1 Overview

A Background

The FSAfarm+ customer self-service portal was launched nationwide on January 8, 2016, and postcards with information on obtaining web access to the portal have been sent to owners and operators. The portal allows producers to view, export, and print farm records data, producer information data, and maps from their homes. FSAfarm+ can also be used by producers to electronically share their data with other interested parties, including crop insurance agents, from their home or other remote locations.

B Purpose

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

- procedure for providing producer access
- National Office contact information.

Employees and producers may access and search through the FSAfarm+ frequently asked questions from the AskFSA Homepage (https://askfsa.custhelp.com/app/home) using the Featured Support Category “FSAfarm+”.

2 Providing Producer Access

A Level 2 eAuth Access

Because of personally identifiable information (PII) exposed through FSAfarm+, all users must obtain Level 2 eAuthentication (eAuth) access. This access allows users to enter the USDA website portal that requires higher security restrictions and a verified identity.

At this time, eAuthentication is only available to individuals. A business or entity cannot register for Level 2 eAuth access.

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<th>Disposal Date</th>
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<td>February 1, 2018</td>
<td>State Offices; State Offices relay to County Offices</td>
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Providing Producer Access (Continued)

A Level 2 eAuth Access (Continued)

USDA has developed an online activation option that was implemented in January 2017, to eliminate the need to visit an office to authenticate the producer’s Level 2 eAuth ID. The streamlined process is offered to the producer when completing the Level 2 eAuth process. Instructions are provided in the eAuth confirmation email regarding how to complete the identity verification process. The producer can elect either of the following options to complete identity verification:

- online self-service identity verification
- in-person identity verification through a Service Center Local Registration Authority (LRA).

The new streamlined authentication process eliminates the need to complete the LRA in-office authentication process; however, the SCIMS link manager process must still be completed by an authorized local Service Center employee, as described in subparagraph B. If the producer has problems completing the streamlined eAuth process, they can contact the eAuthentication Help Desk at 1-800-457-3642 (Option 1) or visit their local Service Center LRA for assistance.

B SCIMS Link

In addition to Level 2 eAuth access, the FSAfarm+ application requires that the SCIMS link manager process be completed. An authorized Service Center employee must access the SCIMS Link Manager software and link the producer’s eAuth ID with the FSA Core Customer ID (CCID). The SCIMS Link Manager software can be accessed via the FSA Intranet Applications page.

Note: Training PowerPoints are available from the ACRSI FSAfarm+ SharePoint site at https://sharepoint.fsa.usda.net/ACRSI/FSAfarm/Forms/AllItems.aspx.

The SCIMS Link Manager software compares the information obtained during the eAuth process with the data maintained in SCIMS to ensure that the correct data is being linked. The producer must provide the County Office with a valid Level 2 eAuth ID to complete the link. The Link Manager software compares the producer’s SCIMS physical address information with the information tied to the eAuth ID. In addition, the email address and telephone number provided during the eAuth process must match the SCIMS information.

If an email address is not available in SCIMS, the producer must provide a valid email address and CRM Business Partner must be updated with the address. The updated email address must replicate to SCIMS before the link process can be completed.

Note: The producer does not need to physically visit the County Office for the Service Center employee to complete the SCIMS link manager process if Level 2 eAuth access has already been obtained and the producer still cannot access FSAfarm+.
3 Action

A State Office Action

State Offices will:

- provide County Offices with assistance/training with LRA and SCIMS Link Manager processes
- direct any questions related to FSAfarm+ content to:
  - Gwen Uecker by:
    - e-mail at gwen.uecker@wdc.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.

B County Office Action

County Offices will:

- review SCIMS Link Manager training information
- assist interested producers in obtaining Level 2 eAuth access and ensure that the SCIMS ID link has been completed
- use the standard incident submission process or Remedy self-service option to submit an incident.

Note: After the user accesses the Remedy self-service application, choose the “Software Issues v2.3” module and then select “FSAfarm+” which will send the incident ticket directly to the FSAfarm+ service desk.