

Attachment 1

Personal Identification Verification (PIV) Exemption Overview

New User Logical Access Overview

The following describes how to grant new users (of all types) logical access to the Department of Veterans Affairs (VA) network:

1. Network accounts are created through the onboarding process initiated by the organization to which the new user is assigned.
2. If a PIV credential cannot be issued at the time an applicant requires logical access, an exemption will be granted.
3. If the user is authorized to utilize remote access to the VA network, follow standard access requirements for VA remote access which are documented at the following address:

- <https://vaww.ramp.vansoc.va.gov/selfservice/Pages/RAUserDetails.aspx>

Authorized PIV Exemptions

Temporary or long-term exemptions must be established when a PIV credential cannot be used for access. Exemptions are renewable if the requirement persists (based on National Institute for Science and Technology (NIST) research (Federal Information Processing Standard (FIPS) 201). Users should contact the Enterprise Service Desk (ESD) to register all applicable exemptions. The following exemption cases are employed:

Approved Exemption Description	Exemption Length	Exemption Type
Forgotten PIV or PIN	1 Day Exemption	Temporary
New User Pending PIV Issuance	14-Day Exemption	Temporary
Lost/Stolen/Defective PIV	14-Day Exemption	Temporary
Equipment Malfunction Preventing PIV Use	14-Day Exemption	Temporary
Long-Term Exemption Application/Use-Case Approved List http://go.va.gov/qk8n	Applicable until remediation of the Application or Use-Case Scenario	Long-Term

NOTE: Temporary exemptions are granted with an expiration date based on the type of exemption required. Accounts will be enforced for PIV use on that expiration date. Accounts will not be enforced for PIV use prior to this date unless mandated by management.

Attachment 2

Personal Identification Verification (PIV) Exemptions Process

Scenarios for Temporary Exemption:

New User without PIV Issuance

1. If a new user has been issued a VA network account, but not a PIV credential, the user may contact Enterprise Service Desk (ESD) at (855) 673-4357 to request a temporary exemption.
2. Once ESD verifies the identification of the user, the user will be granted a 14-day exemption.
3. ESD will provide a logon ID and a temporary password to the user. ESD will then instruct the user to change the temporary password.
4. If the PIV credential is not provided by the PIV issuance office within 14 days, the user may contact ESD for another 14-day exemption, repeating this process from Step 1.
5. Once granted, your exemption can be renewed as often as is required to remediate the problem with PIV-only logical access.

Lost/Damaged/Malfunctioning PIV Credential:

1. If a user's PIV card is lost, damaged, or malfunctioning, the user may contact ESD at (855) 673-4357 to remedy the problem.
2. Once ESD verifies the identification of the user, the user will be granted a 14-day exemption.
3. ESD will provide a logon ID and a temporary password to the user. ESD will then instruct the user to change the temporary password.
4. User must report to local PIV badging office for replacement credential.
5. If the PIV credential is not provided by the PIV issuance office within 14 days, the user may contact ESD for another 14-day exemption, repeating this process from Step 1.
6. Once granted, your exemption can be renewed as often as is required to remediate the problem with PIV-only logical access.

Forgotten PIV Credential (i.e. Card left at home):

1. User contacts ESD at (855) 673-4357 and reports the forgotten PIV credential.
2. Once ESD verifies the identification of the user, the user's account will be placed into the 1-day exemption group. ESD will provide a logon ID and a temporary password.
3. ESD will provide a logon ID and a temporary password to the user. ESD will then instruct the user to change the temporary password.

Attachment 2

Forgotten PIV PIN:

1. If a user forgets their PIV PIN, the user may contact ESD at (855) 673-4357 to report and remedy the problem.
2. Once ESD verifies the identification of the user, the user will be granted a 1-day exemption.
3. ESD will provide a logon ID and a temporary password to the user. ESD will then instruct the user to change the temporary password.
4. User must report to local PIV badging office to refresh the PIN.

Equipment Malfunction Preventing PIV Credential Logon:

1. If a user is unable to logon to the VA network because of equipment malfunction, the user may contact ESD at (855) 673-4357 to report and remedy the problem.
2. Once ESD verifies the identification of the user, the user will be granted a 14-day exemption.
3. ESD will provide a logon ID and a temporary password to the user. ESD will then instruct the user to change the temporary password
4. ESD creates an incident through the IT Service Management (ITSM) tool to resolve the equipment situation.
5. A Tier 2 technician is assigned and resolves the incident. The temporary exemption expires in 14 days, resulting in automatic enforcement of the account.
6. Once granted, your exemption can be renewed as often as is required to remediate the problem with PIV-only logical access.

Long Term Exemption – Approved Application/Use-Case (Applicable until remediation of the Application or Use-Case Scenario):

1. User contacts ESD at (855) 673-4357 and reports the need to use a logon ID/password combination to access an application which is PIV non-compliant or for use in an approved Use-Case scenario.
2. Once ESD verifies the identification of the user and verifies that the Application/Use-Case is an approved Long Term exemption justification (<http://go.va.gov/qk8n>) will put the user into the Long Term exemption group and provide the user with a logon ID and a temporary password.
3. User logs onto the network with logon ID/password combination and changes the password.

Attachment 3

Frequently Asked Questions

What if I can't use a Personal Identification Verification (PIV) with my device? Can I still access the Department of Veterans Affairs (VA) network?

If your device is not PIV-enabled, reference the Remote Access Management Portal (<http://go.va.gov/78mf>) to secure a MobilePass soft token. You will need a valid PIV card and an eligible device to receive a MobilePass soft token.

Are there any exemptions to the requirement to use a PIV card for logical access to the VA network?

VA has approved the following exemptions to the requirement:

Forgotten PIV or PIN	1 Day Exemption
New User Pending PIV Issuance	14-Day Exemption
Lost/Stolen/Defective PIV	14-Day Exemption
Equipment Malfunction Preventing PIV Use	14-Day Exemption
Long-Term Exemption Application/Use-Case Approved List (http://go.va.gov/qk8n)	Applicable until remediation of the Application or Use-Case Scenario

Once granted, your exemption can be renewed as often as is required to remediate the problem with PIV-only logical access.

I'm new. What should I do if my PIV card hasn't been issued by my first day of work?

First, speak with your supervisor. Then if instructed to do so, contact ESD at (855) 673-4357 to report the issue. Once they verify your identity, ESD will put you into the 14-day exemption group and provide you with a logon ID and temporary password, which you will be prompted to change after your first logon.

Within 14 days, you should report to your PIV office to retrieve your PIV card. Once your PIV card is retrieved and activated you should be able to access the network with the card. If the PIV card is not provided by the PIV issuance office within 14 days, contact ESD for another 14-day exemption.

Attachment 3

What should I do if an equipment malfunction is keeping me from logging on with my PIV Card?

First, speak with your supervisor. Then if instructed to do so, contact ESD at (855) 673-4357 to report the issue. Once they verify your identity, ESD will put you into the 14-day exemption group and provide you with a logon ID and temporary password. You can use the logon ID/password combination to log onto the network. You will be prompted to change the temporary password during the logon process. ESD will create an incident in the IT Service Management (ITSM) tool for the local desktop support to resolve the equipment issue.

What should I do if I forget my PIV Card or PIN?

If you forget your PIV card or PIV PIN, contact ESD at (855) 673-4357 to report the issue. Once they verify your identity, ESD will put you into a 1-day exemption group and provide you with a logon ID and temporary password valid for 24 hours. You can use the logon ID/password combination to log onto the network. You will be prompted to change the temporary password during the logon process. In the case of a forgotten PIN number you must report to the local PIV badging office to refresh the PIN.

What should I do if my PIV card is lost, damaged, or malfunctioning?

First, report the issue to your supervisor. Then contact ESD at (855) 673-4357 to report the issue. Once ESD verifies your identity, you will be put into the 14-day exemption group and provided a logon ID and temporary password. You will be prompted to change the temporary password during the logon process.

You should report to the PIV issuance office for a replacement card as instructed by your supervisor.