checked="" type="checkbox"/> First Name	JOHN	<input type="checkbox"/> First Name	JOHN
<input checked="" type="checkbox"/> Middle Name	EDWARD	<input type="checkbox"/> Middle Name	EDWARD
<input checked="" type="checkbox"/> Last Name	DOE	<input type="checkbox"/> Last Name	DOE
<input checked="" type="checkbox"/> Suffix	JR.	<input type="checkbox"/> Suffix	JR.

Sponsored Applicant Address Data		Scanned Address Data	
<input checked="" type="checkbox"/> Street	123 ANY ST.	<input type="checkbox"/> Street	123 ANY ST.
<input checked="" type="checkbox"/> City	ANYTOWN	<input type="checkbox"/> City	ANYTOWN
<input checked="" type="checkbox"/> State	ALASKA	<input type="checkbox"/> State	ALASKA
<input checked="" type="checkbox"/> Zip	12345	<input type="checkbox"/> Zip	12345
<input checked="" type="checkbox"/> Country	UNITED STATES	<input type="checkbox"/> Country	UNITED STATES

Sponsored Applicant Physical Data		Scanned Physical Data	
<input type="checkbox"/> Hair Color		<input checked="" type="checkbox"/> Hair Color	
<input checked="" type="checkbox"/> Eye Color		<input type="checkbox"/> Eye Color	
<input checked="" type="checkbox"/> Weight	0		
<input checked="" type="checkbox"/> Gender			
<input checked="" type="checkbox"/> Birth Date	9/21/1976		

Click the **Hair Color** drop down list.

OK Cancel

The Sponsor Data is in the left column, while the Scanned Data is in the right column. Checked boxes indicate data elements that will be used for the Applicant's record.

You can check fields on the Scanned Data side to include in the Applicant's record.

Step 8: Check the box next to the data element to include.

Step 9: Click the associated drop-down list and select a value

EDS Assured Identity™ PIV Registration Data Difference Report

Sponsored Applicant Name Data		Scanned Name Data	
<input checked="" type="checkbox"/> First Name	JOHN	<input type="checkbox"/> First Name	JOHN
<input checked="" type="checkbox"/> Middle Name	EDWARD	<input type="checkbox"/> Middle Name	EDWARD
<input checked="" type="checkbox"/> Last Name	DOE	<input type="checkbox"/> Last Name	DOE
<input checked="" type="checkbox"/> Suffix	JR.	<input type="checkbox"/> Suffix	JR.

Sponsored Applicant Address Data		Scanned Address Data	
<input checked="" type="checkbox"/> Street	123 ANY ST.	<input type="checkbox"/> Street	123 ANY ST.
City	ANYTOWN	City	ANYTOWN
State	ALASKA	State	ALASKA
Zip	12345	Zip	12345
Country	UNITED STATES	Country	UNITED STATES

Sponsored Applicant Physical Data		Scanned Physical Data	
<input type="checkbox"/> Hair Color		<input checked="" type="checkbox"/> Hair Color	BROWN
<input type="checkbox"/> Eye Color		<input checked="" type="checkbox"/> Eye Color	BROWN
<input type="checkbox"/> Weight	0	<input checked="" type="checkbox"/> Weight	200
<input type="checkbox"/> Gender		<input checked="" type="checkbox"/> Gender	MALE
<input checked="" type="checkbox"/> Birth Date	9/21/1976	Birth Date	8/20/1949

OK **Cancel**

Step 10: Repeat Step 8 and 9 with the other desired data elements.

Step 11: Click the **OK** button when finished.

Biographic Data

Agency: [] Sub-agency: [] Social Security No.: [] Employee ID: [] Ethnicity: [WHITE] Citizenship: [UNITED STATES] Citizenship Status: [US CITIZEN] Employee Type: [CIVIL] Contract Number: []

First Name: [JOHN] Middle Name: [EDWARD] Last Name: [DOE] Birth Date: [9/21/1976] Gender: [MALE] Hair Color: [BROWN] Eye Color: [BROWN] Weight: [200] Height: [5] ft. [7] in.

Address History:

Start Date	End Date	Address	City	State	Zip Co...	Country
9/21/1976	CURRENT	123 ANY ST.	ANYTOWN	ALASKA	12345	UNITED STATES

Alias Information:

Alias 1: [] Alias 2: [] Alias 3: [] Place of Birth: [UNITED STATES] City: [ANYTOWN] State: [ALASKA]

Allen Registration Number: []

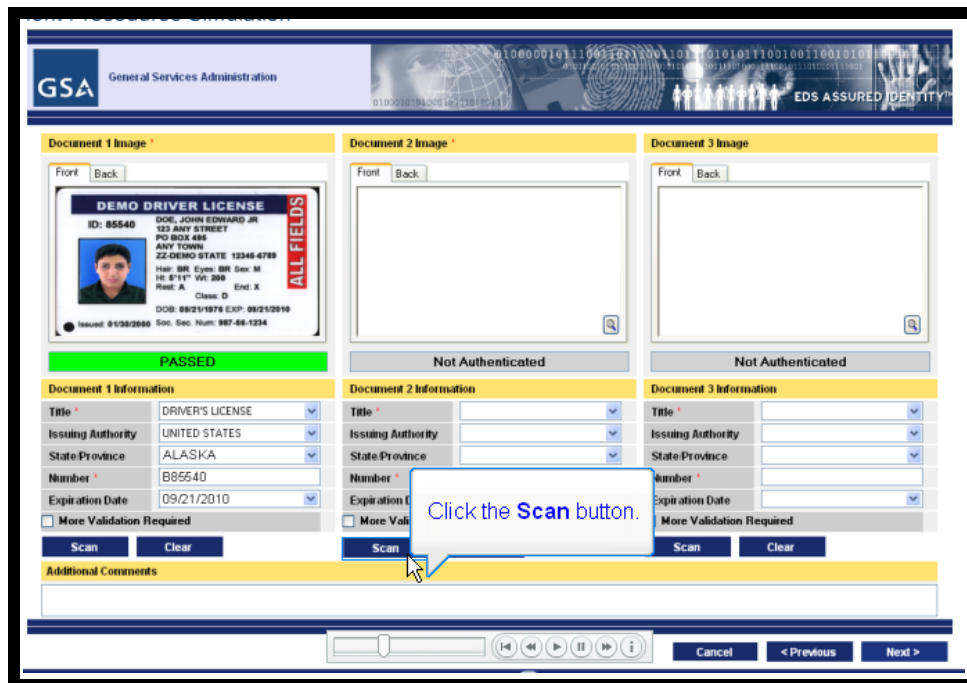
Back **Cancel** **Next >**

Step 12: The data has been updated on the Biographic Data page.

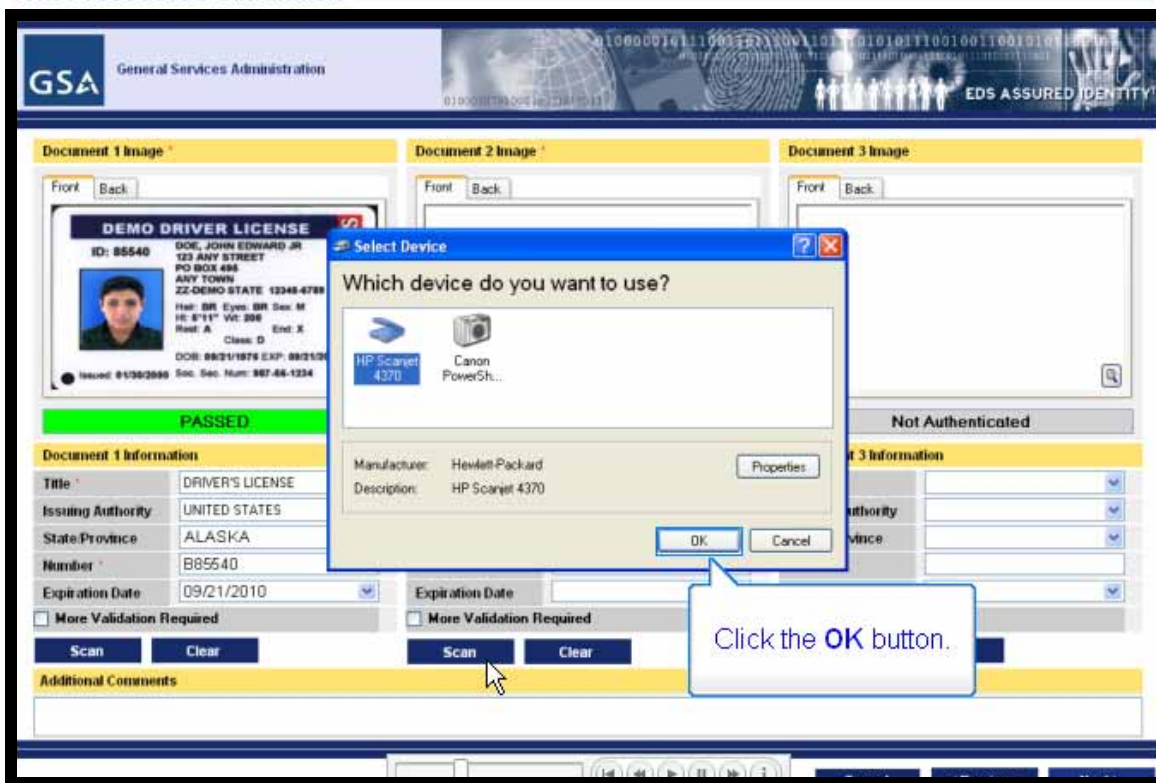
The screenshot displays the Lincpass Registrar interface. At the top, the GSA logo and 'General Services Administration' are visible. The main form is titled 'Biographic Data' and includes fields for Agency, Sub-agency, Social Security No., Employee ID, First Name, Preferred Name, Middle Name, Last Name, Birth Date, Gender, Hair Color, Eye Color, Weight, Height, Ethnicity, Citizenship, Citizenship Status, Employee Type, Employment Status, Email Address, Secondary Email Address, Phone Numbers, and Contract Number. Below this is the 'Address History' section with a table showing Start Date, End Date, Address, City, State, Zip Co., and Country. The 'Place of Birth' section includes fields for Country, City, State, and Alien Registration Number. A callout box with the text 'Click the Next > button.' points to the 'Next >' button at the bottom right of the form.

Step 14: Click the **Next** button.

B. Scanning Identity (ID) Source Documents



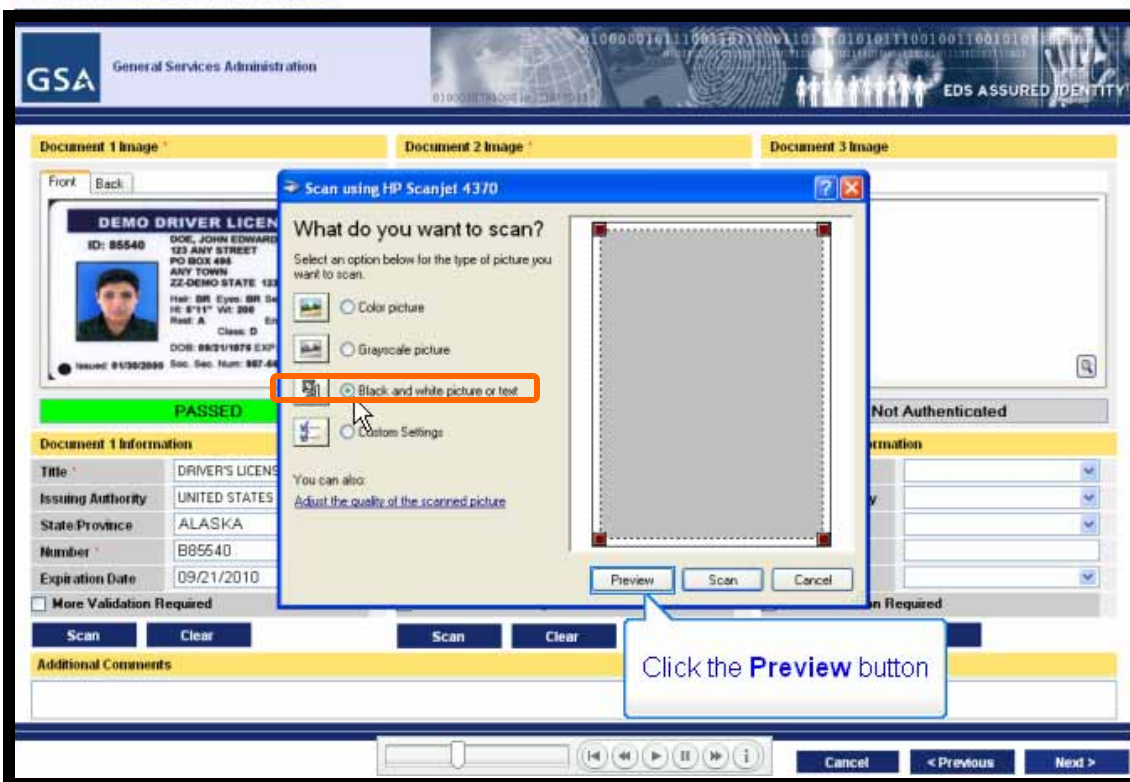
Step 1: The Applicant's drivers license has already been scanned; click the **Scan** button to scan the second identity document after placing it in the scanner.



Step 2: When the “Select Device” dialog appears, accept the default and then click the **OK** button.

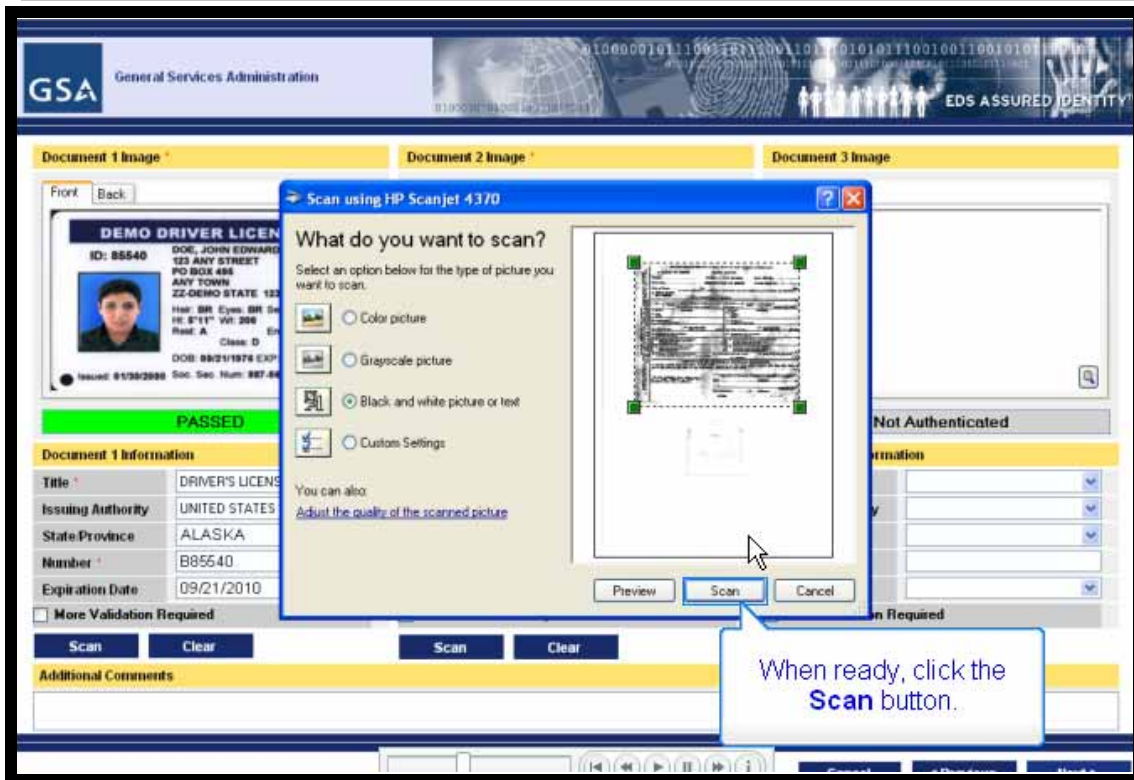
Note: Documents like birth certificates and passports must be scanned on the flatbed scanner.

When the scanner is finished scanning the document, the scanner control and preview dialog box will display.



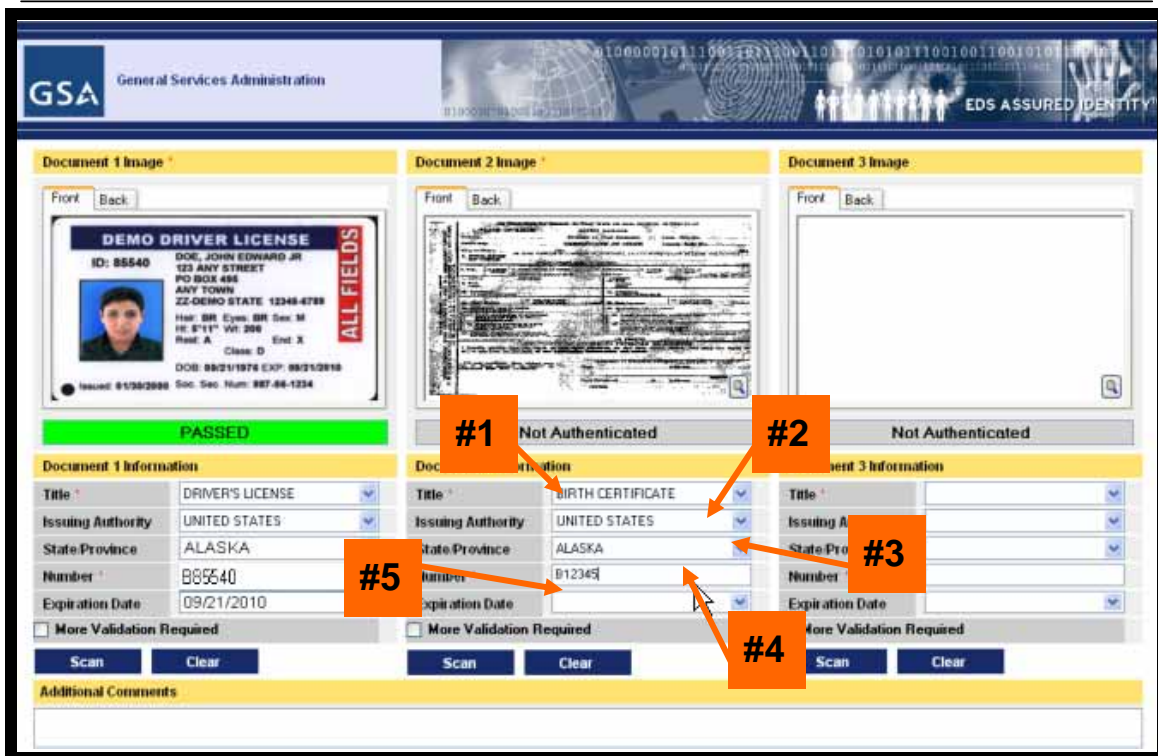
Step 3: Because the document being scanned is black text on white paper, click the **Black and White Picture or Text** button.

Step 4: Click the **Preview** button before scanning in case it needs to be repositioned or resized.



Step 5: Adjust the document on the scanner to capture a better picture if necessary.

Step 6: When ready, click the **Scan** button.



Document 1 Image

Front Back

DEMO DRIVER LICENSE

ID: 88540 DOB: JOHN EDWARD JR
123 ANY STREET
ANY TOWN
22-DEMO STATE 12345-6789
Has: BR Eyes: GR Sex: M
Ht: 5'11" Wt: 200
Race: A Class: D
DOB: 08/21/1978 EXP: 08/21/2018
Issued: 01/25/2008 Soc. Sec. Num: 887-66-1234

PASSED

Document 2 Image

Front Back

Not Authenticated

Document 3 Image

Front Back

Not Authenticated

Document 1 Information

Title: DRIVER'S LICENSE
Issuing Authority: UNITED STATES
State/Province: ALASKA
Number: 885540
Expiration Date: 09/21/2010
☐ More Validation Required
Scan Clear

Document 2 Information

Title: BIRTH CERTIFICATE
Issuing Authority: UNITED STATES
State/Province: ALASKA
Number: B12345
Expiration Date:
☐ More Validation Required
Scan Clear

Document 3 Information

Title:
Issuing Authority:
State/Province:
Number:
Expiration Date:
☐ More Validation Required
Scan Clear

Additional Comments

Step 7: When finished scanning, the document appears in the **Document 2** window and you will now fill in the document information.

Note: If any issues are encountered with the document scanning, stop here and go to Part III, Section A: Invalid Scan of Identity Documents to flag the issue; otherwise continue to Step 8.

Step 8: MANDATORY: Select a title from the **Title** drop-down list; in this case choose "Birth Certificate". (#1)

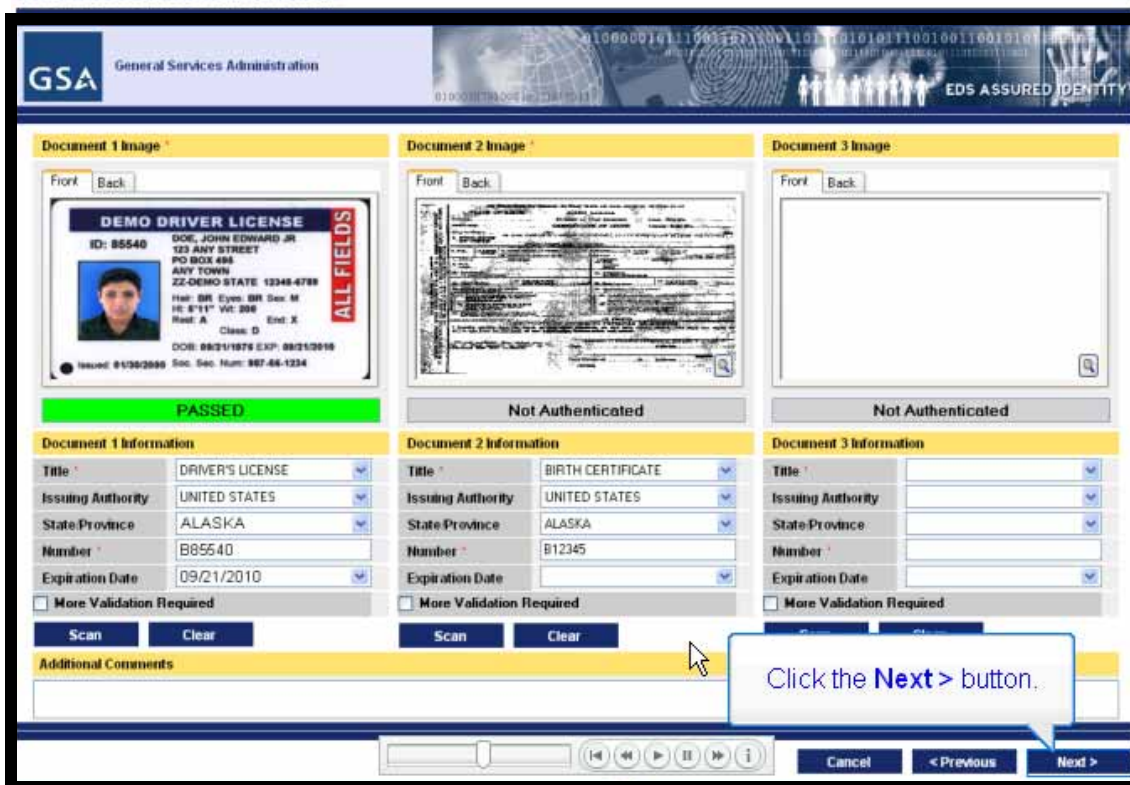
Step 9: Select the appropriate item from the **Issuing Authority** drop-down list. (#2)

Step 10: If applicable, select the appropriate state or province from the **State/Province** list. (#3)

Step 11: MANDATORY: Look for a document ID number on the document and type it in the **Number** field. (#4)

Step 12: Select an date for the **Expiration Date**. (#5)

Occasionally, you will have to scan a third document. The only time ID docs with different names can be accepted is when an official linking document such as a marriage certificate, certified copy of birth certificate or court record can be provided linking the two names. The linking doc must have both the former and current legal names on it and must be valid and not expired. Follow the same scanning procedures again.



Document 1 Image

Front Back

DEMO DRIVER LICENSE

ID: 88540 DOB: JOHN EDWARD JR
123 ANY STREET
PO BOX 488
ANY TOWN
ZZ-DEMO STATE 12345-6789
Hair: BR Eyes: BR Sex: M
Ht: 5'11" Wt: 200
Real: A Class: D
DOB: 08/21/1979 EXP: 08/21/2010
Issued: 01/30/2009 Sec. Sec. Num: 987-65-1234

PASSED

Document 1 Information

Title	DRIVER'S LICENSE
Issuing Authority	UNITED STATES
State/Province	ALASKA
Number	B85540
Expiration Date	09/21/2010
<input type="checkbox"/> More Validation Required	

Scan Clear

Document 2 Image

Front Back

Not Authenticated

Document 2 Information

Title	BIRTH CERTIFICATE
Issuing Authority	UNITED STATES
State/Province	ALASKA
Number	B12345
Expiration Date	
<input type="checkbox"/> More Validation Required	

Scan Clear

Document 3 Image

Front Back

Not Authenticated

Document 3 Information

Title	
Issuing Authority	
State/Province	
Number	
Expiration Date	
<input type="checkbox"/> More Validation Required	

Scan Clear

Additional Comments

Click the **Next >** button.

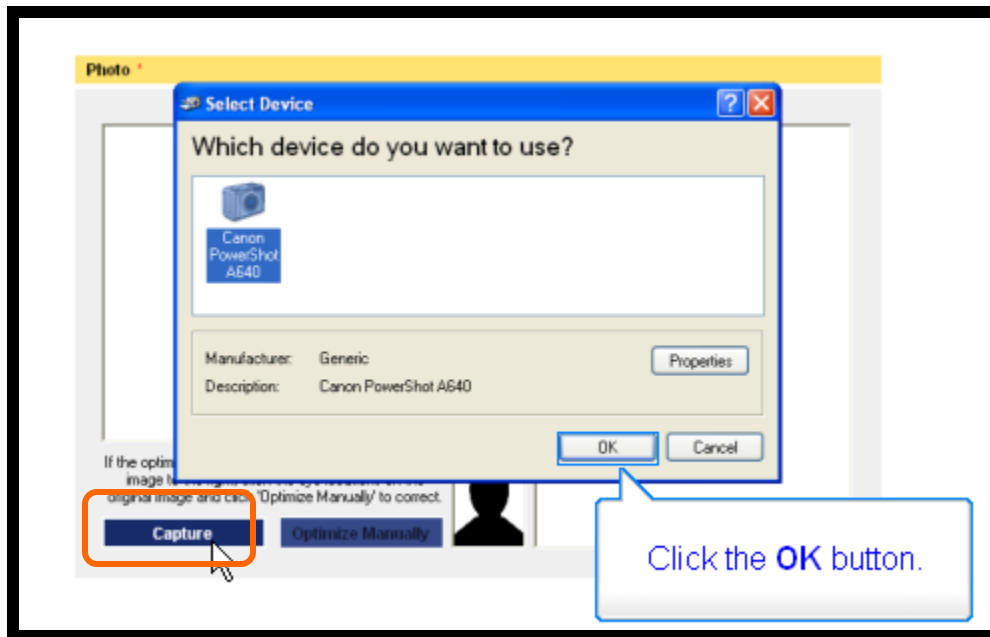
Cancel < Previous Next >

Step 13: When scanning of all documents is complete, click the **Next** button.

C. Capturing Applicant's Photograph

Step 1: You will now capture the Applicant's photo:

- Make sure the chair is in the proper position and the blue screen is directly behind the Applicant
- The Applicant should sit up straight and face the camera squarely.
- Have the Applicant maintain a neutral expression while the photo is taken.

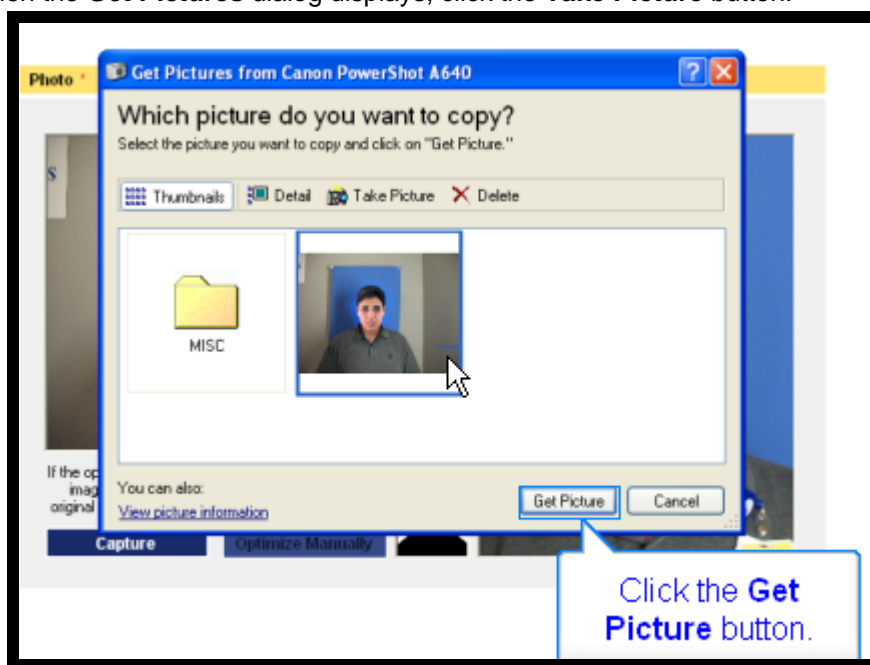


Step 2: Click the **Capture** button to take the picture.

Step 3: When the **Select Device** dialog appears, keep the default camera and then click the **OK** button.



Step 4: When the **Get Pictures** dialog displays, click the **Take Picture** button.



Step 5: Select the photo, then click the **Get Picture** button.



Step 6: After the image is captured, click the **Next** button.

NOTE: If the photo needs to be manually optimized after several attempts at capturing the photo, skip ahead to Part III, Section B to perform a manual optimization of the Applicant's photo.

D. Capturing Applicant's Fingerprints

You will now capture the Applicant's fingerprints using the fingerprint scanner and the Ten Print Capture page. Fingerprints can be captured in any order. Each fingerprint is scored for quality; scores in red are unsatisfactory and must be recaptured.

The glass plate on the scanner is covered with a silicone membrane. Do not use any liquids or cleaning solvents on the membrane. You will be supplied with adhesive cleaner sheets.

The Applicant may sit or stand for the capture. Coach the Applicant as you go through the capture process.

Fingerprint Scanner



Review the Fingerprint Acquisition Step/Action chart.

Fingerprint Acquisition

Step	Action
1	Inspect the imaging surface of the sensor and ensure it is clean.
	Inspect the fingers and ensure they are clean and printable.
2	Activate each image capture box and coach the applicant through the roll of each finger print. Monitor the score for each print and troubleshoot poor quality as necessary.
3	Slap left fingers, right fingers and then two thumbs. LED lights will provide cues. This is also where you will need to identify missing fingers.
4	Verify primary and secondary finger prints. Be sure the fingerprints are enrolled.



Review the Fingerprint Acquisition Step/Action chart.

i. Fingerprint Quality Scores

As each fingerprint is captured, the system inserts a value assessing the quality of the capture. The score is located in the upper right corner of each fingerprint in the **Fingerprint Selection** and **Segmented Fingerprints** sections of the Fingerprint Capture screen. Scores above 40 will be in green text. Scores below 40 will be in red text.


These values are based on the NFIQ (National Institute of Standards and Technology [NIST] Fingerprint Image Quality) scoring system. The NFIQ value determines if the fingerprint is of high enough quality to be used for template generation and matching.

The NFIQ scale ranges from 1 to 5, with 1 being the best quality. The USAccess application numbers have been normalized per FIPS 201 requirements to fit on a 100-point scale.

FIPS 201 requires all government agencies to use NFIQ to assess the quality of fingerprints for PIV credentials. Higher scores indicate a higher likelihood that the samples come from the same individual.

Recapture fingerprints with a score of 40 and below.

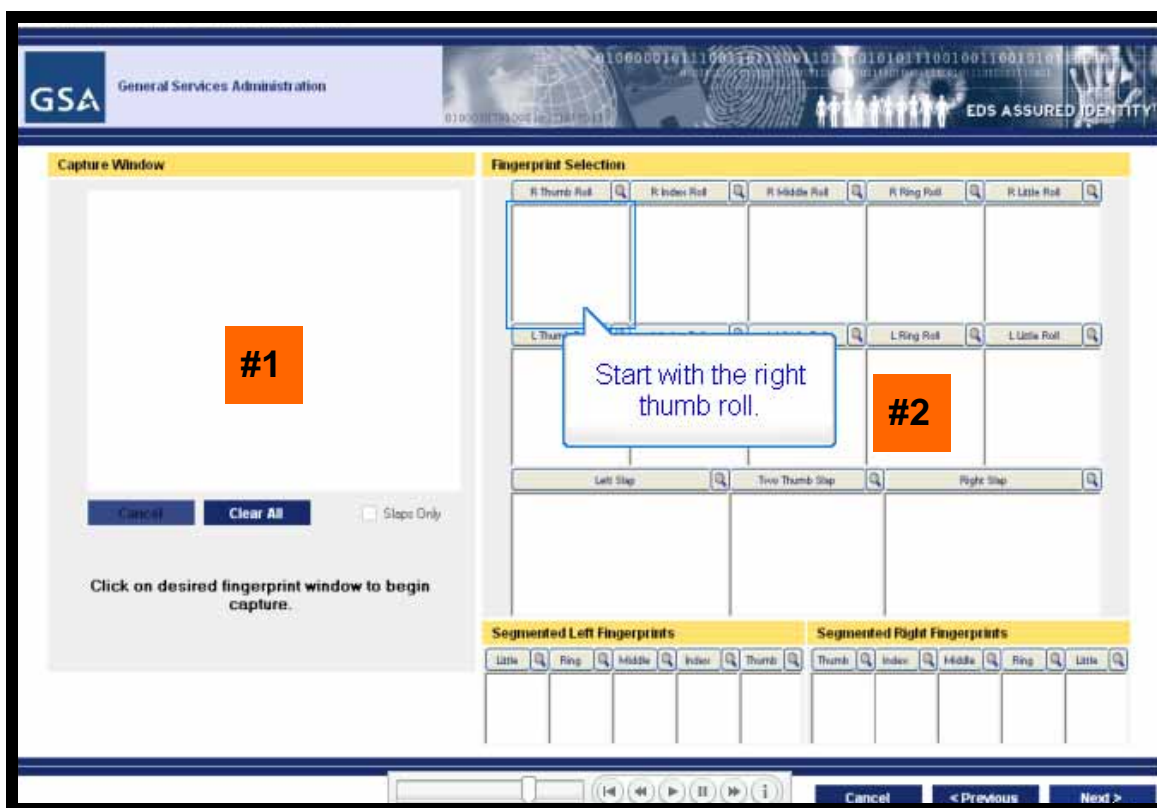
Fingerprint Quality Scores



NFIQ Values

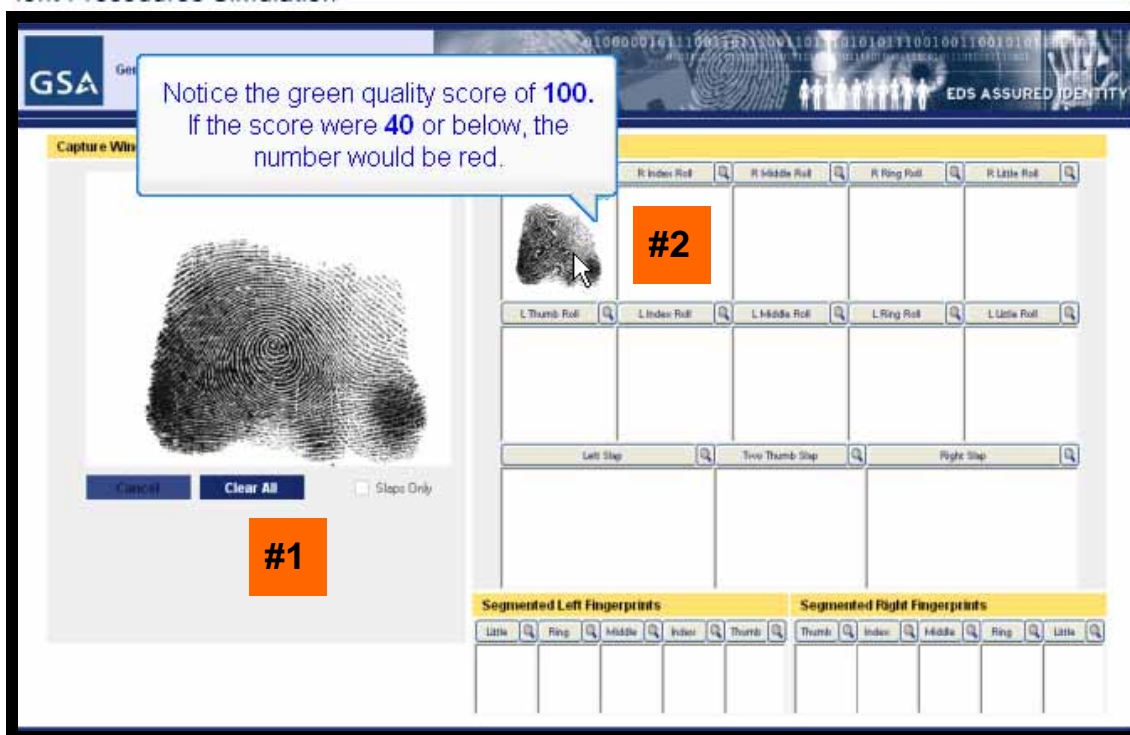
NFIQ 1	80	GREEN	Excellent Quality
NFIQ 2	80	GREEN	Satisfactory Quality
NFIQ 3	40	GREEN	Satisfactory Quality
NFIQ 4	40	RED	Needs New Fingerprint
NFIQ 5	20	RED	Needs New Fingerprint

ii. Capturing Fingerprints



Step 1: The page displays the **Fingerprint Capture Window** (#1) where fingerprints are displayed as they are captured and the **Fingerprint Selection Area** (#2) to designate the fingerprints to be captured.

Step 2: Starting with the right thumb roll, have the Applicant roll their right thumb across the fingerprint scanner.



Step 3: The fingerprint will be displayed in the **Fingerprint Capture** window as it is being captured (#1).

Step 4: When captured, it will appear in the appropriate box in the **Fingerprint Selection** area (#2).

Step 5: Note the green quality score of 100. If it were below 40, it would be red.

Step 6: Continue capturing fingerprints until all the prints have been captured.

Note: You will collect 10 individual rolled fingerprints and 10 slap fingerprints (4 left + 1 left thumb and 4 right + 1 right thumb).



Step 7: Click the **Next** button after all the fingerprints have been captured.

NOTE: If some fingerprints could not be captured, you will skip ahead to the Missing Fingerprint troubleshooting procedure in Part III, Section C.



The system will select 2 primary fingerprints to include on the LincPass. When prompted, have the Applicant place the appropriate finger on the small single print scanner to perform the verification. The screen will show that the fingerprint is verified.

Step 8: Click the **Verify** button

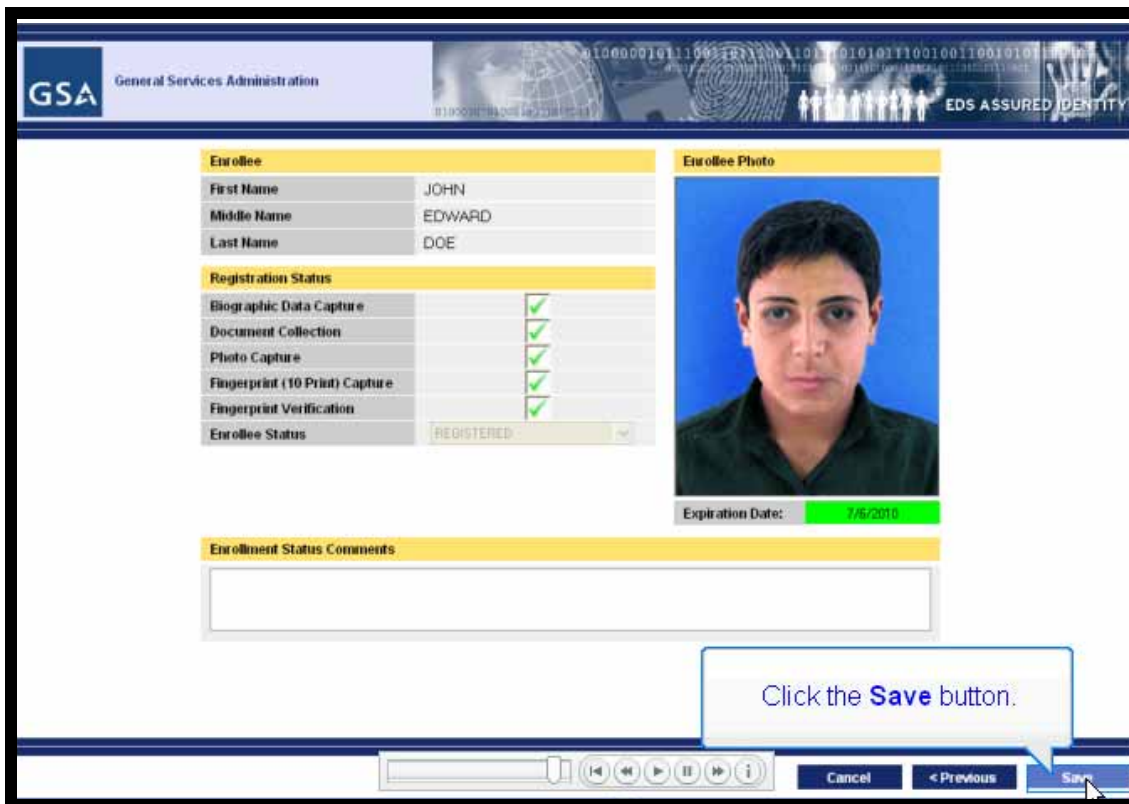
Step 9: Have the Applicant place the indicated finger on the scanner and scan the fingerprint

Step 10: The screen will display that the fingerprint have been verified

Step 11: Repeat steps 8-10 with the secondary finger

Step 12: After both fingerprints have been verified, click the **Next** button.

E. Saving the Enrollment Record



GSA General Services Administration

Enrollment Status

Enrollment Status	Biographic Data Capture	Document Collection	Photo Capture	Fingerprint (10 Print) Capture	Fingerprint Verification	Enrollment Status
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	REGISTERED

Enrollment Photo

Expiration Date: 7/6/2016

Click the **Save** button.

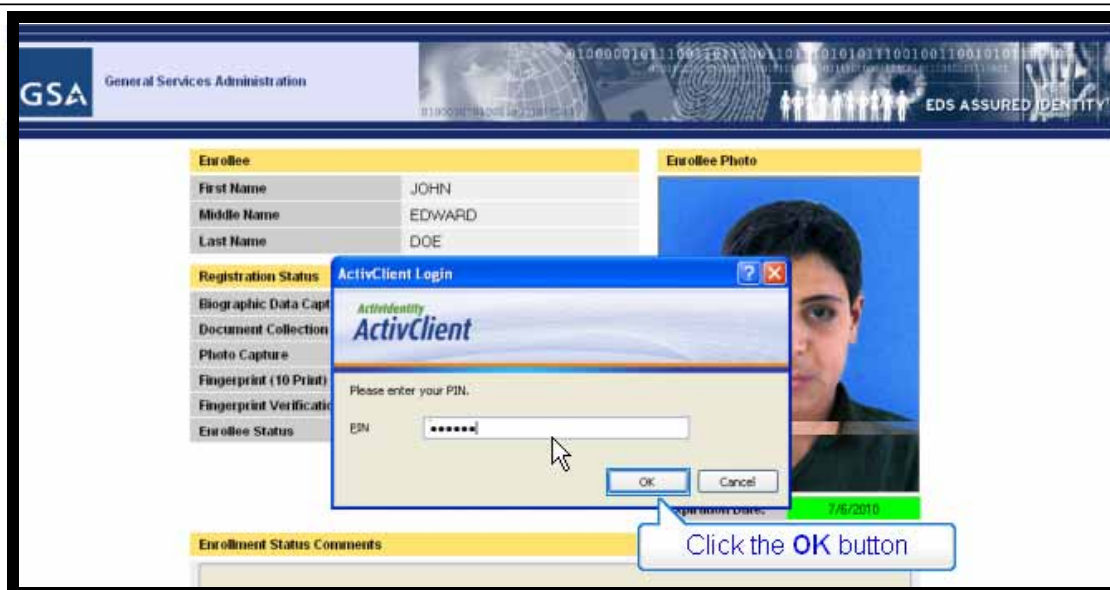
Cancel < Previous **Save**

Step 1: The Registration Status appears and indicates that all steps have been completed.

Step 2: The Registrar will now save the record by clicking the **Save** button.

Step 3: The record is encrypted and send to the Identity Mgmt System

Note: The Registrar must save the record here or all data will be lost. The Registrar cannot go back and edit the record later either.



Step 4: You must now digitally sign the Enrollment record by typing in your PIN when prompted.

Step 5: Click the **OK** button when finished and the record is now complete

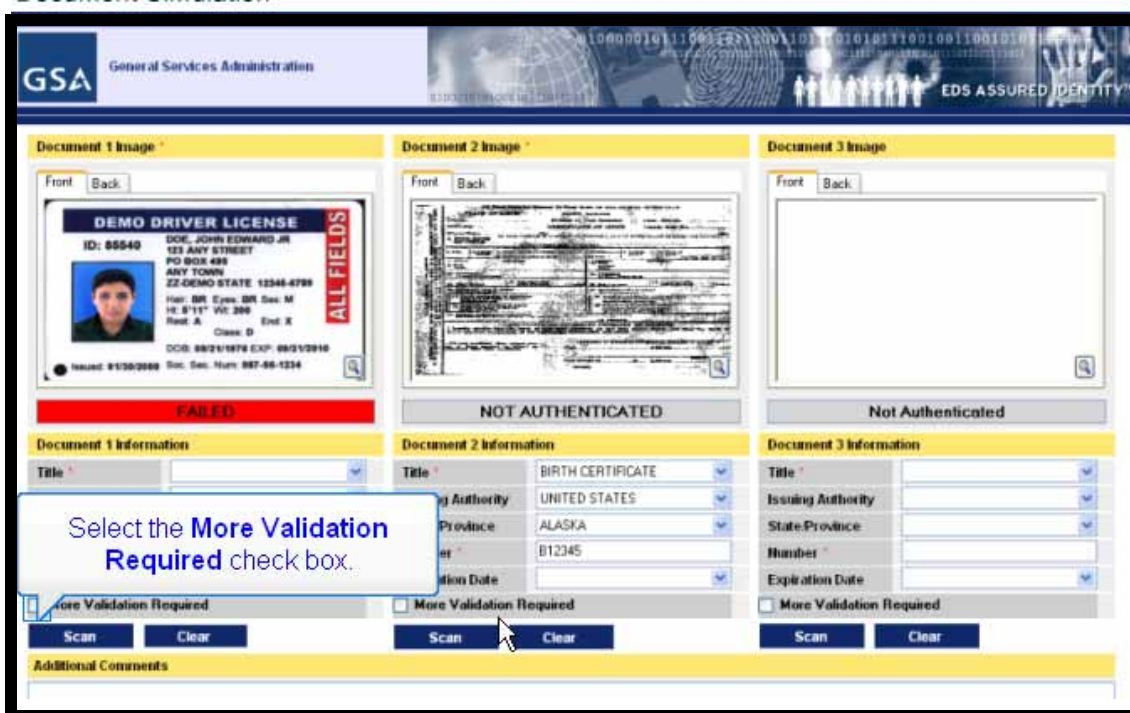
Step 6: Remember to log out when finished with your work.

Part III: Enrollment Troubleshooting

A. Invalid Scan of Identity Documents

This procedure demonstrates what to do when a primary identity document fails to be scanned properly. In this example, the Applicant's driver's license was scanned and an image of it is available but the machine readable data on the license could not be read.

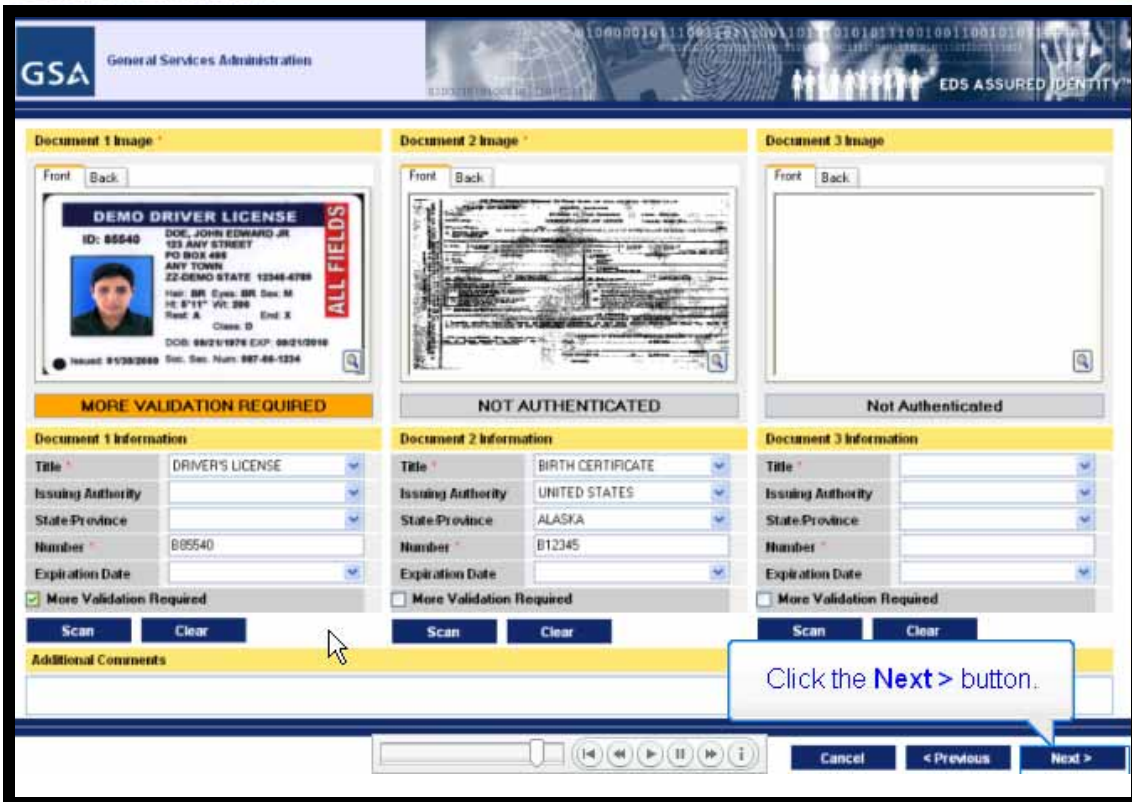
The Registrar will mark the document as requiring more validation after scanning it in during Enrollment. The Registrar should continue on with the Enrollment process from Part II, Section B after completing the steps in this section. The Security Officer will receive a notice that more validation is required after the Enrollment record has been saved.



The screenshot shows the GSA EDS Assured Identity web interface. At the top, the GSA logo and 'EDS ASSURED IDENTITY' are visible. The main area is divided into three columns for Document 1, Document 2, and Document 3. Document 1 shows a 'DEMO DRIVER LICENSE' with a photo and text. Below the image, a red banner indicates 'FAILED'. Document 2 shows a 'NOT AUTHENTICATED' status. Document 3 shows a 'Not Authenticated' status. Below each document image is a form for 'Document Information'. A callout box points to the 'More Validation Required' checkbox in the Document 1 form, with the text 'Select the More Validation Required check box.' The 'Scan' and 'Clear' buttons are visible at the bottom of each document form.

Step 1: The document in question is highlighted by the **FAILED** indicator below the picture of the document.

Step 2: Click the More Validation Required checkbox.



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EDS ASSURED IDENTITY™

Document 1 Image

Front Back

DEMO DRIVER LICENSE

ID: 85540

DOE, JOHN EDWARD JR
123 ANY STREET
PO BOX 456
ANY TOWN
ZZ-DEMO STATE 12345-6789

Height: 5'11" Eyes: BR Sex: M
Hair: BR End: X

DOB: 08/25/1976 EXP: 08/25/2016

Class: D

Issued: 9/13/2009 Rec. Sec. Num: 987-65-1234

MORE VALIDATION REQUIRED

Document 1 Information

Title: DRIVER'S LICENSE

Issuing Authority:

State/Province:

Number: B05540

Expiration Date:

☒ More Validation Required

Scan Clear

Additional Comments

Document 2 Image

Front Back

NOT AUTHENTICATED

Document 2 Information

Title: BIRTH CERTIFICATE

Issuing Authority: UNITED STATES

State/Province: ALASKA

Number: B12345

Expiration Date:

☐ More Validation Required

Scan Clear

Document 3 Image

Front Back

Not Authenticated

Document 3 Information

Title:

Issuing Authority:

State/Province:

Number:

Expiration Date:

☐ More Validation Required

Scan Clear

Click the **Next >** button.

Cancel < Previous Next >

The document needing more information is highlighted with “More Validation Required”. Because the data could not be read from the driver’s license when scanned the information fields have to be manually typed in. The **Title** and **Number** field are required fields.

Step 3: Click on the **Title** drop-down list and select “Driver’s License”.

Step 4: Enter the Driver License number into the **License** field.

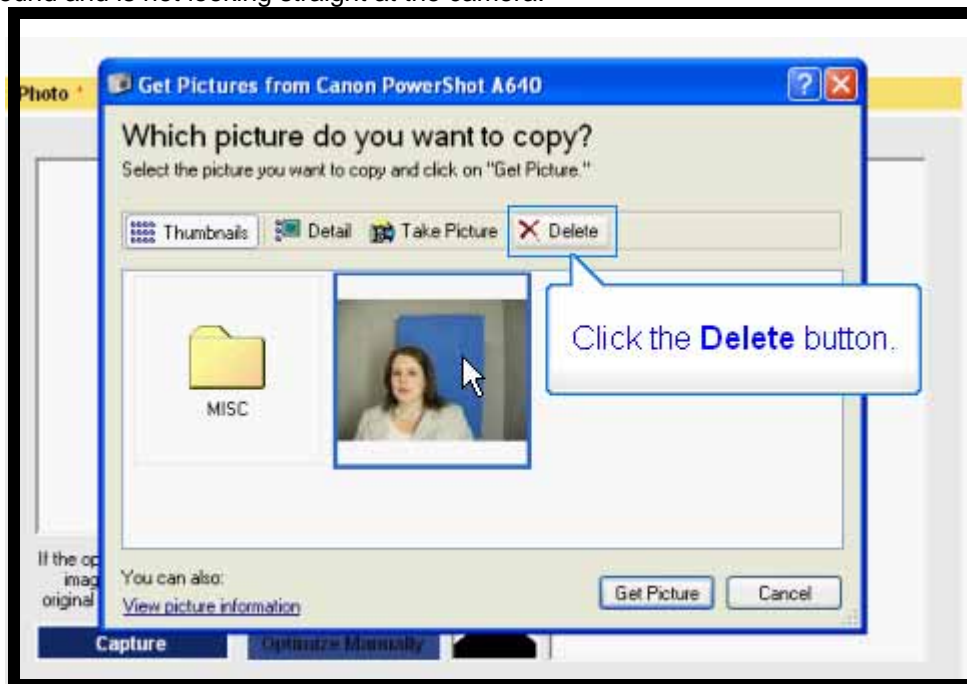
Step 5: Click the **Next** button.

Document validation is now complete and the Security Officer will receive notice that there is a document for them to review. You may now go back and scan additional documents (Part II, Section B) or move on to capturing the Applicant’s photo (Part II, Section C).

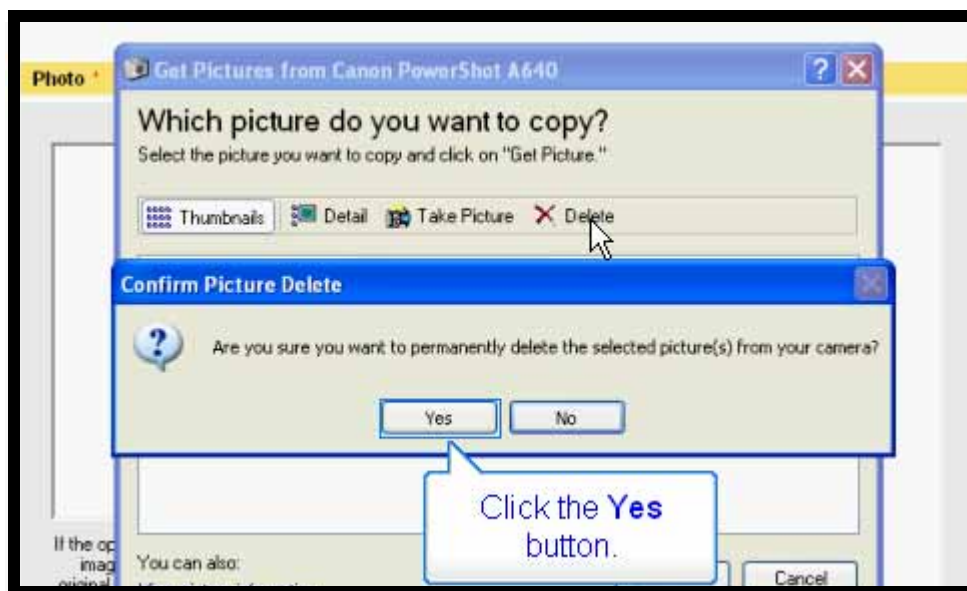
B. Applicant Photo Optimization

This procedure demonstrates how to optimize the Applicant's photo taken during Enrollment. Manual photo optimization can be used to correct minor size and orientation problems with the photo. Always try recapturing the photo several times before manually optimizing.

This example begins at the point that you first take the Applicant's picture (Part II, Section C, Step 4). The picture is not acceptable because the Applicant is not lined up with the blue background and is not looking straight at the camera.

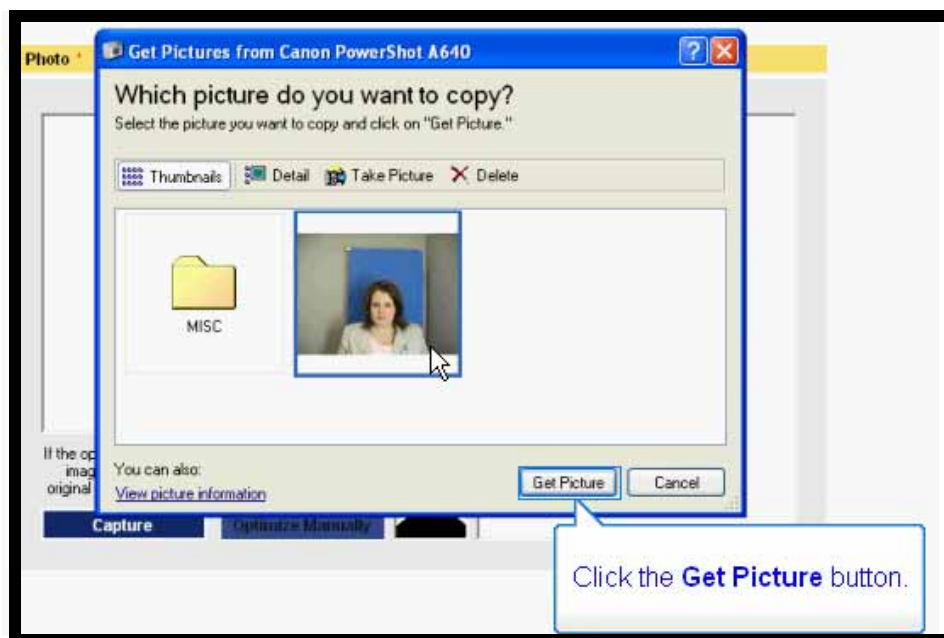


Step 1: Click on the picture to select it (if not already selected), then click the **Delete** button.

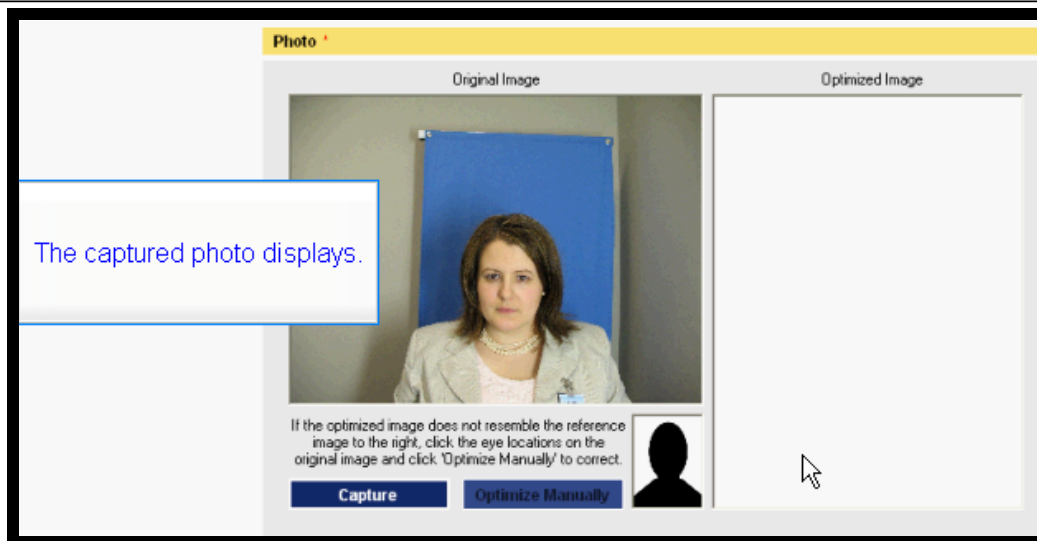


Step 2: Click the **Yes** button to confirm that you want to delete this picture.

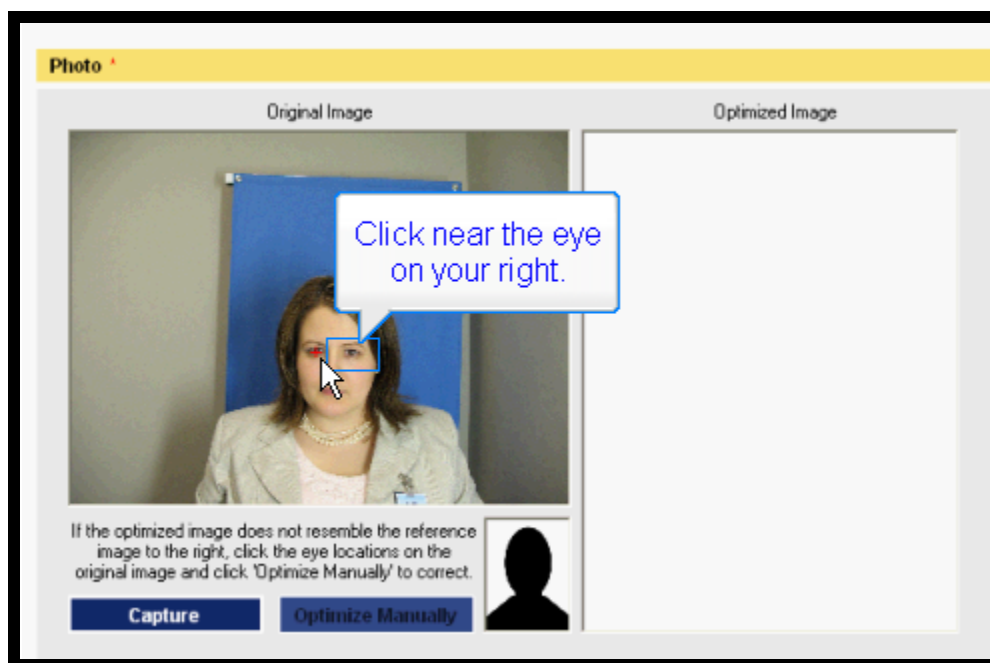
Step 3: Reposition the Applicant and take the picture again.



Step 4: This picture might work, so click the **Get Picture** button.



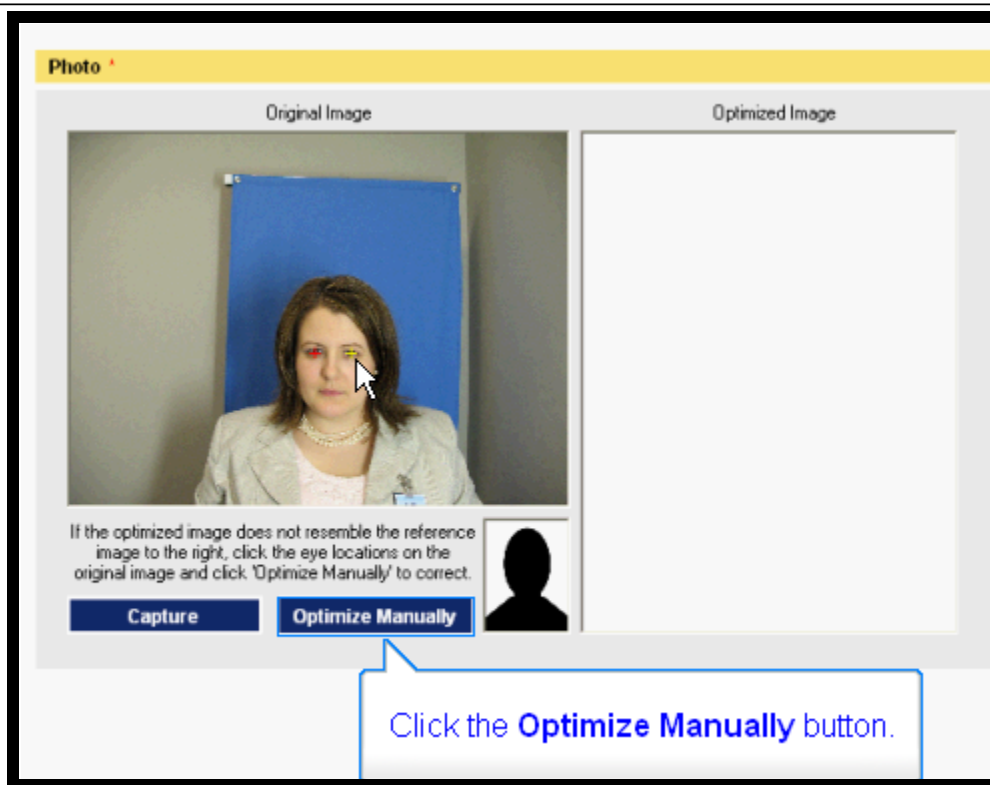
Step 5: After the **Acquiring Data** screen displays, the captured photo will display.



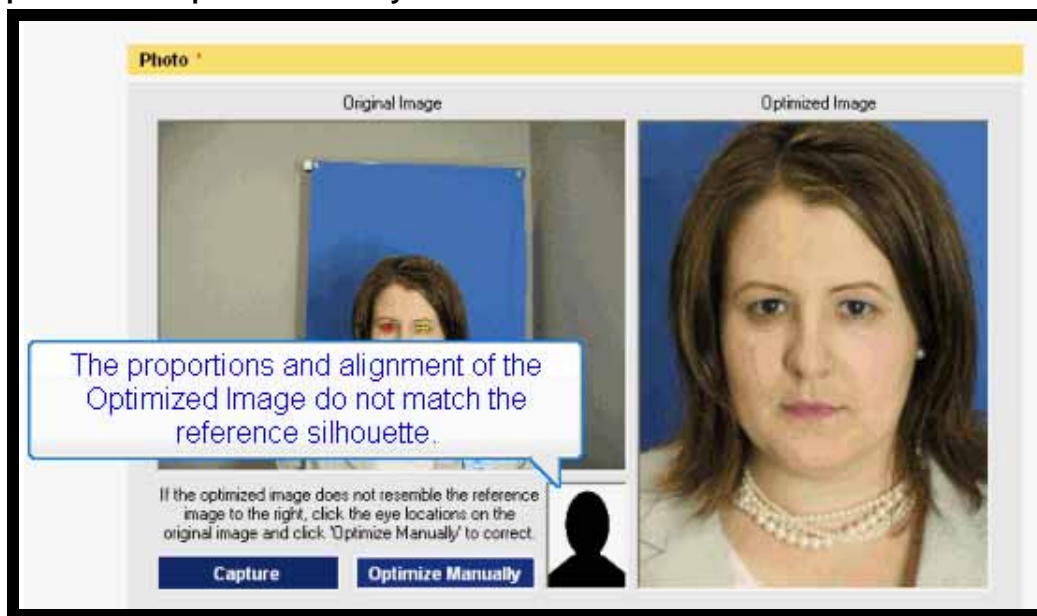
Manual optimization is performed by clicking on the image to place two crosshairs on it. The crosshairs are taken by the system to define the desired horizontal distance between the two eyes and the horizontal alignment of the eyes and head. The system then remaps the original image to the optimized image that will be used for identity purposes. This scales and rotates the head and can be repeated until desired results are achieved.

Step 6: Click near the eye on your left (note the crosshair marker).

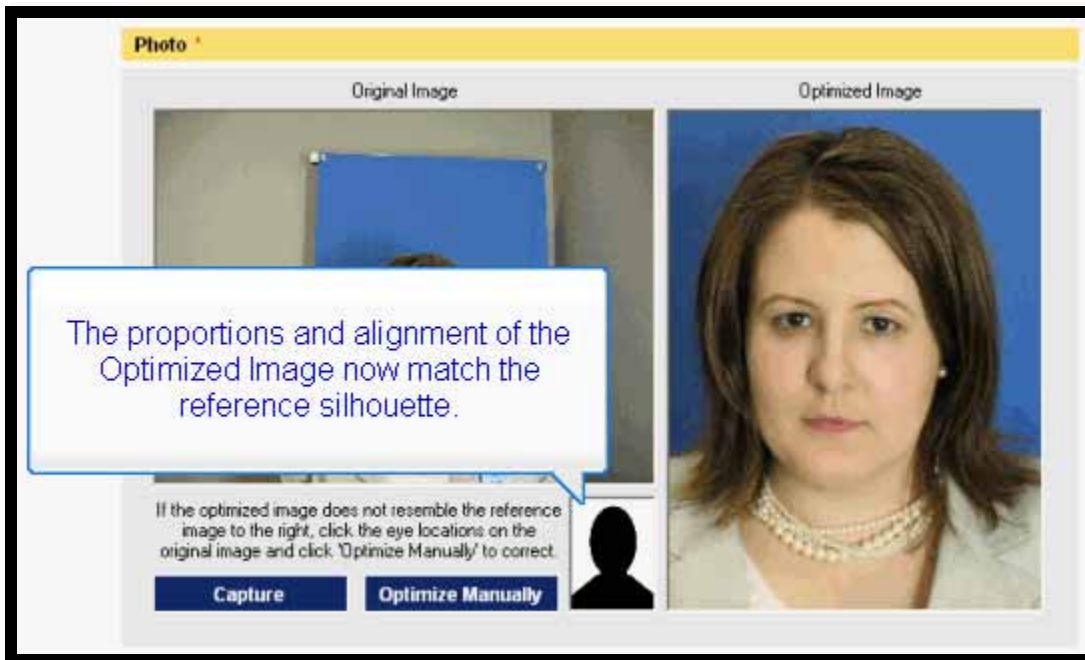
Step 7: Click near the eye on your right (not the crosshair marker).



Step 8: Click the **Optimize Manually** button.



Step 9: The optimized image displays. It's very slightly off-center, but of more interest is that it's scaled too large, with the top of the head clipped off. The proportions of the optimized image do not match the reference silhouette.



Step 10: Try optimizing again by repositioning the cross-hairs and clicking the **Optimize Manually** button again.

NOTE: If it takes several tries to optimize the photo, try retaking the photo again.

Step 11: The optimized image now looks satisfactory as the proportions and alignment of the image now match the reference silhouette.

Step 12: Click the **Capture** button to complete the photo capture step, then move on to fingerprint capture (Part II, Section D).

C. Missing Fingerprints

This section demonstrates the procedures the Registrar follows during the fingerprinting process when the Applicant is missing a finger or is completely unable to furnish any fingerprints. When an Applicant is missing a finger or fingers, the Registrar needs to verify which fingers are missing and can't be provided. In cases of no fingerprints available to be taken, the Registrar skips the fingerprinting process but must provide a reason for doing so. The Registrar will use these procedures after attempting to capture all the fingerprints as detailed in Part II, Section D, step 7.

i. Missing a Primary Finger



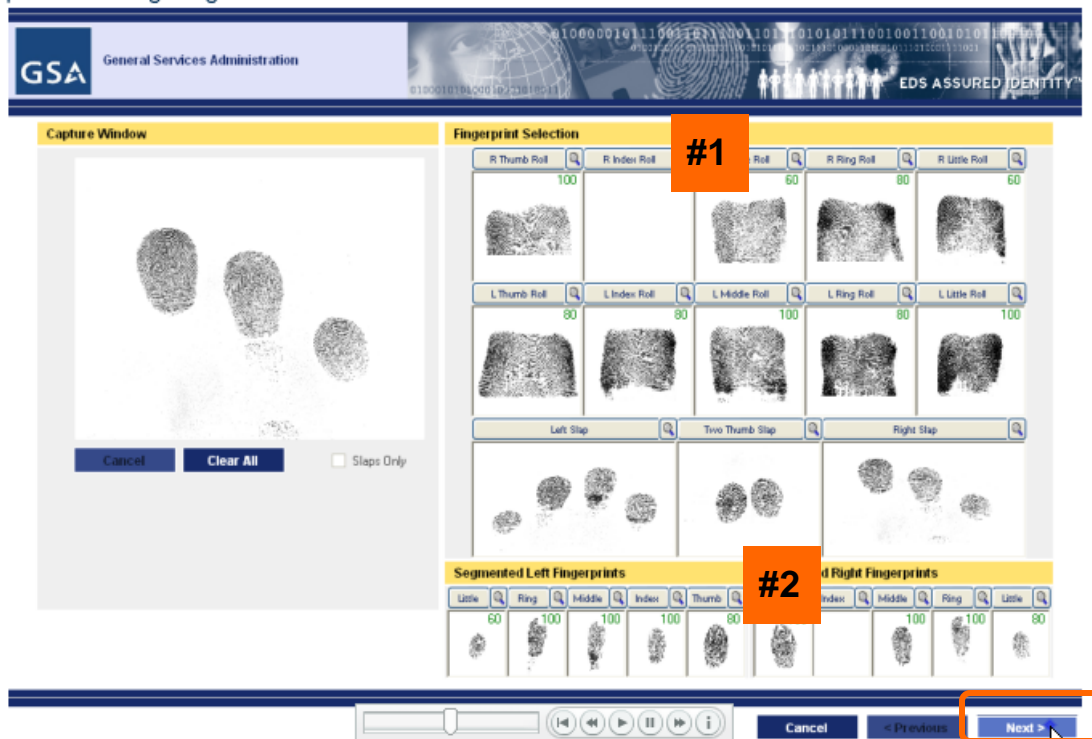
Step 1: Capture all the fingerprints as detailed in Part II, Section D. In this example, the Applicant is missing various fingers, so skip those fingers.

Step 2: The system determines that some fingerprints are missing (as shown by the missing prints in the "Segmented Right Fingerprints" area of the capture window) and displays the **Missing Finger Detected** window.



Step 3: The window will ask you to select the existing fingers from what it thinks is missing. Check the boxes for the right pinky, ring, and middle fingers and then click the **OK** button.

prints missing fingers



Step 4: The system accepts your resolution; note the blank boxes where the right index finger should be captured (#1 and #2). Click the **Next** button.

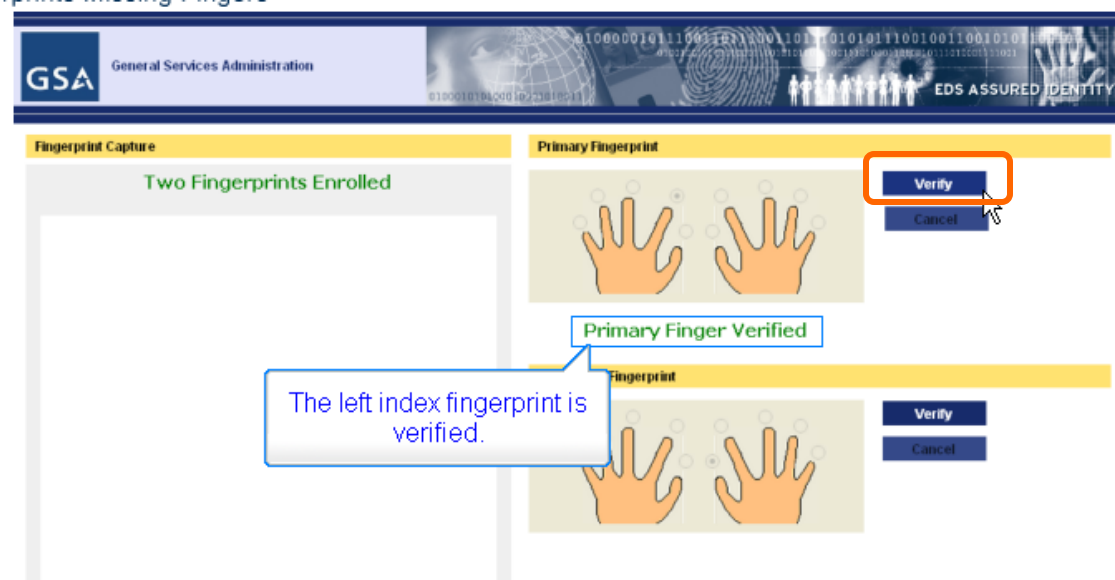
The system will now select the primary and secondary fingerprints from the available fingers and asks the Applicant to verify these prints.



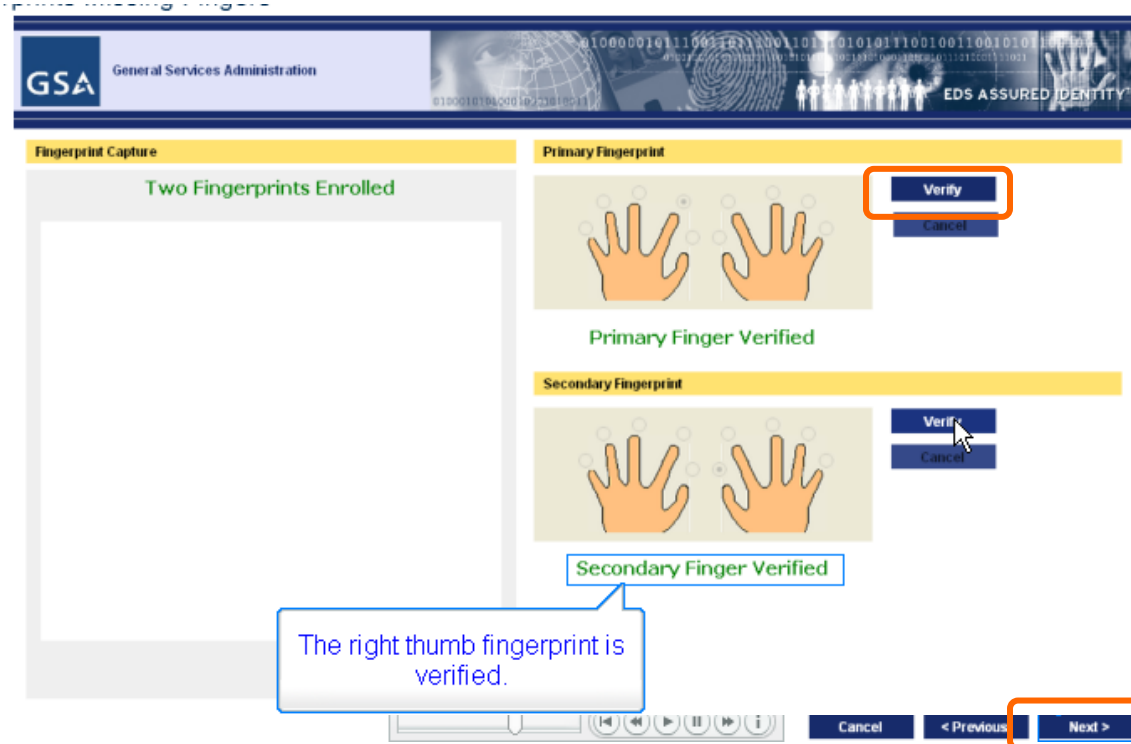
Step 5: The system selects the left index finger as the primary.



Step 6: Then it selects the right thumb as the secondary.



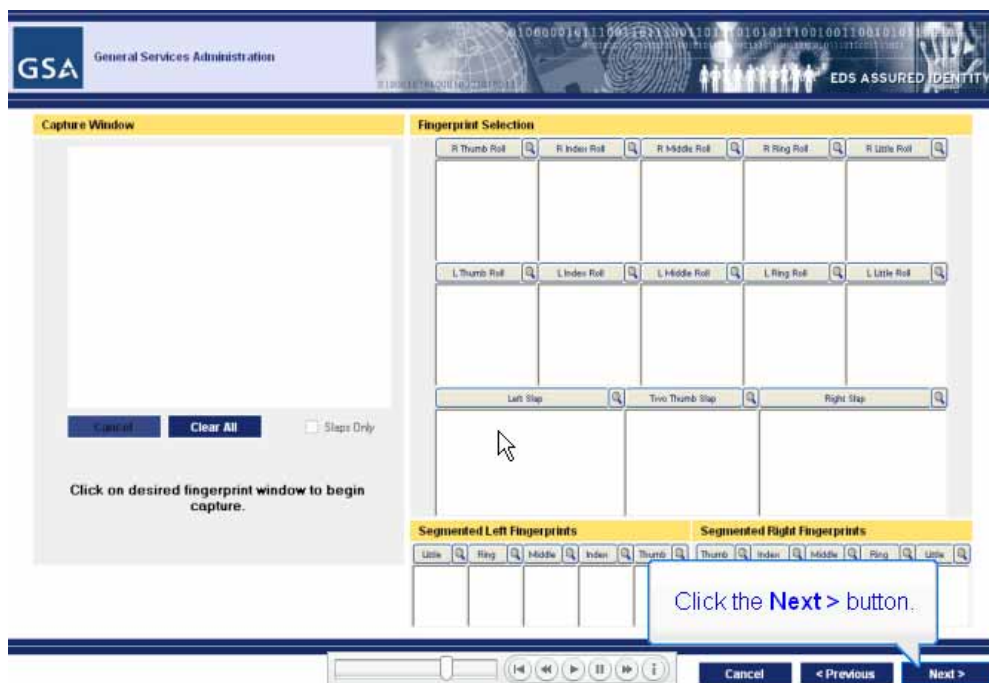
Step 7: Click on the **Verify** button next to the primary fingerprint. The system then displays a confirmation message.



Step 8: Click on the **Verify** button next to the secondary fingerprint. The system then displays a confirmation message.

Step 9: Click the **Next** button.

ii. No Fingers Available for Fingerprinting



Step 1: If no fingers are available, skip the fingerprint capture and immediately click the **Next** button.



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Fingerprint Capture

Fingerprints not Enrolled

Primary Fingerprint

Verify

Cancel

Secondary Fingerprint

Verify

Cancel

#1

select a reason why you were unable to acquire the Applicant's fingerprints

Reason: AMPUTEE

Comments: ENTER COMMENTS HERE AS RE

Click the **Next >** button.

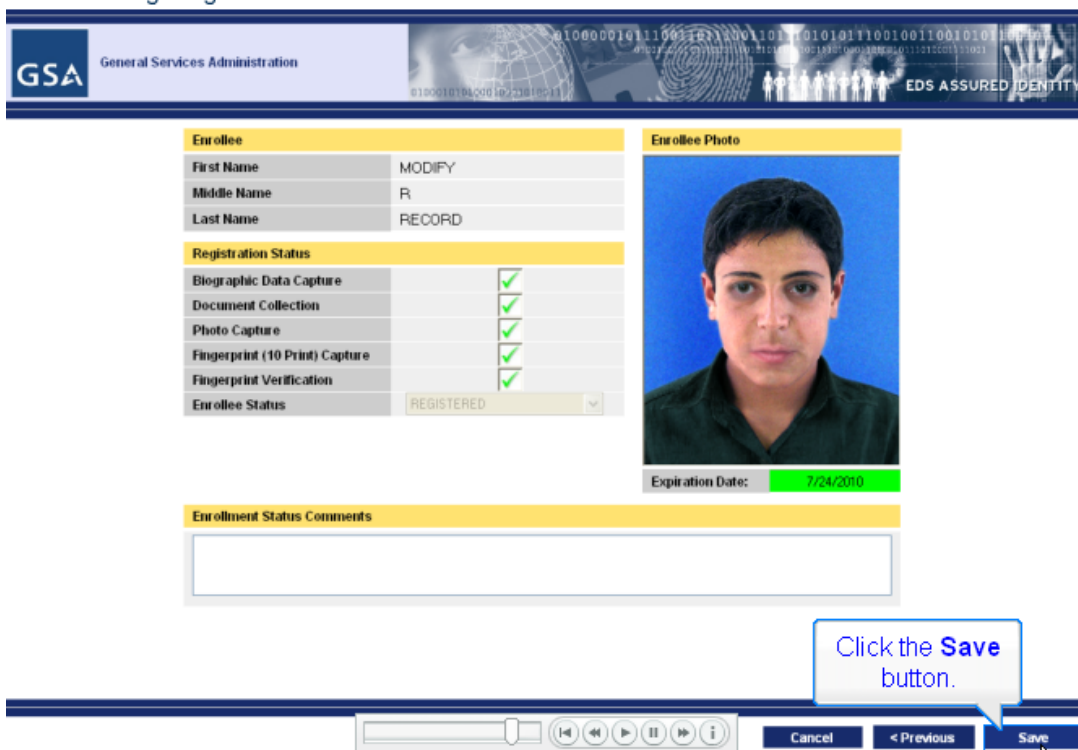
#2

Cancel < Previous Next >

Step 2: You will now provide a reason for not capturing the fingerprints. Select a choice from the **Reason** drop-down list (#1).

Step 3: Type in any additional comments into the **Comments** box (#2).

Step 4: Click the **Next** button.



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Enrollment Status

Registration Status	Completed
Biographic Data Capture	<input checked="" type="checkbox"/>
Document Collection	<input checked="" type="checkbox"/>
Photo Capture	<input checked="" type="checkbox"/>
Fingerprint (10 Print) Capture	<input checked="" type="checkbox"/>
Fingerprint Verification	<input checked="" type="checkbox"/>
Enrollment Status	REGISTERED

Enrollment Photo

Expiration Date: 7/24/2010

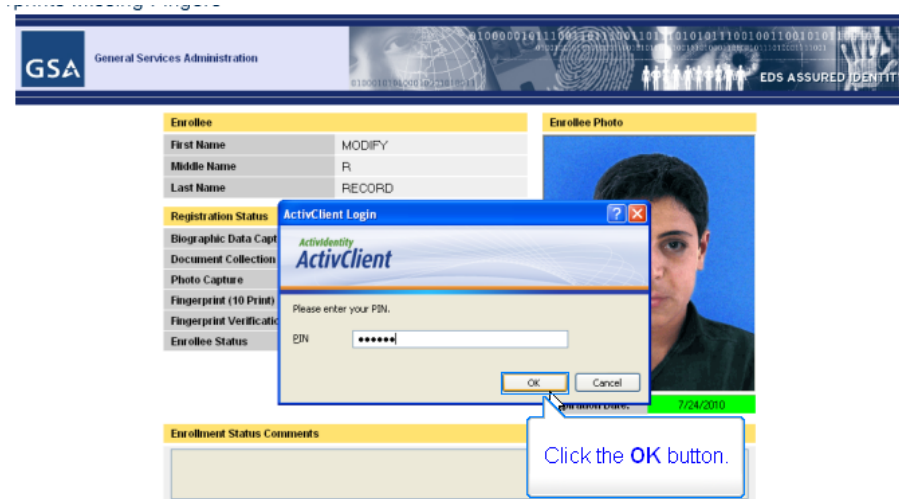
Enrollment Status Comments

Click the **Save** button.

Cancel < Previous **Save**

Step 5: The checklist screen appears showing that all steps have been completed.

Step 6: Click the **Save** button.



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Enrollment Status

Registration Status	Completed
Biographic Data Capture	<input checked="" type="checkbox"/>
Document Collection	<input checked="" type="checkbox"/>
Photo Capture	<input checked="" type="checkbox"/>
Fingerprint (10 Print) Capture	<input checked="" type="checkbox"/>
Fingerprint Verification	<input checked="" type="checkbox"/>
Enrollment Status	REGISTERED

Enrollment Photo

Expiration Date: 7/24/2010

Enrollment Status Comments

ActivClient Login

Please enter your PIN.

PIN:

Click the **OK** button.

Step 7: When prompted, type in your PIN and then click the **OK** button to save the record. The fingerprinting as well as the entire enrollment process is now complete.



Contacts for Assistance:

Questions regarding the Business Process and Policies-

- Website- <http://hspd12.usda.gov/>
- Email- HSPD12@ftc.usda.gov
- HSPD-12 LincPass Support Line **703-245-7888**

Questions regarding the USAccess System-

- Website- www.FedIDCard.gov
- Email- Usaccess.helpdesk@eds.com
- USAccess Help Desk **866-493-8391**