ezFedGrants eAuth
Next Generation Training
Current External Customer Account Registration Process

Issues identified by users:

1. **Complicated** - too many steps are required to complete the process
2. Users must determine and understand the Level of Assurance (Level 1/Level 2) needed for their account, at the time of registration
3. Users must read lengthy **instructions** and **emails** that can be confusing
4. **Passwords** must align to very complex requirements
5. Users are prompted to enter **security questions** and answers which can seem invasive, and can be forgotten over time
6. Account registration cannot be completed on a **mobile device**
7. **SCIMS** linking is often perceived as eAuth problem
**What’s Changed Cont. – Email Address as User ID**

**New eAuth Accounts**
- If the customer account has a unique email, it will use the new self-service password reset process; email is sent with Reset Password link and no security questions are required to be answered.
- Unique email address is now User ID.
- User can update email address. If email address is also the User ID. It will now be updated too.
- A customer can create more than one account as long as they have unique email addresses.
- Level 1/Level 2 are no longer referenced on the website or any documentation.

**Legacy eAuth Accounts**
- If the customer account has a unique email, it will use the new self-service password reset process; email is sent with Reset Password link.
- If the account does NOT have a unique email, the account will go through the legacy process using security questions to reset the password.
- Legacy external accounts will keep their existing User ID.
New External Customer Account Processes

External Account Creation/Registration

Customers have 3 options on the page to select “Create Account”:

1. From the top menu bar
2. From the button below the login tiles
3. From the Quick Links option on the web page footer
New External Customer Account Processes Cont.

Help is provided on pages during the registration process by selecting the “?” icons. To exit, select “OK”.

Account Registration

What type of user are you?

- Customer
- USDA Employee / Contractor

Continue
New External Customer Account Processes Cont.

External Account Creation/Registration (continued)

1. User selects user type "Customer"

2. User enters their email address. They must have a unique email address to register for the account.

3. Confirmation page displayed - Registration Email Sent
   a. Resend Email – option
   b. Use A Different Email – option
New External Customer Account Processes Cont.

External Account Creation/Registration Cont.

• Customer must go to personal email and confirm their email address

• Link will expire in 30 minutes from time it was generated

• If link expires, user will need to start the account registration process over
New External Customer Account Processes Cont.

External Account Creation/Registration Cont.

- User enters their complete name as provided on government issued photo ID (no nicknames)
  - The first and last name will be used if the user needs to have their identity verified
- They create a password – meeting requirements
  - System performs password checks as they enter the password
- Submit the form
New External Customer Account Processes Cont.

External Account Creation/Registration Cont.

Their account is fully functional and ready to use (unverified Level 1):
• Taken to screen informing them account is ready to use
• Email is sent for their record
• Reminded their User ID is their email address
• Clicking “Continue" will take them to login screen of the application they were attempting to access.
New External Customer Account Processes Cont.

External Account Creation/Registration Cont.

Example of Successful Account Registration email
Online Identity Verification Process

External Account Creation/Registration Cont.

1. Log in to application that requires identity verification (Level 2)

2. Taken to screen to select identity verification methods
   • Online option
   • Visit a Service Center for in-person identity verification by an LRA
Online Identity Verification Process – Cont.

External Account Creation/Registration Cont.

3. User selects Online Identity Verification option
   • Must **Agree** to the **Terms of Service**
   • Selecting exit button opts out of the online process
   • Link allows them to view the entire terms of service

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**Verify Identity?**

By clicking the "I Agree" button, you are providing written consent to the United States Department of Agriculture (USDA) under the Fair Credit Reporting Act authoring the USDA to determine your identity based on information from your personal credit profile or other information from Experian. By clicking "I Agree", you agree to the Terms of Service, and you authorize the USDA to obtain such information solely to verify your identity for the purpose of avoiding fraudulent transactions in your name.

**Terms of Service**

- I Agree
- Exit
Online Identity Verification Process – Cont.

External Account Creation/Registration Cont.

4. Complete the account profile form

• Confirm first and last name match govt. issued – photo ID
  • Update if incorrect
• Update address and phone fields
• Enter the Date of Birth (required)
• Enter SSN (required)
  • Note – if Visit LRA option was selected, the SSN field will not display. They will be taken to the LRA locator website when the click “continue”
• Click “Continue” to submit form
5. Complete Identity Verification Quiz

- If enough data is found for the customer in Experian they are presented the 5 identity verification quiz questions
- Each question is on a single page
  - They have option to return to previous page
6. Identity Verification Success

- User notified on-screen their identity was successfully verified
- A confirmation email is also sent to their email address
- Clicking “Continue” will take them back into the target Level 2 application they originally attempted to log into
Online Identity Verification Process – Cont.

External Account Creation/Registration Cont.

Reasons for Unsuccessful Online Identity Verification

1. Not enough data to generate an identify verification QUIZ
   - Quiz questions answered incorrectly
   - Must visit LRA in person

2. User attempts exceeded
   - Must visit LRA in person
Review of Changes for External Customers

- If the customer account has a unique email, it will use the new self-service password reset process; email is sent with Reset Password link and no security questions are required to be answered
- Unique email address is now User ID
- User can update email address. If email address is also the User ID. It will now be updated too
- A customer can create more than one account as long as they have unique email addresses
- All messaging now display on page...versus rerouting to an error page
- User taken directly to application after account has been successfully created/registered
- Identity Verification is automatically determined
- Help is easily accessed
- Improved Self-Service
- Removed dictionary word requirement from password
- No security questions
Website Self-Service Features

The following Self-Service Help features are available on the website:

• Update Account
• Change Password – All Accounts
• Forgot Password
  • Using Email – All Account
  • Using LincPass (PIV) Internal USDA Employee/Contractor Accounts
• Forgot User ID
  • External Customer Accounts
  • Internal USDA Employee/Contractor Accounts
Self-Service Help – Update Account

External account holders may update most of their contact information in their account profile’s using the “Update Account” option found in the Manage Account Menu or by the button under the login tiles

- They will be taken to a mobile friendly page to make the updates

- Internal accounts holders will still be taken to EEMS to update limited items in their account profile.
  - Office phone
  - Home phone
  - Account security questions.
Self-Service Help – Update Account Cont.

• Edit buttons will identify the data in customer account profile that can be updated

• Customers can update their name in the account if they have not gone through the identity verification process.
  • Once the identity has been verified, they may not update their name

• The home address and phone number can be updated if the information was entered into the account profile
  • The account profile will only display the data that has been entered. For example a Level 1 account may not have the address and phone number added
Self-Service Help – Update Account Cont.

- Customers can change the account password at any time from the profile.
- If the account has security questions entered, they can be updated.
  - This would apply to legacy accounts not created using the new registration process.
- The email address can be updated.
  - They will go through a process to enter a new email address and confirm the change via a link sent to the new email address provided.
  - If the email address is also used as the account User ID, they will both be updated.
Self-Service Help - Change Password

All Accounts (external and internal) can change their password if known using this feature.

1. Select “Change Password” from Manage Account options
2. Change password
   • Enter eAuth User ID
   • Old password/current
   • Set new password
   • Password requirements will be checked upon entry
3. Submit – password is saved
Self-Service Help – Change Password Cont.

All Accounts (external and internal)

3. An email is sent notifying the internal or external user their password has been changed
Self-Service Help – Forgot Password

External and Internal Account - Self-Service Help – Forgot Password - Email Option

All users external and internal can retrieve a forgotten password using their email address

1. Select “Forgot Password”
2. Choose to “I want to reset my password with email” option and “Continue”
1. Email with link to “Reset Password” is sent to address on account

2. User sets a new password and “Submits”
   - The password is changed
Self-Service – Forgot Password

External and Internal Account - Self-Service Help – Forgot Password - Email Option Cont.

3. External and Internal users receive an email notification informing them their password has been changed.
**Self-Service Help – Forgot User ID**

**External Customer - Self-Service Help – Forgot User ID**

1. User selects “Forgot User ID” from the drop down menu or the “Forgot User ID” link on the login tile

2. User selects type “Customer” and “Continue”
Self-Service Help – Forgot User ID Cont.

**External Customer - Self-Service Help – Forgot User ID**

1. Customer enters:
   - first and last name
   - email address and submits

2. If the system can match information to an account the User ID will be sent to the email address provided
3. An email is sent to the address identified with the associated name, providing a listing of User IDs associated to their name.
Website HELP- Menu Options

The Help Menu at the top of the website page provides users access to the following areas:

- FAQ’s,
- Find LRA
- Contact US
HELP – Frequently Asked Questions (FAQs)

The FAQs are:

• Organized by audience (Public Customer and USDA Employee/Contractor FAQs)

• Organized by subject topics within an audience

• Can be expanded and collapsed by using the "+" or "-" signs
HELP – Frequently Asked Questions (FAQs) Cont.

• The FAQs are searchable. Users enter search criteria and the FAQs meeting the entered criteria will display

• The "Clear Search" button clears the search results
HELP – Find LRA

- The **Find LRA** help option takes users to the Local Registration Authority Locator website page
- This page is owned and managed by NRCS
HELP – LRA Information for Employees

• The link to the Local Registration Authority (LRA) Home Page is provided on the footer of the website page under the **USDA-Employee Links** section

• The page provides information for USDA employees on the roles and responsibilities of the LRA and the link to IDM-EEMS for current LRAs to perform the identity verification task on external user accounts
HELP – Contact Us

The Contact Us page provides the user the ability to:

• View a list of specific Application contacts and their designated contact information

• View a list of specific Agency designated contacts

• Filter contacts by Agency

• Expand and collapse contact information using the “+” or “-”
Review of Changes of HELP

• Updated FAQ’s
  - Organized by audience
  - Searchable
  - Expand and Collapse

• No changes to LRA

• Contact US users can:
  - View list by Application contacts
  - Specific Agency contacts
  - Filter by Agency

• Expand and Collapse information