# Badge Maintenance Checklist

Hello, and congratulations on your employment or fellowship at the National Institutes of Health (NIH) and for successfully receiving your badge! Please scan this QR code to find important information on possessing a government PIV credential, tips on badge maintenance, and FAQs if issues arise.

If this is your first time getting an NIH badge, contact the NIH IT Service Desk (https://www.cit.nih.gov/contact-us) to set up your user account and to get you logged into your computer. The badge will only have main campus perimeter access. If you need building or door access, contact your Administrative Officer (AO) for assistance.

If you are undergoing a new background investigation:

o Your PIV card has been issued to you on an interim basis and is subject to the final determination of eligibility made when the background investigation for your position is completed and adjudicated.

o Keep an eye out for emails from the DPSAC office as adjudicators will reach out to you during the adjudication process if additional information is needed from you.

## PIV/RLA Card Rules of Behavior

o PIV/RLA Badges are government property and must be always secured from unauthorized access. Do not leave your badge in your computer unattended.
o **NEVER** share your PIV Badge or let others use it to access facilities/doors or information systems. **NEVER** share your PIN. If you need to reset your PIN, you can do so at an NIH badging office or LWS station. Please scan the QR code for more information and look under "PIN Resets."
o **Your PIV/RLA Badge MUST be shown on your person at all times on campus.** If you need one, DPSAC has lanyards available.
o If you leave the NIH workforce, you must return your PIV/RLA card to your Administrative Officer (AO) or DPSAC, as it is government property. Please scan the QR code and look under "Returning Your Badge When Leaving NIH."

## Lost or Stolen Badges

o If your PIV is STOLEN, report it to the police, your AO, and your supervisor immediately, and no later than 1 hour.
o If your PIV is LOST, report it to your AO and supervisor within 1 hour.
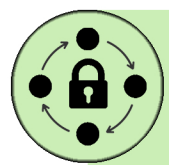
## Changes to Your Personal Information

o If you legally change your name, you must report this to your AO who will submit a Legal Name Change in the NED system. The Legal Name Change process will require you to go through the Enrollment and Badge Issuance process to have your badge updated.

## Renewing Digital Certificates on Your Badge

*(not to be confused with Badge Expiration)*

o Your certificates must be renewed every 1 year (for non- FTEs) or 2.5 years (for FTEs). You will receive a notice prior to doing so. You can self-renew before your certificates expire by using the Access Card Utility (ACU) software remotely on your Windows computer or the Virtual Desktop Infrastructure (VDI) on your Macintosh computer. Or, you may renew in-person by visiting your ICO (please visit the "Renewing Digital Certificates and ID Badges" under Badge Issuance Services for instructions that apply to you).
o If your certificates are already expired, you will not be able to login with your PIV card and you must visit one of DPSAC's badging offices to renew them (please make an appointment).
o You must login into the NIH network before you leave campus. Please also contact the NIH IT Service Desk at (301) 496-4357 or visit their website at https://myitsm.nih.gov/sp after renewing your certificates if you need assistance updating/publishing them to websites or to the GAL.

## Renewing Your PIV/RLA Badge

o Your AO will receive a task to start your badge renewal 42 days prior to the date of expiration listed on your PIV card. If your badge is not renewed within that time, it will expire, and your AO will need to put in a new request.
o Foreign Nationals who received an RLA Badge and are transitioning to the Blue Stripe PIV (after 3 years of US residency) must carefully coordinate with their AO to prevent loss of access once the AO sponsors the Blue Stripe PIV Badge (RLA badge will be immediately revoked upon sponsorship of Blue Stripe PIV).
o You must login into the NIH network before you leave campus. If you are unable to do so, please contact the NIH IT Service Desk at (301) 496-4357.
o If this is your first time getting an NIH badge, contact the NIH IT Service Desk (https://www.cit.nih.gov/contact-us) to set up your user account and to get you logged into your computer. The badge will only have main campus perimeter access. If you need building or door access, contact your AO for assistance.
o You may possibly need to get your certificates updated/published to websites and the GAL with your newly issued badge.