

Note to SPS Users – October 23, 2015

Over the weekend of October 10-12, we enhanced the infrastructure and functionality of SPS to improve its security posture and pave the way for accepting Agency PIV/CAC badges as a part of the HSPD-12 mandate.

We performed extensive testing to ensure that these changes would not have any negative impact to SPS users. Unfortunately, a few users have experienced an issue gaining access to SPS after these enhancements were made.

The following scenarios occurred contributing to users not being able to access SPS:

- a) SPS improved the security architecture affecting some agencies who have dedicated connectivity with the Fiscal Service.
- b) Some SPS users bypass the SPS pop-ups that warn about the need to update their SPS Installations.
- c) Some SPS users' credentials did not show up as valid credentials to access the SPS application.

We apologize for any inconvenience and we're working with impacted users to resolve their issues.

If you are still having an issue, please contact the SPS Help Desk at 816-414-2340. A help desk representative will work with you to resolve the issue.