

# USAccess Scheduling Tool

This guide provides instructions on how to make an appointment to enroll for your card or to pick up/activate your card.

## Applicants Initiating an Appointment:

**1** **Navigate** to GSA Online Scheduling System by **clicking** on

<https://portal.usaccess.gsa.gov/scheduler>.

**2** **Select** an **Agency/Organization** in the drop box menu for your appointment.

Welcome

Please select an **Agency/Organization** and **Activity** below for your **Appointment** and click the **Continue** button or [find an existing appointment](#).

Dedicated site appointments are designated for that agency's employees/applicants only. If you select an agency with which you are not affiliated, your appointment may not be honored upon your arrival.

**Agency/Organization**

Please Select an Agency/Organization

- DEPARTMENT OF THE TREASURY: OFFICE OF THRIFT SUPERVISION
- DEPARTMENT OF THE TREASURY: TIGTA
- DEPARTMENT OF THE TREASURY: UNITED STATES MINT
- DEPARTMENT OF VETERANS AFFAIRS**
- DEPT OF JUSTICE
- DEPT OF JUSTICE: ATF

Please select an **Agency/Organization** and **Activity** below for your **Appointment** and click the **Continue** button or [find an existing appointment](#).

Dedicated site appointments are designated for that agency's employees/applicants only. If you select an agency with which you are not affiliated, your appointment may not be honored upon your arrival.

**Agency/Organization**

DEPARTMENT OF VETERANS AFFAIRS

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Follow these instructions on how to make an appointment to enroll for your card or to pick up/activate your card.

## Selecting an Appointment Type:

- 1 **Select** an **Activity** type for your **Appointment**.
- 2 **Click** on the **Continue** button.

Please select an **Activity** below for your **Appointment** and click the **Continue** button.

**1**

 **Enrollment - Take photo and fingerprints, present ID documents**

Select this appointment type if you received a Sponsorship Complete email, a Credential Renewal/Re-Issue Notification, or other notice to enroll or re-enroll for a credential. You will have your photo and fingerprints taken, and your identity documents verified and scanned.

**Card Pick Up - Pick up/activate your NEW credential**

**Card Update - Update your EXISTING credential and PIN resets**

**2**

**Continue** →

# USAccess Scheduling Tool

## Select a Location/Credentialing Center to Visit:

- 1 Enter a **city** and **state** or **zip code** and click on the **Find Locations** button sections near text box.
- 2 Click on the **desired site** in the results pane on the left.
- 3 Click the **continue** button on the bottom left corner of the screen.

**NOTE:** **Yellow** colored circle indicates the center is a **Dedicated Location** available to only employees of that specific Agency.

**Blue** colored circles indicate the center is a **Shared Location**. **SHARED SITES DO NOT PRINT LOCALLY**. Although you're allowed to go to shared sites, we would recommend that you didn't.

The screenshot displays the USAccess Scheduling Tool interface. On the left, the 'Preferred Sites' section includes the USAccess POINT logo and a 'Find Locations' button. The 'Locations' section has input fields for City (Washington), State (District of Columbia), and Zip, with a 'Find Locations' button below. On the right, a map shows the Washington, DC area with several locations marked with colored circles: a yellow circle (Dedicated Location) and blue circles (Shared Locations). A 'Dedicated Sites Notice' is displayed at the top of the results pane, stating that dedicated site appointments are for agency employees only. Below the notice, a list of locations is shown, including 'VACO PIV Office' (1.4 Mile(s), 810 Vermont Ave Nw, Room C-1, Washington District of Columbia 20420-0001) and 'Washington VA Medical Center' (2.7 Mile(s), 50 Irving St Nw, Room 1A-114, Washington District of Columbia 20422-0001). A 'Continue' button is located at the bottom left of the results pane.

**1** Enter a **city** and **state** or **zip code** and click on the **Find Locations** button sections near text box.

**2** Click on the **desired site** in the results pane on the left.

**3** Click the **continue** button on the bottom left corner of the screen.

# USAccess Scheduling Tool

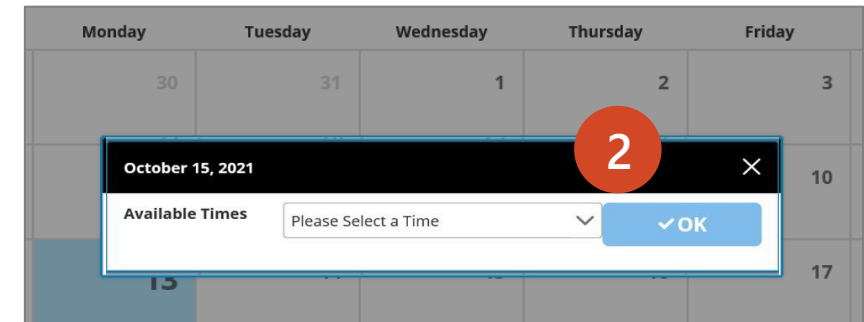
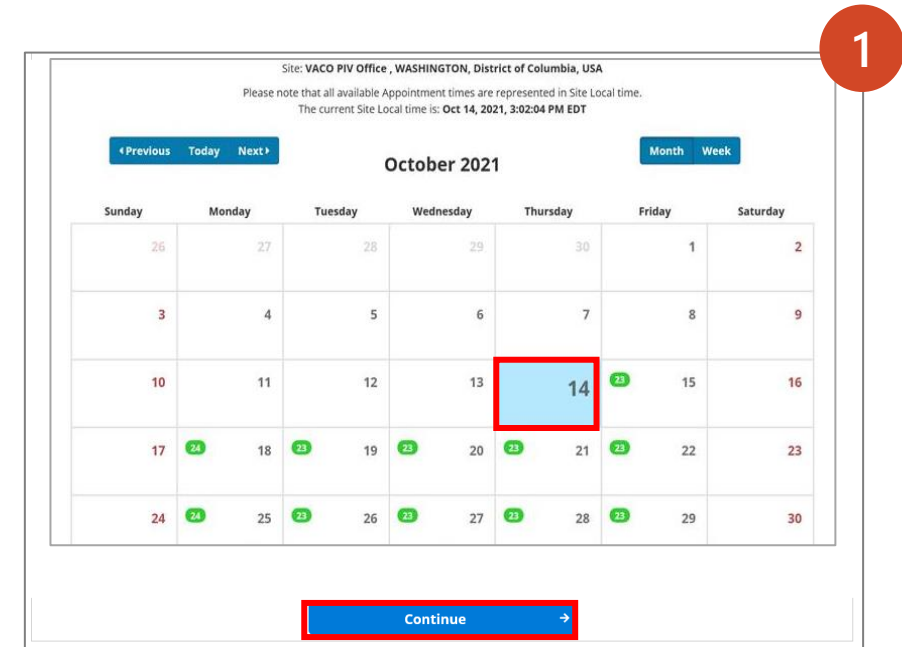
## Select an Appointment Date:

**1** Select a **day** from the site calendar that appears and then **click** the **Continue** button.

**NOTE:** **Green** numbered circles on a day indicate the center has appointments available on that day and the number of available time slots.

## Select Appointment Time

**2** Select a **time slot** from the drop-down menu and click on the **OK** button to proceed.



# USAccess Scheduling Tool

## Enter Contact Information:

**1** Enter contact details and click the **Make Appointment** button to make the appointment at the center.

**NOTE:** Applicants cannot make more than one appointment at the same site using the same email address. If a current appointment already exists, the system displays an error message.

## Appointment Confirmation:

**2** The system displays a confirmation message and sends an email to the email address entered when making the appointment.

**1**

Please enter your Contact Information.

First Name	<input type="text" value="test"/>
Last Name	<input type="text" value="user1"/>
Phone Number	<input type="text" value="703112222"/>
Email Address	<input type="text" value="testuser1@testuser1.gov"/>
Confirm Email Address	<input type="text" value="testuser1@testuser1.gov"/>

Please review the information below and click the **Make Appointment** button.

Activity	Card Pickup
Site Address	VACO PIV Office ROOM C-1 WASHINGTON, District of Columbia 20420-0001, USA
Date & Time	Oct 15, 2021 8:00 AM EDT — Oct 15, 2021 8:15 AM EDT
First Name	test
Last Name	user1
Phone Number	703112222
Email Address	testuser1@testuser1.gov
Agency/Organization	DEPARTMENT OF VETERANS AFFAIRS

**2**

Your appointment has been confirmed. The confirmation number is: **b7d95150f93d430**. Please use this number when searching for your appointment to view details, confirm or cancel it. We recommend that you record this confirmation number for future reference.

An email with this information has also been sent to **testuser1@testuser1.gov**. Please **contact us** if you have any questions.

# USAccess Scheduling Tool

## Applicants Cancelling an Existing Appointment

Applicants cannot modify an existing appointment in the Assured Identity Scheduler. If the Applicant needs to reschedule, he/she should cancel the existing appointment and then create a new one.

### Find Existing Appointment:

- 1 Click on the **find an existing appointment** link on the home page of the Assured Identity Scheduler.

### Enter Confirmation Number:

- 2 Enter the **Confirmation Number** and **Email Address** used to **create** the **appointment**.  
*The Confirmation Number is located in the confirmation email sent to the Applicant when they made the appointment.*
- 3 Click on the **Search** button.

Please select an **Agency/Organization** and **Activity** below for your **Appointment** and click the **Continue** button or **find an existing appointment.** 1

Q Search Appointment

Please enter Confirmation Number and Email Address and click the Search button.

Confirmation Number

Email Address

b7d95150f93d430

testuser1@testuser1.gov|

Search Home

Don't have your Confirmation Number to find your Appointment?

> Send my Confirmation via Email

# USAccess Scheduling Tool

## Enter Contact Information:

- 1 Once the appointment is found, **click** on the **Cancel Appointment** button.  
**NOTE:** The **confirmation number** and the applicant's **email address** are required in order to find the appointment. If the Applicant does not have this information, the Applicant should reach out to the Site to have the Registrar/Sponsor cancel the appointment.
- 2 A prompt will pop up to confirm cancellation. **Click** the **Yes** button to **continue** the **cancellation**.

## Cancellation Confirmation:

- 3 The system displays a confirmation message indicating the appointment was successfully cancelled.

Please verify the information below and confirm or cancel.

Appointment	Card Pickup
Site Address	VACO PIV Office ROOM C-1 WASHINGTON, District of Columbia 20420-0001, USA
Date & Time	Oct 15, 2021 8:00 AM EDT — Oct 15, 2021 8:15 AM EDT

1

Confirm Appointment Cancel Appointment Home

Cancel Appointment

Are you sure that you want to Cancel this Appointment?

Yes No

2

Please verify the information below and confirm or cancel.

Appointment	Card Pickup
Site Address	VACO PIV Office ROOM C-1 WASHINGTON, District of Columbia 20420-0001, USA
Date & Time	Oct 15, 2021 8:00 AM EDT — Oct 15, 2021 8:15 AM EDT

✓ Your Appointment was successfully cancelled.

3

Confirm Appointment Cancel Appointment Home