

UNITED STATES DEPARTMENT OF AGRICULTURE

Farm Service Agency
Washington, DC 20250

Notice CM-778

For: State and County Offices

Customer Self-Service Portal – Initial Release of FSAfarm+

Approved by: Administrator



1 Overview

A Background

The 2014 Farm Bill mandates that USDA shares with the producer, or a designated agent, a web-based file format of that producer's information. This would include the CLU data, related farm level data, and other information generated by or for producers. In addition, this data would be provided in real-time and at no cost to the producer or designated agent.

FSAfarm+ is a web application that is designed to provide information to the producer. With **FSAfarm+**, producers nationwide have web access to view their FSA farm information and customer profile. **FSAfarm+** allows producers to view, export, and print farm records data, producer information data, and maps from their own home through a public facing web portal. This also permits producers to electronically share their data with other interested parties, including crop insurance agents, from their home or other remote location.

B Purpose

This notice provides State and County Offices with the following **FSAfarm+** information:

- forthcoming communication package documents
- web address
- a timeline of the release date
- web site access information.

Employees will be provided with frequently asked question (FAQ) documents that will be available for producers on the website. A future notice will provide links to training videos available for employees and producers.

Disposal Date	Distribution
January 1, 2017	State Offices; State Offices relay to County Offices
1-8-16	Page 1

2 Initial Release

A Employee Nationwide Release

The **FSAfarm+** web site was soft launched nationwide to all FSA employees on November 6, 2015. The web site can be accessed by employees via the following URL **https://apps.fsa.usda.gov/usda_scc_gateway/er/**.

The initial soft launch was provided to the field so the State and County Offices could become familiar with web site functionality before producers have access to the web site.

B Customer Nationwide Release

The **FSAfarm+** web site will be launched nationwide for producers on January 8, 2016. Communication documents will be provided to State and County Offices once they are available.

Upon customer nationwide release, the web site will be accessible through the following:

- **<http://www.fsa.usda.gov/Farmplus>**
- FSA Online Services web page at **<http://www.fsa.usda.gov/online-services>**.

C Producer Accessibility

The initial nationwide producer launch of **FSAfarm+** will allow farm operators and farm owners to access their personal and farm information.

Farm operators will be able to:

- view all data associated with the farms they operate, including tract level data
- export CLU shapefiles for the farms
- print all farm and tract level details (similar to FSA-156EZ)
- print farm and/or tract maps.

Farm owners will be able to:

- view farm summary data and all tract and field level data for owned tracts
- export CLU shapefiles for owned tracts
- print farm summary data and tract level details for owned tracts
- print maps for all owned tracts.

Producers with farms operated by or tracts owned by a business or entity will be able to view the applicable farm and/or tract details using their Level 2 eAuth access.

A future release will allow access to agents or representatives of farm operators and owners, in addition to allowing other tenants access to information related to the land they lease.

2 Initial Release (Continued)

D Level 2 eAuth Access

Because of PII provided by **FSAfarm+**, all users must obtain Level 2 eAuth access. This access allows the user to enter USDA web site portals that have been determined to require higher security restrictions and a verified identity for each user ID and profile.

In addition, the users Level 2 eAuth ID must be linked by the SCIMS link manager to that user's FSA SCIMS Core Customer ID by the County Office before being granted access to the **FSAfarm+** web site.

At this time, eAuthentication is only available to individuals and sole proprietors. Producers representing a business or entity will **not** be able to register for Level 2 eAuth access, though the option will be added in the future.

3 Web Services Used by **FSAfarm+**

A Web Services

FSAfarm+ uses the following existing web services to provide farm information and customer profile data to producers:

- Farm Records System (FRS)
- AGI
- SCIMS
- GIS
- USDA eAuthentication.

Because of the use of FRS and SCIMS web services, which are not the systems of record, data exposed to producers can temporarily be out-of-sync. If this situation occurs and is reported by a producer, employees shall follow procedures for verifying system-of-record data from MIDAS Customer Relationship Management has been successfully transmitted and replication errors are resolved.

4 Action

A State Office Action

State Offices shall:

- provide County Offices with forthcoming communication documents, which will include fact sheets, FAQ's, talking points, posters, and brochures
- provide County Offices with assistance with SCIMS Link Manager
- direct any questions related to **FSAfarm+** content to:
 - Gwen Uecker by:
 - e-mail at **gwen.uecker@usda.gov**
 - telephone at 701-893-2209
 - Janie Hudson by:
 - e-mail at **janie.hudson@id.usda.gov**
 - telephone at 208-539-5726
 - Todd Anderson
 - e-mail at **todd.anderson@wdc.usda.gov**
 - telephone at 202-720-9106
- use your standard incident submission process or Remedy self-service option to submit an incident. After the user accesses the Remedy self-service application, choose the Software Issues v2.2 module and then select **FSAfarm+** which will send the incident ticket directly to the **FSAfarm+** service desk.

B County Office Action

County Offices shall:

- review forthcoming communication documents and familiarize themselves with **FSAfarm+** and be available to assist producers with questions related to farm records and Business Partner content
- review SCIMS Link Manager training information
- display posters and brochures in the office
- assist interested producers in obtaining Level 2 eAuth access and ensure that the SCIMS ID link has been completed.