



This job aid provides instructions for utilizing the USAccess Credential Inventory Tool (CIT). Only Activators and Credential Inventory Tool Operators have access to the CIT. The CIT allows an authorized role holder to add Credential location addresses to the CIT, check in a USAccess Credential at a specific location, and optionally e-mail the location information to the Applicant.

To access the CIT Portal, enter this URL in your Web browser:

<https://portal.identitymsp.com/ServicesPortal>

CIT is a publicly accessible portal (requiring smart card login)

Access the CIT from an Activation workstation or desktop computer. Desktop computers must have the following installed to access the CIT:

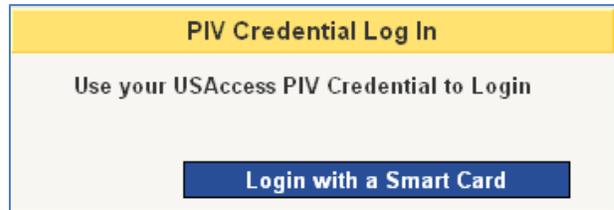
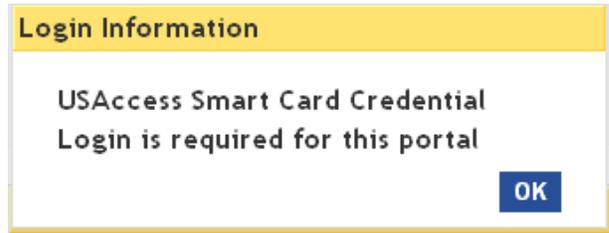
1. One smart card reader (CIT supports 2 or more)
2. ActivClient Middleware
3. Java (minimum version 6.0.2).
4. Web browser (IE 6, IE 7, IE 8, or Firefox 3.6.8)

Insert your USAccess Credential into the Card Reader

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

A dialog box is displayed on the CIT Portal, indicating that a USAccess Smart Card Credential Login is required. Select the **OK** button.

Next, select the **Login with a Smart Card** button.



First time use Java Security Warning Messages

When you attempt to log in to the CIT for the first time on a computer, two Java security warning messages display, asking if you want to run the application. The warnings are issued for:

- Publisher: ActivIdentity
- Publisher: Hewlett-Packard Company

When each warning displays:

1. Place a check in the box marked "Always trust content from this publisher."
Note: If you fail to check this box, the warning message will display again the next time you try to log on to the Credential Inventory Tool.
2. Click the **Run** button to run the application.

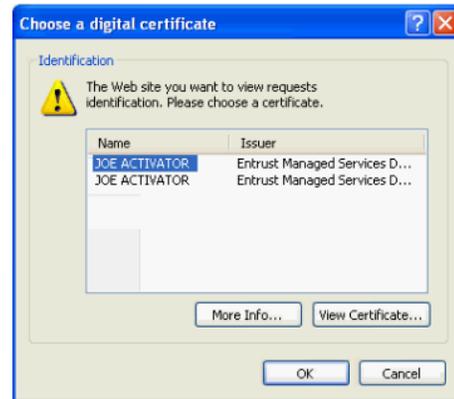




Choose a Digital Certificate

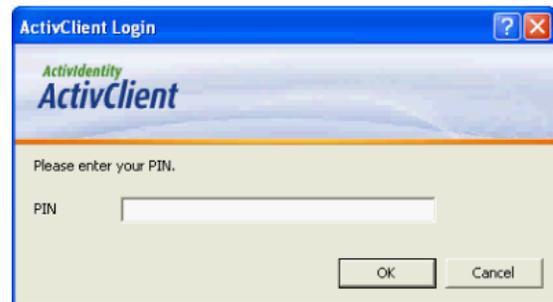
Locate your name in the certificate list and click on your name to select it.

Select the **OK** button.



Enter your PIN

Enter your PIN and then select the **OK** button.





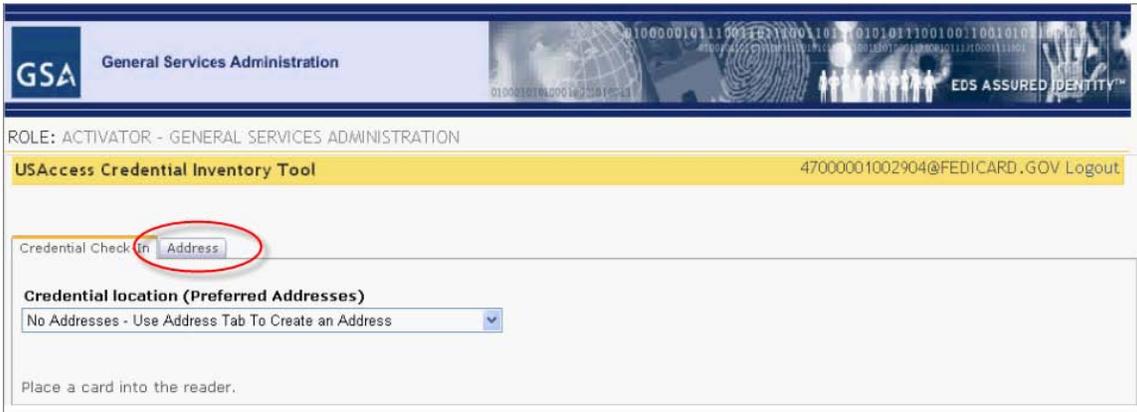
Choose a Role

If you hold more than one role in the USAccess system, the roles display when you log in to the CIT Portal. If you are an Activator, choose **Activator**. Likewise, if you hold the role of Credential Inventory Tool Operator, choose **CIT Operator**.



Enter Credential Check-In Address

When you first access the CIT Portal, you will need to enter your Credential Check-In address information. To do so, select the **Address** tab.





On the **Address** tab, select the **New Address** button.

The screenshot shows the top navigation bar with the GSA logo and 'General Services Administration'. Below this, it displays the user's role as 'ACTIVATOR - GENERAL SERVICES ADMINISTRATION' and the tool name 'USAccess Credential Inventory Tool' with a 'Logout' link. The 'Address' tab is selected, and the 'My Addresses' dropdown menu shows 'No Addresses'. The 'New Address' button is highlighted with a red circle. Below the dropdown, there is a prompt: 'Select an address or click 'New Address' to create an address'.

In the **ZIP code** field, enter the ZIP code of the Credential Check-In location, and then select the **Submit** button.

This screenshot shows the same interface as the previous one, but with the 'ZIP code' input field now visible. The 'New Address' button is still present. The 'Submit' button is circled in red. Below the input fields, there is a prompt: 'Enter a ZIP code and click 'Submit''.



Enter the Address Information in the fields provided. Note that **Description** is a mandatory field. The description identifies the location.

Check the **Preferred Location** check box so that the location description will display in the **Credential location (Preferred Addresses)** drop-down list on the **Credential Check-In** tab.

In the **Special instructions** field, enter any special instructions that the Credential owner may find helpful, such as whom to contact when they arrive at the Credential location. The Special Instructions entered here are included in the optional e-mail notice to the Credential owner.

When finished, select the **Create New Address** button.

A Confirmation dialog box is displayed, indicating that, once an address is created, only the Special Instructions can be updated. **All other address fields cannot be changed.** Because of this, you must create a new address in order to make an address correction.

Select the **Yes** button to continue.



The new address is created.

To edit the special instructions, enter your changes in the **Special instructions** field, and then select the **Save changes to special instructions** button.



The **Special Instructions** field accepts a maximum of 500 characters. If more than 500 characters are entered, a warning message displays to remind you about the 500 character limit.

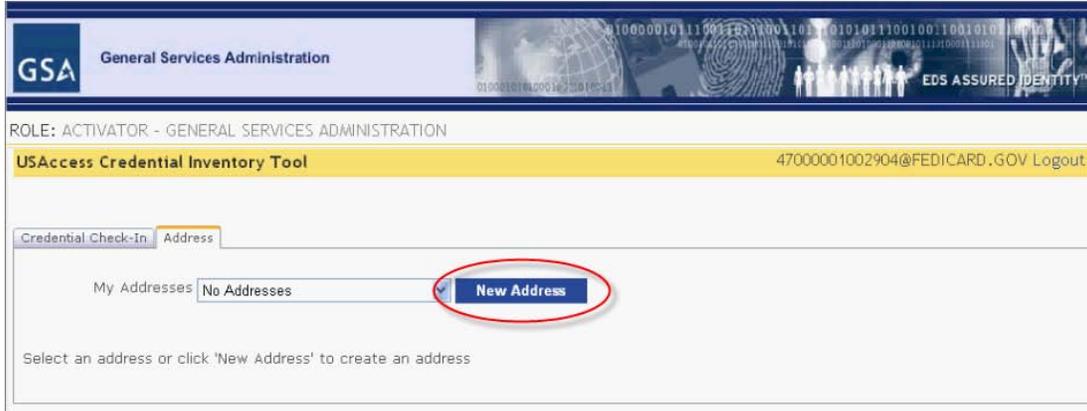
Text in this field can also be formatted with HTML tags. If you want to use HTML tags to format the Special Instructions text and you do not know HTML, please contact your agency USAccess POC for assistance. The USAccess Help Desk cannot help you with HTML coding or coding errors.





Add an Address to your Preferred Locations

You can add addresses that other Activators or Credential Inventory Tool Operators created to your list of Preferred Locations. To do so, select the **New Address** button on the **Address** tab.





Next, in the **ZIP code** field, enter the ZIP code of the address you would like to add to your Preferred Locations, and then select the **Submit** button.

Then, on the **Address** tab, enter any information you know about the address in the **Agency/Company** and/or **Address** fields. As you enter information in the **Agency/Company** and **Address** fields, the fields automatically populate with information that has already been entered in the database by another role holder.

In this example, we know that the Agency for the location for which we are searching is GSA, so we begin to enter GSA in the **Agency/Company** field. As we do so, *GSA Activation Site ABCDEF* displays and we can select it. Once we select *GSA Activation Site ABCDEF*, the remaining address fields are automatically populated with the information in the database.



Notice that none of the fields that were automatically populated are available for editing, including the Special Instructions. Only the address owner (the person who initially entered the address) can edit the Special Instructions.

To add this address to your list of Preferred Locations, check the **Preferred Location** check box at the bottom of the page. Doing so will add this location to the **Credential location (Preferred Addresses)** drop-down list on the **Credential Check-In** tab.

General Services Administration

ROLE: ACTIVATOR - GENERAL SERVICES ADMINISTRATION

USAccess Credential Inventory Tool 47000001002904@FEDICARD.GOV Logout

Card Removed (OMNIKEY CardMan 3x21 0)

Credential Check-In Address

ZIP code 98765 My Addresses Select an Address New Address

Address Information

Description* Fred's Activation Place

Agency/Company GSA Activation Site ABCDEF

Address Line 1 8844 Fred Ave.

Address Line 2

Address Line 3

City Baltimore

State MD

Preferred Location Only Preferred Locations will appear on the Credential Check-In tab

Special instructions to credential owner:
ask for Fred activator at x12345

Only the address owner can make changes to the 'special instructions'



Check In a Credential

To check in a Credential, select the **Credential Check-In** tab, and then insert the Credential you want to inventory into the card reader.



If you have a contactless card reader, wave the Credential you want to inventory in front of the card reader. When the contactless card reader is used to inventory Credentials, the ActivClient Log-in window displays, requesting the User's PIN. Select the **Cancel** button and proceed with the check in.



The Credential Status and Credential Last Check-In Status is displayed.

The **Credential Status** lists:

- Card Serial Number
- Credential owner's Last and First Name
- Card Status
- Card Function

The **Credential Last Check-In Status** lists:

- Location of the last Check-In
- Date of the last Check-In
- Recorder ID
- Whether or not an e-mail was sent to the Credential owner
- Status of card

In this example, the **Card Status** column displays a green check mark and indicates *OK – Proceed with Check-In*. To do so, first select an address from the **Credential location (Preferred Addresses)** drop-down list. (The address that we previously entered will be displayed in the drop-down list.)

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential Check-In Address

Credential location (Preferred Addresses)
Select an address

Credential Status			
Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084988	DOE, JOHN	OK Proceed with Check-In.	Check-In

Credential Last Check-In Status				
Location	Date	Recorder ID	Email Sent	Status
N/A	N/A	N/A	N/A	Card not Checked In



Next, select the **Check-In** button in the **Card Functions** column to check in the Credential.



When the Credential is checked in, the Credential Last Check-In Status will change to the location you selected. The CIT does not track Credential location. Therefore, if you need to record or make note of the last check-in, do so before selecting the **Check-In** button.

GSA General Services Administration
 EDS ASSURED IDENTITY™

ROLE: ACTIVATOR - GENERAL SERVICES ADMINISTRATION

USAccess Credential Inventory Tool
47000001002904@FEDICARD.GOV Logout

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential Check-In

Credential location (Preferred Addresses)

My Main Activation Site ▼

Credential Status

Card Serial Number	Last Name, First Name		Card Status	Card Functions
20505000116100084988	DOE, JOHN	✓	OK Proceed with Check-In.	<div style="border: 2px solid red; border-radius: 50%; padding: 5px; display: inline-block;"> Check-In </div>

Credential Last Check-In Status

Location	Date	Recorder ID	Email Sent	Status
N/A	N/A	N/A	N/A	Card not Checked In



The **Card Functions** column now indicates *Check-In Complete* and asks if you would like to send an e-mail to the Credential owner.

It is good practice to double-check the location address prior to sending the Credential owner an e-mail.

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential location (Preferred Addresses)
My Main Activation Site

Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084988	DOE, JOHN	OK Proceed with Check-In.	Check-In Complete Send Email? <input type="button" value="Yes"/> <input type="button" value="No"/>

Credential Last Check-In Status				
Location	Date	Recorder ID	Email Sent	Status
GSA Activation Site A	6/21/2010 7:16:38 AM	0001002904	No - not requested	OK



Selecting the link in the **Location** column opens the **Credential Check-In Address** window, which indicates the address of the location where the Credential was checked in. If you choose to send an e-mail notification to the Credential owner, this is the address that will be included in the e-mail.

Select the **Close Window** button to close the window.

General Services Administration

ROLE: ACTIVATOR - GENERAL SERVICES ADMINISTRATION

USAccess Credential Inventory Tool 4700001002904@FEDICARD.GOV Logout

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential Check-In Address

Credential location (Preferred Addresses)
My Main Activation Site

Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084988	DOE, JOHN	OK Proceed with Check-In.	Check-In Complete Send Email? Yes No

Location	Date	Recorder ID	Email Sent	Status
GSA Activation Station 12345	6/21/2010 7:16:38 AM	0001002904	No - not requested	OK

Credential Check-In Address
GSA Activation Station 12345
1234 GSA Activation Blvd.
Washington, DC 22202

Close Window

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Next, you can choose to send an e-mail to the Credential owner, notifying them that their Credential is ready for pick-up and activation. To send an e-mail, select the **Yes** button under Send Email? in the **Card Functions** column.

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential location (Preferred Addresses)
My Main Activation Site

Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084988	DOE, JOHN	OK Proceed with Check-In.	Check-In Complete Send Email? Yes No

Credential Last Check-In Status

Location	Date	Recorder ID	Email Sent	Status
GSA Activation Site A	6/21/2010 7:16:38 AM	0001002904	No - not requested	OK

The **Card Functions** column indicates that Check-In is complete, an e-mail has been sent, and that you can remove the Credential from the card reader. E-mails are sent in a matter of seconds or minutes. Once an e-mail has been sent, the **Email Sent** column will indicate *Yes – email sent*. You may need to remove the card from the reader and reinsert it to see the updated email status.

Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084988)

Credential location (Preferred Addresses)
My Main Activation Site

Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084988	DOE, JOHN	OK Proceed with Check-In.	Check-In Complete Email Sent. Remove credential from reader.

Credential Last Check-In Status

Location	Date	Recorder ID	Email Sent	Status
GSA Activation Station 12345	6/21/2010 7:16:38 AM	0001002904	Yes - email requested	OK



This is an example of the e-mail a Credential owner receives, if you choose to send one. Note the Credential Check-in Address and Special Instructions.

Dear JOHN DOE,

In this email, you will learn where to pick up your USAccess Credential including any special instructions, and how to make an appointment for activating it. You require the assistance of an Activator to complete activation, the last step in the credentialing process.

Your USAccess Credential is Ready for Pick Up at:

GSA Activation Site A
13600 EDS Dr.
Herndon, VA 20171

Credential Check-in Address

Special Instructions:

Park in visitor lot in front of building. Register with security office and ask for Joe Activator at x12345

Special Instructions

Make an Appointment to Activate Your Credential
If your agency uses the GSA Online Scheduling System, to schedule an appointment, visit <https://www.schedulmsp.com/tc/login.do?url=10001>

For more information or instructions about how to schedule an appointment, visit the USAccess website at www.fedidcard.gov/credappointments.aspx.

*** This email was generated by an automatic process. Please do not reply to this email.
If you have any questions or concerns, please contact your supervisor or your Agency's security office.***

The USAccess program is a government-wide initiative to issue common, federal ID credentials to all federal employees and contractors. These credentials provide federal employees with an easily recognizable way to identify themselves as well as trust the identity of other USAccess credential holders. The GSA Managed Service Office (MSO) established the program in response to Homeland Security Presidential Directive-12 that requires federal agencies to produce and issue PIV-compliant credentials to employees starting in October 2006.

For more info, please visit the USAccess Program site at <http://www.fedidcard.gov/>

You can now check in another Credential by placing the Credential into the card reader. Note that the **Credential location (Preferred Addresses)** drop-down list is populated with the preferred address we entered earlier.

GSA General Services Administration

EDS ASSURED IDENTITY™

ROLE: ACTIVATOR - GENERAL SERVICES ADMINISTRATION

USAccess Credential Inventory Tool 47000001002904@FEDICARD.GOV Logout

Card Removed (OMNIKEY CardMan 3x21 0)

Credential Check-In Address

Credential location (Preferred Addresses)

My Main Activation Site

Place a card into the reader



Card Status Messages

When checking in Credentials, you may encounter potential Credential activation issues prior to Credential Check-In. If an activation issue is identified by the USAccess system, a message displays in the **Card Status** column when you insert the Credential into the card reader.

Below is an example of the type of message that may display in the **Card Status** column. In this example, a red **X** is displayed and a message indicates that the Credential is terminated. You are provided with instructions on what to do next. In this instance, you would proceed by selecting the **Check-In** button and then contact an Agency Security Officer to facilitate credential destruction.

The screenshot shows the USAccess Credential Inventory Tool interface. At the top, it displays 'GSA General Services Administration' and 'EDS ASSURED IDENTITY™'. Below this, it shows the user's role as 'ACTIVATOR - GENERAL SERVICES ADMINISTRATION' and a yellow bar with the tool name and a 'Logout' link. The main content area shows 'Card Inserted (OMNIKEY CardMan 3x21 0) CUID(20505000116100084985)'. There is a 'Credential Check-In' section with an 'Address' dropdown menu set to 'My Main Activation Site'. Below this is a table titled 'Credential Status' with columns for 'Card Serial Number', 'Last Name, First Name', 'Card Status', and 'Card Functions'. The first row shows the card number '20505000116100084985', the name 'USER, JANE', a red 'X' in the status column, and a 'Check-In' button. The status message reads: 'Credential is TERMINATED. Proceed with Check-In. Contact Agency Security Officer to facilitate Credential destruction.' Below the table is another table titled 'Credential Last Check-In Status' with columns for 'Location', 'Date', 'Recorder ID', 'Email Sent', and 'Status', all showing 'N/A' or 'Card not Checked In'.

Card Serial Number	Last Name, First Name	Card Status	Card Functions
20505000116100084985	USER, JANE	X Credential is TERMINATED Proceed with Check-In. Contact Agency Security Officer to facilitate Credential destruction.	Check-In

Location	Date	Recorder ID	Email Sent	Status
N/A	N/A	N/A	N/A	Card not Checked In



The following table lists **Card Status Messages** (potential activation issues) and the corresponding **Next Step Messages**.

Card Status Message	Next Step Message
OK	Proceed with Check-In.
Credential record was not found	Proceed with Check-In. Contact USAccess Help Desk for support. Reference Code AAAAA.
Remove credential and try again	If this error persists, please contact the USAccess Help Desk for support. Reference Code BBBBB.
Duplicate Credential records found	Credential reprint required. Contact Applicant's Sponsor or Agency Security Officer to initiate reprint.
Credential record was not found	Proceed with Check-In. Contact USAccess Help Desk for support. Reference Code CCCCC.
Credential Holder is suspended	Proceed with Check-In. Place in secure location until suspension status is lifted.
Credential is TERMINATED	Proceed with Check-In. Contact Agency Security Officer to facilitate Credential destruction.
Credential record was not found	Proceed with Check-In. Contact USAccess Help Desk for support. Reference Code DDDDD.
Remove credential and try again	If this error persists, please contact the USAccess Help Desk for support. Reference Code EEEEE.
Credential is ACTIVE	Proceed with Check-In. Contact credential owner for pick-up.
Credential is SUSPENDED	Proceed with Check-In. Place in secure location until suspension status is lifted.
Credential record was not found	Proceed with Check-In. Contact USAccess Help Desk for support. Reference Code FFFFF.

Log Out

When you are finished, remember to log out of the system by selecting **Logout** at the top right corner of the page.

