UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

For: FSA Employees

Expanding USDA eAuthentication Service Credentials for Employees

Approved by: Deputy Administrator, Management

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1 Overview

A Background

USDA is expanding the employee effort under the USDA eAuthentication service to provide USDA eAuthentication employee accounts with level 2 access to all USDA employees. The USDA eAuthentication employee accounts with level 2 access will have credentials or standardized user ID's and passwords. Employees will be able to use their standardized USDA eAuthentication service credentials across the wide range of web-based applications as the applications are integrated with the USDA eAuthentication service or the Governmentwide eAuthentication architecture. For example, these credentials will be the login required to access AgLearn, USDA's enterprise learning management system. Expansion of access to AgLearn to all USDA employees is occurring simultaneously with this credentialing process.

Employees with active credentials (eAuth account) that were issued before July 1, 2004, will not need to obtain new credentials if credentials have been used. USDA eAuthentication service credentials have already been issued to approximately 49,000 USDA employees, primarily to the employees of the Service Center agencies (FSA, NRCS, and RD). Some of these employees have never used the credential. Credentials that have not been used will be removed from the USDA eAuthentication service before the rollout of the credentialing expansion effort on July 1. These employees will need to use the new self-registration process to obtain new credentials.

All employees that do not have a working eAuthentication user ID and password should complete the USDA eAuthentication employee credentialing self-registration steps by September 30, 2004. To complete this task, employees will need information from the sources listed in paragraph 2.

Disposal Date	Distribution
April 1, 2005	All FSA employees; State Offices relay to County Offices

1   Overview (Continued)

B   Purpose

This notice:

- explains the credentials process for employees
- identifies resources
- provides guidance
- provides contact information.

C   Contacts

If additional information is needed, contact either of the following:

- Ragh Singh at 202-720-7094
- Lynna Oliphant at 816-926-1395.

2   Information Needed for Registration

A   Using AD-334 and SF 50-B

Employees shall use AD-334 and SF 50-B to complete the following information for the self-registration, page 1, according to subparagraph C, Screen 1:

- First Name, Last Name
- Social Security Number
- Date of Birth
- Home State and Home City
- Agency Name
- Duty Station Code
- Service Comp. Date (Leave)
- What is the net amount of your last paycheck?
- What is your Pay Plan, Grade, and Step?

On the second page of the self-registration, create and enter your user ID and password, and enter your e-mail address according to subparagraph C, Screen 2, and Exhibit 1. A valid e-mail address is required to activate your account.

Click **Next** to complete the registration; see subparagraph C, Screen 3 for an example of the confirmation page.

2   Information Needed for Registration (Continued)

B   AD-334, Earnings and Leave Statement

AD-334's are either received in the mail or are accessed over the Internet through the NFC Employee Personal Pages at **https://www.nfc.usda.gov/personal/index2.asp**.

Note: If you do not already have an NFC Employee Personal web page account, one can be acquired through this website.

C   SF 50-B, Notification of Personnel Action

SF 50-B's are:

- received by USDA employees whenever there is any change in employment status or conditions

- received at least once a year

- available for printing in I*CAMS.

Employees with I*CAMS self-service access can print their most recent SF-50 by taking the following steps.

Step	Action
1	Logon to I*CAMS.
2	Clink on **Self, View.**
3	Click on **Personnel Actions.**
4	Click on **Get Details** for the most recent action listed.
5	Click on **View Details** when it appears. **Note:** Abode Acrobat should open displaying the most recent SF-50.
6	Click the print icon in your toolbar to print SF-50.

Employees who are unable to locate a hard copy SF 50-B or are unable to access their I*CAMS SF 50-B should contact their Servicing Personnel Office for assistance.

3   USDA eAuthentication Employee Credentialing Job Aid

A   Self-Registration Process

To obtain a USDA eAuthentication employee credential, beginning July 1, 2004, FSA employees should access **http://www.eauth.egov.usda.gov/EmployeeAccount**. Enter the information required on the initial page, then click **Next**. The information entered will be compared to data stored for payroll and personnel purposes at NFC.

3   USDA eAuthentication Employee Credentialing Job Aid (Continued)

A   Self-Registration Process (Continued)

Be assured that the information entered into the USDA eAuthentication service is:

- handled through secure channel

- used only to validate the employee's identity against information already known and stored at NFC.

If **all** of the data entered matches the data held at NFC, the employee will be electronically issued a USDA eAuthentication employee account (user ID and password) with level 2 assurance.

B   Registration Scenarios and Contacts

A small percentage of employees will encounter problems with this process because of discrepancies between the data entered into the USDA eAuthentication service and the payroll and personnel data on file at NFC.

If the system is **not** able to verify the employee's payroll and personnel information, an account **cannot** be issued. Employees will need to contact their HR representative to update or recover their payroll and personnel data before attempting to retry registration. Information may take up to 72 hours to be updated in the NFC system and the eAuthentication service.

For questions about:

- payroll and personnel information:

  - State and County Office employees shall contact the HR representative in their State Office

  - all others needing assistance in contacting their HR representative may contact Lynna Oliphant at 816-926-1395 or **LLOLIPHANT@kcc.usda.gov**.

- the registration process:

  - State and County Office employeess shall contact their eGov Coordinator

  - all others may contact Lynna Oliphant at 816-926-1395 or **LLOLIPHANT@kcc.usda.gov**.

For technical assistance with the eAuthentication system, contact the USDA eAuthentication Help Desk at **eAuthHelpDesk@usda.gov**.

3   USDA eAuthentication Employee Credentialing Job Aid (Continued)

C   Examples of Screens

The following are screen examples of the USDA eAuthentication employee account with level 2 access activation pages.

Screen 1: Self Registration, Page 1

3   USDA eAuthentication Employee Credentialing Job Aid (Continued)

C   Examples of Screens (Continued)

Screen 2: Self-Registration, Page 2

3   USDA eAuthentication Employee Credentialing Job Aid (Continued)

   C   Examples of Screens (Continued)

      Screen 3:   Confirmation Page

3   USDA eAuthentication Employee Credentialing Job Aid (Continued)

D   Guidance on User ID Format

See Exhibit 1 for guidance on the user ID format.

E   E-Mail Confirmation

Employees must confirm their e-mail account according to Governmentwide standards before their USDA eAuthentication employee account with level 2 access is active. Each employee:

- within 24 hours, will receive an e-mail from the USDA eAuthentication Help Desk containing an activation link

- **shall click the activation link to verify their e-mail and activate their USDA eAuthentication employee account with level 2 access**.

Once the employee has confirmed their eAuthentication employee credential, it will become their official electronic identity online throughout USDA. It is the employee's responsibility to:

- protect their password and the security questions that were stored (mother's maiden name, PIN, and date of birth)

- keep their electronic identity private to prevent identity theft

- **not** share their password or write it down in an unsecure location.

For further assistance with the USDA eAuthentication employee account with level 2 access account activation process, access the Help guidance at:

www.eauth.egov.usda.gov/employeeActivateHelp.html

See Exhibit 2 for examples of e-mail messages sent by the USDA eAuthentication Service.

4   Existing User Accounts

A   Using Existing eAuthentication Credentials

Employees with existing, active eAuthentication credentials (user ID format is I*CAMS number) should continue to use these credentials for all existing and new applications connected to the eAuthentication system.

Employees who were given eAuthentication user credentials, but who have **not** used their credentials **by June 30, 2004**, will be required to follow the self-registration information in this notice to set up an eAuthentication employee account.

5   New Employee Accounts

A   Obtaining New Accounts

If an employee:

- does **not** need an eAuthentication account until their first pay check has been issued, he or she shall use the self-registration process described in paragraph 3

- must have immediate access to an eAuthentication account, follow 6-IRM to establish an ID and password.

6   Action

A   Managers' and Supervisors' Actions

All FSA managers and supervisors shall ensure that all employees have an active USDA eAuthentication account **by September 30, 2004**.

7   Definition of Terms

A   USDA eAuthentication Employee Account With Level 2 Access

A <u>USDA eAuthentication employee account with level 2 access</u> is an account that provides access to all the portals and applications that are covered by an account with level 1 and level 2 access.

The employee must have a valid e-mail address to register for an employee account with level 2 access.

B   Agency Registration Lead

The <u>Agency Registration Lead</u>:

- is the person designated by each USDA agency to coordinate the employee registration process as defined for their specific agency

- serves as a point of contact to their employees to provide agency-specific registration information, guidance, and HR contacts

- communicates specified registration requirements and processes to their agency HR staff and IT staff as necessary.

A list of Agency Registration Leads is available at:
http://www.dev.eauth.egov.usda.gov/AgencyRegistrationLeads.html

7   Definition of Terms (Continued)

    C   HR Representative

       The <u>HR representative</u> is the person designated by a USDA agency with the authority and responsibility to process, access, and enter official personnel and employment-related actions for an individual employee. State and County Office employees shall contact their State's Administrative Division. All other employees shall contact their Agency Registration Lead according to subparagraph B if they are unsure of their HR representative.

**8   Entering Information on the USDA eAuthentication Employee Account
          Creation/Activation Pages**

    A   Entering Information

       See Exhibit 3 for detailed assistance with entering information on the USDA eAuthentication Employee Account Creation/Activation Pages.

Guidance on User ID Format

1. **Naming Convention**

   The user name convention is **[firstname].[lastname]** and is limited to 20 characters.

   Example: Joe.Smith

2. **Length Requirements**

   - Names must be unique within the first 20 characters.
   - Chop longer names to 20 characters.
   - Remember the period counts as a character.
   - No duplicates are allowed within active directory.

3. **Character Requirements**

   Possible characters are numbers, letters (upper or lower case letters are considered the same character), and periods.

   - Do **not** use any special characters, such as '_-@#$%^&*()+=~<>?/|\,;:
   - Do **not** use the "-" in hyphenated names.
   - Do **not** use a space to separate names.

4. **Exceptions**

   Use **firstname.lastname** where possible. If duplicates exist, the following applies.

   - Middle initial or middle name is allowed, following the convention of firstname.middlename.lastname. However, do not exceed the 20 character field space limit. If a duplicate still exists, the last character must be changed to a 2, etc.

   - If there is a duplication and the ID is less than 20 characters, add a number to the end, starting with 2.

   - If there is a duplication and the ID is 20 characters, change the 20th character to a number, again starting at 2.

   - If someone normally goes by their middle name, they can use that name instead of their first name and follow the rest of the conventions. For example, if their name is "Tommy Lee Jones" and they go by "Lee", their username could be "lee.jones" instead of some variation like "Tommy.Jones" or "Tommy.Lee.Jones".

Guidance on User ID Format (Continued)

5. **Examples**

   A. **Less than 20, real name = Santa Clause**

   - First occurrence: santa.clause
   - Second one: santa.clause2

   B. **Twenty characters (19 characters in name, plus the period),
      real name = Elizabeth Washington**

   - First occurrence: elizabeth.washington
   - Second one: elizabeth.washingto2

   C. **More than 20 characters (20+ characters in name, plus period),
      real name = Christopher Hendrickson**

   - First occurrence: christopher.hendrick
   - Second one: christopher.hendric2

   D. **Include Middle Name, less than 20 characters, real name = John Quincy Adams**

   - First occurrence: john.quincy.adams
   - Second one: john.quincy.adams2

   E. **Using Middle Initial, less than 20, real name = Rutherford B. Hayes**

   - First occurrence: rutherford.b.hayes
   - Second one: rutherford.b.hayes2

   F. **Using Middle Name, 20 or more characters, real name = Mary Beth Christianson**

   - First occurrence: mary.beth.christians
   - Second one: mary.beth.christian2

   G. **Include first initial and middle name, less than 20 characters,
      real name = F.Scott Fitzgerald**

   - First occurrence: f.scott.fitzgerald
   - Second one: f.scott.fitzgerald2

Descriptions of E-Mail Messages Sent by the USDA eAuthentication Service

> **1. Sample of Successful Activation Message Sent by the USDA eAuthentication Service**
>
> **E-mail Subject:** Activate Your USDA Employee Account With Level 2 Access Within 7 Days.
>
> **E-mail Purpose:** The system-generated confirmation e-mail that provides instructions to the employee to activate their employee account and confirm their e-mail address.
>
> **E-mail Is Sent When:** An employee successfully registers for their USDA employee account and authenticates their identity (the data they provided matches match their NFC records) using either the automated process or the manual process.
>
> **Action Required:** The employee is directed to activate their account by clicking on the activation link contained in the e-mail within 7 days.

FROM: **eAuthHelpDesk@usda.gov**

SUBJECT: Activate Your USDA Employee Account with Level 2 Access within 7 days

Step 3 of 3 Account Activation and Email Verification

Congratulations USERID!

You have successfully created a USDA eAuthentication Employee Account with Level 2 access.

Please print and retain this message for your future reference.

The User ID you created is: **<USERID>**
The email address you provided is: **<Email>**

As the final step to the registration process you must do the following before you can use your employee account with Level 2 access:

1. **Please wait approximately 20 minutes from the receipt of this email before you can activate your employee account.**
2. Activate your account within seven (7) days of the receipt of this email.
3. Click **ACTIVATE MY ACCOUNT**

For technical assistance with the USDA eAuthentication system or your employee account, please contact the USDA eAuthentication Help Desk at **eAuthHelpDesk@usda.gov**.

Please include the following information in your email:

- Your first and last name
- Your eAuthentication User ID
- Indicate whether you are a Federal employee
- The name of your employing agency
- The URL (web address) of the website or application you were attempting to access
- The text of any error messages and a detailed description of the problem

If you have trouble accessing your activation link above, please copy and paste the following link into your browser address bar: **<System Generated Link>**

Descriptions of E-Mail Messages Sent by the USDA eAuthentication Service (Continued)

   2. Sample of Urgent Registration/Activation Failure E-Mail Message

      E-mail Subject: URGENT Registration/Activation Failure (USDA eAuthentication Employee Account)

      E-mail Purpose: The system generated e-mail that is sent to an employee to notify them they have failed to authenticate their identity as required to register for their USDA eAuthentication Employee Account.

      E-mail Is Sent When: An employee fails to authenticate their identity (the data they provided does not match their NFC records) using both the automated process and the manual process.

      Action Required: The employee is directed to contact their HR representative to verify and/or correct the information in their NFC personnel and payroll records. Once the employee is certain the information is correct, they start the registration process over from the beginning.

FROM: **eAuthHelpDesk@usda.gov**

SUBJECT: URGENT Registration/Activation Failure (USDA eAuthentication Employee Account)

Dear **<USERID>:**

Unfortunately, we are unable to process your request for an USDA eAuthentication Employee Account with Level 2 Access at this time. The information that you provided did not match your National Finance Center (NFC) personnel and payroll records. You will need to contact your designated Human Resources (HR) representative and work to verify and/or correct the information in your NFC personnel and payroll records. You will then need to register for your account again.

For detailed requirements on the information collected to register and activate your account you can refer to the ACTIVATE HELP LINK.   Before you begin the registration process again, please ensure the following information you provide is exactly as it appears in your NFC personnel and payroll records.

   1. First Name, Last Name and Middle Initial
   2. Social Security Number (SSN)
   3. Date of Birth (DOB)
   4. Home State
   5. Home City
   6. Name of Employing Agency
   7. Duty Station Code
   8. Service Computation Date (Leave)
   9. Pay Plan, Grade and Step

If you do not know your HR representative, please contact your designated Agency Registration Lead who can work to provide you with name of your HR representative.

To find the contact information for your Agency Registration Lead you can refer to the Agency Registration Lead Page Link.

Thank you,
USDA eAuthentication Service

Descriptions of E-Mail Messages Sent by the USDA eAuthentication Service (Continued)

    3. Sample of Urgent Authenticate Employee Identify Message Sent by the USDA eAuthentication Service

        E-mail Subject Line: URGENT Authenticate Employee Identity Within 7 Days

        E-mail Purpose: The e-mail message that is sent to the designated Agency Registration Lead when an employee requires a manual verification of their identity by a member of the USDA eAuthentication team.

        E-mail Is Sent When: The eAuthentication team member cannot locate the employee's official telephone number that is required in the process to verify the employee's identity.

        Action Required: Within 7 days of the receipt of the email, the Agency Registration Lead must confirm that the employee identified in the e-mail is employed by their agency. If the employee does in fact work for the agency, provide their official telephone number and the contact information for the employee's HR representative. If this information is not received in the requested timeframe, the employee's application for the requested account will be denied. If the employee does turn out to be an employee after the account is denied, they will have to start the registration process over again.

FROM**: eAuthHelpDesk@usda.gov**

SUBJECT: URGENT Authenticate Employee Identity within 7 Days

<<Agency Lead>>,

The following employee has applied for a USDA Employee Account and was unsuccessful in authenticating their identity using the automated process.

<<USER ID>>
<<First Name Last Name>>
<<email address>>
<<City>> <<State>>

We were not able to find this employee in the USDA Directory. In order authenticate this employee's identity we need you to do the following within seven (7) days:

    1. Confirm whether or not this person is employed by your agency
    2. Provide the accurate contact information for the employee (telephone and email address)
    3. Provide the contact information (name, telephone and email) of their designated HR Representative

If we do not hear from you within seven (7) days, we will assume that this employee is unknown to your Agency. Their application for an USDA eAuthentication Employee Account will be denied.

Thank you!
USDA eAuthentication Help Desk

Data Input Assistance With Entering Information on the USDA eAuthentication Employee Account Creation/Activation Pages

A   Entering Information

The information collected will be used to activate the employee's USDA eAuthentication employee account with level 2 access. The information entered:

- will be compared to the employee's personnel and payroll information at NFC

- must match exactly the employee's personnel and payroll information at NFC. If unsure of the personnel or payroll information at NFC, employees must contact their HR representative.

B   Documents Required to Complete the USDA eAuthentication Employee Account Creation/Activation Process

To complete this process, employees need to have the following documents available before starting the self-registration process.

AD-334, Earnings and Leave Statement: AD-334's are either received in the mail or are accessed over the internet through the Employee Personal Pages at **https://www.nfc.usda.gov/personal/index2.asp**.

SF 50-B, Personnel Action: SF 50-B's are received by USDA employees whenever there is any change in their employment status or conditions, and are received at least once a year. On SF 50-B, the Duty Station Code is in item 38 , the Agency in item 22, and the Service Comp. Date in item 31. If an employee is unable to locate any historical SF 50-B's, they should contact their HR representative to receive this information.

Field	Instruction
First Name	Enter your first name exactly as it appears on your AD-334. Do not enter any spaces, punctuation, or suffixes.
Middle Initial	Enter the first character of your middle name. The middle initial is limited to 1 character.
Last Name	Enter your last name exactly as it appears on your AD-334. Do not enter any spaces or punctuation. For example, if your last name is D'Arcy-Smith, enter Darcysmith.
Social Security Number	Enter your full 9 digit Social Security number in the boxes provided.
Home Address State	Select your home State from the drop down box.

Data Input Assistance With Entering Information on the USDA eAuthentication Employee Account Creation/Activation Pages (Continued)

Field	Instruction
Home Address City	Select your home city from the drop down box.
Agency Name	Select your primary USDA agency affiliation from the drop down box as it appears on SF 50-B, item 22. If you work for more than 1 agency, select your primary agency affiliation. If your agency is not listed, select the option closest to what you think the correct choice is.
Duty Station Code	Enter your duty station code exactly as it appears on your most recent SF 50-B, item 38.
Service Comp. Date (Leave)	Enter your Service Comp. Date (Leave) as it appears on your most recent SF 50-B, item 31. Format: mm-dd-yyyy
Net amount of your last paycheck	Enter the amount of your most recent paycheck exactly as it appears on your most recent AD-334.
Pay Plan, Grade and Step	Enter your current grade and step exactly as it appears on your most recent AD-334.
User ID	Create a permanent user ID that you will remember. The user ID must be a minimum of 6 characters and cannot exceed 80 characters **See Exhibit 1 for Naming Convention formatting examples.**
Password	Create a password that you will remember. The password must be a minimum of 9 characters and cannot exceed 12 characters. The password is case sensitive. Your password must meet these requirements: Your password must contain at least 1 uppercase letter, at least 1 lowercase letter, and at least 1 nonalphabetical character, which includes numbers and these punctuation marks: **! # - $ % * = + : ; , ? ~** Your password may **not** contain any punctuation marks not in the above list, or spaces or tabs. Your password **may not** contain your first or last name, your user ID, or dictionary words.
Email	Enter your USDA e-mail address and ensure that it is correct. The e-mail address provided will be used to confirm your identity and to activate your account initially. As part of the USDA eAuthentication employee account with level 2 access creation/activation, you will receive an e-mail with a link. You must be able to receive this e-mail and follow the instructions to activate your account. Your e-mail address will also be used to contact you for assistance with your eAuthentication account.

Data Input Assistance With Entering Information on the USDA eAuthentication Employee Account Creation/Activation Pages (Continued)

The next 3 information fields are created for security purposes.

Employees shall:

- enter the following information and keep it for their records

- if they need assistance with the USDA eAuthentication service or forget their password, provide the answers to these 3 security questions to the USDA eAuthentication Help Desk.

Field	Instruction
Mother's Maiden Name	Enter your mother's maiden name. Do **not** enter any spaces or punctuation. Your mother's maiden name will be used as 1 of 3 security questions to assist with recovering a forgotten password.
PIN	Create a 4-digit PIN that you will remember. Your PIN will be used as 1 of 3 security questions to assist with recovering a forgotten password. **Note:** You **cannot** use a zero as the first digit.
Date of Birth	Enter your date of birth using the following format, mm-dd-yyyy, all numeric. Your date of birth will be used as 1 of 3 security questions to assist with recovering a forgotten password.