

Logging in to the Portal—CSP Access

Do Not Pay Quick Reference Card

Getting Started

Overview of the CAIA Implementation

The Bureau of the Fiscal Service (Fiscal Service) implemented the Common Approach to Identity Assurance (CAIA) as a credentialing provider for many of its applications. CAIA enables federated applications to accept user credentials from external Credential Service Providers (CSP). CAIA allows for three different methods of identity authentication for the Do Not Pay (DNP) Portal: 1) Personal Identity Verification (PIV) Card/Common Access Card (CAC)/LincPass card; 2) ID.me; and 3) Login.gov.

Impacts to the DNP Portal User Experience for Non-PIV Card Users

On March 25, 2023, Fiscal Service implemented CAIA to log in to the DNP Portal, replacing the IBM Security Identity Manager (ISIM). State users and contractors who do not have a PIV/CAC/LincPass card are required to create an account (or use an existing account) with either Login.gov or ID.me to authenticate their identity and log in to the Portal.



Creating an Account with Login.gov

If you do not have a Login.gov account and would like to create one for the purpose of logging in to the DNP Portal, please access the Login.gov [account creation page](#) or visit the Login.gov [homepage](#), select [Sign in with Login.gov], then select [Create an account].

A screenshot of the Login.gov 'Create your account' page. The page has a header with the 'LOGIN.GOV' and 'TREASURY' logos. The main heading is 'Create your account'. Below it is a form with the following fields: 'Enter your email address' (a text input field), 'Select your email language preference' (a section with three radio button options: 'English (default)', 'Español', and 'Français'), and a checkbox labeled 'I read and accept the Login.gov Rules of Use'. At the bottom of the form is a blue 'Submit' button.

Login.gov

If you already have a Login.gov account, please ensure that your official work email address is included as a *verified* email address. Also, make sure your official work email matches the email address provided to DNP on the User Enrollment Form.

Creating an Account with ID.me

If you do not have an ID.me account and would like to create one for the purpose of logging in to the DNP Portal, please access the ID.me [homepage](#), select [Sign in], then select [Create an account].

A screenshot of the ID.me 'Create an ID.me account' page. The page has a header with the 'ID.me' and 'TREASURY' logos. The main heading is 'Create an ID.me account'. Below it is a form with the following fields: 'Already have an ID.me account?' (a section with a link to 'Sign in to ID.me'), '* Indicates a required field', 'Email *' (a text input field with placeholder text 'Enter your email address'), 'Password *' (a text input field with placeholder text 'Enter password'), 'Confirm Password *' (a text input field with placeholder text 'Reenter password'), and a checkbox labeled 'I accept the ID.me Terms of Service and Privacy Policy'.

ID.me

If you already have an ID.me account, please ensure that your official work email address is selected as the **primary** email address in the account. Also, make sure your official work email matches the email address provided to DNP on the User Enrollment Form.

FAQ's

Will I need to contact the DNP Help Desk for technical assistance with my Login.gov or ID.me account?

No. For technical assistance with your Login.gov or ID.me account, please access the respective Help Center found on each website.

[Login.gov Help Center](#) | [ID.me Help Center](#)

Can I use an existing account with Login.gov or ID.me to authenticate my access to the DNP Portal?

Yes, you may use an existing account with Login.gov or ID.me. If you have an existing account that contains your personal email address, you must also add your work email address to your profile. An ID.me account must contain your official work email address as the **primary** email address.

Access to the DNP Portal is provisioned to official work email addresses only, not personal email addresses. The official work email address on your existing account with Login.gov or ID.me must match the email address provided to DNP on the User Enrollment Form.

Will I need to make an account with both Login.gov and ID.me to authenticate my access to the DNP Portal?

No. You are required to create an account with **either** Login.gov **or** ID.me.

Once I have my new account with Login.gov or ID.me, will I be able to access to the DNP Portal immediately, or is there a lag time for processing the Login.gov or ID.me request?

If you have authenticated your identity through the CSP of your choice, your access to the DNP Portal should be immediately available through your new Login.gov or ID.me account.

Does the DNP Portal have Aging Rules?

Yes. If a user does not log in once every 120 days, the Aging Rules will deactivate the user, revoking DNP Portal access immediately. If a user is deactivated, a new DNP User Enrollment Form must be completed and signed by the Access Group Administrator (AGA) for the user to regain access to the DNP Portal. The process to reprovision access can take up to seven days.



Set a recurring reminder on your calendar to log in to the Portal every 90 –100 days to avoid Portal disruption after 120 days of no login activity.

Support Resources

DNP Agency Support Center

Contact your DNP Agency Lead and Agency Specialist or the DNP Agency Support Center at **855-837-4391**, or by email at donotpay@fiscal.treasury.gov if you have any questions.

Login.gov Help Center



For assistance with creating or maintaining your Login.gov account, please access the [Login.gov Help Center](#).

ID.me Help Center



For assistance with creating or maintaining your ID.me account, please access the [ID.me Help Center](#).