



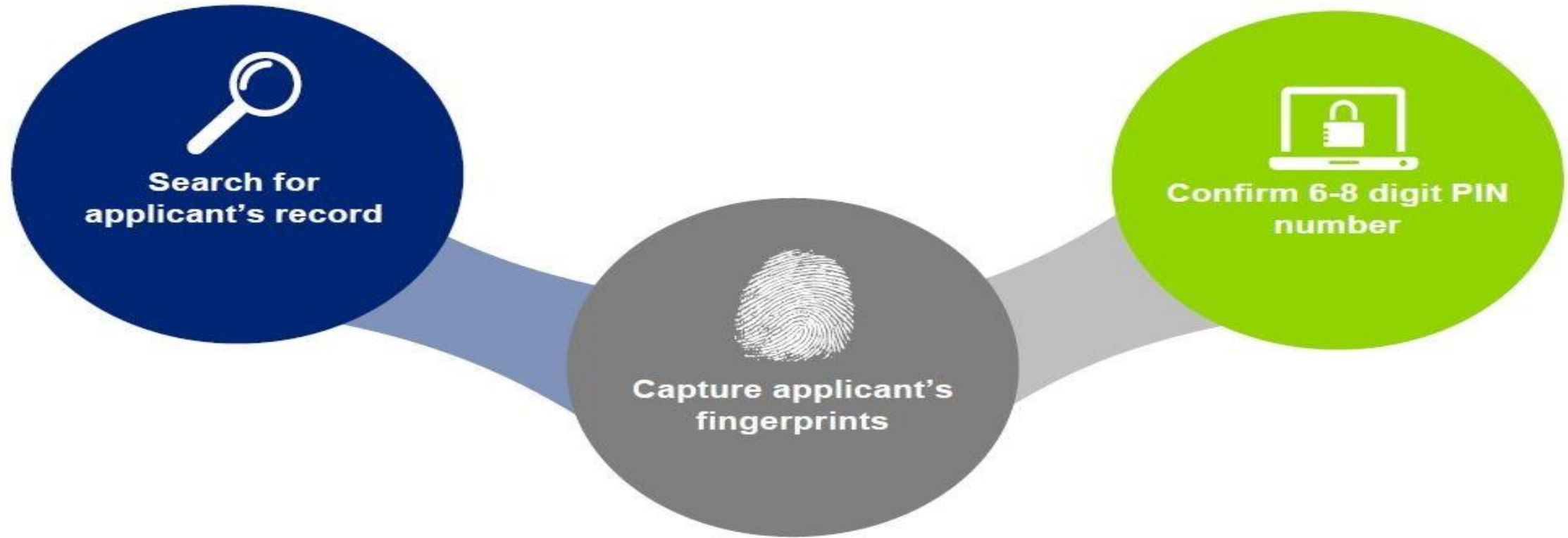
Credentialing Workstation (CWS) Training Guide

**US Department of Health & Human Services (HHS)
May 2022**

CWS
PIN Reset

PIN Reset Overview

The PIN Reset option from the main menu within the CWS allows the ability to enter the applicant's last name and personal identifier, capture the fingerprints, and enter a numeric 6-8 digit PIN to reset the PIN.



PIN Reset

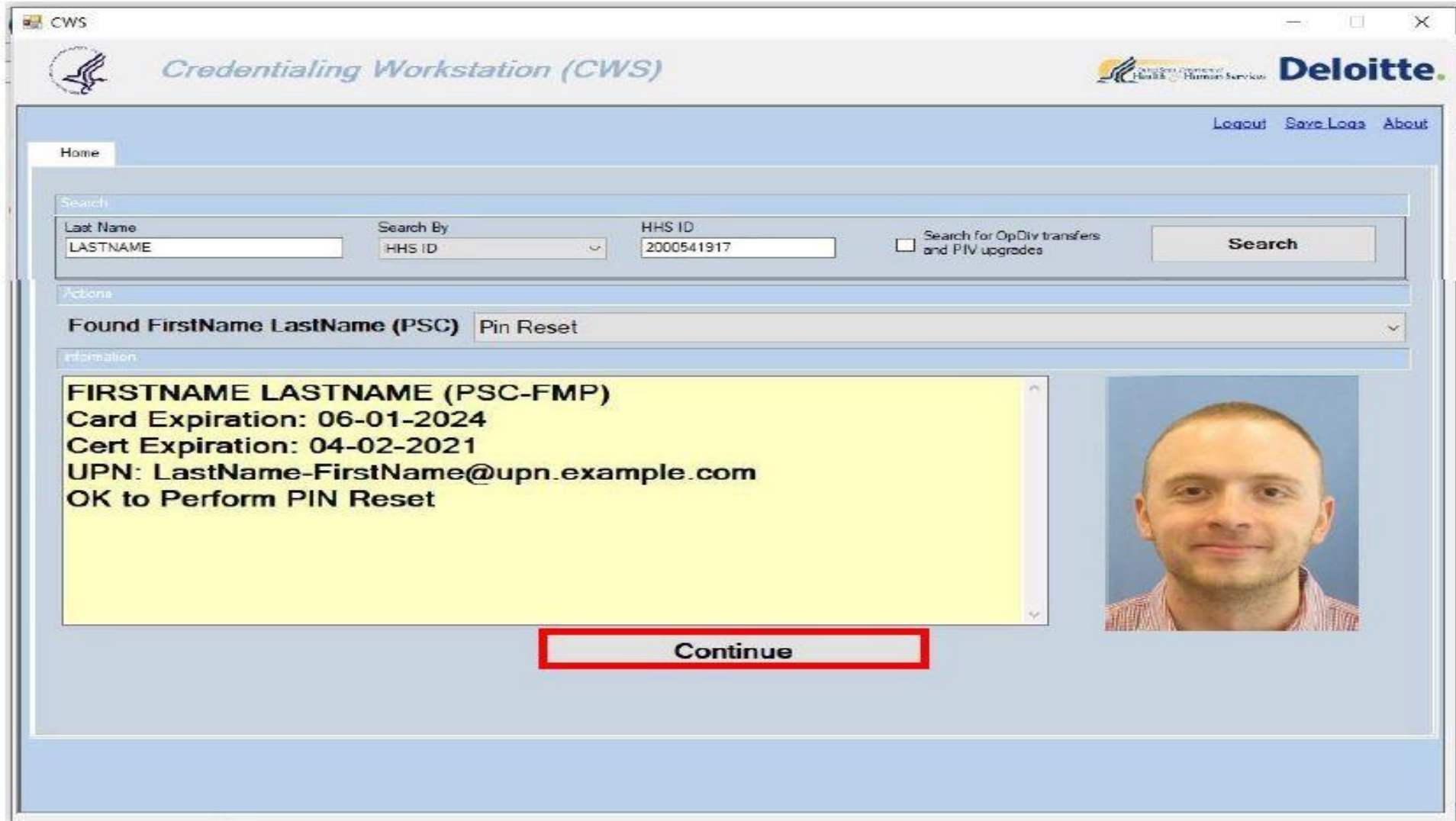
Step 1: Enter the Users Last Name and Personal Identifier and select 'Search'. Personal Identifier dropdown allows to select whether to search by Employee ID, Social Security Number or HHS ID. Select 'PIN Reset' from the drop-down.

The screenshot shows the 'Credentiaing Workstation (CWS)' application window. The header includes the CWS logo, the title 'Credentiaing Workstation (CWS)', and the Deloitte logo. Navigation links for 'Logout', 'Save Logs', and 'About' are in the top right. A 'Home' tab is active on the left. The main content area has a 'Search' section with a 'Last Name' field containing 'LASTNAME', a 'Search By' dropdown set to 'HHS ID', an 'HHS ID' field containing '2000541917', a checkbox for 'Search for OpDiv transfers and PIV upgrades', and a 'Search' button. Below the search section is an 'Actions' section. It features a table with the header 'Found FirstName LastName (PSC)' and a dropdown menu. The dropdown menu is open, showing three options: 'Please Select an Action to Perform', 'Please Select an Action to Perform', and 'Pin Reset'. The 'Pin Reset' option is highlighted with a red border.

Found	FirstName	LastName	(PSC)	Actions
				Please Select an Action to Perform
				Please Select an Action to Perform
				Pin Reset

PIN Reset

Step 2: The applicant's card information will be displayed. Select the 'Continue' button.



The screenshot displays the 'Credentiaing Workstation (CWS)' interface. At the top, there is a header with the CWS logo, the title 'Credentiaing Workstation (CWS)', and the Deloitte logo. Below the header, there is a navigation bar with links for 'Logout', 'Save Logs', and 'About'. The main content area is divided into several sections:

- Search:** A section with a 'Last Name' input field containing 'LASTNAME', a 'Search By' dropdown menu set to 'HHS ID', an 'HHS ID' input field containing '2000541917', a checkbox for 'Search for OpDiv transfers and PIV upgrades', and a 'Search' button.
- Actions:** A section with a table header 'Found FirstName LastName (PSC)' and a single row with 'Pin Reset'.
- Information:** A section with a yellow background containing the following text:
 - FIRSTNAME LASTNAME (PSC-FMP)**
 - Card Expiration: 06-01-2024**
 - Cert Expiration: 04-02-2021**
 - UPN: LastName-FirstName@upn.example.com**
 - OK to Perform PIN Reset**
- Profile Picture:** A small portrait photo of a man with short brown hair and a beard, wearing a red and white checkered shirt.
- Continue Button:** A large, light gray button with the text 'Continue' in bold black font, outlined in red.

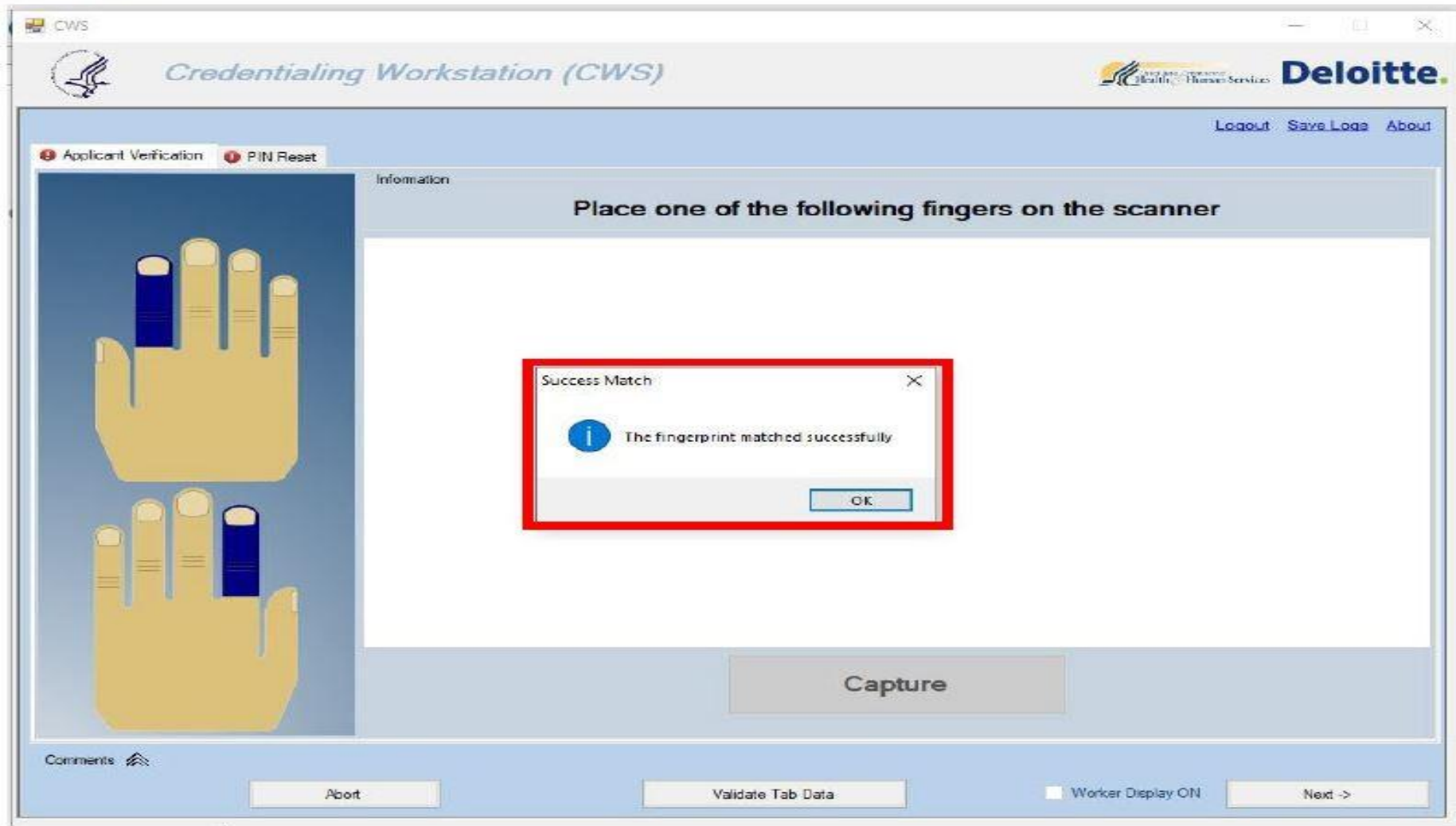
PIN Reset

Step 3: Follow the directions on the 'Applicant Verification' tab and place the fingers requested onto the scanner. Select the 'Capture' button to capture the fingerprints. Select the 'Next' button to continue.

The screenshot shows a web application window titled "Credentiaing Workstation (CWS)". The interface includes a header with the CWS logo, the text "Credentiaing Workstation (CWS)", and the Deloitte logo. Below the header, there are tabs for "Applicant Verification" and "PIN Reset". The "PIN Reset" tab is active, displaying a message: "Place one of the following fingers on the scanner". To the left of this message are two illustrations of hands, each with a blue band on a specific finger. To the right is a large, detailed fingerprint image. Below the fingerprint image is a button labeled "Capture", which is highlighted with a red rectangular border. At the bottom of the window, there are several buttons: "Abort", "Validate Tab Data", "Worker Display ON", and "Next ->".

PIN Reset

Step 4: The fingerprint matched successfully. Select the 'OK' button, then select the 'Next' button to continue.



PIN Reset

Step 5: Enter a numeric PIN between 6-8 digits long and re-enter the PIN. Select 'Perform PIN Reset'.

CWS

Credentiaing Workstation (CWS)

Deloitte.

Current Applicant: **FIRSTNAME LASTNAME**

[Logout](#) [Save Logs](#) [About](#)

✓ Applicant Verification PIN Reset

The applicant Personal Identification Number (PIN) is used to control the ability to unlock information on the PIV card. If the applicant forgets or loses his or her PIN, the PIV card must be reset and a new PIN must be selected.

FIRSTNAME LASTNAME

Enter Your New PIN

Select a numeric PIN between 6 and 8 digits long:

Enter PIN and Press Enter:

Valid PIN ✓

Reenter PIN and Press Enter:

Valid PIN ✓

Perform PIN Reset

< Previous Abort Validate Tab Data Worker Display ON

PIN Reset

Step 6: The PIN has been reset successfully. Select the 'OK' button to return to the 'Home' Page.

CWS

Credentiaing Workstation (CWS)

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Current Applicant: FIRSTNAME LASTNAME

[Logout](#) [Save Logs](#) [About](#)

✓ Applicant Verification PIN Reset

The applicant Personal Identification Number (PIN) is used to control the ability to unlock information on the PIV card. If the applicant forgets or loses his or her PIN, the PIV card must be reset and a new PIN must be selected.

FIRSTNAME LASTNAME

Enter Your New PIN

Select a numeric PIN between 6 and 8 digits

Enter PIN and Press Enter

Valid PIN

Reenter PIN and Press Enter:

Valid PIN

Perform PIN Reset

Finished Pin Reset

The PIN has been reset successfully. Please remove the card from the reader and click the "OK" button to return to the "Home" page.

OK

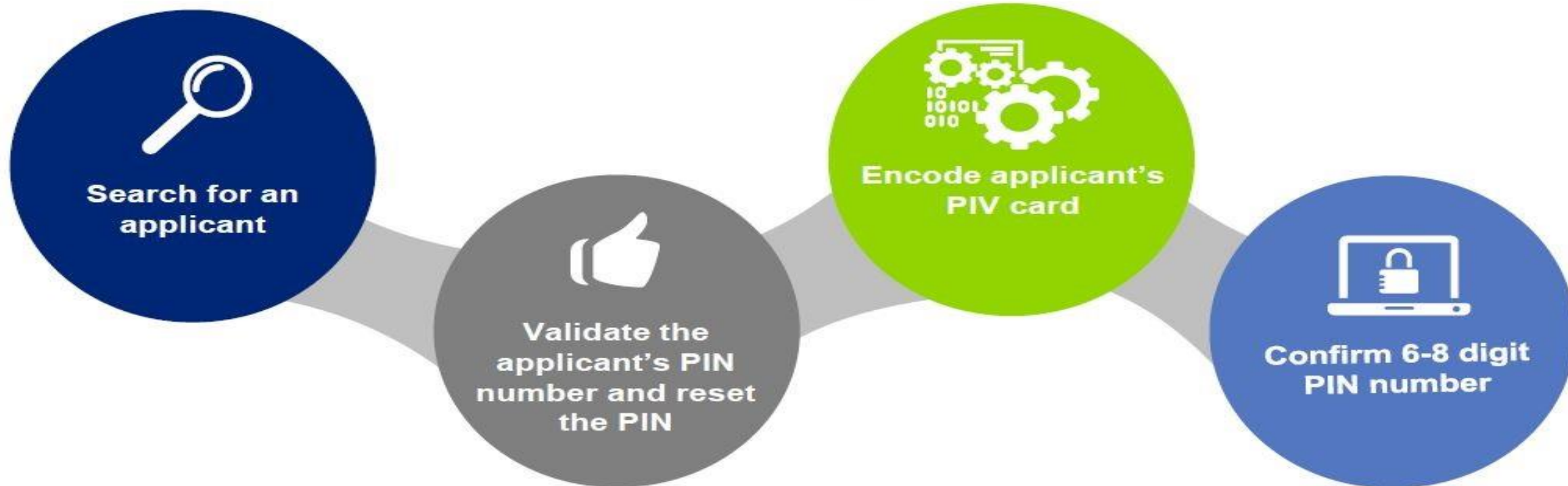
< Previous Abort Validate Tab Data Worker Display ON

CWS

Certificate Update

Certificate Update Overview

The Certificate Update option from the main menu within the CWS allows the ability to update expired certificates by verifying the applicant's identity using their PIN number. A verifier, knowing the applicant's public key through some credential (typically a public key certificate), can use an authentication protocol to verify the applicant's identity by proving that the applicant has possession and control of the associated private key authenticator.



Certificate Update

Step 1: Enter the Users Last Name and Personal Identifier and select 'Search'. Personal Identifier dropdown allows to select whether to search by Employee ID, Social Security Number or HHS ID. Select 'Certificate Update PIV Card' from the drop-down.

The screenshot displays the 'Credentiaing Workstation (CWS)' application window. The title bar includes the CWS logo, the text 'Credentiaing Workstation (CWS)', and the Deloitte logo. The interface features a 'Home' tab and navigation links for 'Logout', 'Save Logs', and 'About'. A search section contains a 'Last Name' field with 'LASTNAME', a 'Search By' dropdown set to 'HHS ID', an 'HHS ID' field with '2000541917', a checkbox for 'Search for OpDiv transfers and PIV upgrades', and a 'Search' button. Below the search section, an 'Actions' table is shown with a header 'Found FirstName LastName (PSC)'. The table contains one row with a dropdown menu open, showing options: 'Please Select an Action to Perform', 'Please Select an Action to Perform', 'Certificate Update PIV Card' (highlighted in blue), and 'Pin Reset'. A red rectangle highlights the dropdown menu.

Found	FirstName	LastName	(PSC)
			<div>Please Select an Action to Perform Please Select an Action to Perform Certificate Update PIV Card Pin Reset</div>

[Logout](#) [Save Logs](#) [About](#)

Home

Search

Last Name
LASTNAME

Search By
HHS ID

HHS ID
2000541917

☐ Search for OpDiv transfers and PIV upgrades


Search

Actions

Found FirstName LastName (PSC) Certificate Update PIV Card

Information

FirstName LastName (PSC-FMP)
Card Expiration: 06-01-2024
Cert Expiration: 04-06-2021
UPN: LastName-FirstName@upn.example.com
OK to Update PIV Certificates



Continue

Certificate Update

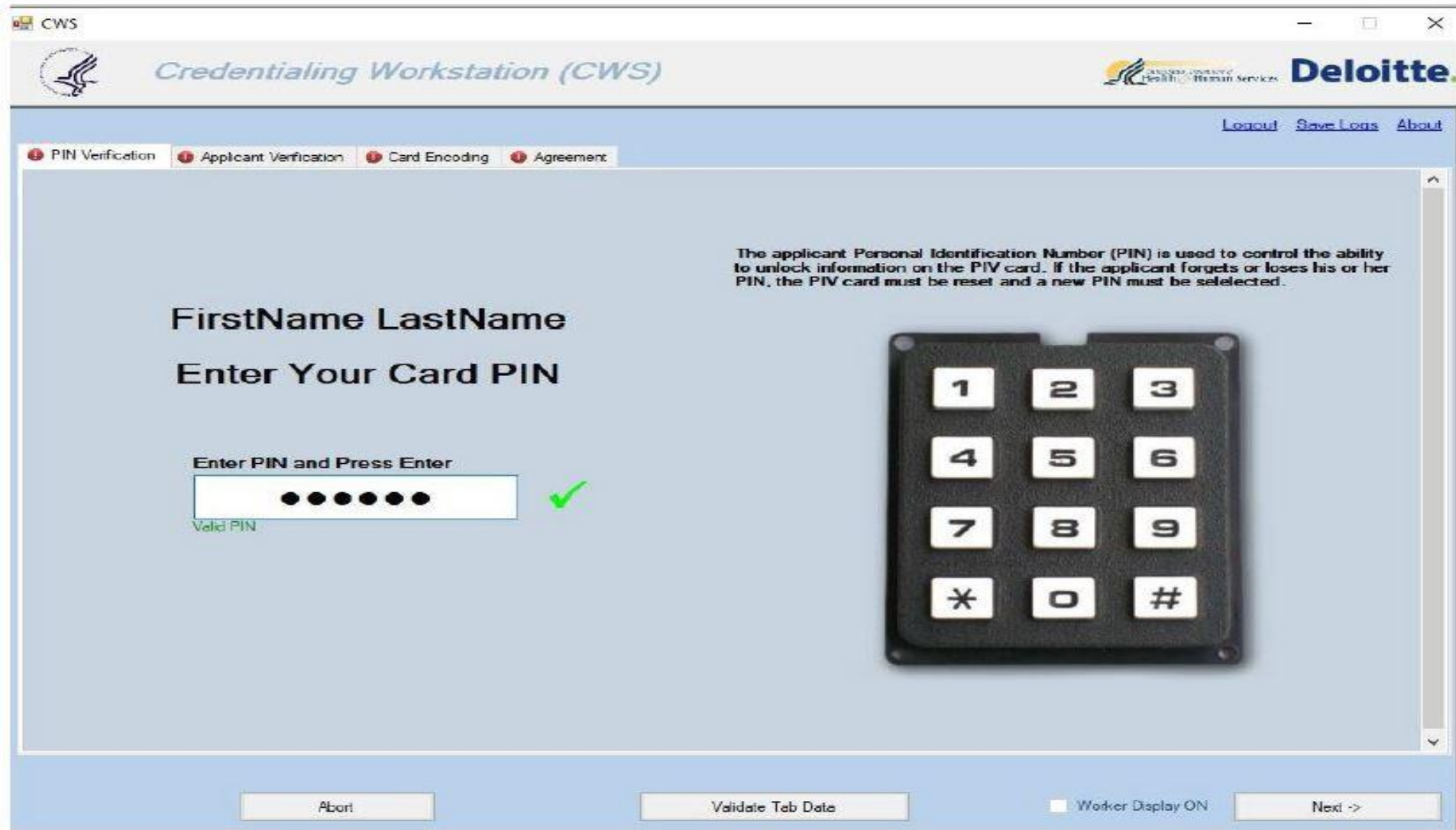
Step 3: Have the applicant enter their 6-8 digit numeric PIN and select the 'Next' button to continue.



The screenshot shows a web application window titled "CWS" (Credentiaing Workstation). The header includes the Department of Health & Human Services logo, the text "Credentiaing Workstation (CWS)", and the Deloitte logo. A navigation bar at the top right contains links for "Logout", "Save Logs", and "About". Below the header, a progress bar shows four steps: "PIN Verification" (active), "Applicant Verification", "Card Encoding", and "Agreement". The main content area has a light blue background. On the left, it displays "FirstName LastName" and "Enter Your Card PIN". Below this is a text input field with the prompt "Enter PIN and Press Enter" and a red exclamation mark icon. On the right, there is a graphic of a black PIV card with a numeric keypad (1-9, *, 0, #). A text box explains: "The applicant Personal Identification Number (PIN) is used to control the ability to unlock information on the PIV card. If the applicant forgets or loses his or her PIN, the PIV card must be reset and a new PIN must be selected." At the bottom, there are four buttons: "Abort", "Validate Tab Data", "Worker Display ON" (with a checkbox), and "Next ->".

Certificate Update

Step 4: The numeric PIN is validated. Select the 'Next' button to continue.



The screenshot shows the 'Credentiaing Workstation (CWS)' application window. The title bar includes the CWS logo and the Deloitte logo. The main content area has a light blue background. At the top, there's a navigation bar with links: 'Logout', 'Save Logs', and 'About'. Below this, a progress bar shows four steps: 'PIN Verification' (active), 'Applicant Verification', 'Card Encoding', and 'Agreement'. The main text area contains the following information:

- FirstName LastName**
- Enter Your Card PIN**
- A text input field with the prompt 'Enter PIN and Press Enter' and a green checkmark to its right. Below the field, the text 'Valid PIN' is displayed in green.
- A numeric keypad with buttons for digits 1-9, 0, *, and #.
- A text box explaining the PIN: 'The applicant Personal Identification Number (PIN) is used to control the ability to unlock information on the PIV card. If the applicant forgets or loses his or her PIN, the PIV card must be reset and a new PIN must be selected.'

At the bottom of the window, there are four buttons: 'Abort', 'Validate Tab Date', 'Worker Display ON' (with a checkbox), and 'Next ->'.

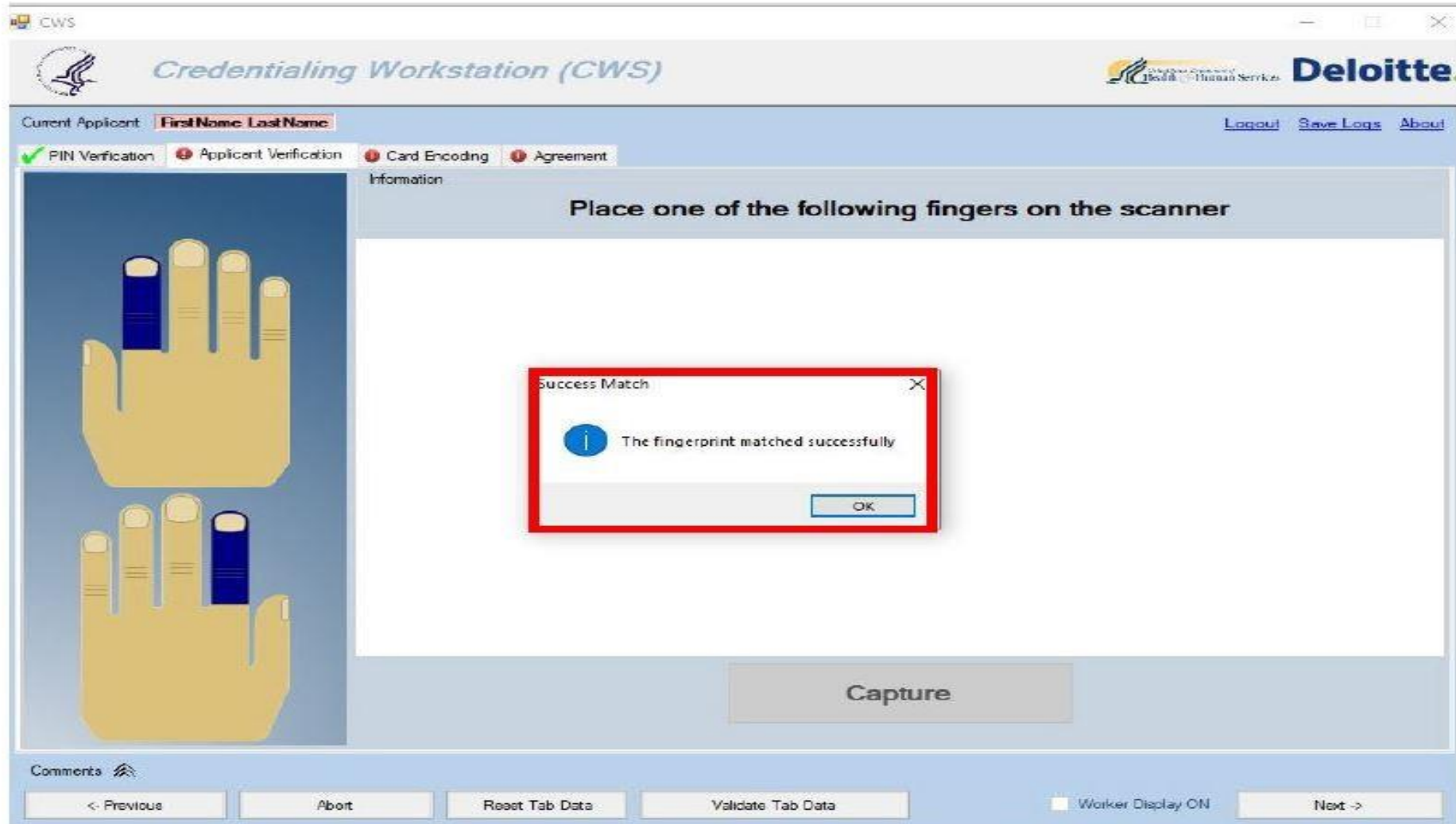
Certificate Update

Step 5: Follow the directions on the 'Applicant Verification' tab and place the fingers requested onto the scanner. Select the 'Capture' button to capture the fingerprints.

The screenshot displays the 'Credentiaing Workstation (CWS)' application window. The title bar shows 'CWS'. The interface includes a header with the 'Credentiaing Workstation (CWS)' logo and the 'Deloitte' logo. Below the header, there is a section for 'Current Applicant' with fields for 'First Name' and 'Last Name'. To the right of these fields are links for 'Logout', 'Save Logs', and 'About'. A row of tabs indicates the current step: 'PIN Verification' (checked), 'Applicant Verification' (active), 'Card Encoding', and 'Agreement'. The main area is titled 'Information' and contains the instruction 'Place one of the following fingers on the scanner'. To the left of this instruction are two hand diagrams showing which fingers to place on the scanner. To the right is a large image of a fingerprint. Below the fingerprint image is a 'Capture' button, which is highlighted with a red rectangle. At the bottom of the window, there is a 'Comments' section with a speech bubble icon, and a row of buttons: '< Previous', 'Abort', 'Reset Tab Data', 'Validate Tab Data', a checkbox for 'Worker Display ON', and 'Next ->'.

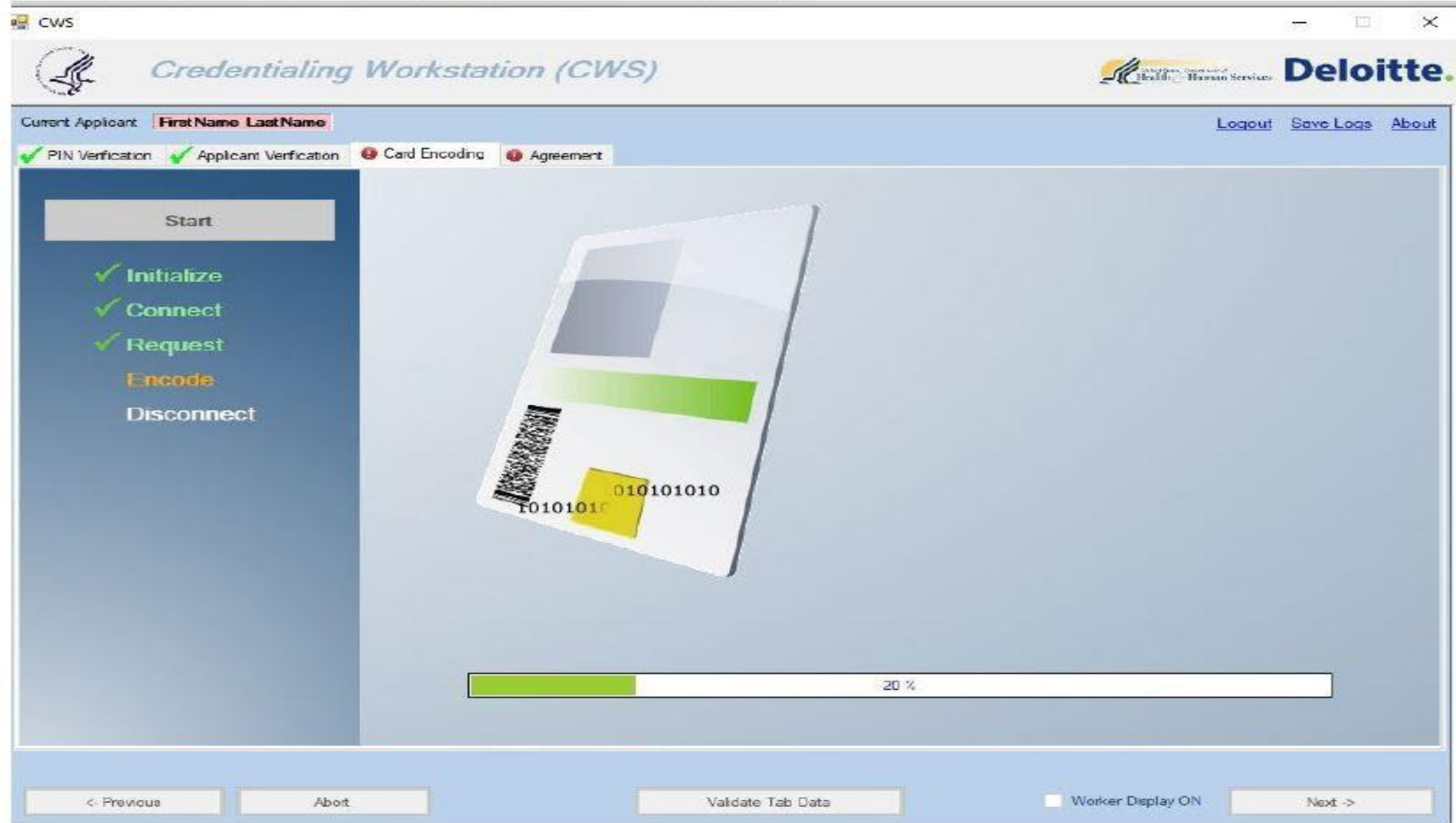
Certificate Update

Step 6: The fingerprint matched successfully. Select the 'OK' button, then select the 'Next' to continue.



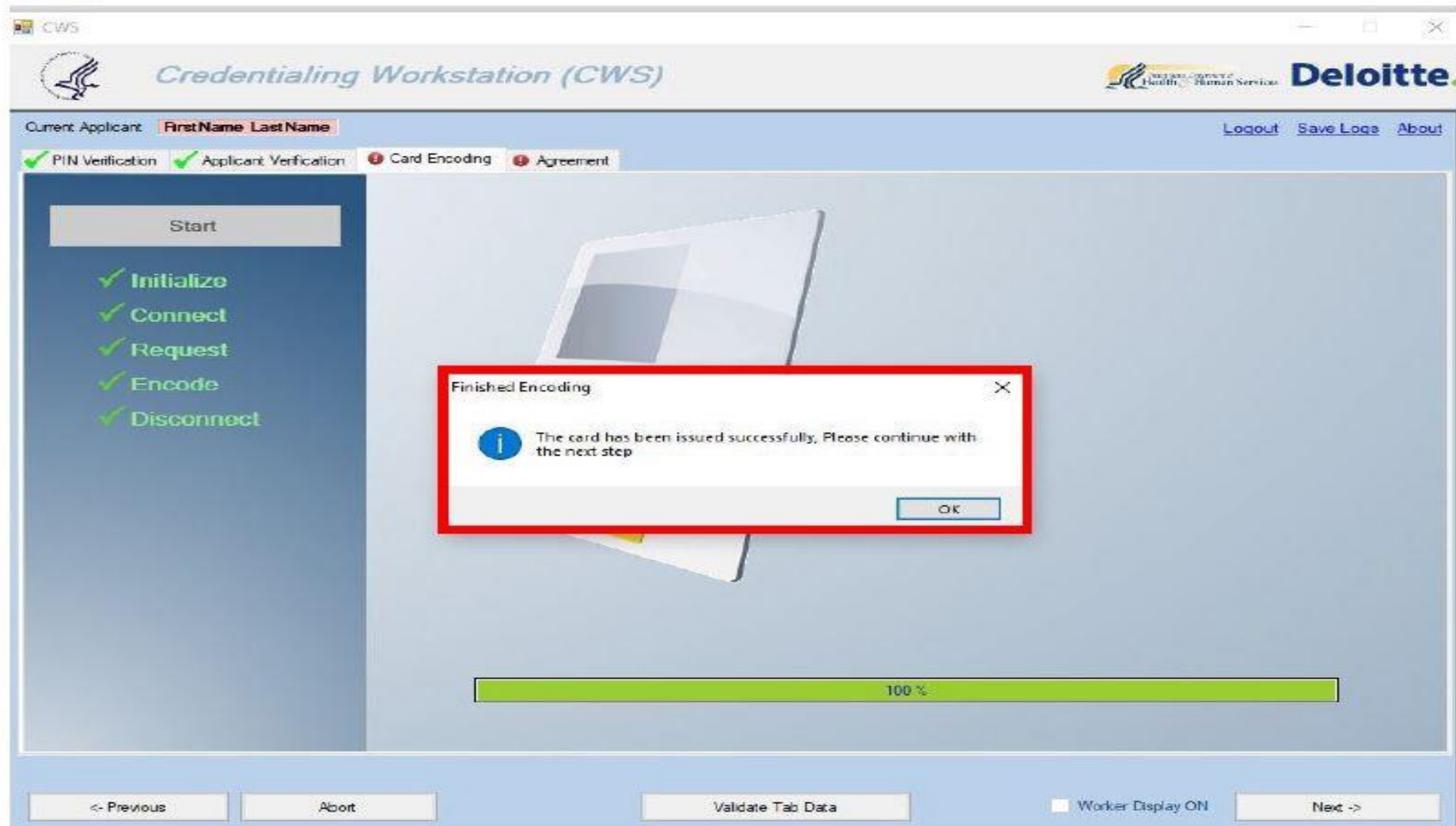
Certificate Update

Step 7: The Card Encoding is in progress. The operator must wait until the encoding process is complete. Then select the 'Next' button to continue.



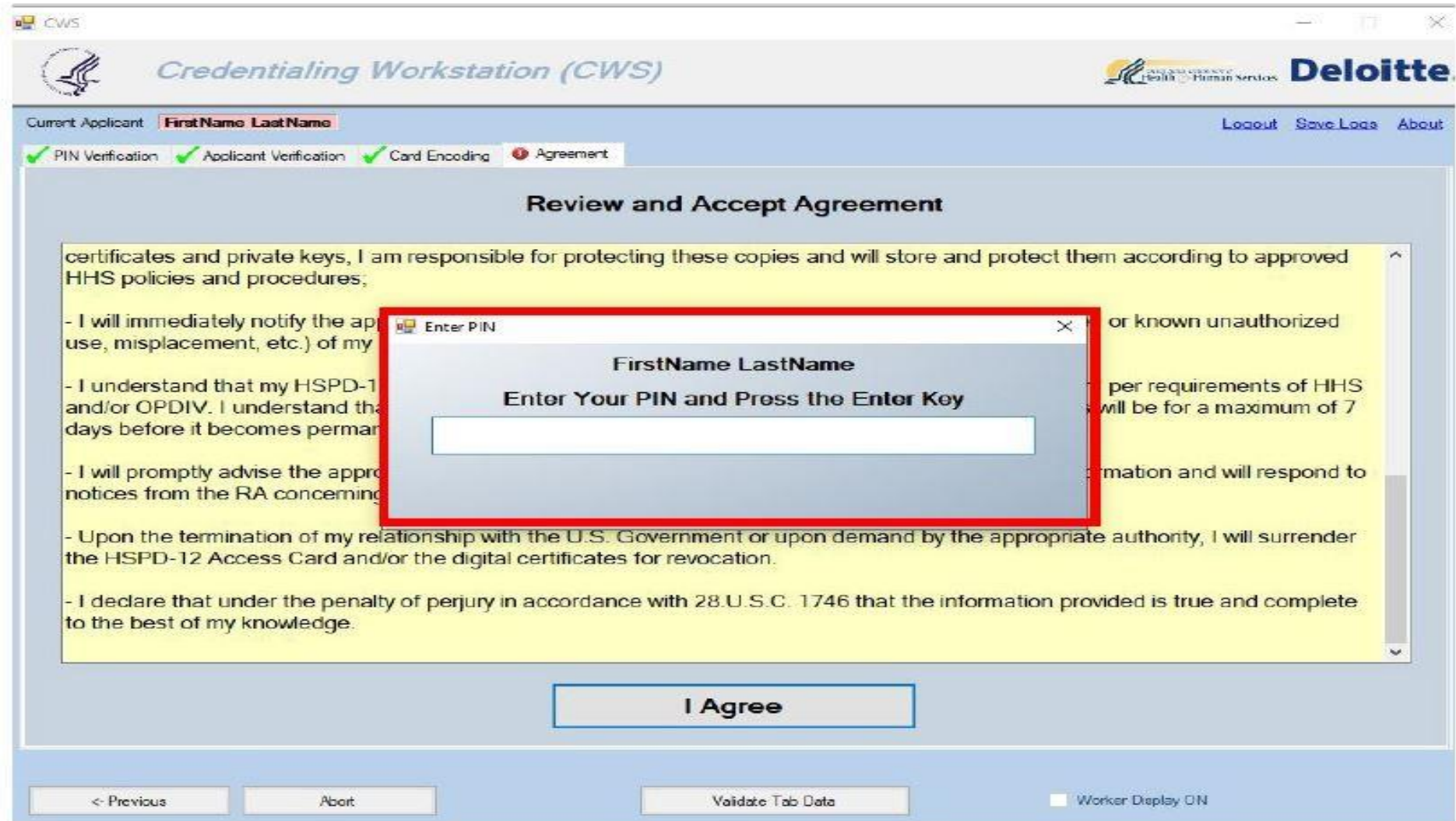
Certificate Update

Step 8: The card has been issued successfully. Select the 'OK' button, then select the 'Next' button to continue.



Certificate Update

Step 9: Enter your numeric PIN and press the enter key to review and accept the agreement.



CWS

Credentiaing Workstation (CWS)

Deloitte

Current Applicant: **FirstName LastName** Logout Save Logs About

☒ PIN Verification ☒ Applicant Verification ☒ Card Encoding ☒ Agreement

Review and Accept Agreement

certificates and private keys, I am responsible for protecting these copies and will store and protect them according to approved HHS policies and procedures;

- I will immediately notify the appropriate authority (e.g., the RA or known unauthorized use, misplacement, etc.) of my HSPD-12 Access Card and/or digital certificates if they are lost, stolen, or known unauthorized.
- I understand that my HSPD-12 Access Card and/or OPDIV. I understand that the HSPD-12 Access Card and/or OPDIV. will be for a maximum of 7 years.
- I will promptly advise the appropriate authority of any information and will respond to any requests for information.
- Upon the termination of my relationship with the U.S. Government or upon demand by the appropriate authority, I will surrender the HSPD-12 Access Card and/or the digital certificates for revocation.
- I declare that under the penalty of perjury in accordance with 28 U.S.C. 1746 that the information provided is true and complete to the best of my knowledge.

Enter PIN

FirstName LastName

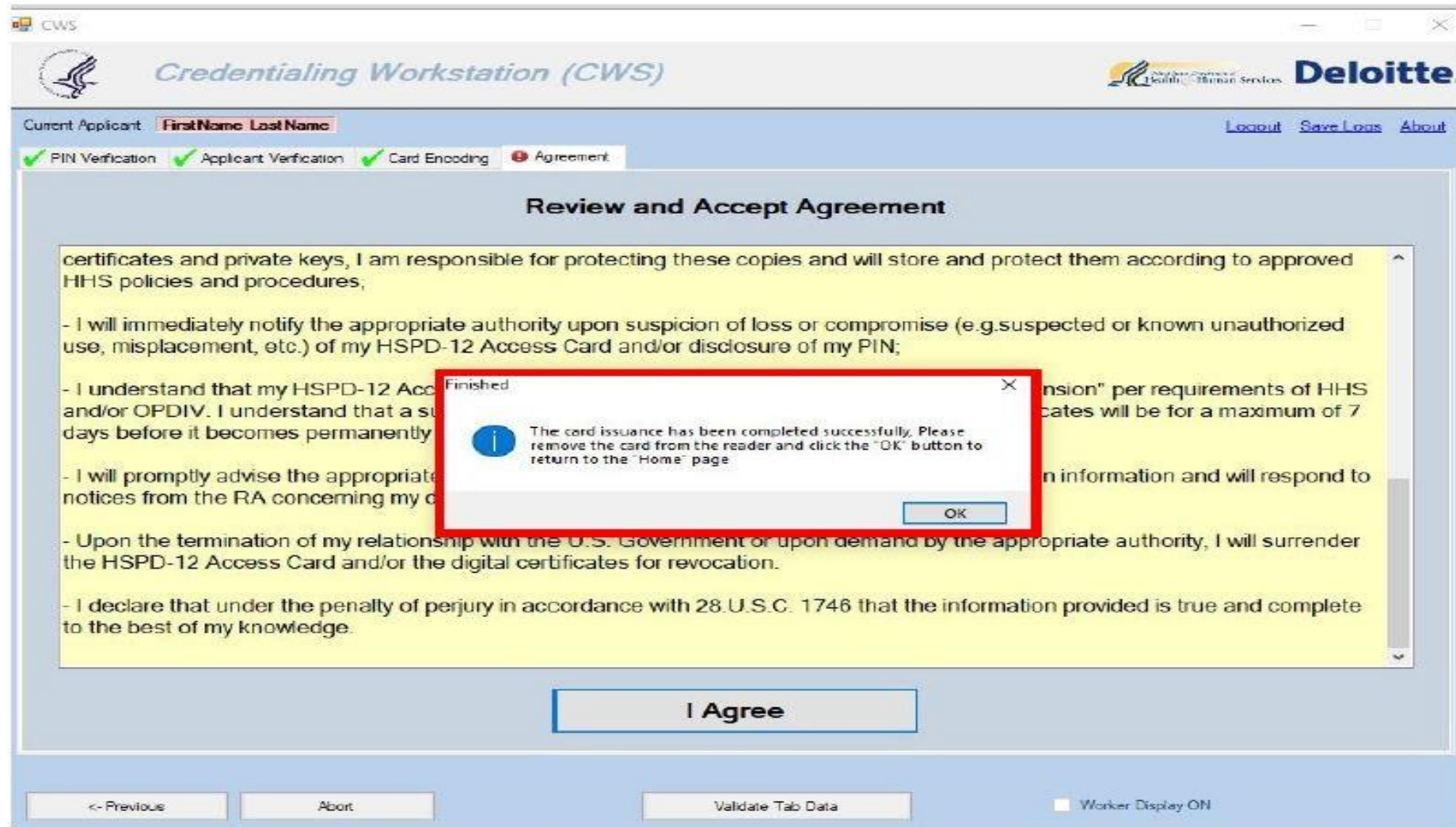
Enter Your PIN and Press the Enter Key

I Agree

< Previous Abort Validate Tab Data Worker Display ON

Certificate Update

Step 10: The card issuance has been completed successfully. Please remove the card from the reader and select the 'OK' button to return to the 'Home' Page.



CWS

Credentiaing Workstation (CWS)

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Current Applicant: **First Name Last Name** [Logout](#) [Save Logs](#) [About](#)

☒ PIN Verification ☒ Applicant Verification ☒ Card Encoding ☒ Agreement

Review and Accept Agreement

certificates and private keys, I am responsible for protecting these copies and will store and protect them according to approved HHS policies and procedures;

- I will immediately notify the appropriate authority upon suspicion of loss or compromise (e.g. suspected or known unauthorized use, misplacement, etc.) of my HSPD-12 Access Card and/or disclosure of my PIN;
- I understand that my HSPD-12 Access Card and/or OPDIV. I understand that a suspension of my card will be for a maximum of 7 days before it becomes permanently suspended.
- I will promptly advise the appropriate authority of any information and will respond to notices from the RA concerning my card.
- Upon the termination of my relationship with the U.S. Government or upon demand by the appropriate authority, I will surrender the HSPD-12 Access Card and/or the digital certificates for revocation.
- I declare that under the penalty of perjury in accordance with 28.U.S.C. 1746 that the information provided is true and complete to the best of my knowledge.

Finished

The card issuance has been completed successfully. Please remove the card from the reader and click the "OK" button to return to the "Home" page.

OK

I Agree

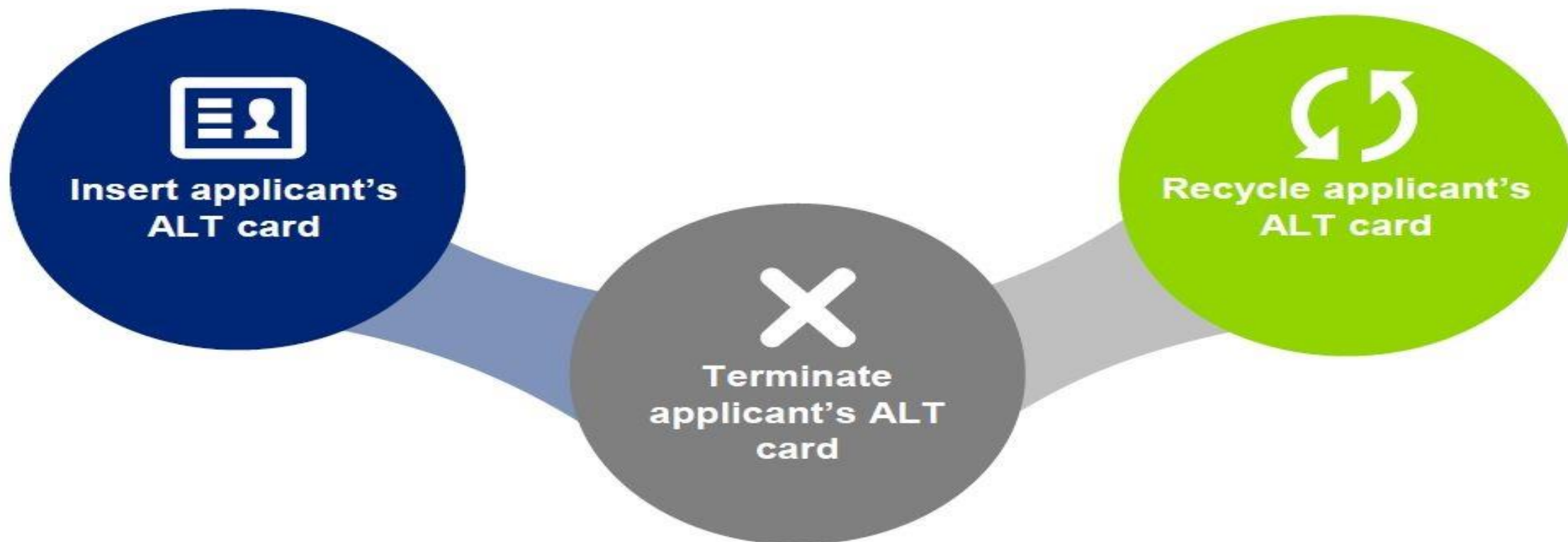
[<- Previous](#) [Abort](#) [Validate Tab Data](#) ☐ Worker Display ON

CWS
Recycle ALT

Recycle ALT Overview

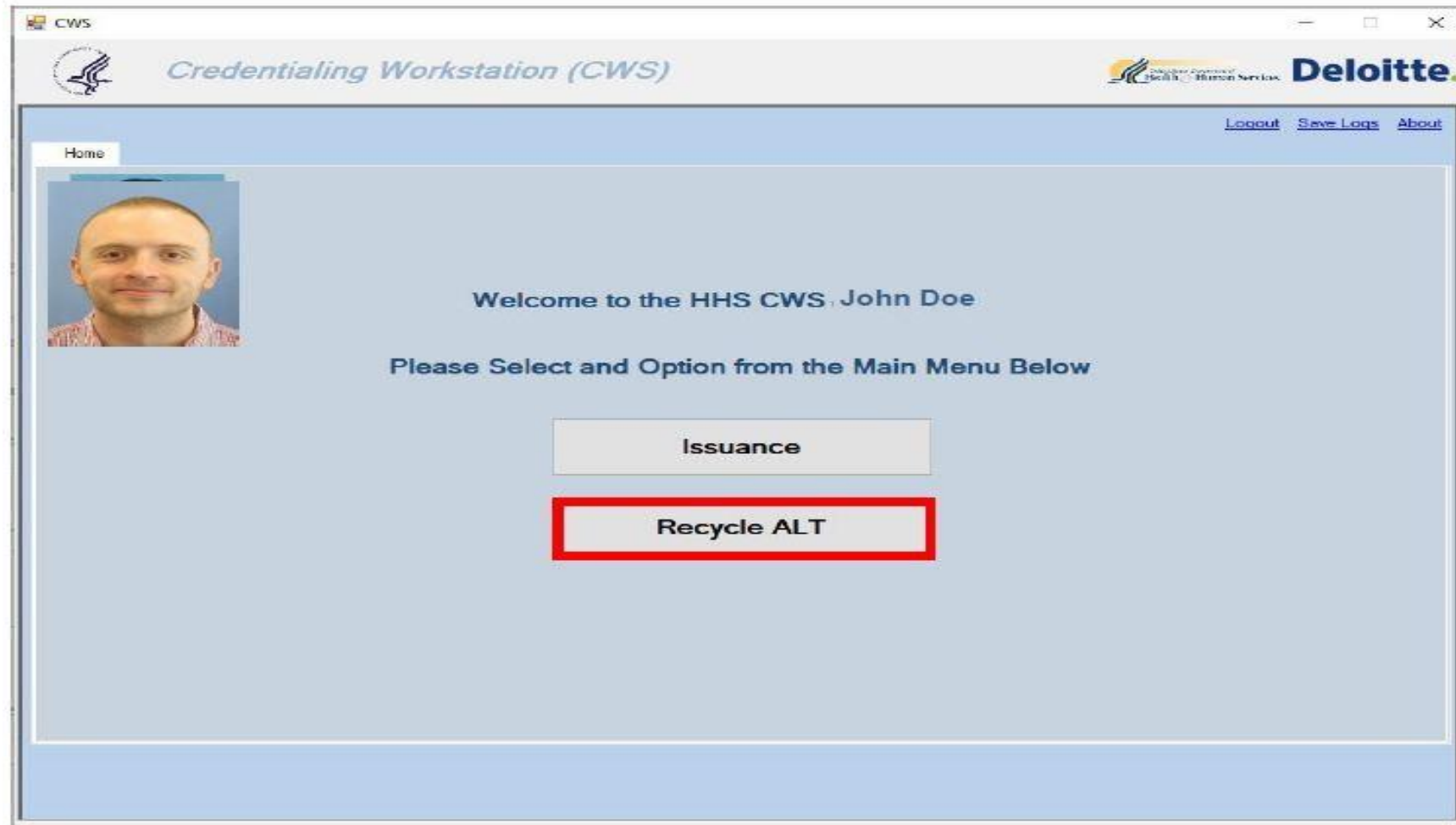
The Recycle ALT option from the main menu within CWS provides the ability to terminate and recycle the ALT card.

Note: CWS supports the capability to terminate and recycle ALT cards within the “ALT recycle workflow” simultaneously.



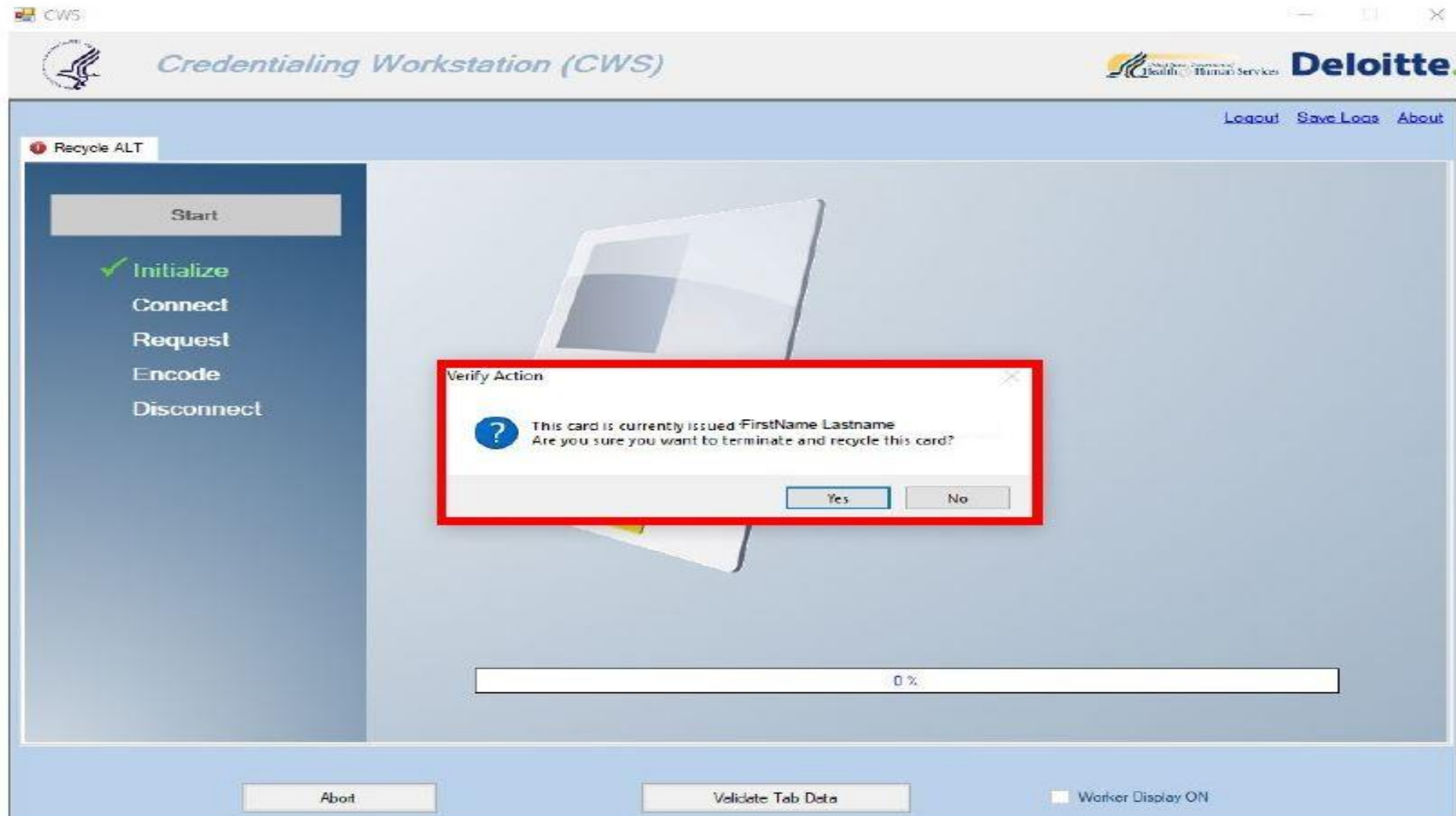
Recycle ALT

Step 1: Select 'Recycle ALT' from the main menu below.



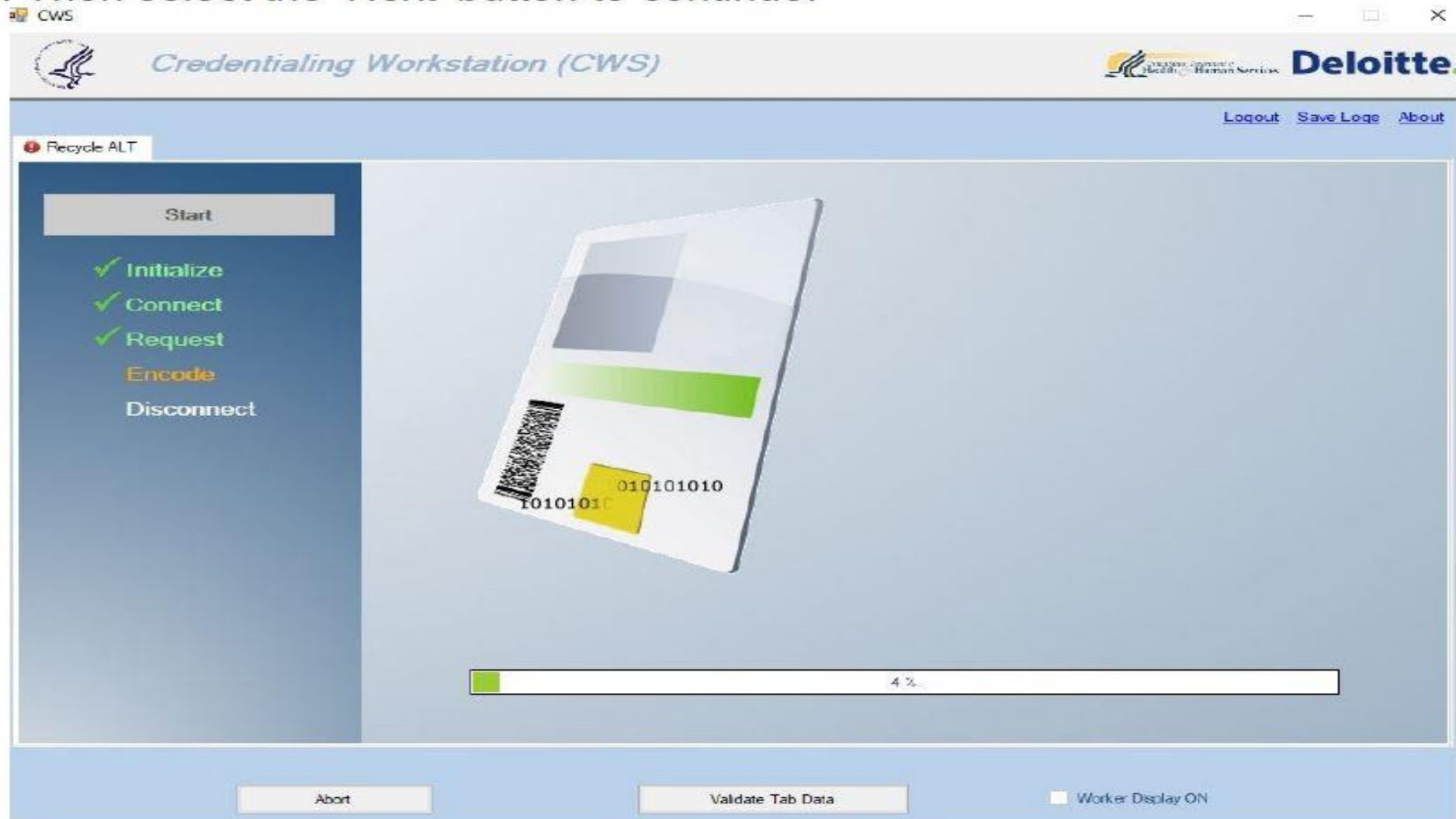
Recycle ALT

Step 2: Select 'Yes' to terminate and recycle this card. If not, select 'No'.



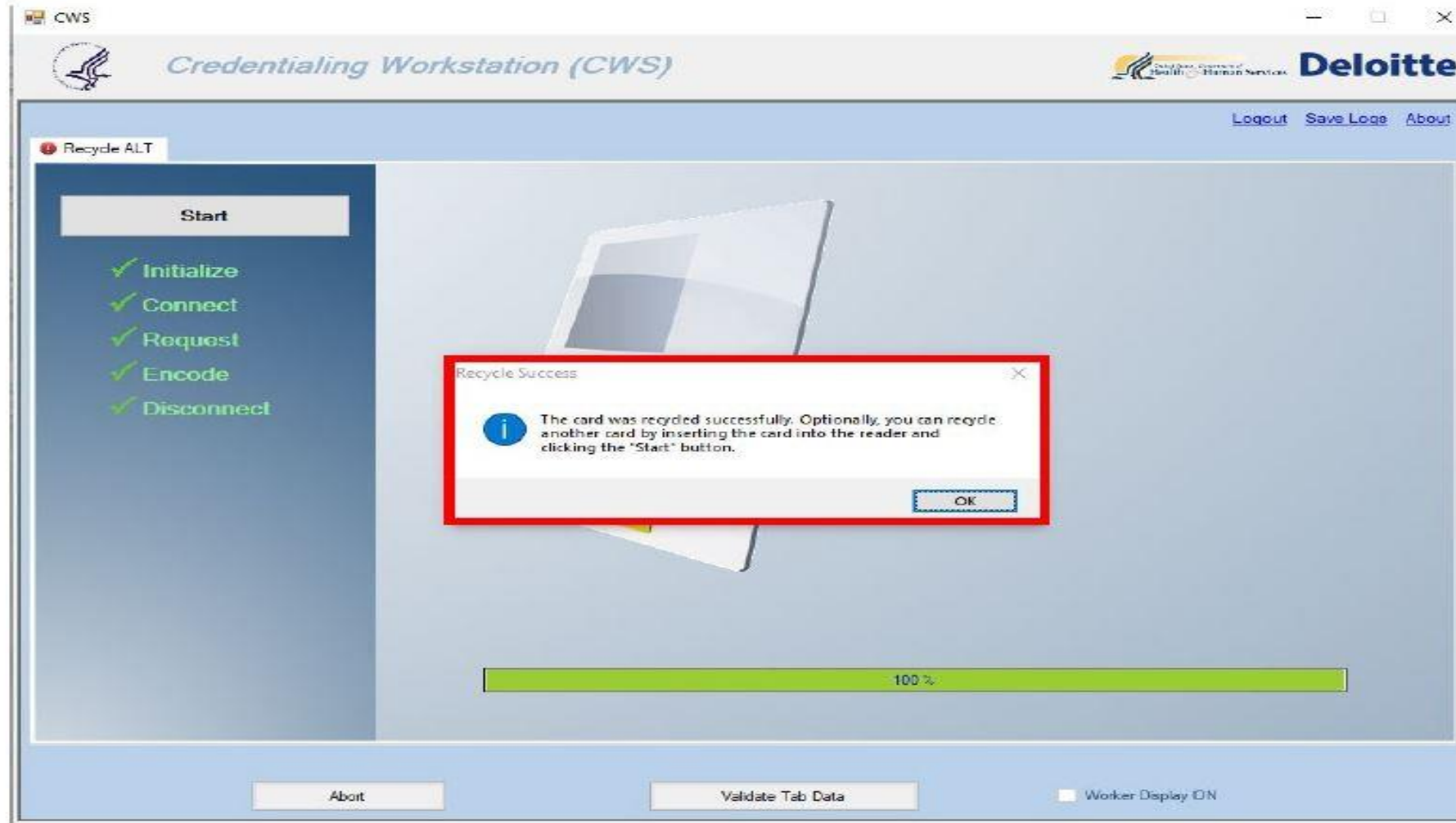
Recycle ALT

Step 3: The ALT recycle is in progress. The operator must wait until the encoding process is complete. Then select the 'Next' button to continue.



Recycle ALT

Step 4: The card was recycled successfully. Select 'OK' button to continue.



Questions?



Please contact the HHSIdentity Help Desk if you have any questions
(hhsidentityadmins@deloitte.com).