

Access User ID

To access your User ID, complete the following steps:

1. From the *Fiscal Service Single Sign On* page, click **Forgot your User ID?** as shown in Figure 1. The *Please contact the Fiscal Service IT Service Desk at (304) 480-7777 for assistance with your Production Fiscal Service LDAP account* message appears.

Figure 1. Single Sign On Page (Forgot Your User ID? Link)

The screenshot shows the Fiscal Service Single Sign On page. At the top left is the Bureau of the Fiscal Service logo. The main heading is "Select an authentication method and enter your credentials". On the left, there are three buttons: "SSO User ID and Password", "SecurID Token", and "PKI Certificate". On the right, there are input fields for "User ID:" and "Password:", followed by "Log In" and "Reset" buttons. A red box highlights the "Forgot your User ID?" link. Below the login fields, there is a warning message: "WARNING WARNING WARNING" and a note: "NOTE". At the bottom, there is a footer with "Accessibility | Contacts | Privacy Policy | Rules of Behavior" and "U. S. Department of the Treasury - Bureau of the Fiscal Service".

2. Call the Fiscal Service IT Service Desk at (304) 480-7777. Select option 3.
3. The Fiscal Service IT Service Desk will ask for your email, first name and last name and will send you three follow up emails.



Application Tip

The Service Desk will send you three emails, with the following information:

- Password reset instructions (includes your User ID)
- A temporary password
- A link to the Identity Manager Single Sign On (ISIM) system

4. Follow the ISIM link from the third email. Enter your User ID and temporary password into the **User ID** and **Password** fields.
5. Click **Log In**.



Application Tip

You are prompted to reset your password.

6. Click **Continue**. You are logged into the ISIM system.



Application Tip

Your password was successfully reset.

7. Click **Logoff** to exit the system. Close your browser. Wait 15 minutes before accessing the OTCnet application.