## Onboarding Process

### Step 1: Contact the OTCnet Deployment Team - Discuss agency needs and System Requirements with Deployment Specialist

- Understand OTCnet User Roles (See [User Roles Guide](#))
- Review the OTCnet [System Requirements Guide](#) internally; work with IT team to begin set up of terminals
- Identify agency individuals for OTCnet user roles
- Identify necessary Financial Institution (FI) users for OTCnet roles

**Note:** If your agency is already set up with OTCnet but would like to add an endpoint, complete the Deposit Reporting Set-Up worksheet and reach out to the OTCnet Deployment Team.

For the documents referenced in this table, please visit: [https://www.fiscal.treasury.gov/otcnet/deposit-processing.html](https://www.fiscal.treasury.gov/otcnet/deposit-processing.html)

### Step 2: Onboarding Forms and Backend Setup - Work with Deployment Team to complete onboarding paperwork and set up account with Financial Institution.

- Deposit Reporting Setup Worksheet
- [Primary Local Security Administrator (PLSA) Form](#)
- Work with Federal Reserve Bank of St. Louis and the OTCnet Security Team on backend setup
- Work with FI to set up bank account

**Target Date:** (MM/DD/YYYY)

### Step 3: User Provisioning and Web-Based Training - PLSA/LSA provisions users; all users complete Web-Based Training. Accounting Specialist creates endpoint within OTCnet.

- PLSA/LSA creates and provisions OTCnet user roles to users
- Work with FI to provide OTCnet access and provision FI users
- Users begin [Web-Based Training (WBT)](#) for OTCnet roles

**Target Date:** (MM/DD/YYYY)

### Step 4: Complete Terminal Set up - Ensure that all agency and FI users can log into OTCnet form their terminals.

- Complete terminals set up according to System Requirements

**Target Date:** (MM/DD/YYYY)

### Step 5: Begin Deposit Processing - Work with Deployment Specialist to submit first deposit within OTCnet.

- Process a first deposit through OTCnet
- Review OTCnet Reports with Deployment Specialist

**Target Date:** (MM/DD/YYYY)

### Additional Resources:

- **Web-Based Training** - [https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all.htm](https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all.htm)
- **OTCnet Training Resources Library** - [https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/library.htm](https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/library.htm)
- **OTCnet FAQs** - [https://www.fiscal.treasury.gov/otcnet/faqs.html](https://www.fiscal.treasury.gov/otcnet/faqs.html)
- **OTCnet 24/7 Customer Service** - Fiscalservice.OTCChannel@citi.com
  Toll-Free: 866-945-7920 DSN: 510-428-6824 Options 1, 3, 4
- **For Password Assistance, see Printable Job Aids, 2.3** - [https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all_sims.htm](https://www.fiscal.treasury.gov/otcnet/training/wbt/content/course_OTC/menu_all_sims.htm). For further assistance, contact the OTCnet Customer Service Team.
- **Contingency Plan Information** - [https://www.fiscal.treasury.gov/otcnet/emergency-procedures.html](https://www.fiscal.treasury.gov/otcnet/emergency-procedures.html)
- **Getting Started with OTCnet** - [https://www.fiscal.treasury.gov/otcnet/getting-started-overview.html](https://www.fiscal.treasury.gov/otcnet/getting-started-overview.html)