



USA Staffing® PIV Login Quick Start Guide

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PART 1: GENERAL INFORMATION

USA Staffing has incorporated Federal Personal Identity Verification (PIV) smartcard credentials login to comply with the Office of Management and Budget M-11-11 Memorandum. This guide explains the PIV smartcard login registration process in USA Staffing. To register a PIV smartcard in USA Staffing, users must have valid and current PIV smartcards and USA Staffing accounts.

New USA Staffing users must first set their passwords using the **Forgot Password** link before registering their PIV smartcards. Unregistered USA Staffing users who need to reset their expired or disabled passwords must use the Forgot Password link first before registering their PIV smartcards.

Note: Remote network users must log into a Virtual Private Network (VPN). This process is not compatible with Citrix. Users must confirm that the PIV smartcard is in the card reader prior to logging in.

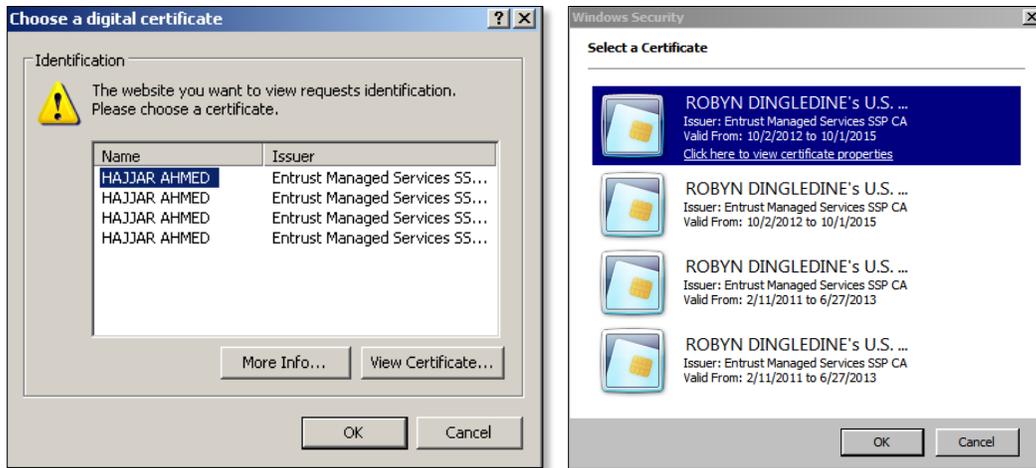
PART 2: HOW TO SELECT A PIV SMARTCARD CERTIFICATE

To select a PIV smartcard certificate, follow these steps:

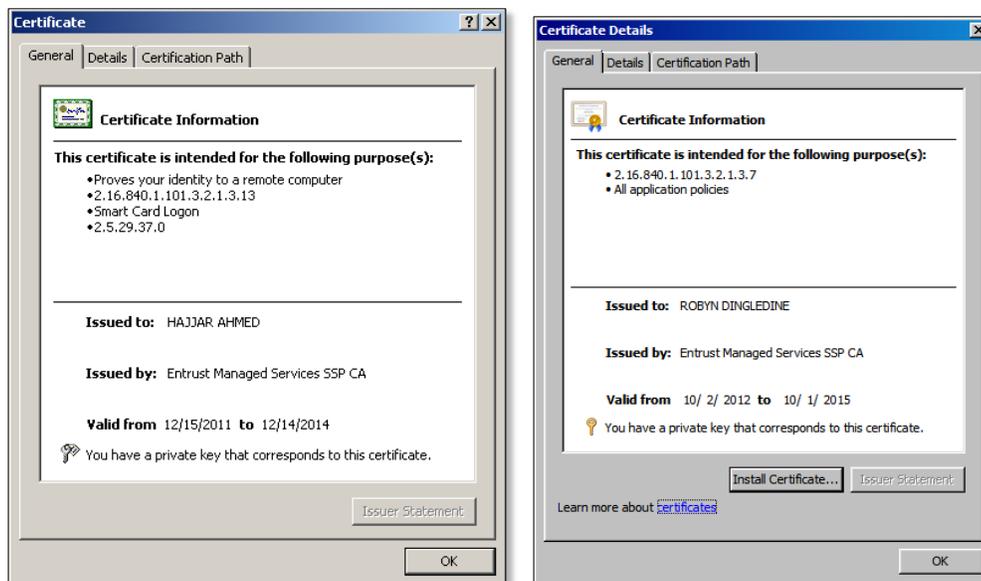
1. Go to the USA Staffing live login page: <https://usastaffing.opm.gov>.



2. Click **Log on with your Smartcard**.
3. A prompt window to select a certificate appears. In Windows XP, the **Choose a digital certificate** window opens. In Windows 7, the **Select a Certificate** window opens.

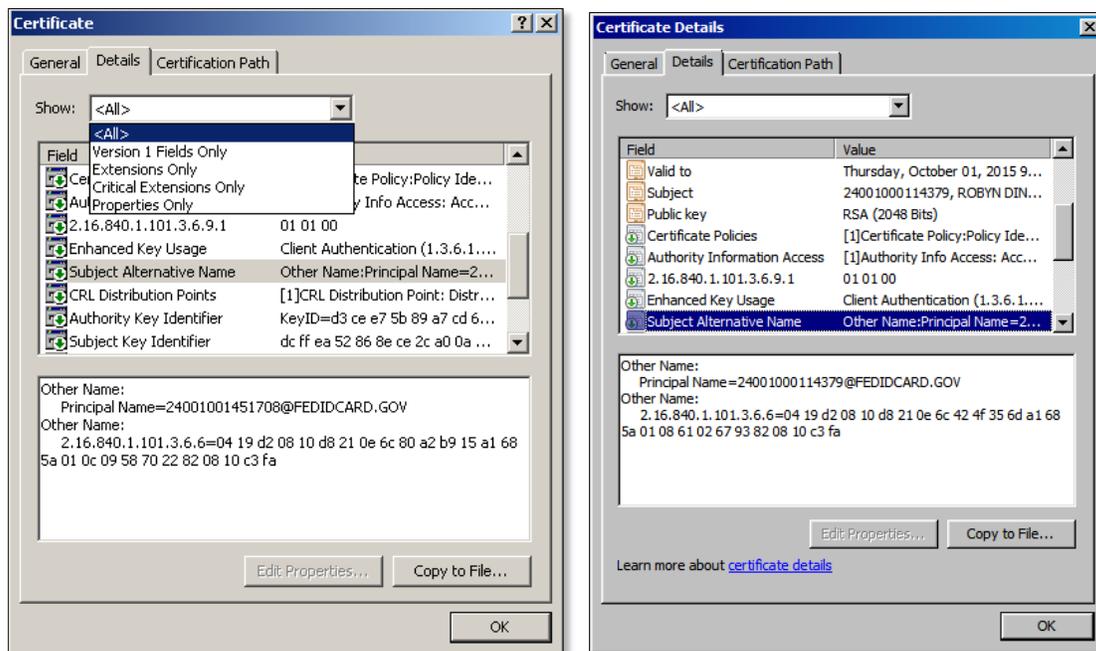


4. In Windows XP, select a name and click **View Certificate**. In Windows 7, choose a certificate and select the **Click here to view certificate properties** link. In Windows XP, the **Certificate** window opens. In Windows 7, the **Certificate Details** window opens.

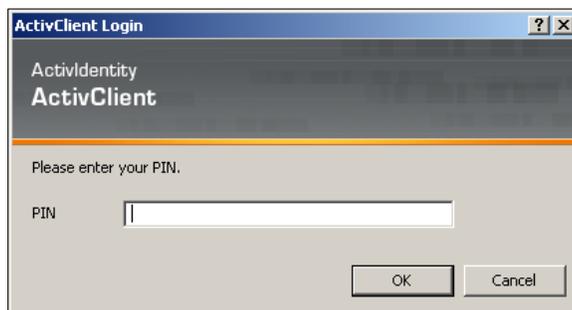


5. Click the **Details** tab.

- In the Details tab, select **All** from the **Show:** drop-down list. This tab displays in Windows XP and Windows 7 as follows:

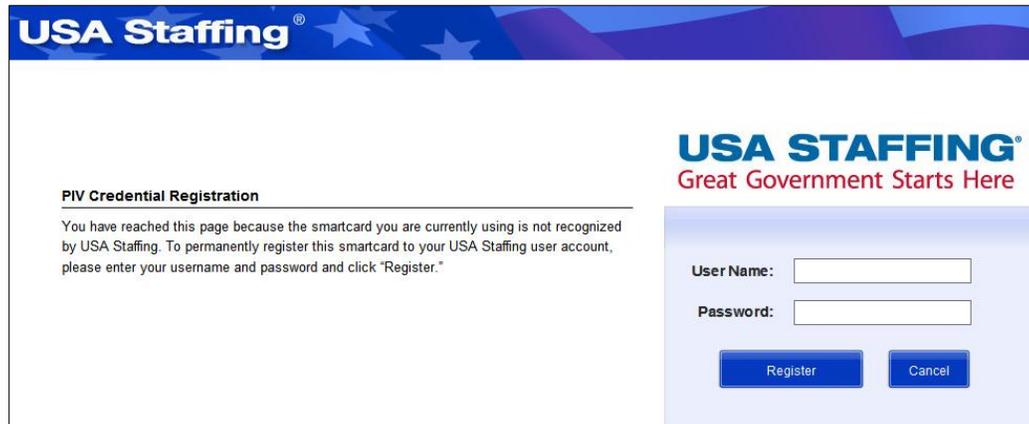


- Click **Subject Alternative Name** in the Field list.
- Verify that the Subject Alternative Name has two **Other Name** values. If the two values do not display, repeat step 4 to select another certificate name.
- Click **OK** on the Details tab.
- In Windows XP, click **OK** on the **Choose a digital certificate**. In Windows 7, click **OK** on the **Select a Certificate**.
- Enter the PIV card PIN in the prompt window. Click **OK**.

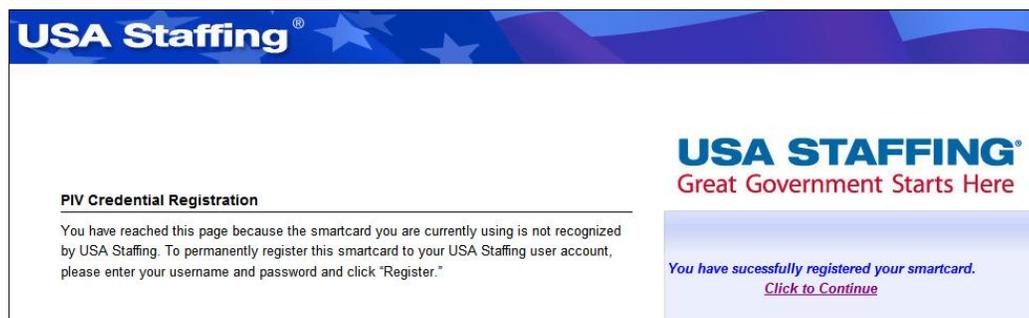


PART 3: HOW TO REGISTER A PIV SMARTCARD WITH A USA STAFFING ACCOUNT

1. Enter an active (i.e., not deactivated, deleted, or disabled) USA Staffing user name and password in the USA Staffing PIV Credential Registration page.



2. Click **Register**. The **You have successfully registered your smartcard** message appears.



3. Select **Click to Continue** to complete logging into USA Staffing.

PART 4: TROUBLESHOOTING TIPS

- PIV registration is permanent as long as a user's PIV 10-digit Person Identifier does not change. Users do not need to re-register when changing browsers, passwords, computers, network access, or locking/unlocking USA Staffing accounts.
- Users must select a PIV certificate whenever they log into USA Staffing.
- Internet Explorer 8, Internet Explorer 9, and Google Chrome have been tested and confirmed as compatible browsers.
- Internet Explorer users may experience intermittent page errors during PIV login setup. To resolve this issue, clear the cache by going to **Tools > Internet Options > General tab > Browsing History > Delete** or press **Ctrl+Shift+Delete** while in the browser.
- Mozilla Firefox and Apple Safari are not compatible with PIV smartcard registration.