

DPSAC News

FAQs

Q.1 - Assigning the role of AT (or AO) to administrative staff.

Q.2 - Searching for a new hire in NED

Q.3 - Relocating a Lifecycle Work Station

Q.1. We have several new Administrative Technicians (ATs) to whom we'd like to give NED AT access for completing various tasks. Can you advise us on how to grant AT access to NED?

A.1. Within an IC, an AO can assign the role of AT (or AO) to an individual, but only if the assignee has SAC coverage that is equal to or less than that of the assigning AO.

Q.2. Our IC hired a new employee who starts in two weeks. I entered the person into NED, but when I try to find the person in NED Search or the GAL, they don't show up. Did my NED entry get erased?

A.2. No. NED hides new registrations from the public search site and the GAL until a person's EOD date. If you use the "Find Person" menu in NED, you can still see their information.

Q.3. We have a LifeCycle Work Station that is currently located in Building x, Room y. We are about to move from the 5th floor to the 4th floor. Can you tell me whether and/or how we can move the work station to our new location?

A.3. Yes. It is possible to move your work station to your new location. To complete the move, please provide:

1. Your work station's IP address.
2. The resource tag of the workstation.

(Note: the resource tag can be found in the LWS configuration in the registration tab.)

Go to: "Start, All Programs, Card Issuance Station, Configuration."

Please e-mail the information to:

US National HHS HSPD12 O&M / Helpdesk Team (US) at: hhsidentityadmins@DELOITTE.com.

The Helpdesk Team will update the address so that when you move, it will already be taken care of. In addition, the Team will confirm that the licensing won't be an issue when you relocate.

No additional steps are needed from you at this time. If you find there is an issue when you get to your new location, please don't hesitate to reach out to us and we will assist you immediately.