

## Procedures for Onboarding New DHS Employees and Contractors for COVID Response 2020

The following procedures shall be followed when onboarding new DHS Employees and Contractors in response to new COVID Guidelines.

### New Employee/Contractor Onboarding Enrollment Procedure

<b>Step</b>	<b>Procedure</b>	<b>Responsible Party</b>
<b>1</b>	Employee vetted, decision made to issue DHS credential	Personnel Security
<b>a.</b>	Employee has EOD date	HR / Personnel Security
<b>2</b>	DHS PIV Card Required?	Supervisor / Contract PM
<b>a.</b>	If NO, continue with virtual credential issuance process (DAC) at Step 3	
<b>b.</b>	Follow DHS PIV Card Issuance Process at a Component DCF	Employee
<b>c.</b>	Process ends	
<b>3</b>	List of onboarding Employees sent to DCF	HR / COR
<b>4</b>	Employee sponsored in IDMS to receive Derived Alternate Card (DAC)	DHS Credentialing Facility (DCF)
<b>5</b>	Email sent to employee, using employee's personal email account, containing the following:	DCF
<b>a.</b>	Instructions to send ID proofing docs, Selfie, and Responsibility Agreement (signed) to <a href="mailto:HQPDP12-COVIDCREDENTIAL@HQ.DHS.GOV">HQPDP12-COVIDCREDENTIAL@HQ.DHS.GOV</a> with their full name in the subject line within two (2) business days	DCF
<b>b.</b>	Instructions to make an appointment for Temporary PIN transmittal using TimeTrade	DCF
<b>c.</b>	Instructions to ensure the original 2 forms of ID are available for the appointment	DCF
<b>d.</b>	A statement that they will receive a package that contains their DHS credential and smart card reader or GFE, and to store it in a safe place until their appointment time	DCF
<b>e.</b>	Instructions on using WPaaS	DCF
<b>i.</b>	Including how to get first time usage User ID/Password from IT Helpdesk for GFE	DCF
<b>f.</b>	Instructions on using AuthentXware to change Temporary PIN	DCF
<b>g.</b>	Instructions to reach out to the IT helpdesk if they have issues with WPaaS	DCF

Step	Procedure	Responsible Party
<b>h.</b>	Instructions to reach out to OneCardSSD if they have issues with AuthentXware	DCF
<b>6</b>	Receive DCF email with instructions	Employee
<b>7</b>	Use personal mobile device to take a selfie that provides face, top of shoulders, in front of a neutral background (e.g., as found in a passport photo)	Employee
<b>8</b>	Use personal mobile device to take photo of ID Document 1, ensuring no shadows, cropping closely to the document	Employee
<b>9</b>	Use personal mobile device to take photo of ID Document 2, ensuring no shadows, cropping closely to the document	Employee
<b>10</b>	Email, within two (2) business days, all three photos to the email address within the DCF's email's instructions	Employee
<b>11</b>	Print, sign and date, or electronically sign, the DHS Authorized Authoritative Credential Holder Responsibility Agreement	Employee
<b>12</b>	Scan or use mobile device to take a photo of the signed agreement	Employee
<b>13</b>	Email image of signed DHS Authorized Authoritative Credential Holder Responsibility Agreement to email address within the DCF's email's instructions	Employee
<b>14</b>	Use TimeTrade to schedule Enrollment Appointment with DCF	Employee
<b>15</b>	Prior to scheduled Enrollment Appointment, confirm within <a href="mailto:HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV">HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV</a> mailbox:	DCF Enrollment Official
<b>a.</b>	Email(s) received with photo ID, selfie and signed agreement	DCF Enrollment Official
<b>b.</b>	Clarity and viability of images received	DCF Enrollment Official
<b>c.</b>	Biographic data from ID Documents match sponsored IDMS record	DCF Enrollment Official
<b>d.</b>	If necessary, email employee of images that need to be taken again and re-submitted. Go back to Step 5-13 as necessary and continue at Step 15.	DCF Enrollment Official
<b>16</b>	Create and record employee's Temporary PIN using eight-digit random number generated by Microsoft Excel.	DCF Enrollment Official
<b>17</b>	Store Temporary PIN information associated with employee information in secure location within the DCF	DCF Enrollment Official

Step	Procedure	Responsible Party
<b>18</b>	At scheduled Enrollment Appointment, initiate video conference (e.g., TEAMS) with employee. Confirm the following:	DCF Enrollment Official
<b>a.</b>	Employee ID Documents/Selfie Image are in <a href="mailto:HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV">HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV</a> mailbox	DCF Enrollment Official
<b>b.</b>	Individual in video session matches photos in ID Documents and Selfie image	DCF Enrollment Official
<b>c.</b>	If not:	DCF Enrollment Official
<b>i.</b>	Do NOT verbally communicate Temporary PIN.	
<b>ii.</b>	Gracefully close session.	
<b>iii.</b>	Enrollment Process ENDS.	
<b>d.</b>	If individual and photos match	DCF Enrollment Official
<b>i.</b>	Verbally communicate Temporary PIN to employee	DCF Enrollment Official
<b>ii.</b>	Confirm and record employee physical mailing address for Issuance Process	DCF Enrollment Official
<b>iii.</b>	Confirm they have instructions to contact HQ IT Support to change Temporary PIN on DAC and configure GFE upon receipt (from initial email)	DCF Enrollment Official
<b>19</b>	Approve Print/Finalization of DAC	DCF Enrollment Official

## New Employee/Contractor Onboarding Issuance Procedure

Step	Procedure	Responsible Party
<b>1</b>	Hiring manager/designated point of contact (POCs) for new employee/contractor receives an email from the Office of the Chief Human Capital Office/Contract COR with the new employee's enter on duty (EOD) date.	OCHCO/Contract COR
<b>2</b>	Hiring manager/designated POC receives an email from Access Lifecycle Management (ALM) with a link to instructions for ordering IT equipment.	Service Delivery Division (OCIO)
<b>3</b>	Following the instructions in the ALM email, the hiring manager/Contract COR orders the applicable IT equipment authorized for their new employees, to include laptops, phones, tablets, etc.	Hiring manager/Contract COR
<b>4</b>	Look up sponsored record for new employee	DCF Issuance Official
<b>5</b>	Print DAC for new employee	DCF Issuance Official
<b>6</b>	Finalize DAC (electronic personalization, keygen, certificates)	DCF Issuance Official

<b>Step</b>	<b>Procedure</b>	<b>Responsible Party</b>
<b>7</b>	Set DAC's Temporary PIN as recorded by DCF Enrollment Official	DCF Issuance Official
<b>8</b>	Confirm DAC works with selected Temporary PIN	DCF Issuance Official
	DCF notifies IT Support scheduled pickup of DACs are ready – 7 <sup>th</sup> & D	DCF Issuance Official
<b>9</b>	Ship DAC and GFE, to employee mailing address using DHS approved carrier and signature required delivery and Photo ID.	HQ Operations Division (OCIO)
<b>a.</b>	Include smart card reader in shipment if GFE is NOT being sent to the employee	DCF Issuance Official
<b>b.</b>	Instructions will be provided in shipment for employee to contact IT Support to change Temporary PIN.	DCF Issuance Official
<b>10</b>	Instructions will be provided in shipment for employee to contact IT Support for initial login of GFE. Service desk will validate name against new employee roster and employees address before beginning assistance	HQ Operations Division (OCIO)
<b>11</b>	Receive DAC and smart card reader or GFE	Employee
<b>12</b>	Employee contacts the IT service desk and notifies technician of new employee status.	Employee
<b>13</b>	IT Service Desk will validate new employee is on list provided by OCHCO and will walk employee through logging on for the first time.	Headquarters Services Division (OCIO)
<b>14</b>	IT service desk will assist employee in logging in for the first time and changing DAC Temporary PIN	Headquarters Services Division (OCIO)
<b>15</b>	SF-560 is sent to new employee automatically through Service Now, with reminders each day until it is signed and submitted back for submission to LPO.	Headquarters Services Division (OCIO)

## Employee/Contractor with Lost/Stolen/Damaged/Expired DHS PIV Card or DAC Enrollment Procedure

Step	Procedure	Responsible Party
<b>1</b>	Follow Component SOP for revocation of credentials	DCF Enrollment Official
<b>2</b>	Confirm:	DCF Enrollment Official
<b>a.</b>	Employee is still eligible for DHS PIV Card	DCF Enrollment Official
<b>b.</b>	Employee ID Documents, Facial Image, and DHS Authorized Authoritative Credential Holder Responsibility Agreement are on file in HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV mailbox or IDMS	DCF Enrollment Official
<b>c.</b>	If not on file or not eligible, use New Employee enrollment process	DCF Enrollment Official
<b>3</b>	Use TimeTrade to schedule Enrollment Appointment with DCF	Employee
<b>4</b>	Create and record employee's Temporary PIN using a pseudo-random eight-digit number.	DCF Enrollment Official
<b>a.</b>	Eight-digit random number generated by Microsoft Excel	DCF Enrollment Official
<b>5</b>	Store Temporary PIN information associated with employee information in secure location within the DCF	DCF Enrollment Official
<b>6</b>	At scheduled Enrollment Appointment, initiate video conference (e.g., TEAMS) with employee. Confirm the following:	DCF Enrollment Official
<b>a.</b>	Individual in video session matches photos in ID Documents and facial image on file in HQ-HSPD12-COVIDCREDENTIAL@HQ.DHS.GOV mailbox or IDMS	DCF Enrollment Official
<b>b.</b>	If not:	DCF Enrollment Official
<b>i.</b>	Do NOT verbally communicate Temporary PIN.	
<b>ii.</b>	Gracefully close session.	
<b>iii.</b>	Enrollment Process ENDS.	
<b>c.</b>	If individual and photos match	DCF Enrollment Official
<b>i.</b>	Verbally communicate Temporary PIN to employee	DCF Enrollment Official
<b>ii.</b>	Confirm and record employee physical mailing address for Issuance Process	DCF Enrollment Official
<b>iii.</b>	Confirm they have instructions to contact HQ IT Support to change Temporary PIN and set up their GFE (from initial email)	DCF Enrollment Official
<b>7</b>	Approve Print/Finalization of DAC	DCF Enrollment Official

## Employee/Contractor with Lost/Stolen/Damaged/Expired DHS PIV Card or DAC Issuance Procedure

<b>Step</b>	<b>Procedure</b>	<b>Responsible Party</b>
<b>1</b>	Look up sponsored record for employee	DCF Issuance Official
<b>2</b>	Print DAC for employee	DCF Issuance Official
<b>3</b>	Finalize DAC (electronic personalization, keygen, certificates)	DCF Issuance Official
<b>4</b>	Set DAC's Temporary PIN as recorded by DCF Enrollment Official	DCF Issuance Official
<b>5</b>	Ship DAC to employee mailing address using DHS approved carrier and signature required delivery	DCF Issuance Official
<b>6</b>	Email tracking information to employee's personal email address. Email must provide contact method for HQ IT Support to change Temporary PIN.	DCF Issuance Official
<b>7</b>	Receive DAC	Employee
<b>8</b>	Contact HQ IT Support to change Temporary PIN	Employee

## Employee with Expiring Certificates on Unexpired DHS PIV Card

<b>Step</b>	<b>Procedure</b>	<b>Responsible Party</b>
<b>1</b>	Initiate OCSO WPaaS session	Employee
<b>2</b>	Select APPS (not Desktop)	Employee
<b>3</b>	Select AuthentXware	Employee
<b>4</b>	Perform Certificate Update	Employee
<b>5</b>	Terminate OCSO WPaaS session	Employee