



About Smart Card Access

Q What is a Smart Card?

A A Smart Card, also known as a Personal Identity Verification (PIV) card, gives you both physical and logical (electronically authorized) access to National Science Foundation (NSF) resources. Using the Smart Card, you can log into your computer using a card reader and a 6-8 digit PIN and no longer need to use your NSF Local Access Network Identification (LAN ID) and password.

Q Why are we implementing Smart Cards?

A NSF is implementing Smart Card access for reasons that benefit both NSF and NSF employees. Implementation of Smart Cards is mandated by Federal policy and regulations (FISMA, HSPD-12, NIST FIPS 201-1, OMB M-11-11). Using Smart Cards also provides an added layer of security for NSF IT Systems.

Setting Up Smart Card Access

Q How do I get a Smart Card?

A If you are an NSF employee or contractor with a valid NSF badge, this badge will serve as your Smart Card. If you do not have a valid NSF badge, you must follow the process for receiving an NSF badge. Please contact to your Division's Administrative Officer (AO) if you are an employee or your Contracting Technical Officer (COTR) if you are a contractor for instructions on how to receive a badge.

Q How do I get my card reader?

A Please go to IT Help Central (ITHC) to obtain your card reader.

Q How do I install and use my card reader?

A The Smart Card Quick Start Guide has complete instructions on how to install and use your Smart Card reader. You may also call ITHC, x4357, for assistance.

Q I already have a card reader installed on my laptop; can I use it instead of the USB Smart Card reader?

A Yes. You can use the built-in card reader as long as the device drivers are installed and properly working. If you are unsure if your built-in card reader is set up properly, please contact ITHC, x4357, for assistance.

Q Which Operating Systems are supported for Smart Card Access?

A Only Windows XP and Windows 7 are supported. Mac computers are not supported at this time. We plan to add Mac users when the login process is compatible for Macs.

Q I am an Office 365 user. Can I use Smart Cards?

A Office 365 users can use Smart Cards. However, there are special instructions that must be followed to configure Office 365 to work with Smart Card login. Please refer to the Quick Start guide for additional information on how to get Office 365 running on your workstation.

Lost Smart Card, PIN Reset and Problems Logging In

Q I lost my Smart Card, how do I get a new one?

A Report your lost badge immediately to your Division Administrative Officer if you are a Federal employee or to your COTR if you are a contractor.



Lost Smart Card, PIN Reset and Problems Logging In (continued)

Q I left my Smart Card at home. Can I use my NSF LAN ID and password to log in?

A If your division is still in the process of rolling out Smart Cards, you will be able to use your NSF LAN ID and password to log into your workstation. If your division has completed the Smart Card rollout and you are now required to use a Smart Card to access your workstation, please call IT Help Central (x4357) for assistance.

Q I don't have access to my Smart Card and can't remember my NSF LAN ID and password. How do I log in?

A If you do not have your badge and cannot remember your NSF LAN ID and password, you must call IT Help Central, x4357.

Q How often will I have to change my PIN? How do I do that?

A Once you have set your PIN, you will not need to change it again. If you need to replace your badge, you will need to set your PIN for the new badge.

Q How do I get my PIN reset?

A All users will need to go to the Division of Administrative Services (DAS) badge office to reset their PIN.

Q How many incorrect log in attempts do I get before my card is locked out of the system?

A Your Smart Card access will be locked after 10 incorrect log in attempts. If this happens, please go to the DAS badge office in Stafford I, Room 361, to get your card unlocked.

Remote Access, Accessing Internal Applications

Q Can I use my Smart Card for Remote Access?

A Yes. Currently you will be able to log in remotely with your NSF LAN ID and password, as well as your Smart Card and PIN. In the future, a Smart Card and PIN will be required to access NSF remotely.

Q Can I log in to the NSF Wireless using my Smart Card?

A No. This phase of the Smart Card implementation only supports logging into the internal NSF network.

Q Can I use my Smart Card to log in to internal applications?

A No. This phase of the Smart Card implementation only supports logging into the internal NSF network. Future phases of the Smart Card rollout will support application login.

Other

Q Can I give my Smart Card to someone else to log in to the network?

A No. The certificates on a Smart Card are only intended for the individuals to whom they were originally issued. Please be sure to follow the Security Guidelines outlined in the NSF IT Security training.

Q Can I use a Smart Card from another organization to log in to the NSF network?

A No. At this time we only support NSF-issued Smart Cards. This applies for Visitors and Guests from other organizations as well.

Q What happens if my NSF password is about to expire? Do I still get a notice even though I log in with my Smart Card?

A Yes, you will continue to receive a notification when your NSF password is about to expire after logging in successfully with your Smart Card.