



BUREAU OF THE
Fiscal Service
U.S. DEPARTMENT OF THE TREASURY

ASAP.gov

Automated Standard Application for Payments Federal Agency User Login Step-by-Step Guide

Federal Agency Users – Login

1. Open an internet browser window and type www.asap.gov. You will then be taken to ASAP's login page.
2. You will see two login options: PIV/CAC and ID.me. Select "PIV/CAC".



3. Insert your PIV/CAC card into computer
4. Select your Certificate.
5. Enter your PIN.

Federal Agency Users – Login

Once you have attempted to log into ASAP via your PIV/CAC card, you will either:

- Be immediately directed to the ASAP.gov home page and successfully logged in. Or,
- Receive a message that “an entitlement request has been submitted to enable privileged access” (see screenshot below) and you will need to wait for an ASAP team member to approve your request. Once the approval has been made, you will then be able to log into your ASAP.gov account.

An entitlement request has been submitted to enable privileged access

An email will be sent to a [REDACTED]1@[REDACTED].com once your entitlement request has been processed.

Federal Agency Users – Login issues

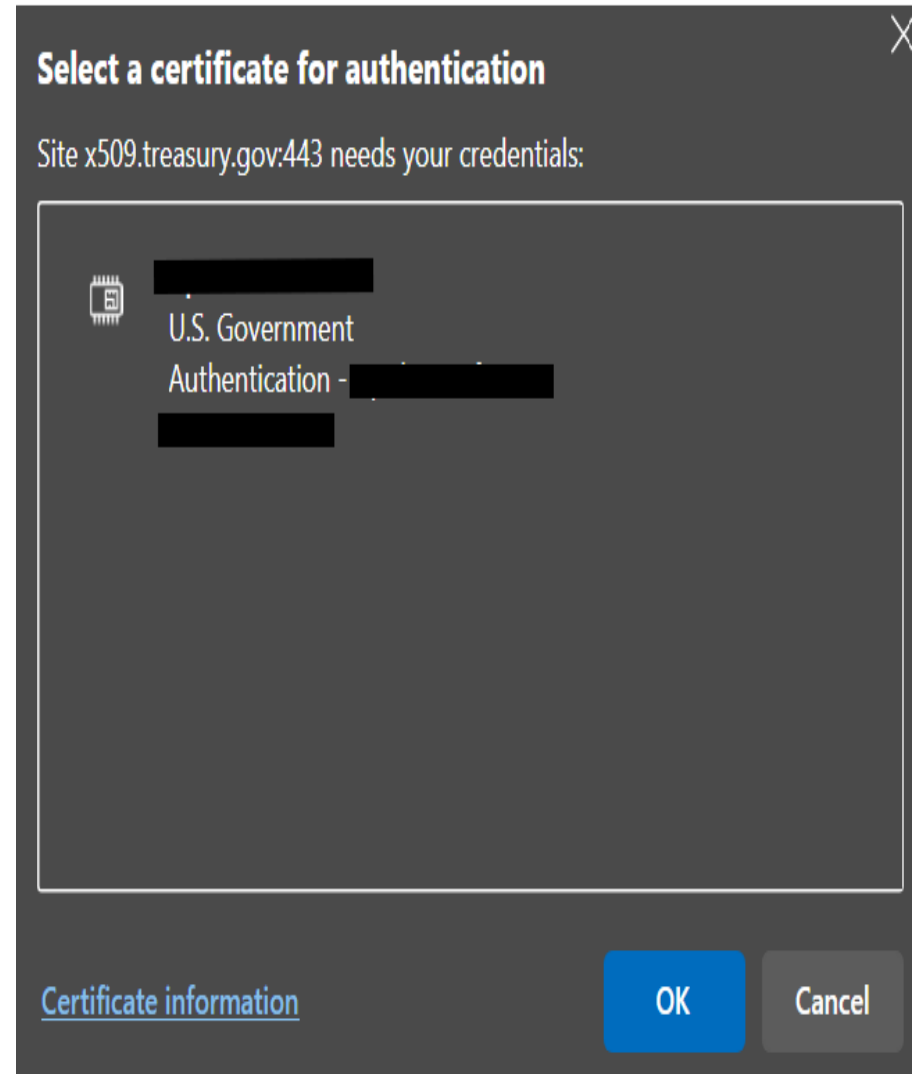
If you receive communication from the ASAP Team that your request to access ASAP was denied, it could be due to the following reasons:

- The Point of Contact (POC) at your Agency has not yet added you as a new user.
- The email address the POC used to enroll you into ASAP.gov does not match the email address on your PIV/CAC card. Troubleshooting steps are on the next three slides.

Federal Agency Users – Troubleshooting

To successfully log into ASAP.gov (each time), your PIV email must match the email address associated with your ASAP account. To test this, please perform the following steps:

1. Insert your PIV Card and open a new internet browser.
2. Navigate to https://caia.treasury.gov/angular_spa/
3. Insert PIV/CAC card into computer
4. Select PIV/CAC
5. Select your certificate
6. Click [OK]
7. Enter your PIN



Federal Agency Users – Troubleshooting

8. You will then be taken to the CAIA Troubleshooter page.

9. Scroll down to the line displaying email information (see image below).

10. Verify the email address listed there is your current/correct email address. *If it is not, please contact your IT Department to have it updated.



CAIA Troubleshooter

OpenID Connect Authenticated User Information

Refresh

Logout

Mon Nov 11 2024 21:44:43 GMT-0500 (Eastern Standard Time)

```
acr = [REDACTED]
aud = [REDACTED]
certificate = "S[REDACTED]"
[REDACTED]
email = [REDACTED]
exp = [REDACTED]
```

A red arrow originates from the left side of the image and points to the 'email' field in the OpenID Connect user information, which is highlighted with a red rectangular border.

Federal Agency Users – Troubleshooting

11. Take a screenshot of the PIV data on the CAIA Troubleshooter home page (ensure the email address information is displayed).

12. Send the screenshot to the ASAP Team at ASAPHelpDesk@fiscal.treasury.gov.

13. The ASAP Team will then verify the email information. Once complete, you will receive an email from CAIA/ASAP notifying you of your approved access.

Frequently Asked Questions

- What is a PIV Card?
 - Personal Identity Verification Cards (PIV) are smartcards used by federal agency users
 - PIV Cards may be used to access applications that support multi-factor authentication
- Can I use my PIV Card to log into ASAP.gov?
 - Federal agency users log into ASAP.gov using either their PIV or CAC card
 - Recipient organization users log into ASAP.gov using ID.me.

Additional Assistance

For additional information: <https://www.fiscal.treasury.gov/asap/>

For a list of FAQ's: <https://www.fiscal.treasury.gov/asap/caia.html>

For a list of ASAP Training Opportunities and Webinars, visit:
<https://www.fiscal.treasury.gov/asap/#webinars>

Contact ASAP: <https://www.fiscal.treasury.gov/asap/contact.html>