



IAM@HHS

Lifecycle Workstation:

PIN Reset and Certificate Update Training

US Department of Health & Human Services

IAM@HHS Program

August 11, 2010

Training Overview

- Lifecycle Workstation (LWS)/Card Management Agent Overview
- Logging into LWS Software
- PIN Reset Process
- Certificate Renewal Process





Lifecycle Workstation/ Card Management Agent Overview

Lifecycle Workstation/Card Management Agent Overview

- The Lifecycle Workstation (LWS) provides card maintenance functions such as PIN Reset and certificate renewal.
- The operators of the Lifecycle Workstation (LWS) are called Card Management Agents (CMA) and are designated by the Role Administrator to perform the LWS card maintenance functions.
- The CMA must receive the necessary approvals, review responsibilities and functions with role administrator, and obtain a PIV card before he/she can be granted LWS privileges.





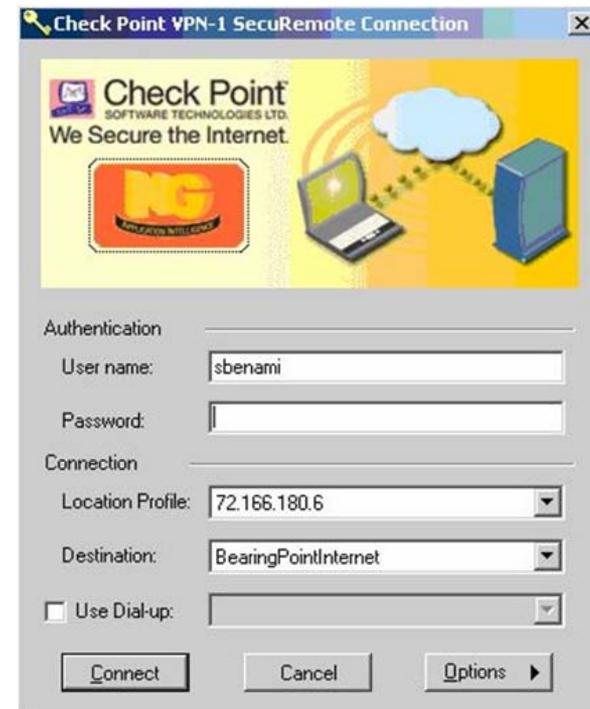
Logging into LWS Software

Logging into LWS Software: Check Point VPN

- The LWS Operator begins by logging into the computer system using their **network** user name and password.
- Launch the Check Point VPN-1 SecuRemote Connection by clicking on the **key icon** located in the tray of the IWS desktop.
- Authenticate to the VPN with the user name and password provided by your training official.
- Click on **“Connect”** in the lower left hand side of the VPN popup screen.

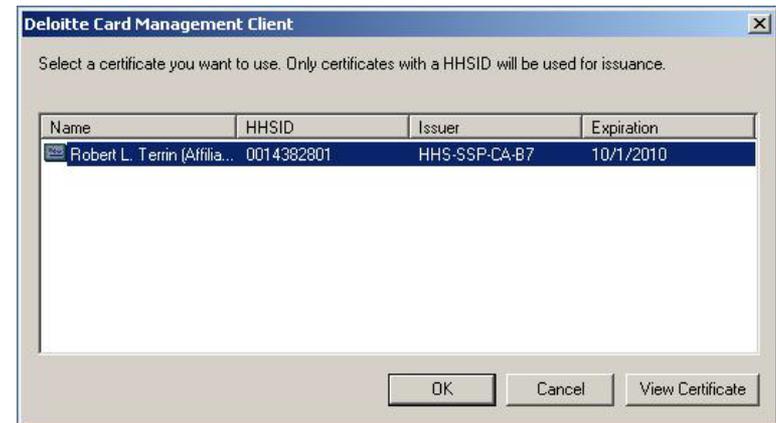


Check Point VPN



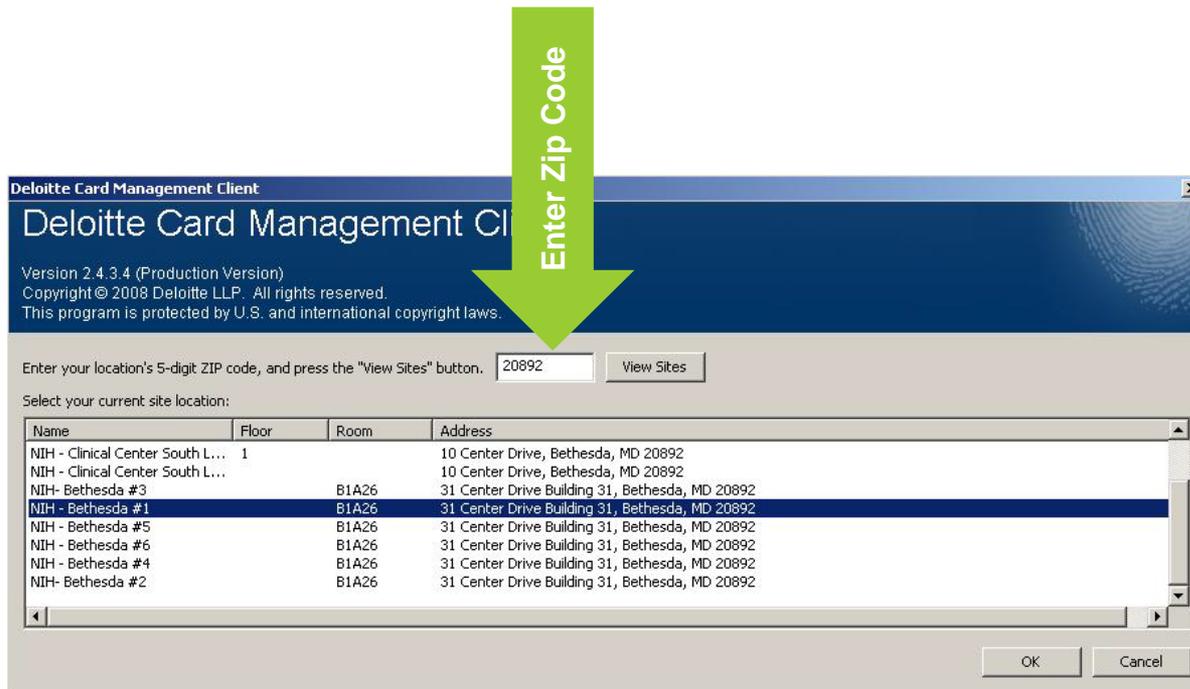
Logging into LWS Software: Authentication

- Place the Operator's PIV card into the LWS card reader.
- Click on the Lifecycle Station icon located on the desktop.
- The LWS Operator's certificates on their PIV card will appear on a list.
- Select LWS Operator's name from the list and select **"OK."**
- Enter the LWS Operator's PIN number and select **"OK."**



Logging into LWS Software: Location Selection

- Enter your location's ZIP code and select **“View Sites.”**
- Select your location and select **“OK.”**



Deloitte Card Management Client

Version 2.4.3.4 (Production Version)
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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 Main Screen

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2.4.3.4
Production Version

Lifecycle Workstation

Enter Last Name or HHSID



PIN Reset Process

PIN Reset Overview

A Personal Identification Number (PIN) Reset must be performed if a cardholder “locks” their PIV card 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 cardholder PIV into the appropriate card reader.
- Select **“PIN Reset”** and select **“Continue.”**

Deloitte Card Management Client
2.4.3.4
Production Version

Search

Enter Last Name or HHSID

Brent L. McNally
Exp: 20111231
NIH
HEALTH & HUMAN SERVICES (HHS)
OK to continue.



PIN Reset Process: Verifying Biometrics

- Step 1: Ask the cardholder to place their right or left index finger on the verifier and select the corresponding radio button.
- Step 2: Select **“Go Live”** and when the cardholder’s fingerprint is visible on the screen then select **“Capture and Match”**
- Step 3: If the first match fails, attempt to match the cardholder’s second reference biometric following the same steps as above. If further attempts fail contact the helpdesk at: HHSIDAdmins@deloitte.com
- Step 4: Ensure that the radio button selected in Step 1, corresponds to the finger being placed on the verifier.
- Step 5: The fingerprint verification match score is displayed, select **“OK.”**
- Step 6: The fingerprint is verified.



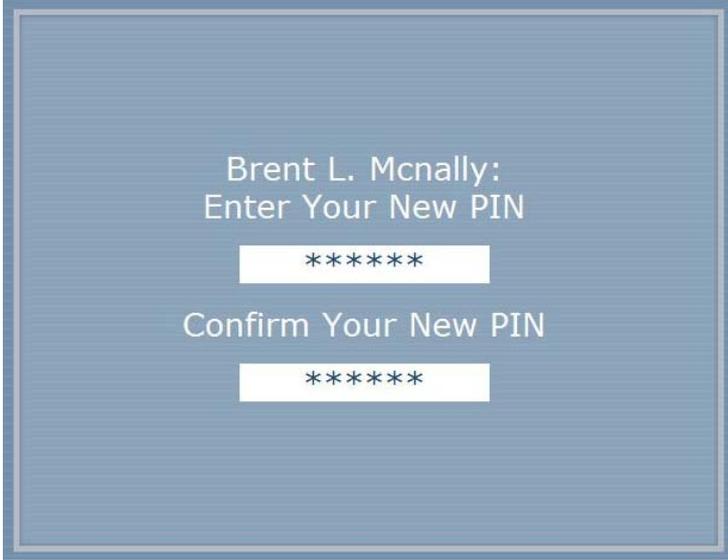
PIN Reset Process: PIN Creation

- The cardholder creates a new numerical PIN between 6 and 8 digits long.
- The cardholder types this PIN into the corresponding field using the numeric PIN pad.
- The cardholder must enter their PIN again for verification.
- The Issuer clicks the **“Enter”** button on the workstation’s keyboard.

Note: *It is important that the cardholder remembers this PIN as it will be required when using the PIV card*



Brent L. McNally:
Enter Your New PIN



Brent L. McNally:
Enter Your New PIN

Confirm Your New PIN

PIN Reset Process: PIN Creation

- When completed, you will receive a message stating the PIN reset was successful.
- After the cardholder's PIN has been reset, the Issuer 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.



Certificate Renewal Process

Certificate Renewal Overview

FIPS 201 allows PIV cards to be valid for up to five years. However, current HHS PKI policy only allows certificates to be issued to Contractors for 1 year, and to FTE for 2.5 years. This discrepancy necessitates the need for certificates to be renewed (replaced) prior to PIV card expiration.



Certificate Renewal Process: Searching for the Cardholder

- Type in the cardholder's last name or HHS ID into the search field and select **“Search.”**
- Select the cardholder's name and select **“Continue.”**

Deloitte Card Management Client
2.4.3.4
Production Version

Search

Enter Last Name or HHSID

mcnally

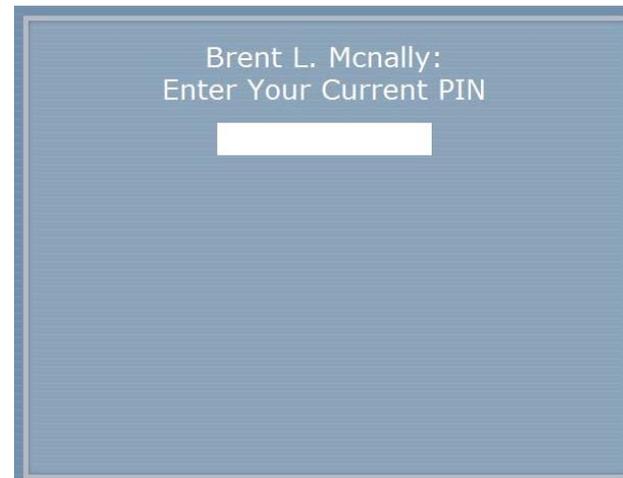
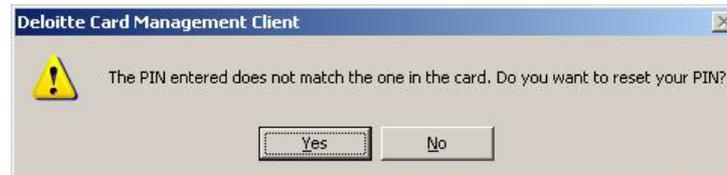
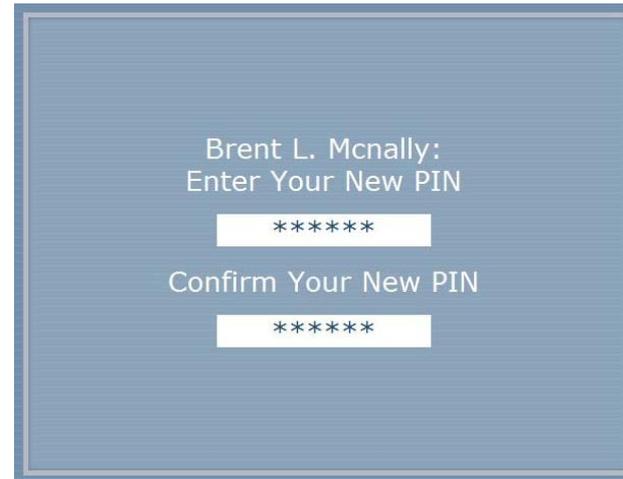
0010110793	James G. McNally	NIH	mcnallyj@dce41.nci.nih.gov
0010801386	Mary McNally	NIH	mary.mcnally@nih.gov
0011254996	Thelma L. McNally	NIH	mcnallytf@od.nih.gov
0012402094	Kristin L. McNally	NIH	mcnallyk@niaid.nih.gov
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2000086337	Richard E. McNally	OS	Richard.McNally@hhs.gov
2000117244	Laura A. McNally	OS	Laura.Mcnally@hhs.gov
2000459844	Brent L. McNally	NIH	brent.mcnally@nih.gov

Brent L. McNally
Exp: 20111231
NIH
HEALTH & HUMAN SERVICES (HHS)
OK to update card.



Certificate Renewal Process: PIN

- Have the cardholder enter their current PIN.
- If the cardholder enters an incorrect PIN, they will be asked if they would like to reset their PIN.
- Have the cardholder verify their fingerprint and create a new PIN.
- A message will indicate that the PIN was reset successfully.



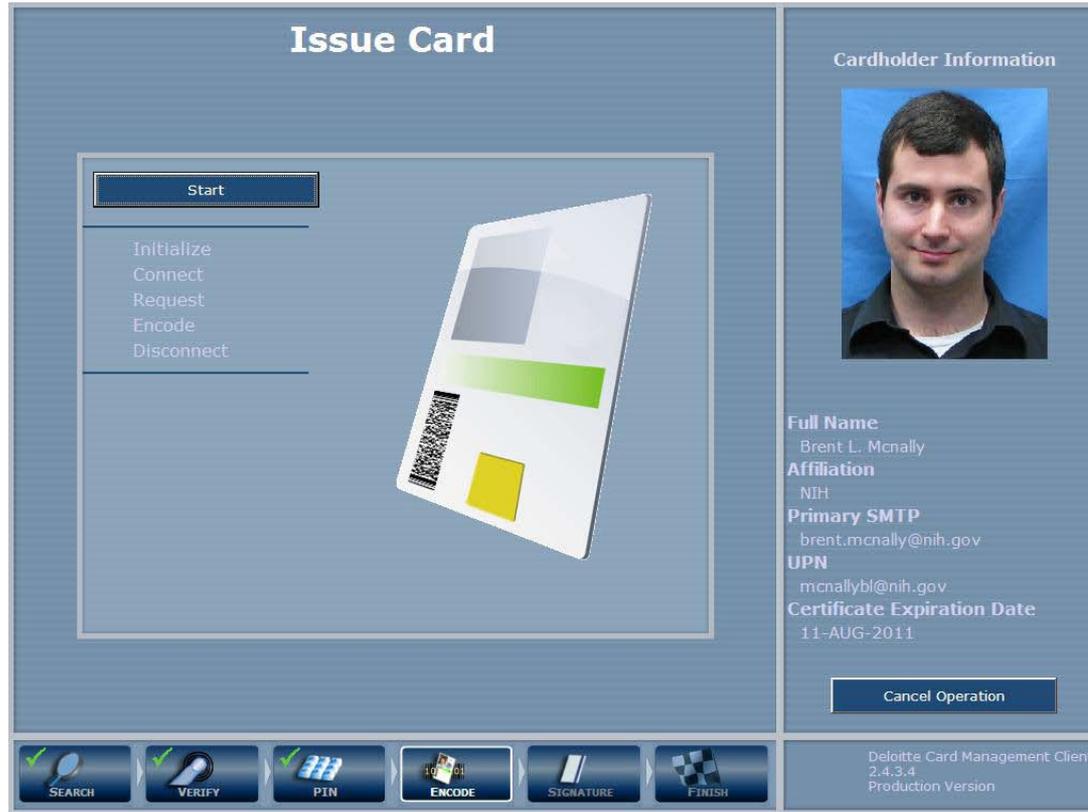
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Certificate Renewal Process

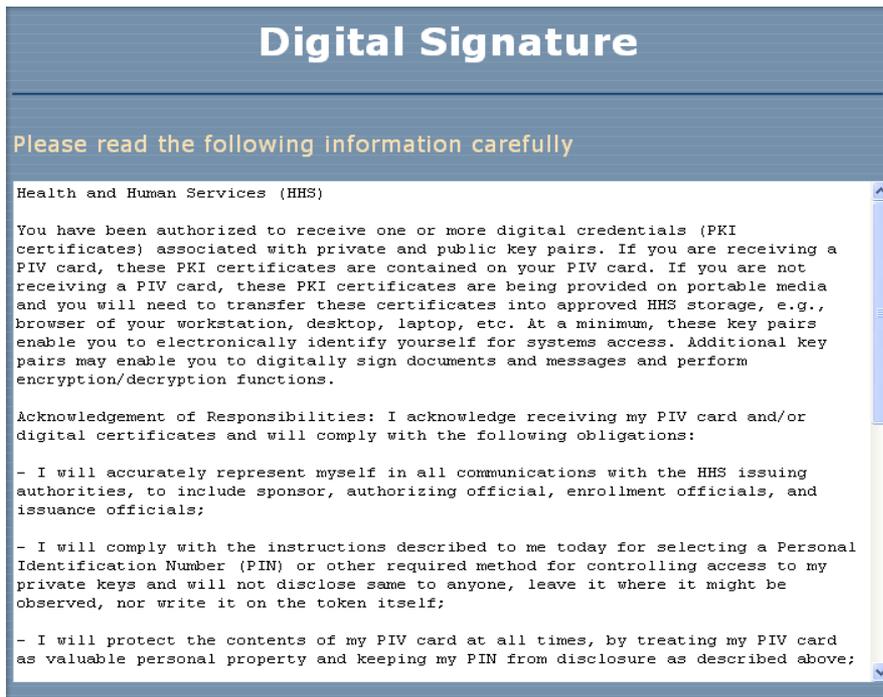
- Select “**Start**” to begin the certificate update.



- The certificate update process will take approximately 10 – 15 minutes.

Certificate Renewal Process

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



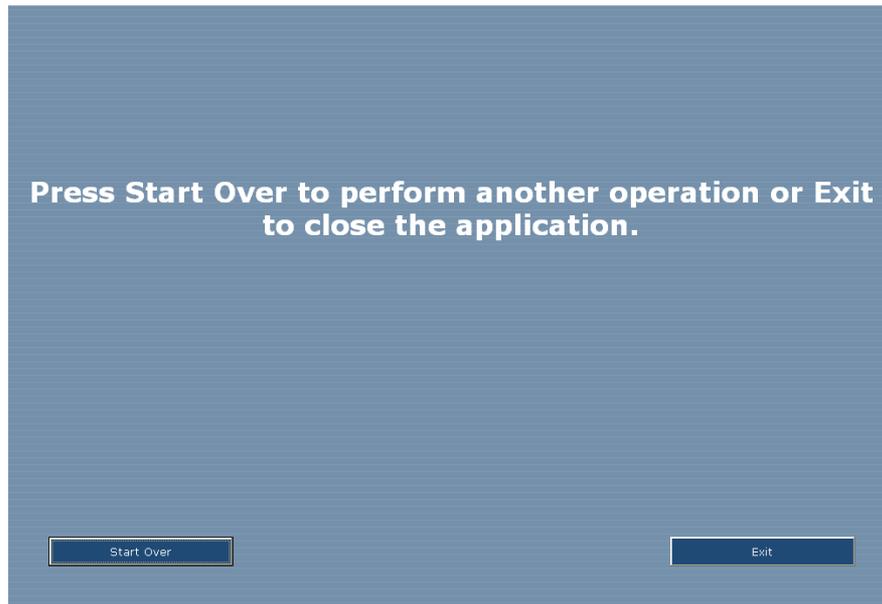
- If the cardholder agrees, select **“Agree”** and have them enter their PIN number.

Certificate Renewal Process

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



- The certificate renewal is complete.



Helpful Hints / FAQ

- Q: How can I contact the help desk case of an error?

A: The help desk can be reached at: HHSIDAdmins@deloitte.com.

- Q: What do you do if the digital signature is not created?

A: Put a request into the help desk to update the certificates again.

- Q: What happens if I've waited 20 minutes and the screen still does not advance to the 'user agreement'?

A: If the system is still encoding you may wait until the process is completed. In case of a malfunction contact the help desk.

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

A: Yes, but refrain from using network applications such as those that require connection with the internet, another VPN, or local network applications.

Helpful Hints / FAQ Continued

- Q: What do I do if the card reader won't read the persons card?

A: Make sure the card reader is working correctly by testing with another card. Local IT can address card reader issues. Otherwise please contact the help desk.

- Q: What do I do if the person refuses to sign the agreement? Who do I contact?

A: Contact the local personnel security office as soon as possible to turn off access and void the card.

- Q: What can I use to clean the verifier screen?

A: Each verifier comes with cleaning supplies. Other wipes, water, and household cleaning products should not be used to clean the verifier.

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