



Lifecycle Workstation Operator Training: PIN Reset and Certificate Update



Updated April 17, 2012

Training Overview

- Lifecycle Workstation (LWS) Operator Overview.
- Logging into LWS Software.
- PIN Reset Process.
- Certificate Renewal Process.



Lifecycle Workstation (LWS) Operator Overview

Lifecycle Workstation Operator Overview

- The Lifecycle Workstation (LWS) allows for HHS ID badge maintenance functions such as PIN reset and certificate renewal.
- The Operators of the Lifecycle workstations are designated by the Role Administrator to perform the LWS functions.
- Operators must receive the necessary approvals, review responsibilities and functions with the Role Administrator, obtain an HHS ID badge and know their own PIN before privileges can be granted.



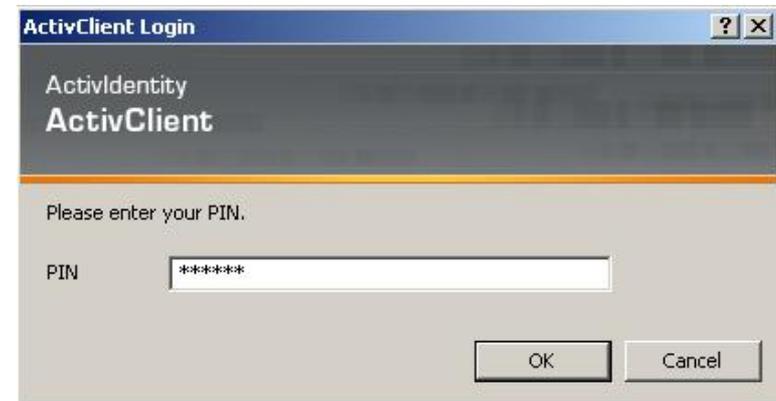
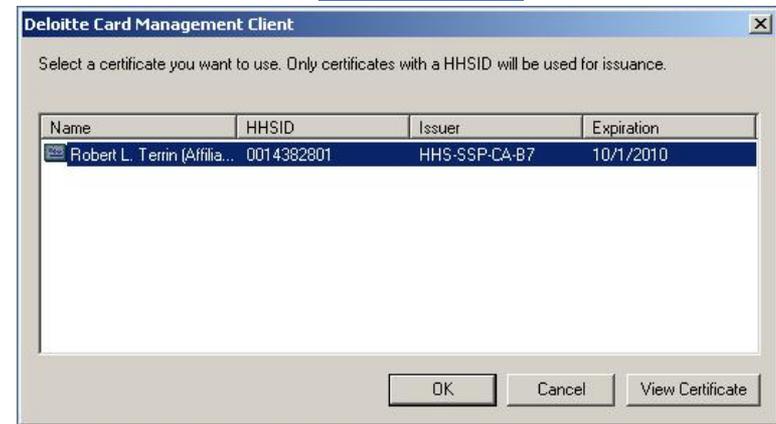
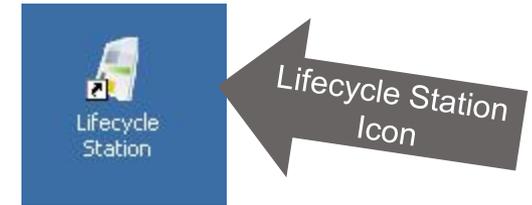


Logging into LWS Software

Logging into LWS Software: Authentication

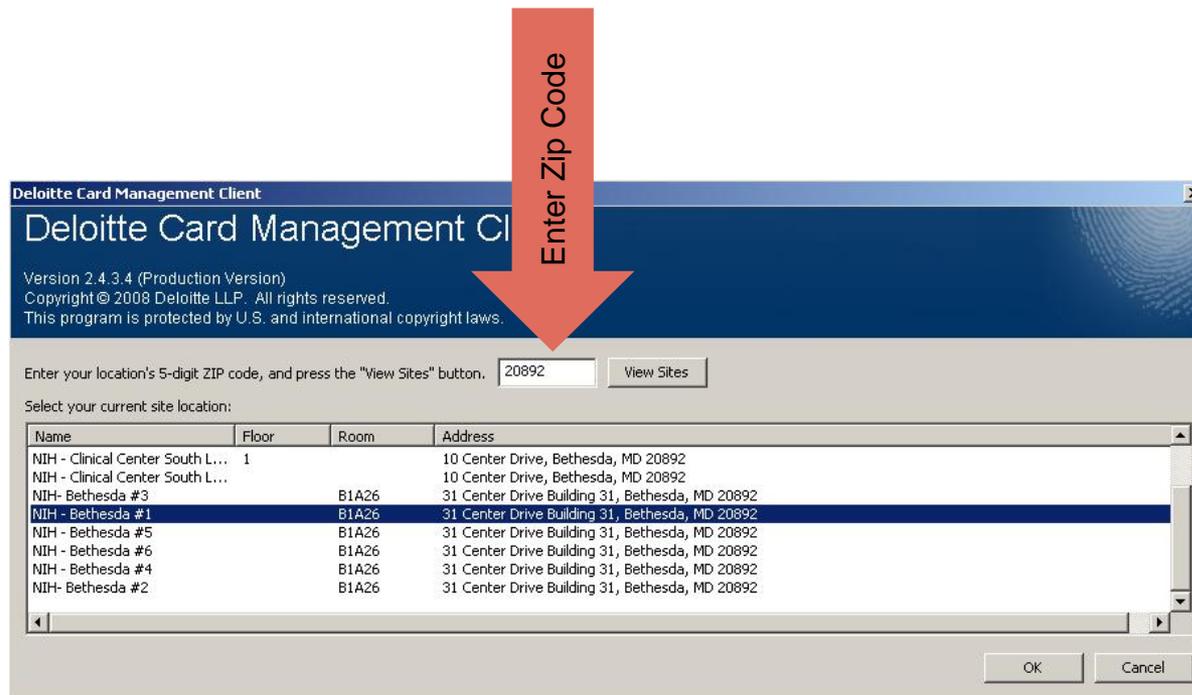
LWS Operator:

- Place HHS ID badge into a LWS card reader.
- Click on the Lifecycle Station icon located on the desktop.
- The LWS Operator's name will appear on the screen signifying there are active digital certificates on the HHS ID badge.
(Digital certificates must be active to operate this system.)
- Highlight the LWS Operator's name and select **"OK"**.
- The LWS Operator must enter their PIN number and select **"OK"**.



LWS Software: Location Selection

- Enter LWS location's ZIP code and select **"View Sites"**.
- Select the location and click **"OK"**.



Deloitte Card Management Client

Version 2.4.3.4 (Production Version)
Copyright © 2008 Deloitte LLP. All rights reserved.
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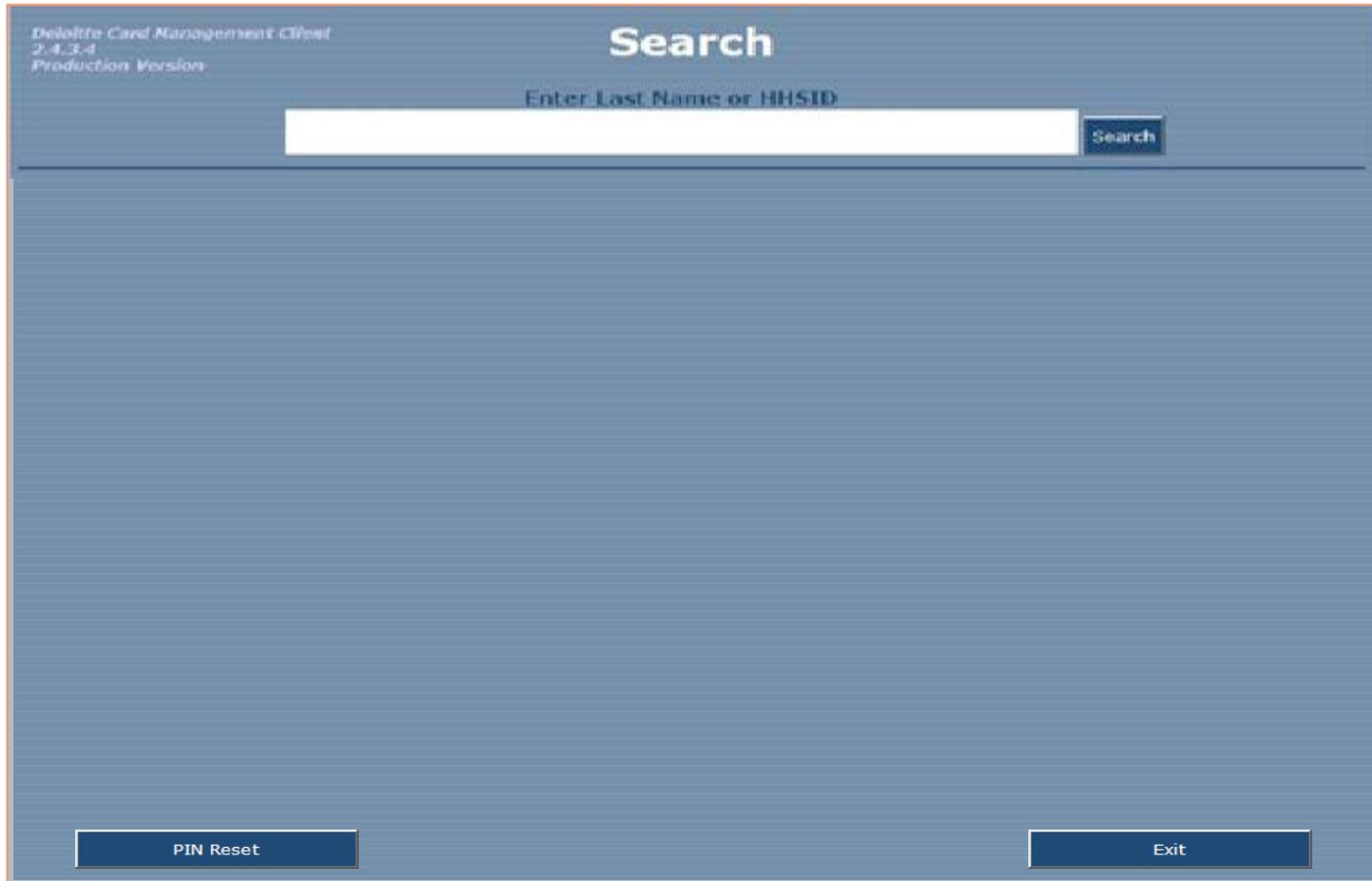
Enter your location's 5-digit ZIP code, and press the "View Sites" button.

Select your current site location:

Name	Floor	Room	Address
NIH - Clinical Center South L...	1		10 Center Drive, Bethesda, MD 20892
NIH - Clinical Center South L...			10 Center Drive, Bethesda, MD 20892
NIH- Bethesda #3		B1A26	31 Center Drive Building 31, Bethesda, MD 20892
NIH - Bethesda #1		B1A26	31 Center Drive Building 31, Bethesda, MD 20892
NIH - Bethesda #5		B1A26	31 Center Drive Building 31, Bethesda, MD 20892
NIH - Bethesda #6		B1A26	31 Center Drive Building 31, Bethesda, MD 20892
NIH - Bethesda #4		B1A26	31 Center Drive Building 31, Bethesda, MD 20892
NIH- Bethesda #2		B1A26	31 Center Drive Building 31, Bethesda, MD 20892

LWS Software: Main Screen

- The below screen will appear after the Operator has logged on successfully.



The screenshot displays the main interface of the LWS Software. The background is a solid blue color. In the top-left corner, the text reads: "Deloitte Card Management Client", "2.4.3.4", and "Production Version". The word "Search" is centered at the top in a large, white font. Below this, the instruction "Enter Last Name or HHSID" is displayed in a smaller white font. A white search input field is positioned below the instruction, with a blue "Search" button to its right. At the bottom of the screen, there are two blue buttons: "PIN Reset" on the left and "Exit" on the right.



PIN Reset Process

PIN Reset Overview

A Personal Identification Number (PIN) reset must be performed if a cardholder “locks” their HHS ID badge by entering an invalid PIN more than the **15** retries. Likewise, the PIN Reset function can be performed to reset a forgotten PIN.



PIN Reset Process

- Enter the cardholder's H H S I D badge into the assigned card reader.
- Select **"PIN Reset"** and wait until the badge holder's name and picture appear.
- Visually verify that this is the individual before proceeding.
- Select **"Continue"**.

Note: Only the badge holder is allowed to reset the PIN or renew the digital certificates.



The screenshot displays the 'Search' interface of the Deloitte Card Management Client. At the top left, it shows 'Deloitte Card Management Client 2.4.3.4 Production Version'. The main heading is 'Search', with a sub-instruction 'Enter Last Name or HHSID' and a search input field containing a white box and a 'Search' button. Below the search bar, a results table lists the following information: ID '555000005', Name 'Jane Doe', Organization 'NIH', and Email 'jane.doe@nih.gov'. A large information card for 'Jane Doe' is shown, containing 'Exp: 20111231', 'NIH', 'HEALTH & HUMAN SERVICES (HHS)', and the instruction 'OK to continue.'. To the right of this card is a placeholder for a photo, represented by a black silhouette of a person's head and shoulders. At the bottom of the interface, there are three buttons: 'PIN Reset' on the left, 'Continue' in the center, and 'Exit' on the right.

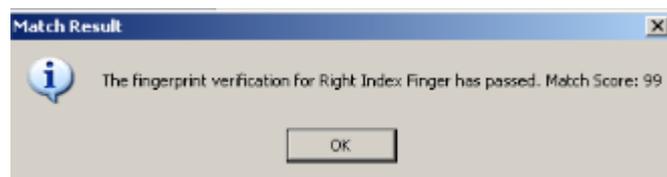


PIN Reset Process: Verifying Biometrics

- Step 1: Ask the badge holder to place their right or left index finger on the fingerprint verifier and select the corresponding radio button.



- Step 2: Select **"Go Live"** and when the badge holder's fingerprint is visible on the screen select **"Capture and Match"**.
- Step 3: Do not have the badge holder remove their finger until the fingerprint verification match is displayed, select **"O K"**.



PIN Reset Process: Verifying Biometrics

- Step 4: The fingerprint verified text box will appear, select **"O K"**.



- If the first match fails:
 - Try leaving the selected finger on the verifier for a longer period of time.
 - Attempt to match the badge holder's other index finger following the same steps as above and ensure that the correct radio button is selected.

Note: *If the fingerprint biometric continues not to match please refer individual to a DPSAC or local badging station.*

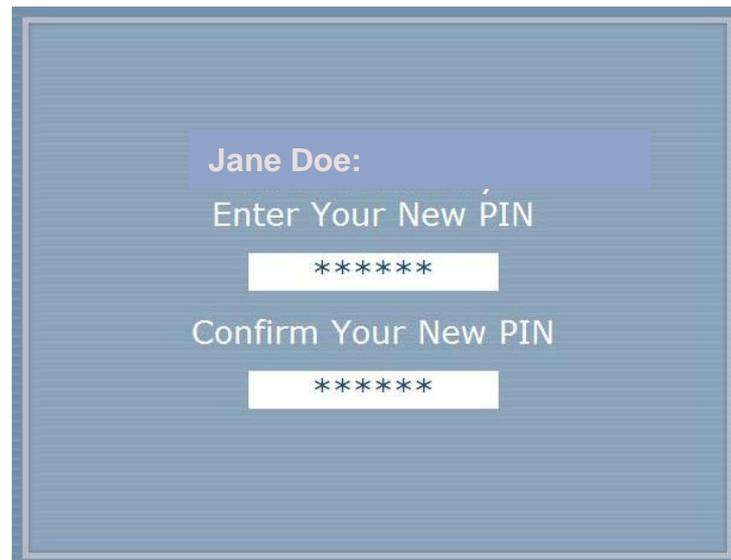
PIN Reset Process: PIN Creation

- Step 1: Direct the badge holder to create a new numerical PIN between 6 and 8 digits long.
- Step 2: The badge holder types this PIN into the corresponding field using the numeric PIN pad followed by the Enter key on the keypad.
- Step 3: The badge holder must enter their PIN again for verification followed by the Enter key on the keypad.

Note: *It is important that the badge holder remembers this PIN as it will be required when using the H H S I D badge. This PIN number will not expire and will never have to be reset unless forgotten or a change is requested.*



Jane Doe:
Enter Your New PIN

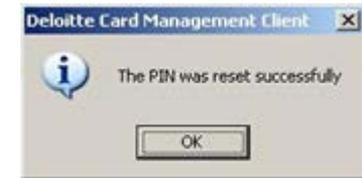


Jane Doe:
Enter Your New PIN

Confirm Your New PIN

PIN Reset Process: PIN Creation

- When the PIN reset process is completed the Operator will receive a message stating the PIN Reset was successful.



- Select **"OK"**.

- After the badge holder's PIN has been reset, the Operator can start over with another applicant by clicking the **"Start Over"** button.

Press **Start Over** to perform another operation or **Exit** to close the application.

Start Over

Exit



Certificate Renewal Process

Certificate Renewal Overview

FIPS 201 allows HHS ID badges to be valid for up to five years. However, current HHS PKI policy only allows certificates to be issued to non-FTE employees for 1 year, and 2.5 years for FTE employees. This policy variance necessitates the need for certificates to be renewed (replaced) prior to HHS ID badge expiration.

Note: *The digital certificate expiration date is NOT listed anywhere on the badge. An email from HHS will be sent to the badge holder six weeks prior to digital certification expiration and every week thereafter. This is NOT generated by N I H.*



Certificate Renewal Process: Search

- Type in the badge holder's last name or HHS ID number (located on the back of the badge under Personal Identifier) into the search field and select **"Search"**.
- Visually verify that this is the individual before proceeding.
- Select the badge holder's name and select **"Continue"**.

Deloitte Card Management Client
2.4.3.4
Production Version

Search

doe

0010110793	James G. McNally	NIH	mcnallyj@dce41.nci.nih.gov
0010801386	Mary McNally	NIH	mary.mcnally@nih.gov
0011254996	Thelma L. McNally	NIH	mcnallytf@od.nih.gov
0012402094	Kristin L. McNally	NIH	mcnallyk@niaid.nih.gov
0014309881	Dana D. McNally	NIH	mcnallydd@niehs.nih.gov
1300188479	James K. McNally	FDA	james.mcnally@fda.hhs.gov
2000052864	Susan V. McNally	CMS	SUSAN.MCNALLY@CMS.HHS.GOV
2000086337	Richard E. McNally	OS	Richard.McNally@hhs.gov
2000117244	Laura A. McNally	OS	Laura.McNally@hhs.gov
2000459844	Jane Doe		

Jane Doe
Exp: 20111231
NIH
HEALTH & HUMAN SERVICES (HHS)
OK to update card.



Certificate Renewal Process: Search

- If a digital certificate is not up for renewal then the Operator will not be able to complete the task and the following message will appear.

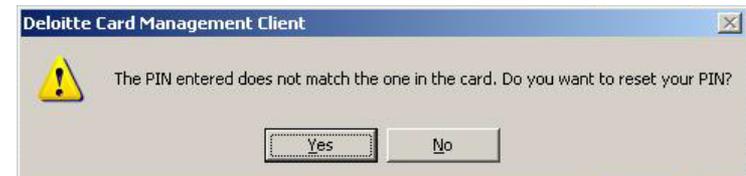


- Inform the badge holder they will receive an email from HHS when the digital certificates are getting ready to expire within six weeks.

Note: *The email does NOT come from N I H.*

Certificate Renewal Process: PIN Known

- Step 1: Instruct the badge holder to enter their current PIN and press enter on the keypad.
- Step 2: If the badge holder enters an incorrect PIN, they will be asked if they would like to reset their PIN.
- Step 3: If the Operator clicks, **"No"** then the individual will have another chance to retype their PIN.



Certificate Renewal Process: PIN Unknown

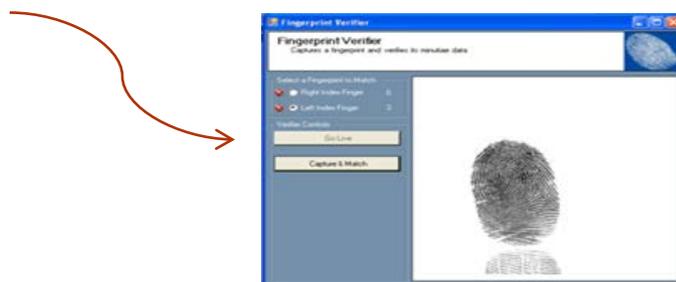
- Step 3: If the Operator clicks "Yes" have the badge holder verify their fingerprint and create a new PIN (referenced on following slides).
- Step 4: A message will indicate that the PIN was reset successfully.



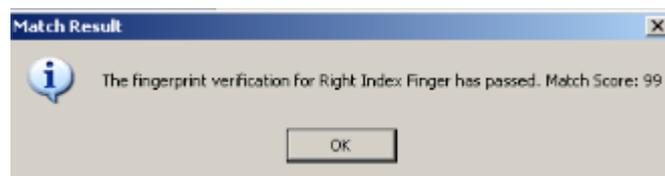
- Select **"O K"**.

PIN Reset Process: Verifying Biometrics

- Step 1: Ask the badge holder to place their right or left index finger on the fingerprint verifier and select the corresponding radio button.



- Step 2: Select **"Go Live"** and when the badge holder's fingerprint is visible on the screen select **"Capture and Match"**.
- Step 3: Do not have the badge holder remove their finger until the fingerprint verification match is displayed, select **"O K"**.



PIN Reset Process: Verifying Biometrics

- Step 4: The fingerprint verified text box will appear, select **"OK"**.



- If the first match fails:
 - Try leaving the selected finger on the verifier for a longer period of time.
 - Attempt to match the badge holder's other index finger following the same steps as above and ensure that the correct radio button is selected.

Note: *If the fingerprint biometric continues not to match please refer individual to a DPSAC or local badging station.*

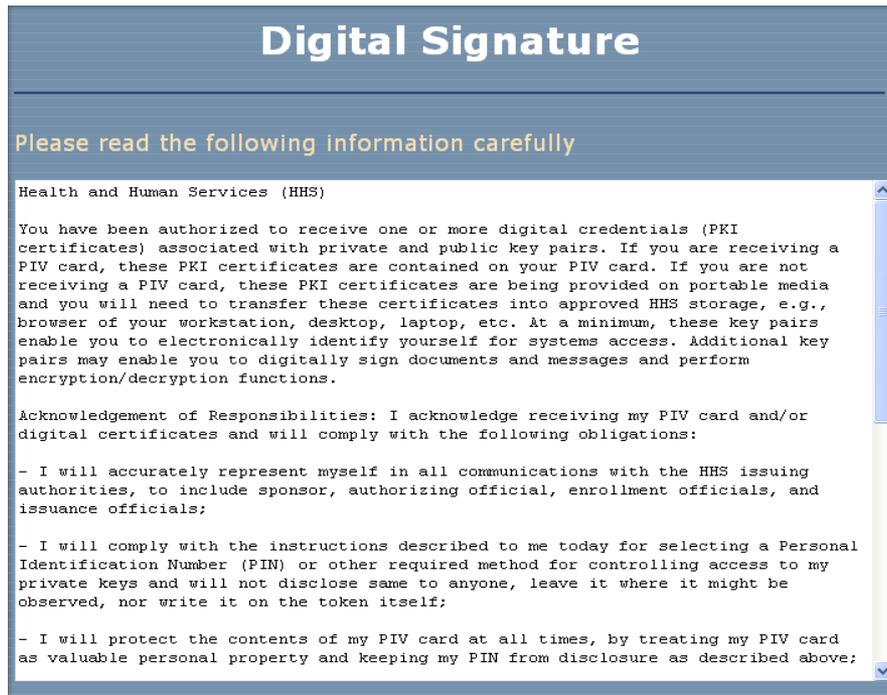
Certificate Renewal Process

- Select **"Start"** to begin the certificate renewal process.
- The certificate renewal process will take approximately 15 – 20 minutes.

The screenshot displays the 'Issue Card' application interface. The main window is titled 'Issue Card' and contains a central area with a 'Start' button and a list of steps: Initialize, Connect, Request, Encode, and Disconnect. To the right of these steps is a 3D rendering of a white card with a green stripe and a yellow chip. On the far right, a sidebar titled 'Cardholder Information' shows a silhouette of a person's head and shoulders. Below the silhouette, the following information is displayed: Full Name: Jane Doe; NIH Primary SMTP: brent.mcnally@nih.gov; UPN: mcnallybl@nih.gov; Certificate Expiration Date: 11-AUG-2011. At the bottom of the sidebar is a 'Cancel Operation' button. At the bottom of the main window, there is a navigation bar with icons for SEARCH, VERIFY, PIN, ENCODE, SIGNATURE, and FINISH. The bottom right corner of the application shows the text: 'Deloitte Card Management Client 2.4.3.4 Production Version'.

Certificate Renewal Process

- When the process is complete, the user agreement will appear.
- Instruct the badge holder to read the agreement carefully.



- After the badge holder has read the agreement, the Operator selects **"I Agree"** and has the badge holder enter their PIN number followed by the Enter key on the keypad.

Certificate Renewal Process

- A message will display indicating that the digital signature was created successfully.



- The Operator must select **"OK"**.

- The certificate renewal is complete and the system is ready for a new task. The Operator can start over with another applicant by clicking the **"Start Over"** button.



Helpful Hints

Q: Who do I contact for LWS system errors?

A: Please contact your local I T Helpdesk. Local I T personnel may contact the H H S Identity Helpdesk for trouble shooting assistance.

Q: What do I do if the digital certificates do not download for selection?

A: Put a request into the N I H Help Desk to update the certificates.

Q: Who do I contact if the fingerprints are not read?

A: Please send the badge holder to a badge issuance station.

Q: Can I work in other applications while the certificate is being updated?

A: Yes, but it is highly discouraged so as not to disrupt the process.

Badge Holder Reminders

- Remind the badge holder to remember their PIN!!!
- Badge holders should now publish the digital certificates to the Global Address List (GAL).
 - Why? To send or receive encrypted emails.
 - Instructions will be on the <http://www.idbadge.nih.gov/>
- Badge holders should conduct a certification recovery.
 - Why? To review old encrypted emails.
 - Instructions will be on the http://www.idbadge.nih.gov