Getting Started

Overview of the CAIA Implementation

The Bureau of the Fiscal Service (Fiscal Service) implemented the Common Approach to Identity Assurance (CAIA) as a credentialing provider for many of its applications. CAIA enables federated applications to accept user credentials from external Credential Service Providers (CSP). CAIA allows for three different methods of identity authentication for the Do Not Pay (DNP) Portal: 1) Personal Identity Verification (PIV) Card/ Common Access Card (CAC)/LincPass card; 2) ID.me; and 3) Login.gov.

Impacts to the DNP Portal User Experience for Non-PIV Card Users

On March 25, 2023, Fiscal Service implemented CAIA to log in to the DNP Portal, replacing the IBM Security Identity Manager (ISIM). State users and contractors who do not have a PIV/CAC/LincPass card are required to create an account (or use an existing account) with either Login.gov or ID.me to authenticate their identity and log in to the Portal.

Creating an Account with Login.gov

If you do not have a Login.gov account and would like to create one for the purpose of logging in to the DNP Portal, please access the Login.gov account creation page or visit the Login.gov homepage, select [Sign in with Login.gov], then select [Create an account].

Login.gov

If you already have a Login.gov account, please ensure that your official work email address is included as a *verified* email address. Also, make sure your official work email matches the email address provided to DNP on the User Enrollment Form.

Creating an Account with ID.me

If you do not have an ID.me account and would like to create one for the purpose of logging in to the DNP Portal, please access the ID.me homepage, select [Sign in], then select [Create an account].

ID.me

If you already have an ID.me account, please ensure that your official work email address is selected as the **_primary_** email address in the account. In addition, ensure your official work email matches the email address provided to DNP on the User Enrollment Form.

FAQ's

Will I need to contact the DNP Help Desk for technical assistance with my Login.gov or ID.me account?

No. For technical assistance with your Login.gov or ID.me account, please access the respective Help Center found on each website.

Login.gov Help Center | ID.me Help Center

Can I use an existing account with Login.gov or ID.me to authenticate my access to the DNP Portal?

Yes, you may use an existing account with Login.gov or ID.me. If you have an existing account that contains your personal email address, you must also add your work email address to your profile. An ID.me account must contain your official work email address as the **_primary_** email address.

Access to the DNP Portal is provisioned to official work email addresses only, not personal email addresses. The official work email address on your existing account with Login.gov or ID.me must match the email address provided to DNP on the User Enrollment Form.

Will I need to make an account with both Login.gov _and_ ID.me to authenticate my access to the DNP Portal?

No. You are required to create an account with _either_ Login.gov _or_ ID.me.

Once I have my new account with Login.gov or ID.me, will I be able to access to the DNP Portal immediately, or is there a lag time for processing the Login.gov or ID.me request?

If you have authenticated your identity through the CSP of your choice, your access to the DNP Portal should be immediately available through your new Login.gov or ID.me account.

Does the DNP Portal have Aging Rules?

Yes. If a user does not log in once every 120 days, the Aging Rules will deactivate the user, revoking DNP Portal access immediately. The Aging Rules will be activated as soon as users have been provisioned access to the DNP Portal.

If a user is deactivated, a new DNP User Enrollment Form must be completed and signed by the Access Group Administrator (AGA) for the user to regain access to the DNP Portal. The process to reprovision access can take up to seven days.

Users will receive warning emails to notify them that they are at risk of being deactivated due to inactivity. They will receive five notification emails, the earliest being fourteen days before access is removed.

HELPFUL TIPS *Set a recurring reminder on your calendar to log in to the Portal every 90 –100 days to avoid Portal disruption after 120 days of no login activity.*

Support Resources

Agency Support

For questions regarding Portal access, contact the DNP Agency Support Center at **855-837-4391**, or by email at donotpay@fiscal.treasury.gov.

For general inquiries about DNP, please contact your Agency Lead and Agency Specialist, or email OPI.outreach@fiscal.treasury.gov.

Login.gov Help Center

LOGIN.GOV For assistance with creating or maintaining your Login.gov account, please access the Login.gov Help Center.

ID.me Help Center

ID.me For assistance with creating or maintaining your ID.me account, please access the ID.me Help Center.

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