

Audience: DHS Workforce and Cardholders

The DHS Office of the Chief Security Officer (OCSO) is committed to protecting our workforce during the COVID-19 pandemic. To support social distancing requirements, OCSO is offering an alternate DHS credential known as a Derived Alternate Credential (DAC) to employees in lieu of a DHS Personal Identity Verification (PIV) credential so that personnel can still gain logical access to the DHS network without visiting a DHS Credentialing Facility (DCF). Personnel who obtain a DAC will have to get a PIV card at a later time.

Below are some frequently asked questions about the new procedures.

How is DHS issuing credentials for new employees and contractors?

DHS OCSO is offering the DAC in lieu of the PIV card if physical presence at a DCF is deferred by the employee's supervisor or the contractor's program manager. If a DAC is needed by a new employee or contractor, supervisors, contract program managers, or Contracting Officer's Representatives must inform the [Component](#) DCF. Onboarding DHS personnel must provide valid personal email and home addresses when where they can receive and sign for their DAC and government-furnished equipment (GFE). GFE is only applicable to certain employees. Personnel must scan copies or clearly photograph the following:

1. Two acceptable identity source documents from the [DHS PIV Card Issuer Acceptable Identity Source Documents list](#).
2. A photograph, sized like a passport photo, that includes your face, top of your shoulders, and a neutral background.
3. A signed [DHS Authorized Authoritative Credential Holder Responsibility Agreement](#).

Personnel must send the above items within two (2) business days to the specific Component email address identified in the provided enrollment instructions with their full legal name (first, middle, and last names) in the subject line. These will be used for identity verification purposes. After sending in the scans and/or photos, new personnel will need to schedule a virtual identity proofing appointment through the [TimeTrade Scheduling Service](#) to obtain a DAC, along with the GFE (if provided by the Component). A DCF representative will contact them via Microsoft Teams®, an application available for free download on any smartphone, for a virtual identity proofing appointment. New employees should have their identity source documents available during this appointment. Upon receipt of the DAC and GFE (if provided) in the mail, they should contact their respective IT support desk. During this process, personnel will be asked to create a six- to eight-digit PIN for their DAC card and receive further logon instructions for their government-furnished equipment (if provided). Since this is a temporary credential, they will need to physically go to a DHS Credentialing Facility to obtain a DHS PIV Card once instructed to do so.

I received an email saying my certificates will expire. What can I do if my DHS PIV Card Certificates are about to expire?

OCSO is offering a certificate update function through Workplace as a Service (WPaaS) and strongly encourages federal employees and contractors to take advantage of WPaaS if your DHS PIV Card's certificates are within 90 days of expiration. The [WPaaS](#) portal provides a one-stop shop for updating expiring certificates. Help is also available via the OCSO Homeland Security Presidential Directive 12 (HSPD-12) Program Service Support Desk (SSD) at OneCardSSD@hq.dhs.gov or you can call (877) 807-7230. Should you be advised by OCSO HSPD-12 Program SSD personnel that technical support is required, contact their respective IT support desk.

What can I do if my DHS PIV Card has already expired?

OCSO is offering a DAC as a temporary solution, and you should schedule an appointment through the [TimeTrade Scheduling Service](#) to have a DAC mailed to you. A DCF representative will contact you via Microsoft Teams® to perform an identity proofing session using documents you presented during your initial DHS PIV Card issuance. (Microsoft Teams is an application that is free to download on any smartphone and must be downloaded for remote identification proofing to take place.) Please have your expired DHS PIV Card available during this appointment. Upon receipt of your DAC, personnel should contact their respective IT support desk. During this process, you will be asked to create a six- to eight-digit Personal Identification Number (PIN) for your DAC and receive further logon instructions. You will need to return to a DHS Credentialing Facility to obtain a replacement DHS PIV Card once instructed to do so.

What can I do if my DHS PIV Card is blocked/locked?

In order to unblock/unlock the DHS PIV Card, biometrics are required. OCSO is offering a DAC as a temporary solution. Schedule an appointment through the [TimeTrade Scheduling Service](#) to have a DAC mailed to you. A DCF representative will contact you via Microsoft Teams®, an application available for free download on any smartphone, to perform an identity proofing session using documents you presented during your initial PIV card issuance. Upon receipt of your DAC, personnel should contact their respective IT support desk. During this process, you will be asked to create a six- to eight-digit PIN for your DAC and receive further logon instructions. You will need to return to a DHS Credentialing Facility to obtain a replacement DHS PIV Card once instructed to do so.

What can I do if I forget my DHS PIV Card PIN?

In order to reset your PIN on the DHS PIV Card, biometrics are required. OCSO is offering a DAC as a temporary solution. Schedule an appointment through the [TimeTrade Scheduling Service](#) to have a DAC card mailed to you. A DCF representative will contact you via Microsoft Teams®, an application available for free download on any smartphone, to perform an identity proofing session using documents you presented during your initial PIV card issuance. Upon

receipt of your DAC, personnel should contact their respective IT support desk. During this process, you will be asked to formulate a six- to eight-digit PIN for your DAC and receive further log-on instructions. You will need to return to a DHS Credentialing Facility to obtain a replacement DHS PIV Card once instructed to do so.

What can I do if I know my PIN but would like to change it?

OCSO is offering a PIN update function through Workplace as a Service, and OCSO strongly encourages all personnel to take advantage of WPaaS if you know your DHS PIV Card's PIN but would like to change it. The [WPaaS](#) portal provides a one-stop shop for updating expiring certificates and PIN. Help is also available via the OCSO HSPD-12 Program SSD at OneCardSSD@hq.dhs.gov or you can call (877) 807-7230. Should you be advised by OCSO HSPD-12 Program SSD personnel that technical support is required, contact their respective IT support desk.