

# OTCnet Presents: Introduction to CAIA

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Or



Dial-in to set-up audio

**Conference Line: +1 (804) 394-5686 Conference Code: 89018757#**



We ask that you enter your questions throughout the presentation into the chat. There will be a 10-minute **Question and Answer session** at the end of the webinar.



During the Question and Answer session, use the **Teams** chat box and direct your question to '**Everyone**'. Include your name, agency, bureau, and email address.

**Please note this webinar will be recorded**  
**We will begin shortly**

# OTCnet Presents: Introduction to CAIA



# Introduction: The OTCnet Team

**Tiffany Maynard**

*Marketing &  
Communications Lead*



**Valya Nikolova**

*Training Lead*



**Nabil Lothae**

*Senior Specialist*



# Agenda

Timing

Topic

10 minutes Overview to CAIA

5 minutes User Authentication through PIV/CAC and ID.me

7 minutes User Provisioning Workflow

4 minutes Other Updates, Key Takeaways and What's New

10 minutes Question & Answer Session

2 minutes Closing Remarks







# CAIA Overview

The Fiscal Service-led initiative focuses on standardizing the way users register and log in to applications. In Release 4.6, the Common Approach to Identity Assurance (**CAIA**) takes over Treasury Web Application Infrastructure (TWAIs) IBM Security Identity Manager (ISIM) to manage user registration and user provisioning in **SailPoint Identity IQ (IIQ)** and **OTCnet**.

- Allows users to authenticate using **PIV/CAC** or **ID.me**
- Allows **PLSAs** and **LSAs** to **register users and request OTCnet access** for them in **SailPoint IIQ**
- Allows users to obtain **fine-grained user access in OTCnet** with the assistance of **HLAS, PLSAs** and **LSAs**

## Key Updates for End Users

Modernized Identity  
Management with  
SailPoint

User Management &  
Provisioning in SailPoint  
and OTCnet

Temporarily Freeze Data in  
OTCnet Security Reports

## Poll Question

### 1. Are you a PLSA or LSA OTCnet User?

- Yes**
- No**
- Not sure**



## Key Updates for PLSAs/LSAs

Adding or Removing User  
Access in SailPoint

Adding or Removing an  
Endpoint/Role for a User in  
OTCnet

Approving or Denying User  
Access Requests in  
SailPoint

Approving or Rejecting  
Endpoint/Role Requests in  
OTCnet





# User Authentication through PIV/CAC and ID.me

(5 Minutes)

# User Authentication, Continued

Users with **PIV/CAC** linked to their FS accounts go to OTCnet to log in.

<https://otcnet.for.fiscal.treasury.gov>



OTCnet

 PIV / CAC

**ID.me**

## Authenticate using PIV, PIV-I, CAC, Yubikey

Certificate Authentication enables U.S. Federal employees and contractors to authenticate using a federally provided credential (PIV, PIV-I, CAC, Yubikey)

## 3. Do you have an active account with ID.me?

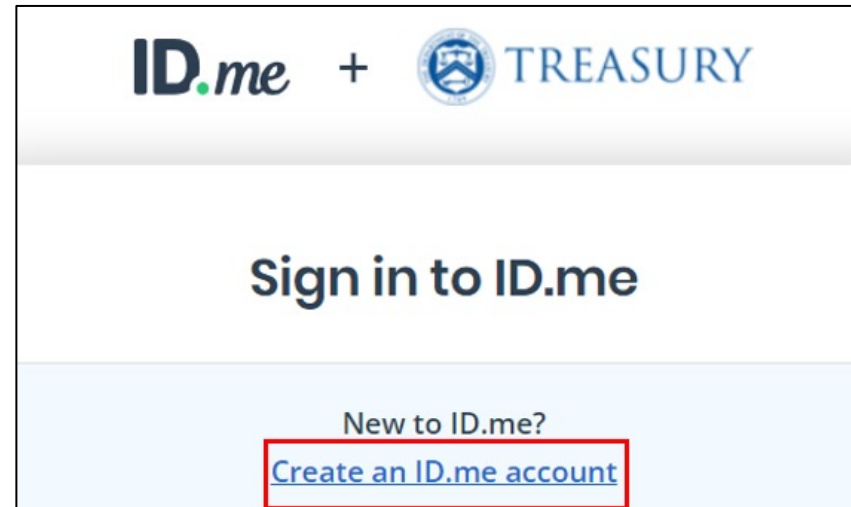
- Yes**
- No**
- Not sure**



OTCnet



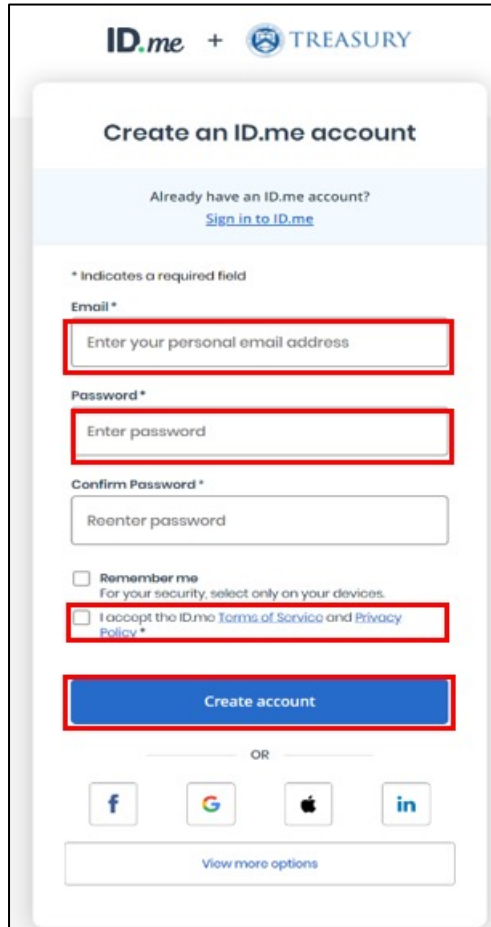
The screenshot shows the OTCnet authentication interface. On the left, there are two buttons: 'PIV / CAC' and 'ID.me'. The 'ID.me' button is highlighted with a red border. On the right, there is a heading 'Authenticate using PIV, PIV-I, CAC, Yubikey' and a paragraph of text: 'Certificate Authentication enables U.S. Federal employees and contractors to authenticate using a federally provided credential (PIV, PIV-I, CAC, Yubikey)'.



The screenshot shows the ID.me sign-in screen. At the top, it displays 'ID.me + TREASURY' with the Treasury Department seal. The main heading is 'Sign in to ID.me'. At the bottom, there is a light blue section with the text 'New to ID.me?' and a button labeled 'Create an ID.me account' which is highlighted with a red border.

# User Authentication, Continued

OTCnet



ID.me + TREASURY

### Create an ID.me account

Already have an ID.me account?  
[Sign in to ID.me](#)

\* Indicates a required field

Email \*

Enter your personal email address

Password \*

Enter password

Confirm Password \*





Reenter password

Remember me  
For your security, select only on your devices.

I accept the ID.me Terms of Service and Privacy Policy \*

Create account


OR


[View more options](#)



OTCnet

ID.me +  TREASURY

**AUTHORIZE TREASURY DEVELOPMENT**



**We've verified your identity!**

Before we send you back to Treasury Development, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

---

Treasury Development will receive:

<input checked="" type="checkbox"/> First Name	<input checked="" type="checkbox"/> Middle Name
<input checked="" type="checkbox"/> Last Name	<input checked="" type="checkbox"/> Phone
<input checked="" type="checkbox"/> Street	<input checked="" type="checkbox"/> City
<input checked="" type="checkbox"/> State	<input checked="" type="checkbox"/> Postal Code
<input checked="" type="checkbox"/> SSN	<input checked="" type="checkbox"/> Birth Date
<input checked="" type="checkbox"/> Email	<input checked="" type="checkbox"/> ITIN
<input checked="" type="checkbox"/> SSN/ITIN	

---

You can remove this access at any time by changing your ID.me account settings.

**Allow**

[Deny](#)

For more information, refer to the  
[Treasury and ID.me](#) site.

Also, refer to the Job Aid on how to  
[Create An OTCnet Account Through ID.me](#).

## Resources for User Help Support

### ID.me Support

- Help Page (no log in required):  
<https://help.id.me/hc/en-us>
  - Includes a chat bot
- Help Center (log in required): [https://help.id.me/hc/en-us/p/contact\\_support](https://help.id.me/hc/en-us/p/contact_support)
  - Includes a chat bot and an option to open a Help Ticket



# User Provisioning Workflow in SailPoint and OTCnet

(7 Minutes)

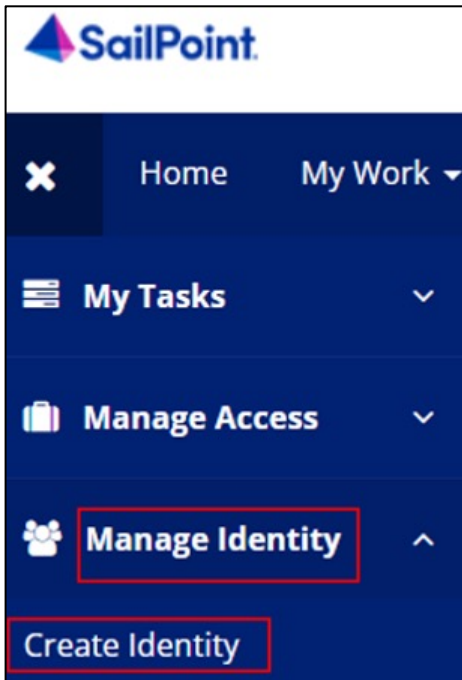
# User Provisioning Workflow

Step	High-Level Actions
<b>Step 1</b>	The <b>PLSA</b> or <b>LSA</b> receives an authorized/approved request to add a new user (from their organization) to OTCnet.
<b>Step 2</b>	<p>The <b>PLSA</b> or <b>LSA</b> logs into SailPoint IIQ, selects <b>Manage User Access</b>, and searches for the email address of the new user from the request in step 1.</p> <ul style="list-style-type: none"> <li>• If the email address is <u>not found</u>, the PLSA or LSA selects <b>Manage Identity</b> and <b>Create Identity</b> from the menu options. They enter the authorized user's <b>email address</b> and select <b>Submit</b>.</li> <li>• If the email address <u>is found</u>, the PLSA or LSA continues with step 3.</li> </ul>
<b>Step 3</b>	The <b>PLSA</b> or <b>LSA</b> adds the authorized <b>role/HLO</b> or <b>role/Financial Institution (FI)</b> combinations to the identity. Another <b>PLSA</b> or <b>LSA</b> approves (or denies) the request. Then the requestor <b>PLSA/LSA</b> notifies the user to log into OTCnet.
<b>Step 4</b>	<p>The user logs into OTCnet and sees the following message: <i>“Thank you for logging into OTCnet. You have completed the steps to request access to the application”</i>.</p> <p>The user is prompted to contact their <b>PLSA</b> or <b>LSA</b> requesting for them to set up their OTCnet <b>endpoint(s)</b> and <b>role(s)</b>.</p>
<b>Step 5</b>	The <b>PLSA</b> or <b>LSA</b> logs into OTCnet and adds the authorized <b>endpoint(s)</b> and <b>role(s)</b> to the user. Another <b>PLSA</b> or <b>LSA</b> approves (or rejects) the request. Then the user is informed that their OTCnet provisioning is complete.

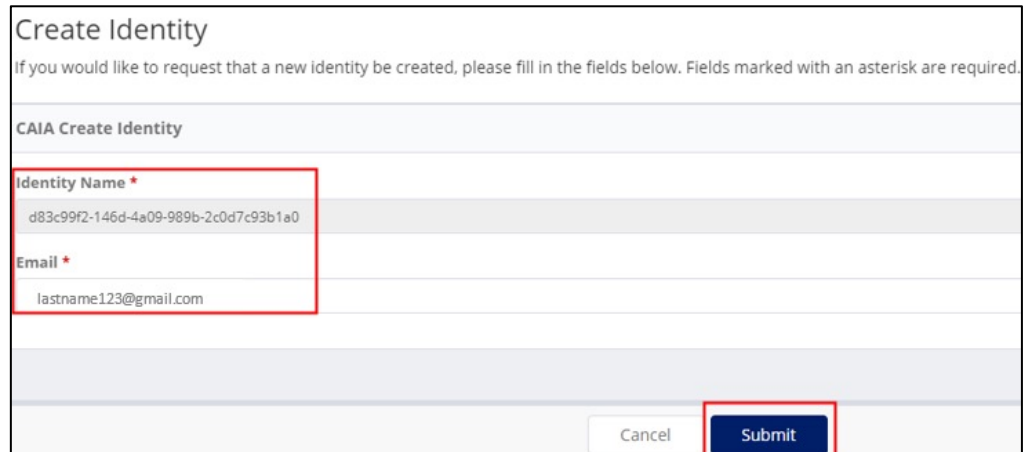


## Requesting User Access in SailPoint

### Creating User Identity in SailPoint



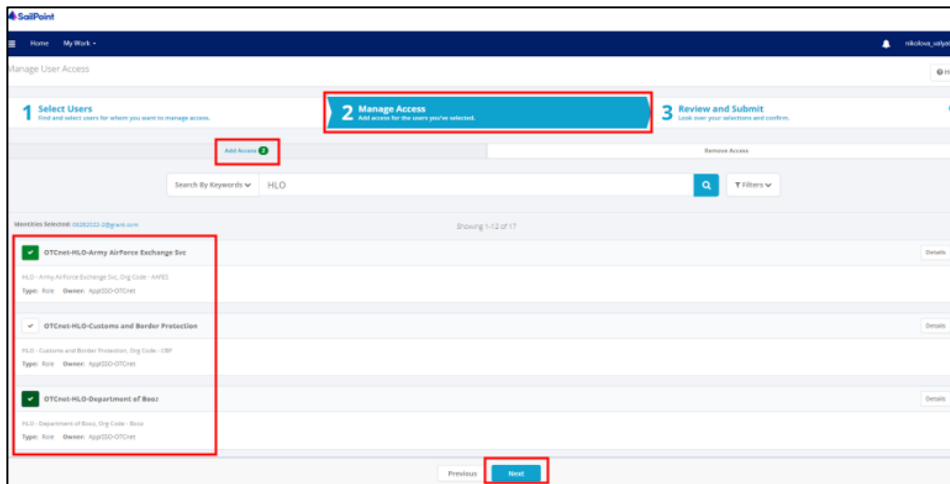
### Entering a User Email Address for the Identity



A screenshot of the 'Create Identity' form in SailPoint. The form title is 'Create Identity' and it includes a sub-header 'CAIA Create Identity'. Below the title is a note: 'If you would like to request that a new identity be created, please fill in the fields below. Fields marked with an asterisk are required.' The form contains two input fields: 'Identity Name \*' with the value 'd83c99f2-146d-4a09-989b-2c0d7c93b1a0' and 'Email \*' with the value 'lastname123@gmail.com'. Both fields are enclosed in red rectangular boxes. At the bottom right of the form are two buttons: 'Cancel' and 'Submit', with the 'Submit' button also enclosed in a red rectangular box. A yellow circle with the number '2' is positioned below the 'Submit' button.

## Requesting Access in SailPoint, Continued

### SailPoint, Manage Access



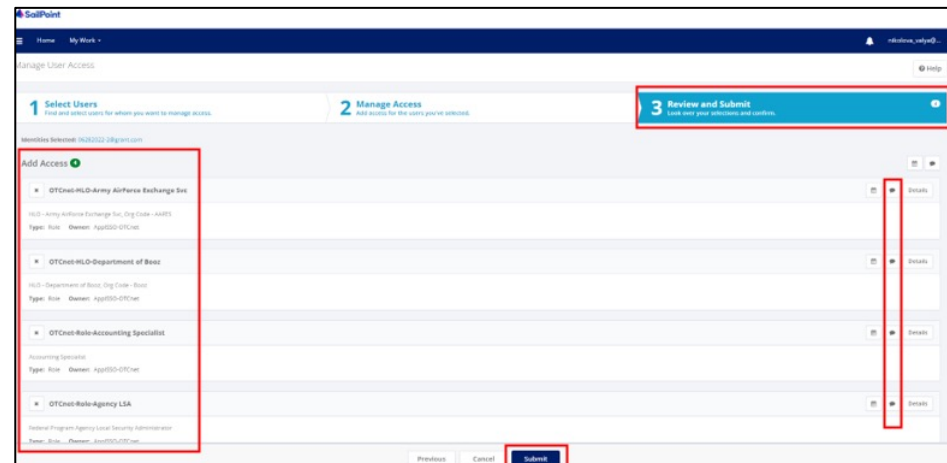
The screenshot shows the 'Manage User Access' page in SailPoint. At the top, there are three numbered steps: 1. Select Users, 2. Manage Access (highlighted in blue), and 3. Review and Submit. Below the steps, there is a search bar with the text 'HLO' and a search button. A table of user identities is displayed, with three rows selected and highlighted in red:

- OTCnet-HLO-Army AirForce Exchange Svc  
HLO - Army AirForce Exchange Svc, Org Code - AMES  
Type: Role Owner: ApplSSO-OTCnet
- OTCnet-HLO-Customs and Border Protection  
HLO - Customs and Border Protection, Org Code - CBP  
Type: Role Owner: ApplSSO-OTCnet
- OTCnet-HLO-Department of Booz  
HLO - Department of Booz, Org Code - Booz  
Type: Role Owner: ApplSSO-OTCnet

At the bottom right, there is a 'Submit' button highlighted in red.

3

### SailPoint, Review and Submit



The screenshot shows the 'Manage User Access' page in SailPoint, now at step 3 'Review and Submit' (highlighted in blue). The 'Add Access' section is expanded, showing a list of roles with checkboxes and 'Details' links. The roles listed are:

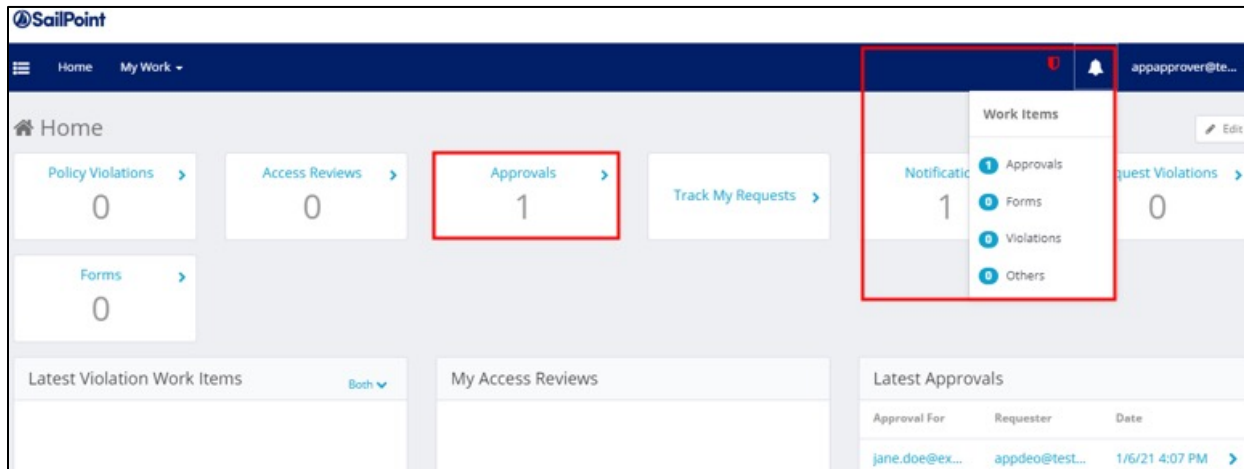
- OTCnet-HLO-Army AirForce Exchange Svc
- OTCnet-HLO-Department of Booz
- OTCnet-Role-Accounting Specialist
- OTCnet-Role-Agency LSA

At the bottom right, there is a 'Submit' button highlighted in red.

4

## Approving User Access in SailPoint

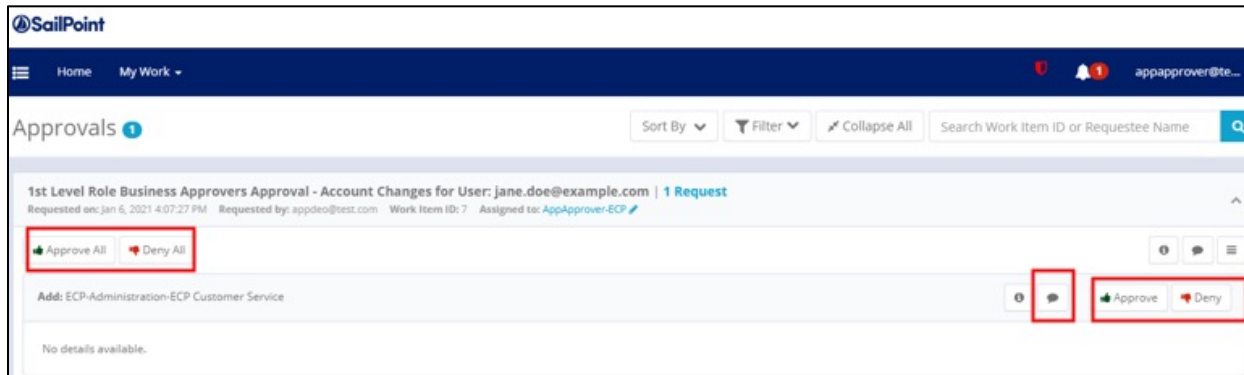
### SailPoint Home Page, Approval Awaiting the Approver's Action



The screenshot shows the SailPoint Home Page. The 'Approvals' widget is highlighted with a red box, indicating 1 pending approval. A dropdown menu is open, showing 'Work Items' with 'Approvals' (1), 'Forms' (0), 'Violations' (0), and 'Others' (0). The 'Approvals' item is also highlighted with a red box. The user's name 'appapprover@te...' is visible in the top right.

5

### SailPoint, Approvals



The screenshot shows the SailPoint Approvals page. The 'Approvals' widget shows 1 pending approval. The 'Approve All' and 'Deny All' buttons are highlighted with red boxes. The 'Approve' and 'Deny' buttons are also highlighted with red boxes. The user's name 'appapprover@te...' is visible in the top right.

6

## Adding an Endpoint/Role for a User in OTCnet

### OTCnet, Search User Directory

Location: Home >> Administration >> Manage Users >> Manage OTCnet Users


**Search User Directory** Manage OTCnet Users Home

Search:

Displaying 1 of 1 results

Manage User Account	Name	Email	HLO
<a href="#">View Account</a>	Cassandra Caine	caine.cassandra@wenterprises.com	HLO1 HLO2 HLO3

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7


### OTCnet, Manage User Account

Administration | Reports

Manage Users | Audit

Location: Home >> Administration >> Manage Users >> Manage OTCnet Users

**Manage User Account** Manage OTCnet Users Home


 **Richard Grayson**

Email Address:

HLO(s):

[Add Endpoint/Role](#) Remove Endpoint/Role

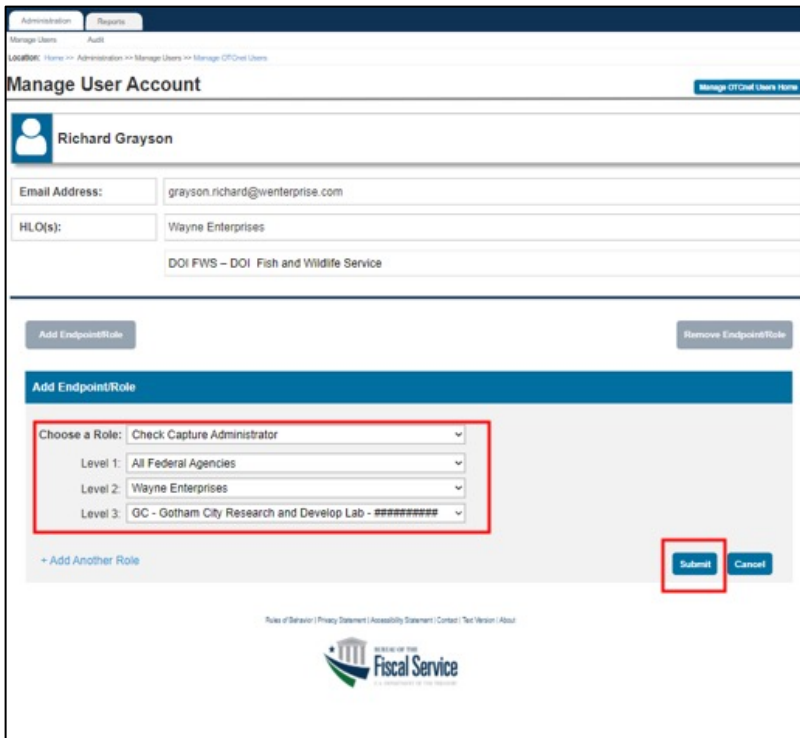
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8

## Adding an Endpoint/Role for a User in OTCnet, Continued

### OTCnet, Manage User Account, Add Endpoint/Role



Administration | Reports

Manage Users | Audit

LOGGED IN: Home >> Administration >> Manage Users >> Manage OTCnet Users

**Manage User Account** [Manage OTCnet Users Home](#)

**Richard Grayson**

Email Address: grayson.richard@wenterprise.com

HLO(s): Wayne Enterprises  
DOI FWS - DOI Fish and Wildlife Service

[Add Endpoint/Role](#) [Remove Endpoint/Role](#)

**Add Endpoint/Role**

Choose a Role: **Check Capture Administrator**


Level 1: All Federal Agencies

Level 2: Wayne Enterprises

Level 3: GC - Gotham City Research and Develop Lab - \*\*\*\*\*

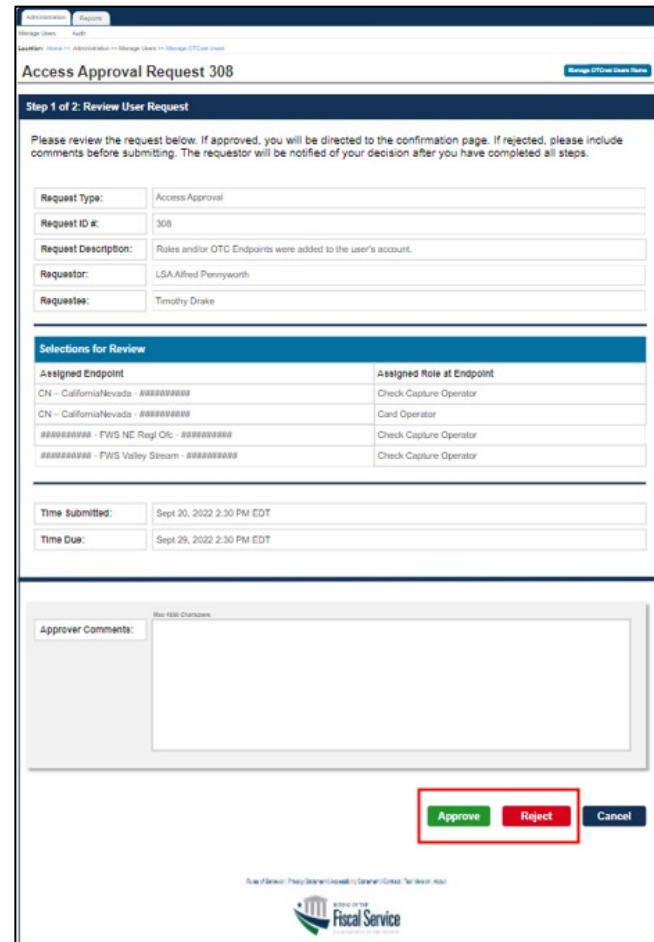
[+ Add Another Role](#) [Submit](#) [Cancel](#)

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9

### OTCnet, Access Approval Request



Administration | Reports

Manage Users | Audit

LOGGED IN: Home >> Administration >> Manage Users >> Manage OTCnet Users

**Access Approval Request 308** [Manage OTCnet Users Home](#)

**Step 1 of 2: Review User Request**

Please review the request below. If approved, you will be directed to the confirmation page. If rejected, please include comments before submitting. The requestor will be notified of your decision after you have completed all steps.

Request Type: Access Approval

Request ID #: 308

Request Description: Roles and/or OTC Endpoints were added to the user's account.

Requester: LSA, Alfred Pennyworth

Requestee: Timothy Drake

**Selections for Review**

Assigned Endpoint	Assigned Role at Endpoint
CN - California Nevada - *****	Check Capture Operator
CN - California Nevada - *****	Card Operator
***** - FWS NE Regl OTC - *****	Check Capture Operator
***** - FWS Valley Stream - *****	Check Capture Operator


Time Submitted: Sept 20, 2022 2:30 PM EDT

Time Due: Sept 29, 2022 2:30 PM EDT

Approver Comments: Max 1000 Characters

[Approve](#) [Reject](#) [Cancel](#)

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10



For more information, refer to the Printable Job Aids on the [OTCnet Training Site](#).

Printable Job Aids for SailPoint IIQ	Printable Job Aids for OTCnet
<a href="#"><u>Self-Register/Create an Account</u></a>	<a href="#"><u>Log in to OTCnet Online</u></a>
<a href="#"><u>Request Your Access</u></a>	<a href="#"><u>Add an Endpoint/Role for a User</u></a>
<a href="#"><u>Create a User Identity</u></a>	<a href="#"><u>Remove an Endpoint/Role for a User</u></a>
<a href="#"><u>Add User Access</u></a>	<a href="#"><u>Approve or Reject an Endpoint/Role</u></a>
<a href="#"><u>Remove User Access</u></a>	
<a href="#"><u>Approve or Deny User Access Requests</u></a>	

For an immersive user experience, refer to the YouTube videos on the [OTCnet Training Site](#).

## YouTube Videos for SailPoint IIQ

[Request OTCnet Access for Yourself](#)

[Request OTCnet Access for Users](#)

[Remove OTCnet User Access](#)

[Approve or Deny OTCnet User Access Requests](#)

- Frequently Asked Questions (FAQ):

<https://fiscal.treasury.gov/files/otcnet/introduction-to-caia-faq.pdf>

- System Requirements Guide:

<https://www.fiscal.treasury.gov/files/otcnet/otcnet-sys-req.pdf>



# Other Updates, Key Takeaways and What's New (4 Minutes)

# Treasury General Account (TGA) 25-by-25 Initiative

## Purpose

- The Treasury General Account (TGA) landscape has changed as a direct result of the banking industry's growing trend to reduce their physical footprint supporting brick and mortar banking centers, and banks are leaving the TGA network.
- In assessing this changing market and striving to meet the needs of their customer agencies while maintaining operational stability in federal revenue collection, Fiscal Service has set a goal to reduce the volume of deposit processing vouchers across the TGA network 25% by 2025.

## Action Needed

- Fiscal Service has established **June 30, 2025**, as the expected transition end date of your agency's paper-based collections to one or more of Fiscal Services' many electronic solutions (such as ACH Credit, Credit/Debit Card Processing, Mobile, Digital Wallet, Online Bill Payment, and/or Pay.gov).
- The OTCnet Deployment team is ready to assist with your agency's transitions and provide further information on our various electronic solutions.
- **This initiative is in support of the Bureau's No Cash No Check Policy, and we encourage your agency to adopt this policy in full or in part as we move toward the goal of an all-electronic Treasury!**

## Key Takeaways

- **CAIA** takes over ISIM to manage user registration and user provisioning in **SailPoint** and **OTCnet**.
- All users will authenticate using **PIV/CAC** or **ID.me**.
- **PLSAs** and **LSAs** will **register users and request OTCnet access for them in SailPoint IIQ**.
- Prospective users will obtain **fine-grained user access in OTCnet** with the assistance of **HLAS, PLSAs, and LSAs**.

## **Multi-Factor Authentication (MFA) in OTCnet Offline**

- Users can use **MFA** in OTCnet Offline to be compliant with Cybersecurity Executive Order (EO) 14028.

## **Offline to Online Authentication Password**

- Check Capture Administrators can create passwords for online authentication into Offline to continue to perform functions in OTCnet Offline.

## **Extending Session Timeout to 30 Minutes in OTCnet Offline**

- The session timeout in the Offline application is being extended to 30 minutes which prevents unnecessary timeouts due to inactivity.



# Question & Answer

(10 Minutes)

Type a new message







# Closing Remarks

(2 Minutes)

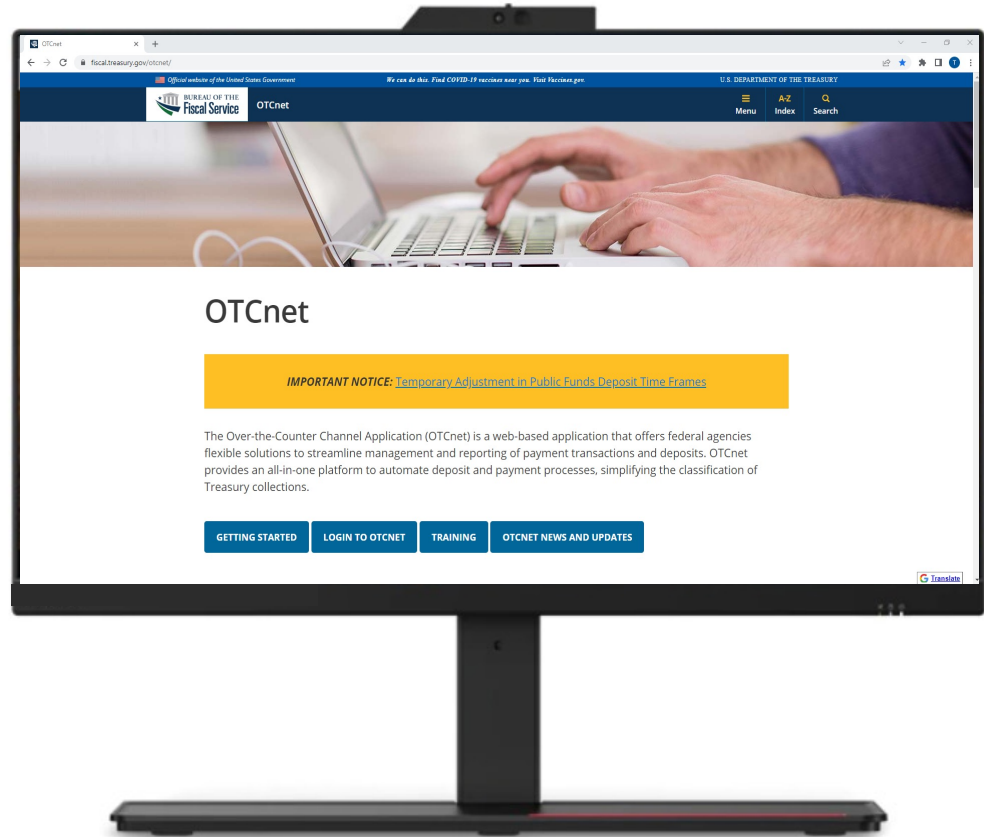
A copy of this presentation as well as other resources will be sent to you by email.

For the most up to date OTCnet news, check out the [OTCnet Home Page](#)

Upcoming Session



➤ **November 7<sup>th</sup>, 2023**



**Contact Us for  
Support**



**The OTCnet Customer Support Team**

(866) 945-7920

DSN: (510) 428-6824, option 2

[Fiscalservice.OTCChannel@citi.com](mailto:Fiscalservice.OTCChannel@citi.com)

