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Bulletin to ALL TSA Employees – 4/4/2019

**Electronic Official Personnel Folder (eOPF) Notification
 Registration and Login ID/Retrieval for Personal Identity Verification (PIV)**

The electronic Official Personnel Folder (eOPF) has installed a new feature that allows users to connect to eOPF by using their Personal Identity Verification (PIV) card. Users will have the option to utilize their PIV card in addition to the current method of using an ID and password.

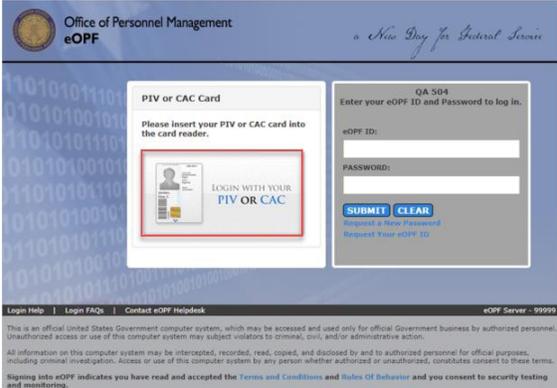
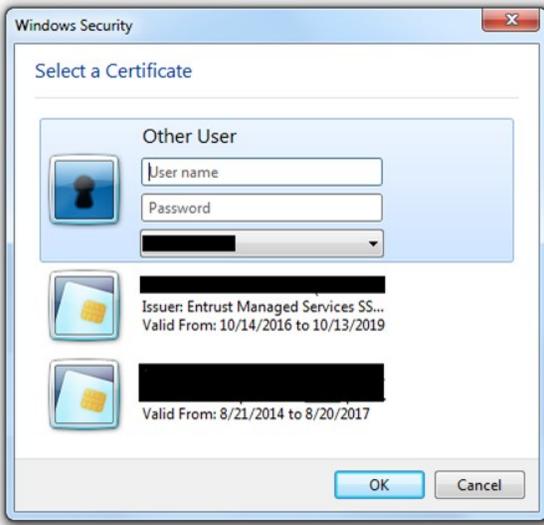
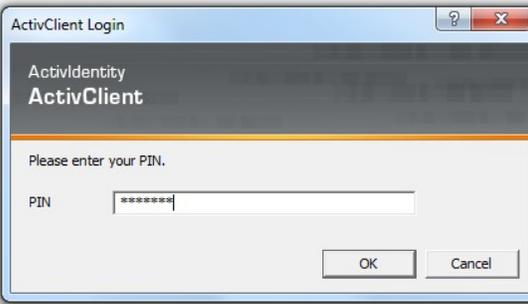
Registering/Logging in with PIV and PIV Login Scenarios for Previously Registered Users

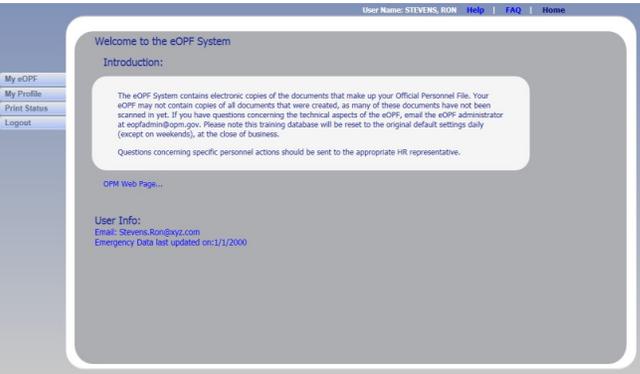
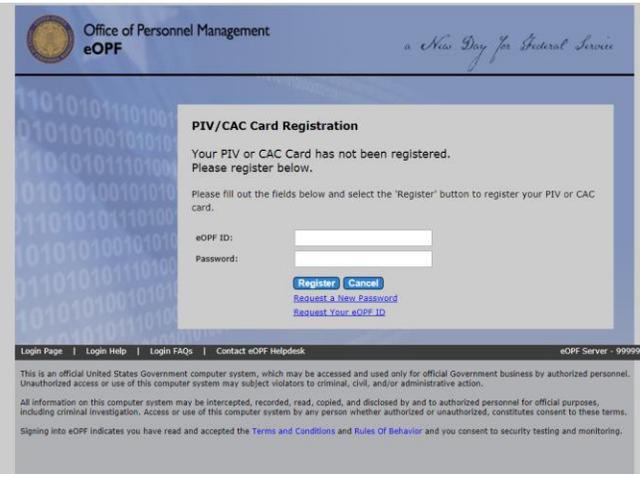
Users who wish to connect using their PIV for the first time will need to register their PIV/CAC card to authenticate their card with the eOPF system. Upon successful login user’s identity is recognized and only the PIN needs to be entered.

Note: To access eOPF, users will need an eOPF ID and password, which may be retrieved using the eOPF self-service feature.

Part 1: Register Personal Identity Verification (PIV)

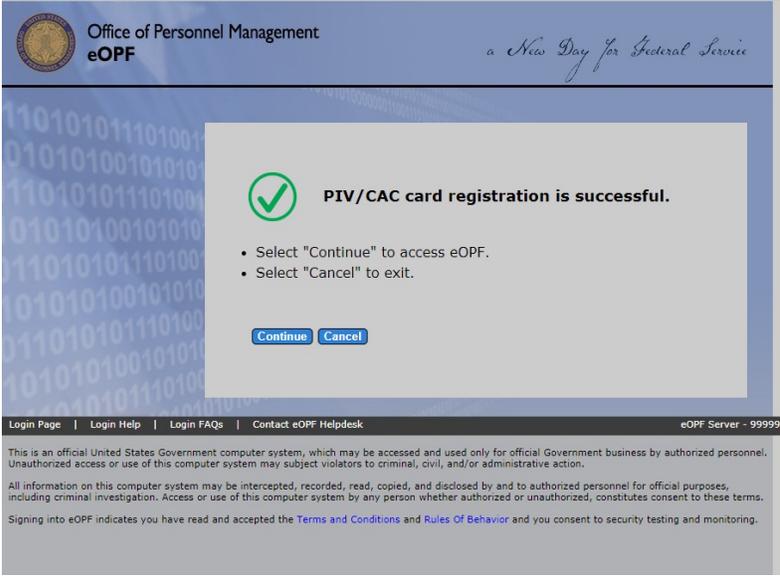
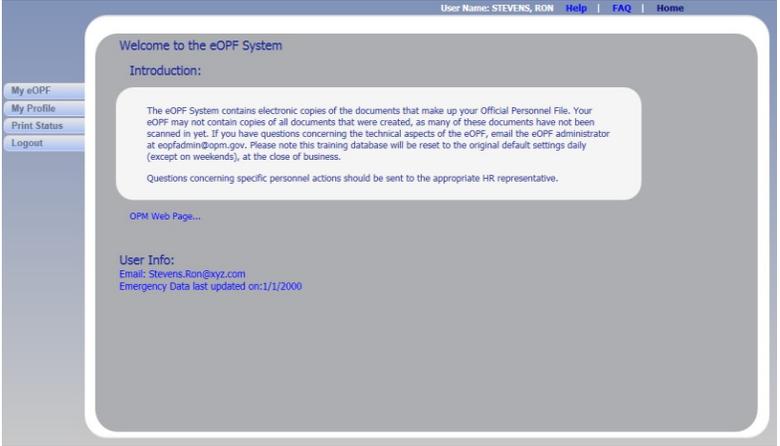
Step	Action	Screen Shot
1	<p>Access user’s specific agency eOPF URL, click HERE. This can be obtained from the HR servicing office.</p> <p>Read the eOPF User Agreement page.</p> <p>Click the Accept button.</p>	

Step	Action	Screen Shot
2	<p>From the eOPF Login page, click the Login with your PIV or CAC image.</p> <p>Make sure PIV/CAC card is inserted into the reader.</p>	
3	<p>User is prompted for the certificate to be used based on what is available from the workstation/PIV.</p> <p>Note: Prompts for the Certificate selection may display differently.</p> <p>Select the certificate to be used to validate PIV/CAC. Users must use the certificate that has “Client Authentication” and “Smart Card Logon” capabilities (do *not* use the certificate for Email Authentication).</p>	
4	<p>Once selected, based on the workstation environment, a prompt will appear asking for the PIV/CAC PIN. This example uses ActivIdentity Software; user's prompts may look slightly different.</p>	

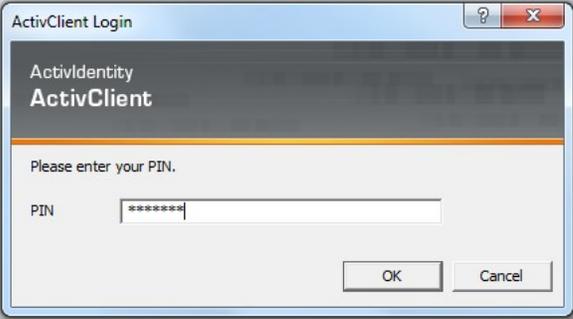
Step	Action	Screen Shot
5	If the PIN is not entered correctly a message similar to the one shown here is displayed.	
6	If the correct PIN was entered <u>and</u> the user has previously used PIV/CAC authentication to access eOPF, they are logged into eOPF and forwarded to the eOPF Welcome page.	
7	If the correct PIN was entered and the user has <u>*not*</u> accessed eOPF with PIV/CAC previously, the user is shown a subsequent authentication page. Enter user's eOPF ID and Password before pressing the Register button.	

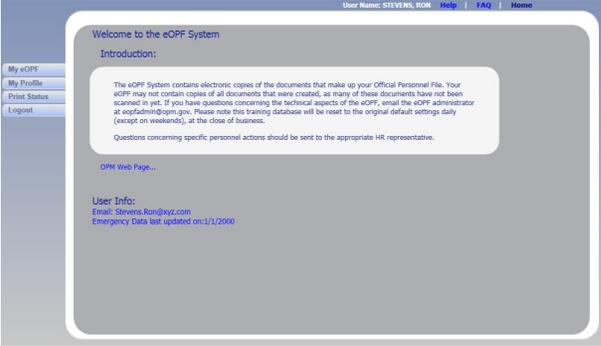
Step	Action	Screen Shot
8	If the information provided does <u>not</u> match the information in the eOPF system, then the following message is displayed.	<p>The screenshot shows the eOPF login interface. At the top, it says 'Office of Personnel Management eOPF' and 'a New Day for Federal Service'. A central white box contains a red exclamation mark icon and the text: 'We're sorry, we could not find a user with that eOPF ID and password.' Below this, there is a bulleted list: '• You may Request Your eOPF ID, Request a New Password, Reset Your Password or click on the links at the bottom of the page for more help.' Underneath the list, it says 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' At the bottom of the page, there are links for 'Login Page', 'Login Help', 'Login FAQs', and 'Contact eOPF Helpdesk'. The server ID 'eOPF Server - 99999' is visible in the bottom right corner. A disclaimer at the very bottom states: 'This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms. Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules Of Behavior and you consent to security testing and monitoring.'</p>
9	If user's credentials are validated but user's last name in eOPF is not found in the Common Name of user's PIV/CAC Certificate, then the following message is displayed.	<p>The screenshot shows the eOPF login interface. A central white box contains a red exclamation mark icon and the text: 'We're sorry, the last name associated with your PIV/CAC card does not match your last name in eOPF.' Below this, there is a bulleted list: '• Please return to the login page to try again or contact the helpdesk for assistance.' Underneath the list, it says 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' At the bottom of the page, there are links for 'Login Page', 'Login Help', 'Login FAQs', and 'Contact eOPF Helpdesk'. The server ID 'eOPF Server - 99999' is visible in the bottom right corner. A disclaimer at the very bottom states: 'This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigation. Access or use of this computer system by any person whether authorized or unauthorized, constitutes consent to these terms. Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules Of Behavior and you consent to security testing and monitoring.'</p>
10	If user's credentials are validated but user's account in eOPF is locked, then the following error message is displayed.	<p>The screenshot shows the eOPF login interface. A central white box contains a red exclamation mark icon and the text: 'We're sorry, your eOPF account is locked.' Below this, there is a bulleted list: '• Please return to the login page to try again or contact the helpdesk for assistance.' Underneath the list, it says 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' At the bottom of the page, there are links for 'Login Page', 'Login Help', 'Login FAQs', and 'Contact eOPF Helpdesk'. The server ID 'eOPF Server - 99999' is visible in the bottom right corner. A disclaimer at the very bottom states: 'This is an official United States Government computer system, which may be accessed and used only for official Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes. Signing into eOPF indicates you have read and accepted the Terms and Conditions and Rules Of Behavior and you consent to security testing and monitoring.'</p>

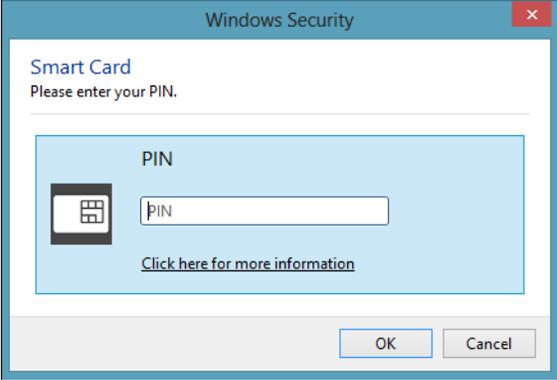
Step	Action	Screen Shot
11	If user's status is not active (i.e. retired, terminated or inactive), the following error message is displayed.	<p>The screenshot shows the eOPF login page with a blue header containing the Office of Personnel Management logo and the slogan 'a New Day for Federal Service'. The main content area has a light blue background with a binary code pattern. A white box with a red exclamation mark icon contains the error message: 'We're sorry, your account in eOPF is NOT ACTIVE.' Below this, a bullet point instructs the user to return to the login page or contact the helpdesk. A warning states: 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' The footer includes navigation links (Login Page, Login Help, Login FAQs, Contact eOPF Helpdesk), the eOPF Server ID (9999), and a disclaimer about the system's use.</p>
12	If user's password was entered correctly but needs to be reset (i.e. password is expired, etc.), the following message is displayed.	<p>The screenshot shows the eOPF login page with a blue header containing the Office of Personnel Management logo and the slogan 'a New Day for Federal Service'. The main content area has a light blue background with a binary code pattern. A white box with a red exclamation mark icon contains the error message: 'We're sorry, your eOPF password needs to be reset.' Below this, a bullet point instructs the user to request a new password or click on links at the bottom of the page for more help. A warning states: 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' The footer includes navigation links (Login Page, Login Help, Login FAQs, Contact eOPF Helpdesk), the eOPF Server ID (9999), and a disclaimer about the system's use.</p>
13	If user's active start date within eOPF is in the future, the following error message will display.	<p>The screenshot shows the eOPF login page with a blue header containing the Office of Personnel Management logo and the slogan 'a New Day for Federal Service'. The main content area has a light blue background with a binary code pattern. A white box with a red exclamation mark icon contains the error message: 'We're sorry, your start date is set for a future date.' Below this, a bullet point instructs the user to return to the login page or contact the helpdesk for assistance. A warning states: 'DO NOT INCLUDE YOUR SSN IN ANY CORRESPONDENCE WITH THE HELPDESK.' The footer includes navigation links (Login Page, Login Help, Login FAQs, Contact eOPF Helpdesk), the eOPF Server ID (9999), and a disclaimer about the system's use.</p>

Step	Action	Screen Shot
14	<p>If the eOPF ID and Password provided in Error! Reference source not found. are valid, and the last name in eOPF is found in the Common Name in the user's PIV/CAC's Certificate, then the PIV/CAC Card registration process is complete, and user is redirected to the confirmation page as displayed here.</p> <p>Click Continue to proceed to the next step.</p>	
15	<p>Clicking Continue sends the user to the eOPF Welcome page.</p> <p>Note: If the user is logging into eOPF for the first time, user is redirected to the Security Profile page to complete security questions.</p> <p>If the Rules of Behavior have not been accepted, or if the rules have changed since the user last accepted them, user is redirected to the Rules of Behavior page. To proceed to eOPF, user must read and accept the Rules of Behavior. After accepting, the eOPF Welcome page is displayed.</p>	

Part 2: PIV Login Scenarios for Previously Registered Users

Step	Action	Screen Shot
1	<p>From the eOPF Login page, click the Login with your PIV or CAC image.</p> <p>Make sure the PIV/CAC card is inserted into the reader.</p>	
2	<p>Once selected, based on the workstation environment, a prompt will appear asking for the PIV/CAC PIN. This example uses ActivIdentity Software; user's prompts may look slightly different.</p>	
3	<p>If the PIN is not entered correctly, user is shown a message similar to the one shown here.</p>	

Step	Action	Screen Shot
4	<p>If the correct PIN is entered and the PIV/CAC was previously registered then the eOPF Welcome page is presented.</p>	
5	<p>If user was previously registered, and the credentials are valid, but user's last name in eOPF is not found in the Common Name of the user's PIV/CAC certificate, the following error message is displayed.</p> <p>Follow the instructions in the error message to resolve.</p>	
6	<p>If user's credentials are valid but user's account in eOPF is locked, the following error message is displayed.</p> <p>Follow the instructions in the error message to resolve.</p>	

Step	Action	Screen Shot
7	The following screenshot depicts an alternative PIN prompt other than the ActivIdentity prompt used in the above scenarios.	 <p>The screenshot shows a Windows Security dialog box titled "Smart Card" with the instruction "Please enter your PIN." Below this, there is a light blue panel containing a smart card icon, the label "PIN", a text input field with "PIN" inside, and a link that says "Click here for more information". At the bottom of the dialog are "OK" and "Cancel" buttons.</p>

Questions?

Please contact the HCAccess Help Desk by phone at 1–877–872–7990, by fax at 1-877-872-7993, or by email at this [link](#). Live agents are available 7:00 a.m. to 10:00 p.m. Eastern Day Time (EDT) Monday through Friday, excluding Federal holidays, with additional hours for recruitment calls only from 11:00 a.m. to 3:00 p.m. EDT Saturday and 12:00 p.m. to 4:00 p.m. EDT Sunday.