

Logging in to the DNP Portal—PIV/CAC/LincPass Card Users

Do Not Pay Portal Quick Reference Card

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 PIV/CAC/LincPass Card Users

On March 25, 2023, Fiscal Service implemented CAIA to log in to the DNP Portal, replacing the IBM Security Identity Manager (ISIM). Users who have access to a PIV/CAC/LincPass card will log into the DNP Portal using their card and PIN.

First-Time Login Process: If it is your first time logging in to the DNP Portal with your PIV/CAC/LincPass card, you will be directed to a one-time email verification screen. Enter your work email address that was used to enroll into the DNP Portal on your User Enrollment Form. A verification code will be sent to that email. Enter that verification code and click [Submit] to access the DNP Portal.

FAQ's

If I am already enrolled as a DNP Portal User, what action do I need to take?

No further action is required for current DNP Portal Users. Proceed to log in to the DNP Portal using the "PIV/CAC" button.

Do I need to make an account with Login.gov or ID.me?

No. If you have access to a PIV/CAC/LincPass card, you do not have to create an account with Login.gov or ID.me. You will log in to the DNP Portal by choosing the PIV / CAC button on the login page.

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.



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

Step 1: Login using PIV/CAC button

Step 2: Select your certificate

Step 3: Enter your PIN

Email verification screen

Support Resources

Agency Support

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

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