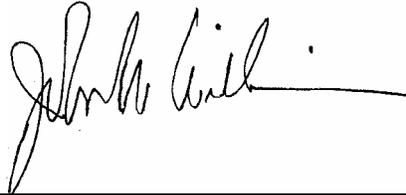


For: FSA Employees

**Instructions for Customer Level 2 Access and Service
Center Information Management System (SCIMS) Linking**

Approved by: Deputy Administrator, Management



1 Overview

A Background

The ID Link Manager for SCIMS (IDLMS, formerly SCIMS Bind) application is used to bind a customer's eAuthentication user ID to their SCIMS ID. This is required for the customer to conduct business with FSA and NRCS.

With the availability of the Customer Statement, Customer Inquiries, Financial Services, eForms, and eLDP Web-based applications, FSA is continually moving towards web-based programs. Therefore, it is important that all Service Center employees are familiar with the eAuthentication process and are able to complete the required steps to identity proof and complete the SCIMS linking process and to provide guidance to FSA customers.

B Purpose

This notice provides instructions for establishing customer eAuthentication Level 2 access and SCIMS linking.

C Contacts

| IF employee is located in... | THEN contact... |
|-------------------------------------|-----------------------------|
| a State or County Office | State eGov Coordinator. |
| any other office | Ragh Singh at 202-720-7094. |

| Disposal Date | Distribution |
|----------------------|--|
| June 1, 2005 | All FSA Employees; State Offices relay to County Offices |

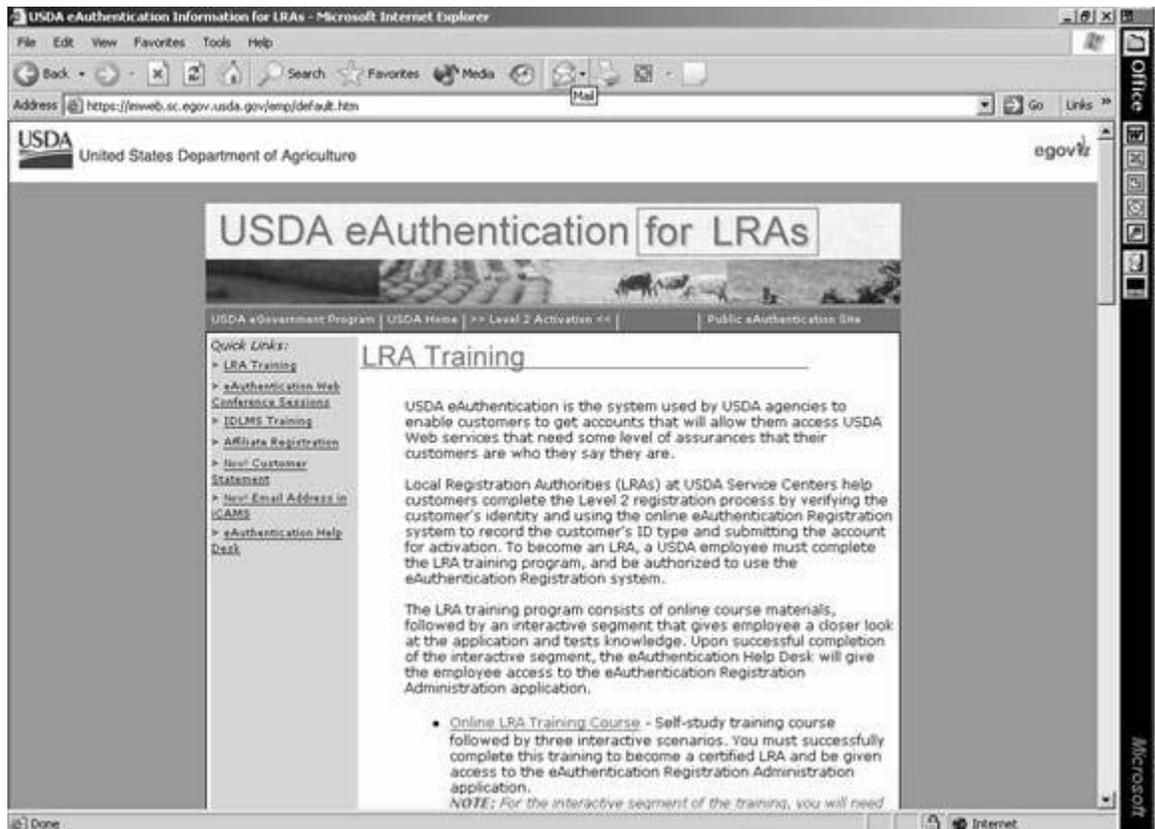
Notice IRM-357

2 Establishing eAuthentication Level 2 Access

A Instructions for Level 2 Access

Follow these instructions to establish level 2 access to customers.

| Step | Action |
|------|---|
| 1 | Access the USDA eAuthentication Web site at http://www.eauth.egov.usda.gov and click on “ Local Registration Authority Login ” under “ Employee Links ” on the gray left side bar. The system will prompt the user to continue and then login with their eAuth user ID and password . |
| 2 | Enter eAuth user ID and password . USDA eAuthentication for LRA’s page will be displayed. Click on “ Level 2 Activation ” in the middle of the gray information bar at the top of this web page. The Welcome to USDA Identity Minder page will be displayed. |

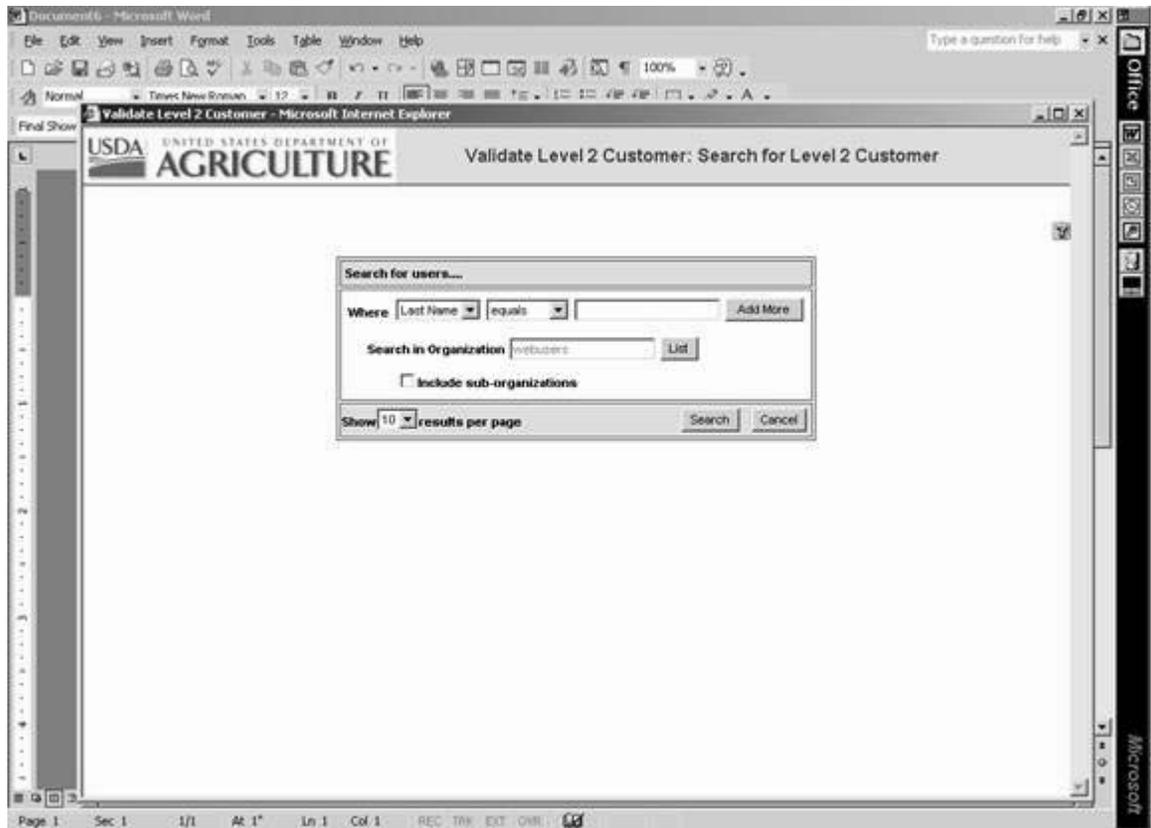


Notice IRM-357

2 Establishing Level 2 Access (Continued)

A Instructions for Level 2 Access (Continued)

| Step | Action |
|------|---|
| 4 | <p>Validate Level 2 Customer: Search for Level 2 Customer Screen will be displayed. Different search criteria is available including Last Name, First Name, User ID, and State. Enter the customer's last name and click on "Search" to begin a search.</p> <p>Note: Click on the "Add More" button to add additional search criteria, such as first name.</p> <p>A Search Results screen will be displayed listing the customers who match the search criteria entered.</p> |

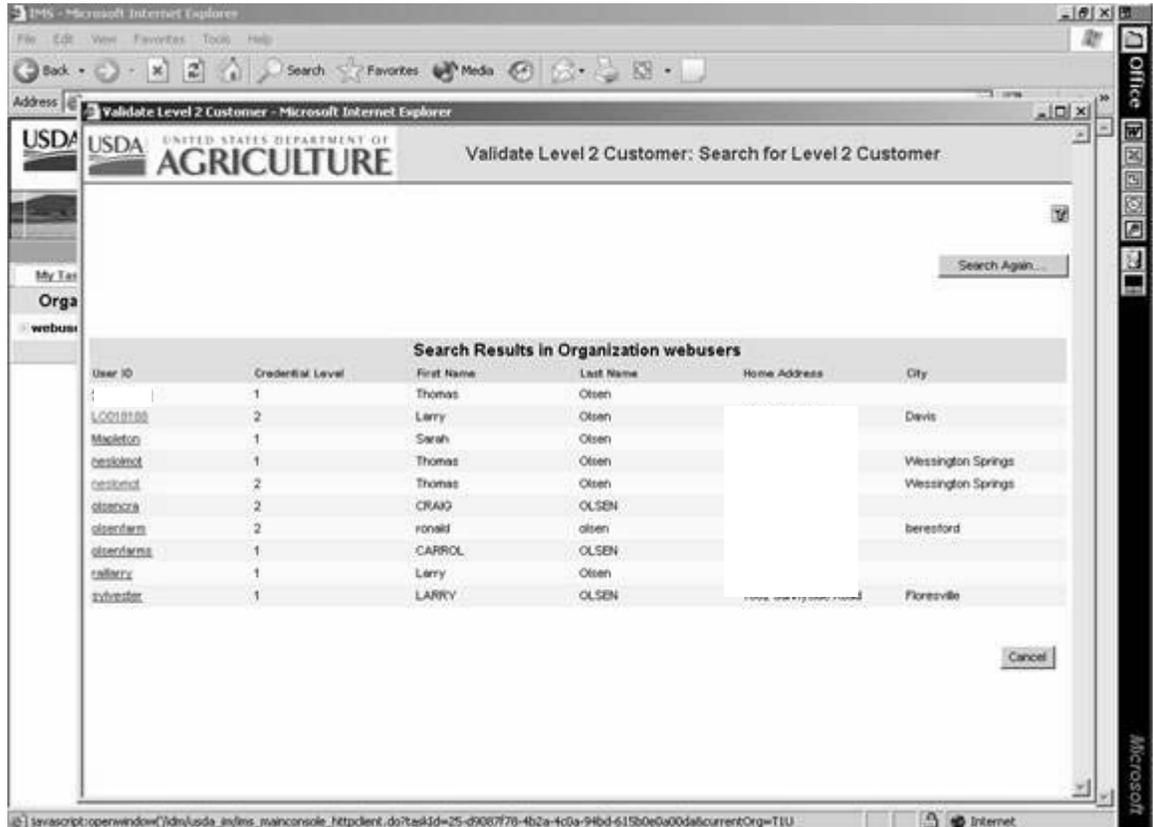


Notice IRM-357

2 Establishing Level 2 Access (Continued)

A Instructions for Establishing Level 2 Access (Continued)

| Step | Action |
|------|---|
| 5 | On the Search Results screen, locate the customer being updated to a level 2 account and click on the customer's user ID to view the eAuth profile. |

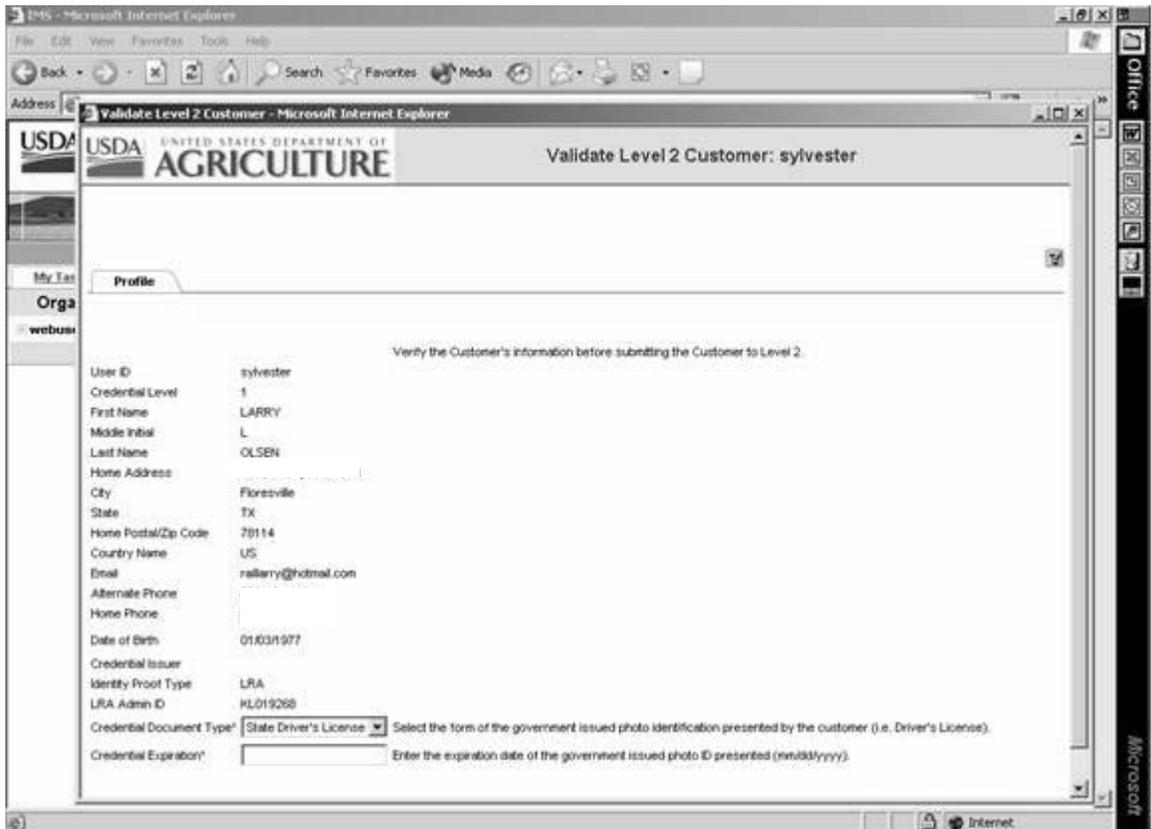


Notice IRM-357

2 Establishing Level 2 Access (Continued)

A Instructions for Establishing Level 2 Access (Continued)

| Step | Action |
|------|---|
| 6 | The customer's eAuth profile will be displayed. Verify the profile information with the picture ID presented by the customer. Address information does not have to match exactly; however, the birth date in the profile must match the birth date on the picture ID. If Local Registration Authority (LRA) is satisfied that the correct customer profile has been accessed, select the type of ID from the " Credential Document Type " drop down box and enter the expiration date in the " Credential Expiration " box. Click " Submit " to update the customer to level 2 access. |



Notes: LRA must inform the customer that he/she will receive an email notification from the Help Desk that he/she must respond to within 7 calendar days. If a customer fails to respond to the email notification, the account will not be activated and the customer will have to create another account and be identity proofed again.

For tracking purposes, the LRA's user ID is forever linked to the customer's eAuth record when LRA updates a customer to Level 2 access.

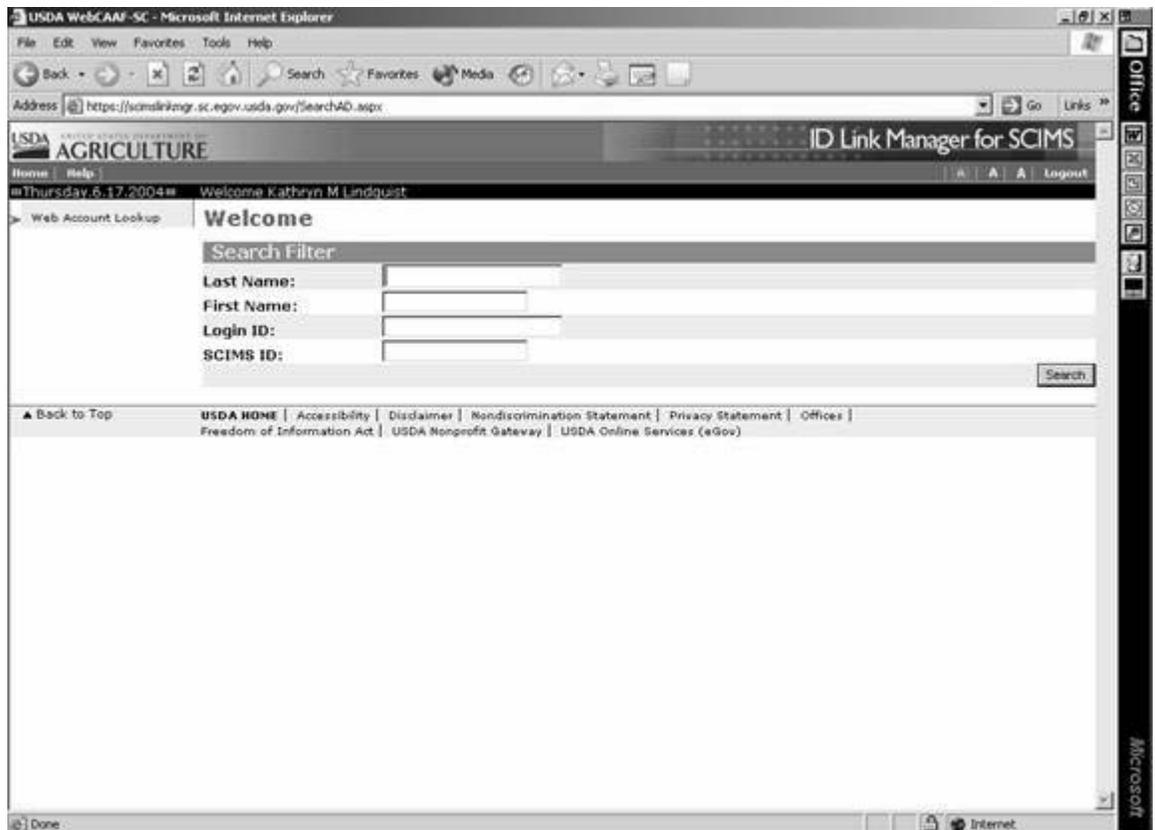
3 SCIMS Linking Process

A Completing SCIMS Linking Process

After updating a customer to Level 2 access, **LRA must also complete the SCIMS linking process to connect the customer’s eAuth account with his/her FSA records.** Access the ID Link Manager for SCIMS (IDLMS) Web site at <https://scimslinkmgr.sc.egov.usda.gov> according to Notice AO-1295 to complete the SCIMS linking process.

Important: Customers, who do not have their eAuth record linked to their SCIMS record, will not be able to access their FSA records, such as their producer statement.

| Step | Action |
|------|---|
| 1 | After signing on to IDLMS with eAuth user ID and password, the following search screen will be displayed. Enter the customer’s information in the search filter boxes and click “ Search ”. Another screen will be displayed with customers who match the entered information. |

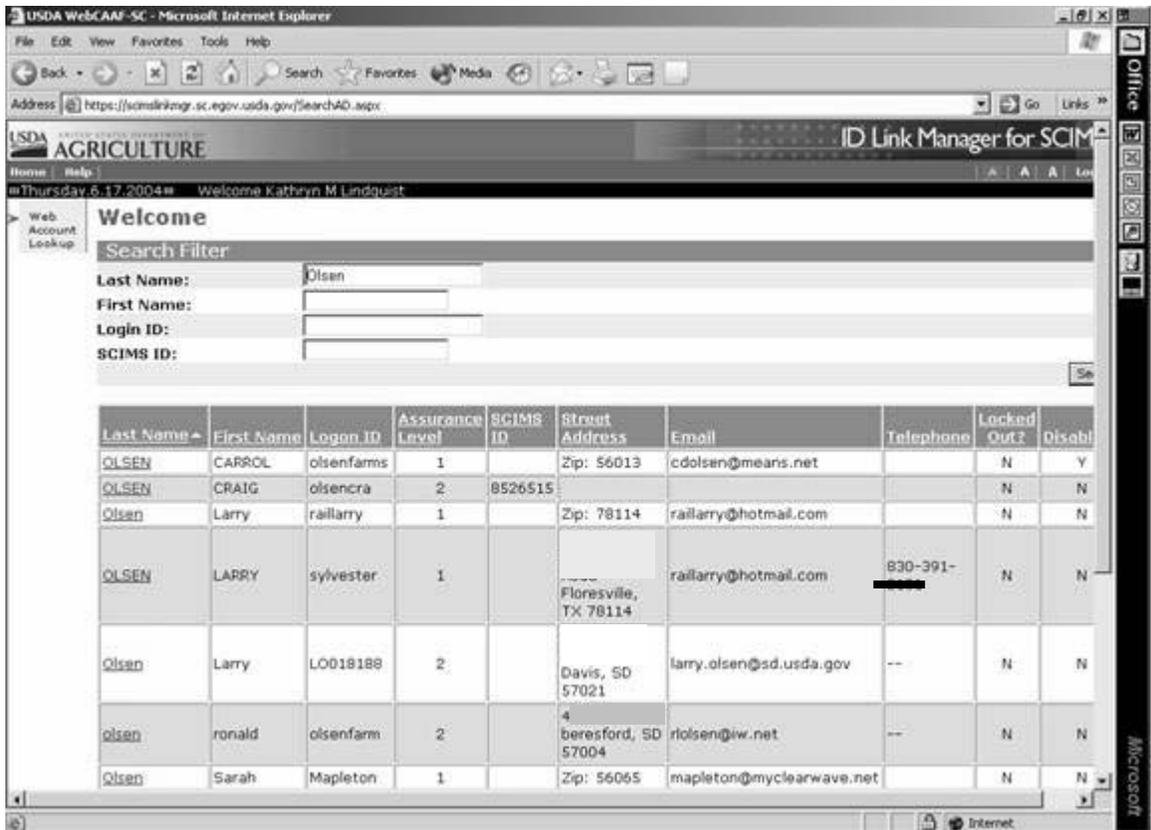


Notice IRM-357

3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

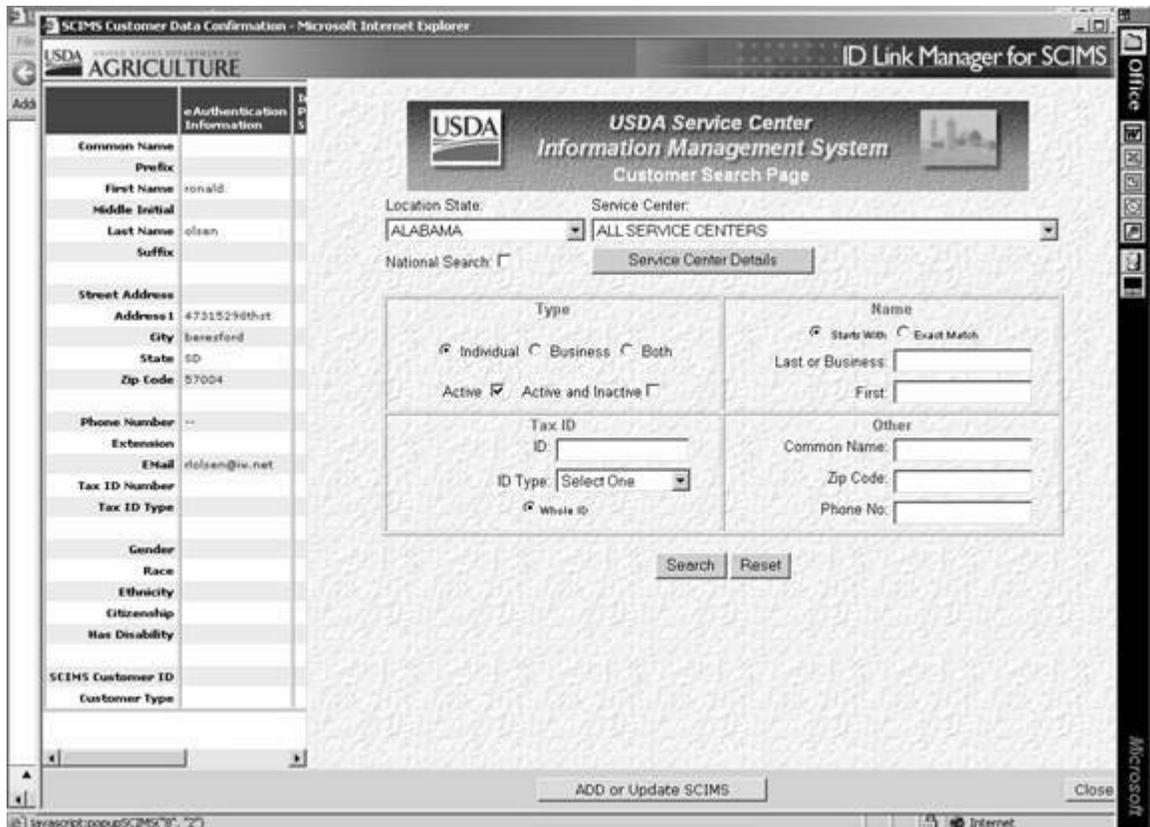
| Step | Action |
|------|--|
| 2 | <p>On the screen where the customers matching the search are displayed, LRA shall select the customer with the Level 2 account that is being linked to SCIMS and click on the last name.</p> <p>Note: This screen contains a lot of useful information. The “Assurance Level” column shows if the customer has a level 1 or level 2 account. If the SCIMS linking process has already been completed, then there will be a number in the “SCIMS ID” column. LRA can also see if a customer is locked out or disabled.</p> |



3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|---|
| 3 | <p>After clicking on the last name of the customer whose account is being linked to SCIMS, the following screen will be displayed. The left side of the screen contains eAuth entered data, and the right side shows the traditional SCIMS access screen.</p> <p>The customer’s e-mail address must be entered into the SCIMS database before you can complete the IDLMS SCIMS linking process. Click on the “ADD or Update SCIMS” button at the bottom of the screen to continue updating SCIMS.</p> <p>Notes: The software will not allow LRA to complete the SCIMS link until the customer’s e-mail address has been entered into SCIMS. Usually the SCIMS record does not include an e-mail address because this entry was not originally required for SCIMS access.</p> <p>If LRA does not have SCIMS authorization, an employee with SCIMS access can update the customer’s SCIMS record and inform LRA when the SCIMS record has been updated so the linking process can continue. After the record has been updated, LRA must re-access the customer’s record to continue the IDLMS SCIMS linking process.</p> |

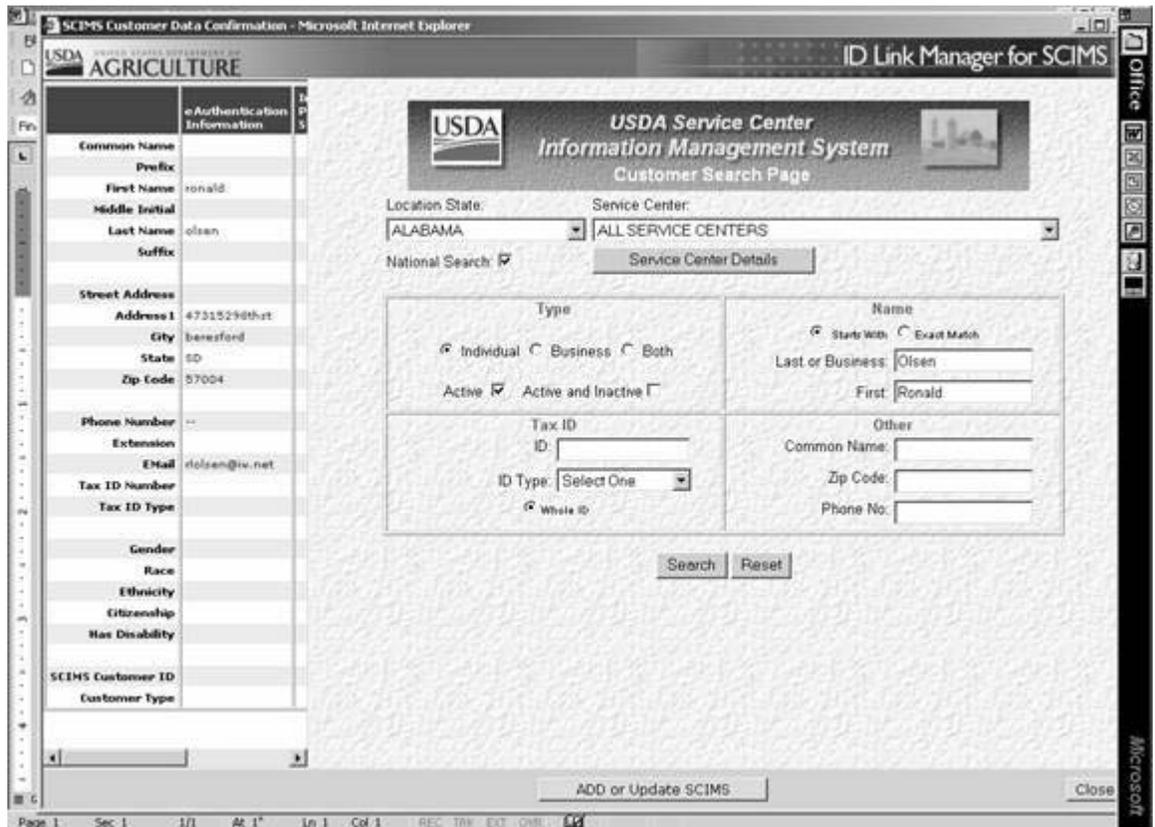


Notice IRM-357

3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|--|
| 4 | <p>On the next screen, the traditional SCIMS customer search page will be displayed to the right of the eAuth customer profile. Enter the customer’s ID information to locate them in the SCIMS database. In this example “Ronald Olsen” was entered.</p> <p>Reminder: Always click the “National Search” button when searching for any SCIMS record.</p> |



3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|---|
| 5 | After clicking the search button, a search results screen will be displayed showing the results of the search. Select the correct customer for linking. In this example, there are several results for "Ronald Olsen". Click on the one with the Beresford, SD address. |

The screenshot shows the 'ID Link Manager for SCIMS' interface. On the left is a form for 'eAuthentication Information' with fields for Common Name, Prefix, First Name (ronald), Middle Initial, Last Name (olsen), Suffix, Street Address (4731529thst), City (beresford), State (SD), Zip Code (57004), Phone Number, Extension, Email (rolsen@iv.net), Tax ID Number, Tax ID Type, Gender, Race, Ethnicity, Citizenship, Has Disability, SCIMS Customer ID, and Customer Type.

The main area displays 'Search Results' based on a selected National Search. It prompts the user to 'Select a customer:' and shows a table of results:

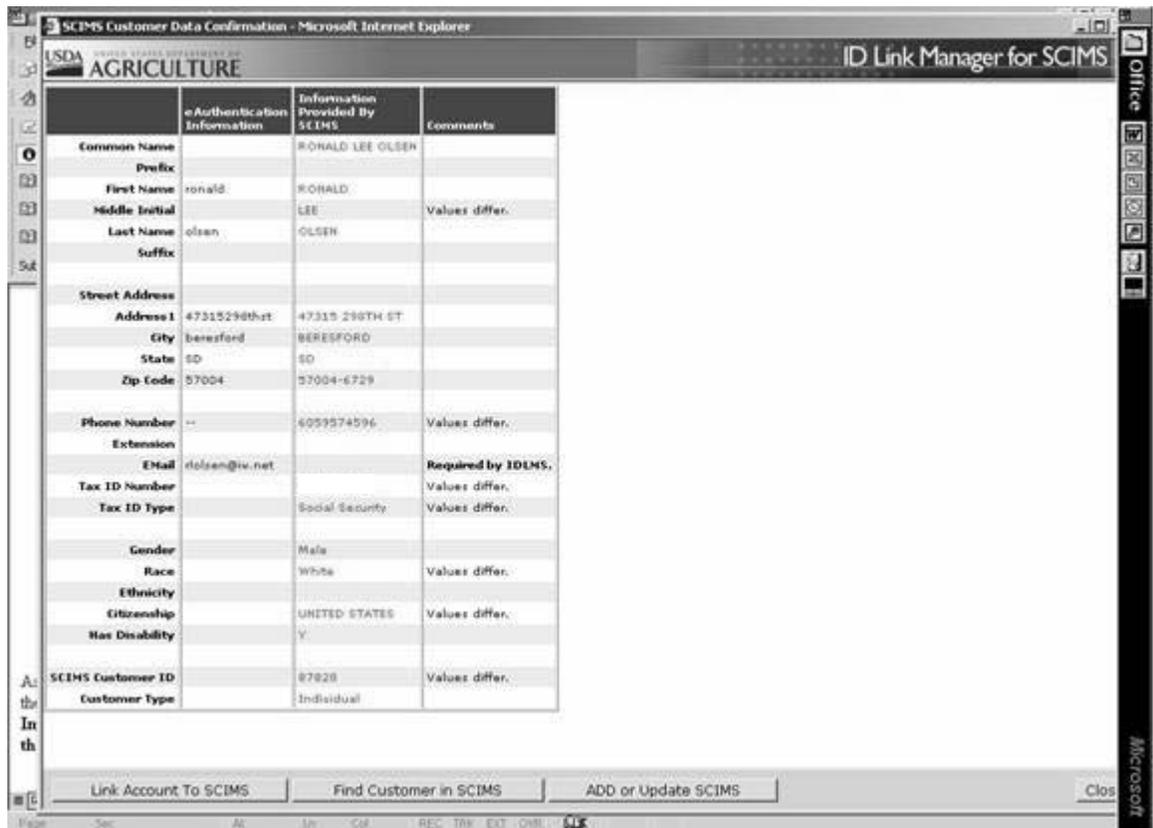
| Common Name | Tax Id | Tax Id Type | Delivery Address Line | City, State ZIP Code | Phone No | Legacy State | Legacy County |
|------------------|--------|-----------------|--------------------------|-------------------------------|----------|--------------|---------------|
| RONALD E OLSEN | | Social Security | 731 RODNEY ST | FORT WALTON BEACH, FL 32547 | | FLORIDA | WALTON |
| RONALD J OLSEN | | Social Security | 3122 PARKWOOD LN | BIFFORS, MT 59011-6048 | | MONTANA | SHERIDAN |
| RONALD J OLSEN | | Social Security | HC 60 BOX 42 | CULBERTSON, MT 59216-0703 | | MONTANA | RICHLAND |
| RONALD J OLSEN | | Social Security | HC 60 BOX 42 | CULBERTSON, MT 59216-0703 | | MONTANA | ROOSEVELT |
| RONALD L OLSEN | | Social Security | 9004 KEYSTONE RD | RIEHL, IL 60071-9008 | | ILLINOIS | MCHENRY |
| RONALD LEE OLSEN | | Social Security | 47315 29TH ST | BERESFORD, SD 57004-6729 | | SOUTH DAKOTA | UNION |
| RONALD OLSEN | | No Tax Id | N14010 ROBINSON ROAD 553 | WILSON, MI 49896-9722 | | MICHIGAN | MENOMINEE |
| RONALD OLSEN | | No Tax Id | 415 EAST STATE ST | WESTBY, WI 54607 | | WISCONSIN | TREMPEALEAU |
| RONALD OLSEN | | Social Security | 13200 240TH ST | COUNCIL BLUFFS, IA 51603-7234 | | IOWA | POTTAWATTAMIE |
| RONALD OLSEN | | Social Security | 203 E KIMBALL | HANCOCK, IA 51536 | | IOWA | POTTAWATTAMIE |
| RONALD E OLSEN | | Exact | 6015 W 11 E AVE 77775 | | | NORTH | |

At the bottom of the results table, there is a button labeled 'ADD or Update SCIMS' and a 'Close' button.

3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|--|
| 6 | <p>SCIMS Customer Data Confirmation Screen will be displayed. The eAuth profile created by the customer will be in the left column, SCIMS information in the middle column, and comments about the differences between the 2 columns will be in the right column. The highlighted comment in this example shows that the customer’s e-mail address is not in SCIMS and is required for IDLMS. The SCIMS link cannot be completed successfully until the customer’s e-mail address has been added in SCIMS.</p> |
| 7 | <p>Click on the “ADD or Update SCIMS” button to update the customer’s SCIMS record with the e-mail address provided by the customer in the eAuth customer profile.</p> <p>Note: FSA customers cannot access producer statements and other data until the SCIMS link is performed. If the customer wants to do business with FSA or NRCS, LRA’s must complete the SCIMS link after identity proofing the customer. Customers do not need to be present to complete the SCIMS link, but it can be helpful when comparing the SCIMS information with the information the customer entered for the eAuth profile. LRA’s can use this opportunity to update SCIMS information. The National Office prefers verification of race, ethnicity, and other “employee declared” fields be changed to “customer declared” when updating SCIMS information with the customer.</p> |

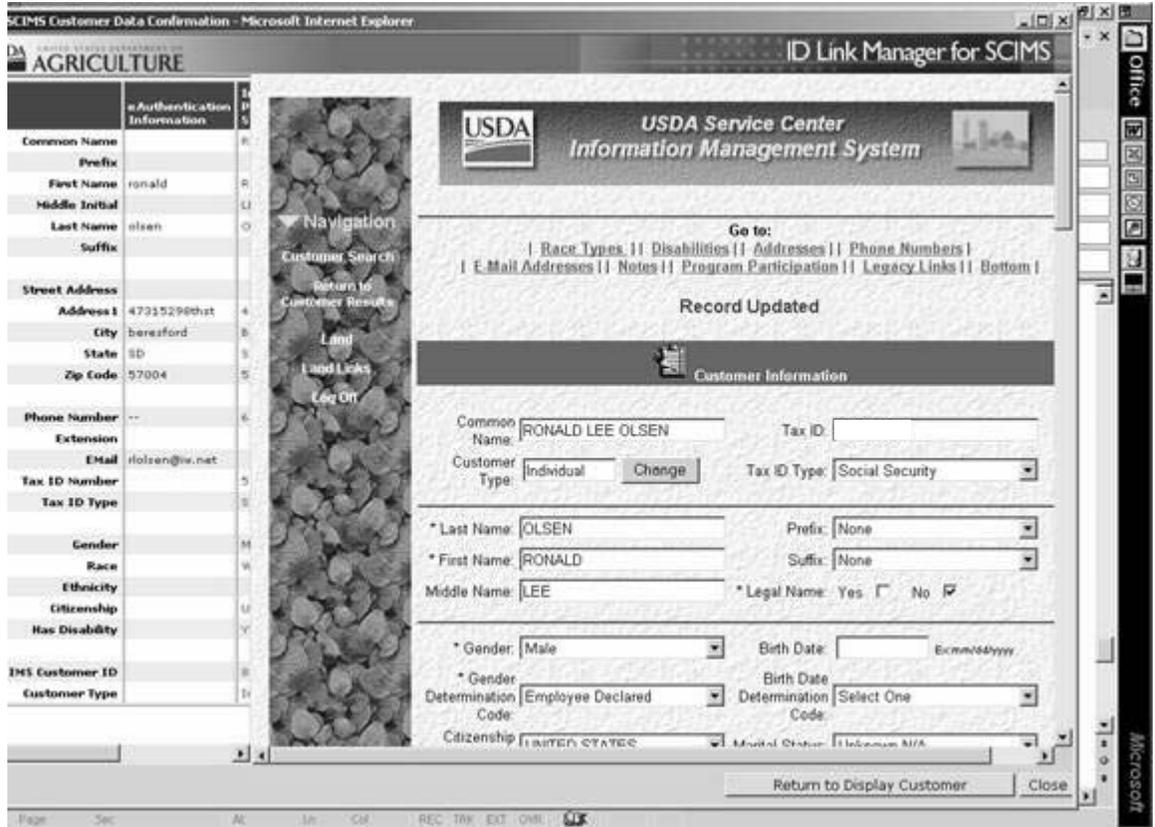


Notice IRM-357

3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

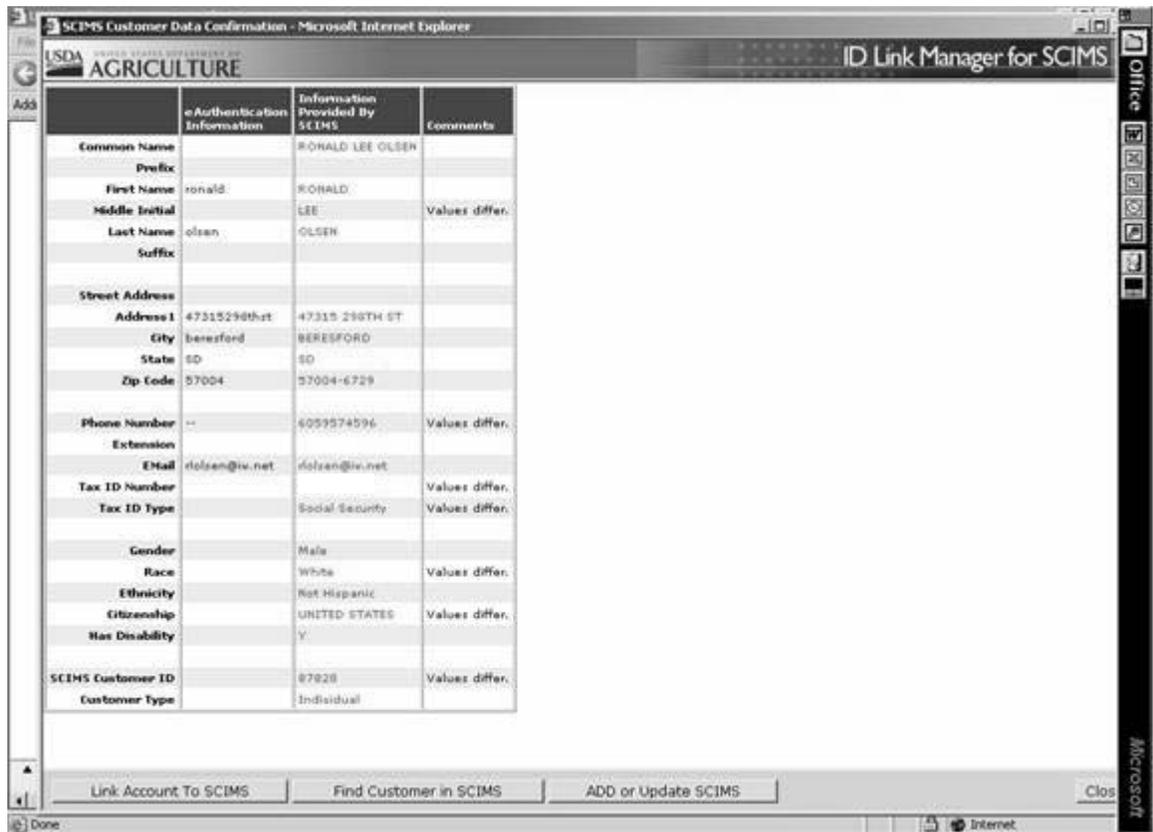
| Step | Action |
|------|--|
| 8 | After accessing up the SCIMS record and successfully updating the e-mail address and other required SCIMS entries, the following screen will be displayed stating the SCIMS record has been updated. |



3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|---|
| 9 | <p>After updating the SCIMS record with the e-mail address, LRA shall re-access the eAuth record through the web site at https://scimslinkmgr.sc.egov.usda.gov and pull up the SCIMS information. After retrieving the SCIMS data, the screen will show the eAuth entered data in the left column, SCIMS data in the middle column, and a column with comments on the right. Click on the “Link Account To SCIMS” button located at the bottom left corner of the screen.</p> <p>Note: If the eAuth data and SCIMS data differ beyond normal allowances built into the software, the system will not allow the SCIMS link to be completed. The customer will have to update the producer profile or the office will have to correct SCIMS, if it is determined that the data in SCIMS is wrong.</p> |



Notice IRM-357

3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

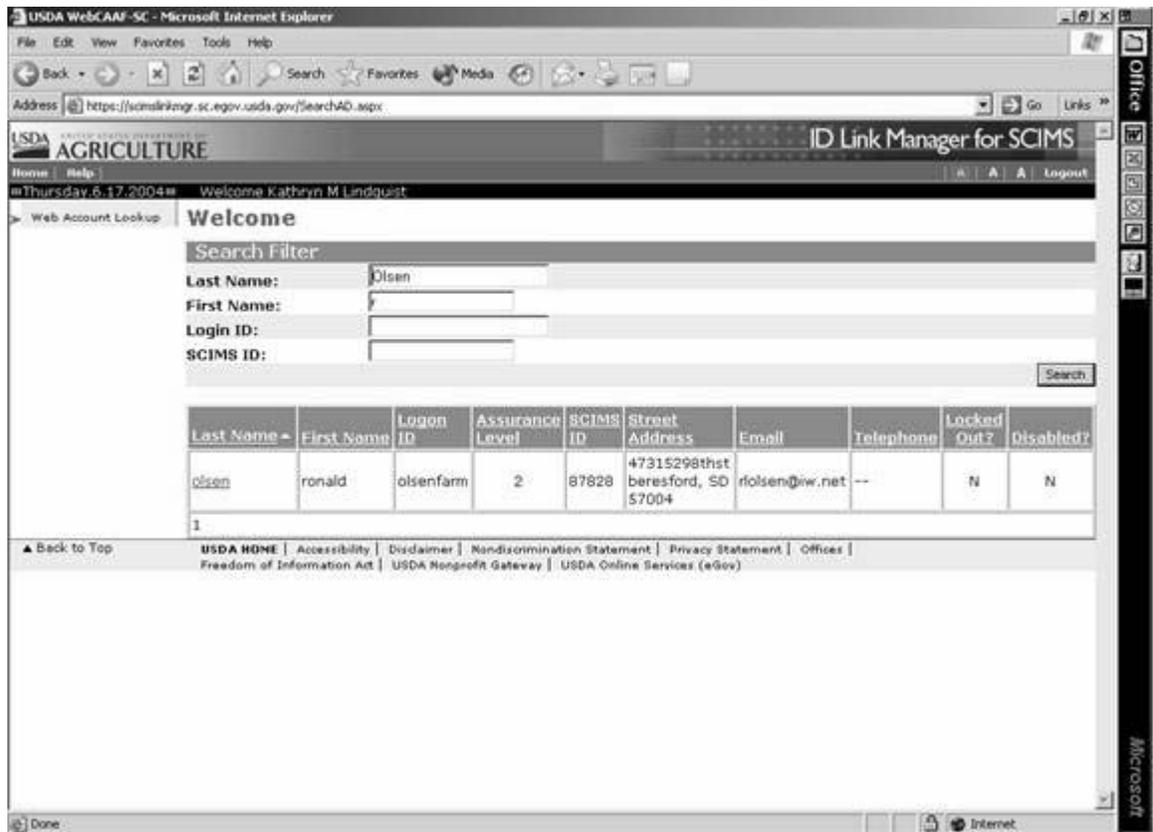
| Step | Action |
|------|---|
| 10 | Once the SCIMS link has been successfully performed, the customer's record will be displayed according to the following screen. |



3 SCIMS Linking Process (Continued)

A Completing SCIMS Linking Process (Continued)

| Step | Action |
|------|--|
| 11 | When a level 2 record is accessed, it shows if the customer is at level 1 and level 2. Also, if the SCIMS record number is listed, it means that the SCIMS bind has been performed. The record now shows the SCIMS Id in the appropriate column indicating the customer's eAuth record is linked to the SCIMS record. The customer can now do business electronically with USDA/FSA. |



B Employees Who Are Also Customers

Employees do **not** need to create a profile in the eAuth system, be identity proofed, and brought to level 2 access. All necessary access and authority are provide to USDA employees.

However, an employee who is also a USDA customer, who wants to do business electronically with USDA must complete the eAuth profile at home using their own computer and home e-mail address, **not** their work e-mail address. These employees must also go to the local FSA office to be identity proofed.