Do Not Pay
User Enrollment Guide

April 2023

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SECTION 1: DNP OVERVIEW

Section 1.1 About This Enrollment Guide

This guide is intended for agencies and states who would like access to the Do Not Pay Portal (DNP). This guide will illustrate the steps necessary to gain access. The information in this reference guide has been divided into nine sections, with a brief description of each topic to provide the user guidance on each step of the enrollment process.

Section 1.2 What is Do Not Pay?

The Do Not Pay Business Center provides services and support activities related to the identification, detection, and prevention of improper payments under the Payment Information Integrity Act of 2019 (PIIA) and several Office of Management and Budget (OMB) memoranda and circulars.

- The Office of Management and Budget (OMB) designated the Department of the Treasury to host the Working System to assist agencies in detecting and preventing improper payments.

- The Bureau of the Fiscal Service (Fiscal Service) DNP Business Center operates the Working System.

- The mission of DNP is to assist agencies to make informed decisions in the identification, mitigation, and elimination of improper payments.

- The DNP vision is to provide innovative customer and data driven solutions that reduce the improper payment footprint across federally funded and state administered programs.

DNP provides multiple data sources so that agencies can verify eligibility of a vendor, grantee, loan recipient, or beneficiary. Agencies can make payment eligibility decisions at any time during the payment lifecycle for example, during pre-award and pre-payment eligibility verification.

- DNP is a **no cost** resource for federal agencies and federally funded state administered programs
- DNP is **not** a list of entities or people that should not be paid
- DNP offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls
- DNP meets existing federal data security and privacy standards
- DNP is committed to providing:
  - quality data
  - more data sources
  - continuous system development
  - cutting edge data analytics
  - customized agency outreach

Section 1.3 DNP Business Center Components:

Web-based Portal

The DNP Portal allows simultaneous searches of multiple data sources. You can search for an individual or entity; you can batch your searches; and you can set up regular monitoring in the Portal. All DNP services are at no cost to agencies or states.

The DNP Portal has multiple ways to deliver match information to an agency. The delivery method is based upon approved data sources and where in the payment lifecycle the match is reviewed.

- Online Search
- Batch Matching
- Continuous Monitoring
- Payments
- Webservice/Application Program Interface (API)

Data Analytics

DNP Data Analytics provides free advanced payment analytics services to federal agencies. In partnership with the agencies, DNP can conduct a variety of data analyses to help combat improper payments. These could include:
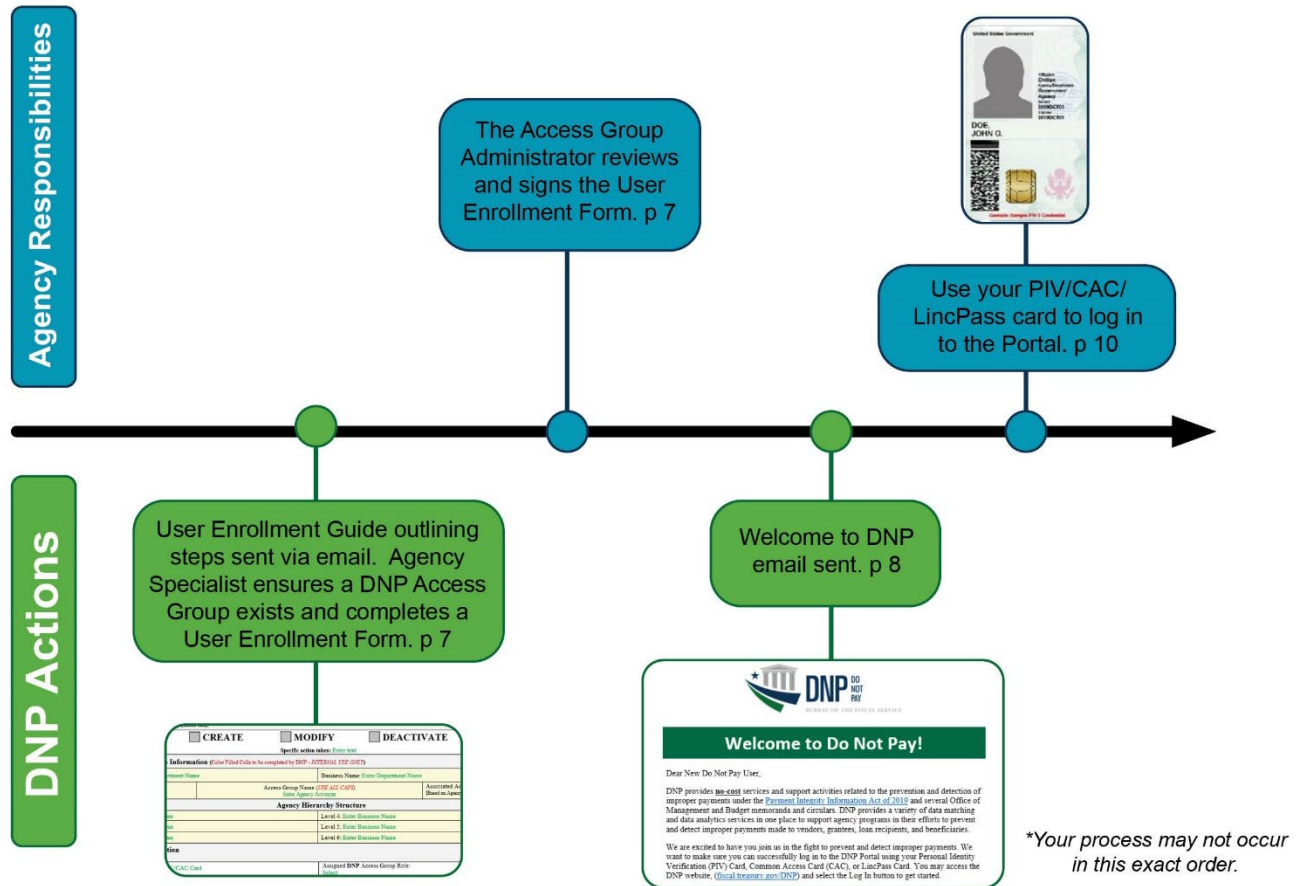
- analyzing payment data for indicators that a payment is being made in error or is vulnerable to abuse,
- developing risk scoring to help agencies prioritize and manage reviewing and investigating crossmatches,
- screening payees for eligibility such as identifying deceased beneficiaries.
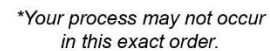
Agency Support

Agency Support is made up of Agency Leads, Agency Specialists, Onboarding Specialists, and a Help Desk. Agency Support works with agencies to determine and target the best DNP processes and data sources to meet program needs for combating improper payments. DNP provides training, Portal demonstrations, and knowledge-sharing. Agency Support hosts community events to share best practices for addressing improper payments.

Section 1.4 PIV/CAC/LincPass Onboarding Process Overview

This is a high-level flowchart of the DNP Portal onboarding process for PIV/CAC/LincPass users. These steps are detailed within this document.

Agency Responsibilities

The Access Group Administrator reviews and signs the User Enrollment Form. p 7

Use your PIV/CAC/LincPass card to log in to the Portal. p 10

DNP Actions

User Enrollment Guide outlining steps sent via email. Agency Specialist ensures a DNP Access Group exists and completes a User Enrollment Form. p 7

Welcome to DNP email sent. p 8

Welcome to Do Not Pay!

Your process may not occur in this exact order.

Section 1.5 CSP (ID.me or Login.gov) Onboarding Process Overview

This is a high-level flowchart of the DNP Portal onboarding process for the Credential Service Providers (CSPs) ID.me or Login.gov users. These steps are detailed within this document.

Agency Responsibilities

The Access Group Administrator reviews and signs the User Enrollment Form. p 7

Create an account with either ID.me or Login.gov to access the Portal. p 9

DNP Actions

User Enrollment Guide outlining steps sent via email. Agency Specialist ensures a DNP Access Group exists and completes a User Enrollment Form. p 7

Welcome to DNP email sent. p 8

Your process may not occur in this exact order.
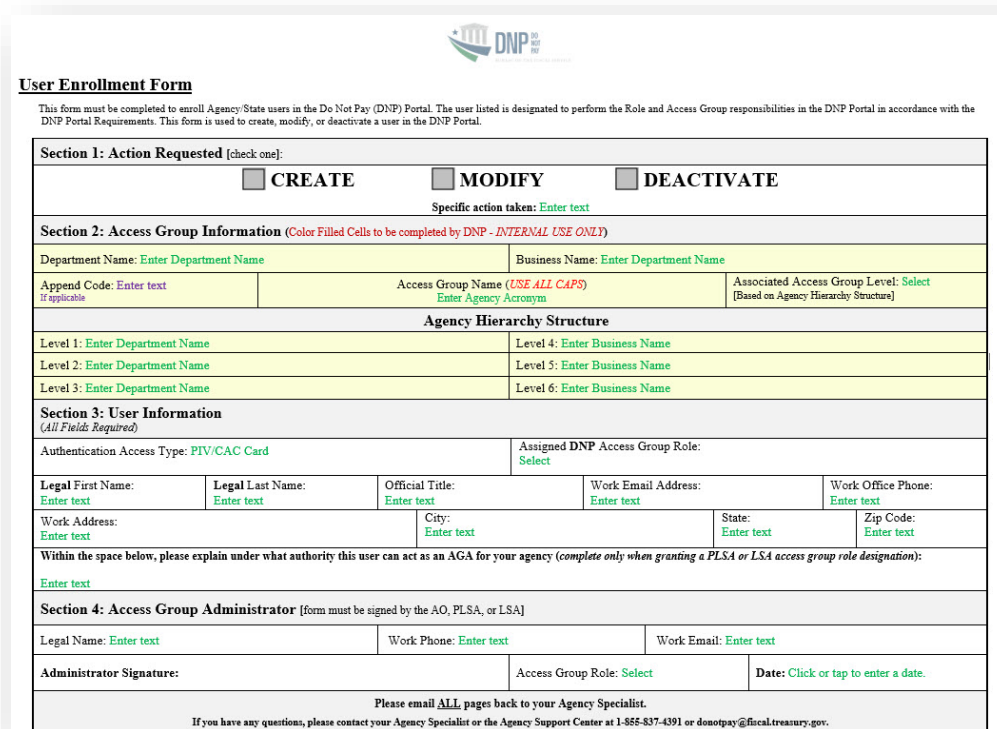
SECTION 2: COMPLETING FORMS

Section 2.1 Agency Specialist Sends User Enrollment Form

Your agency's Point of Contact (PoC) will receive an email from your Agency Specialist after the access group has been created. This email will contain a User Enrollment Form that must be reviewed and completed for each anticipated Portal user. Your Agency Specialist will verify whether you have access to a PIV/CAC/LincPass card or if you need to create an account with *either* ID.me *or* Login.gov to access the Portal. Note that DNP cannot enroll an individual using a personal email address; a business email address is required to establish Portal access.

Section 2.2 Access Group Administrator (AGA) Completes and Signs the User Enrollment Form

Your Agency Specialist will populate all the "Internal Use Only" fields within the User Enrollment Form before sending to your agency. The remaining fields will need to be completed and the form must be signed by your agency's designated AGA. Your agency's Authorizing Official (AO), Primary Local Security Administrator (PLSA), or Local Security Administrator (LSA) can act as an AGA. AGAs designate which access group a user is permitted to view. The DNP Program requires that each page of your User Enrollment Form be returned to your Agency Specialist. If there are questions regarding specific fields within your form, your Agency Specialist can assist you.

Example of the User Enrollment Form:

Section 2.3 Welcome to DNP Email

After Fiscal Service processes your form, you will receive the Welcome to DNP Email from the DNP email box (donotpay@stls.frb.org). This email contains potential tools to ensure that you ge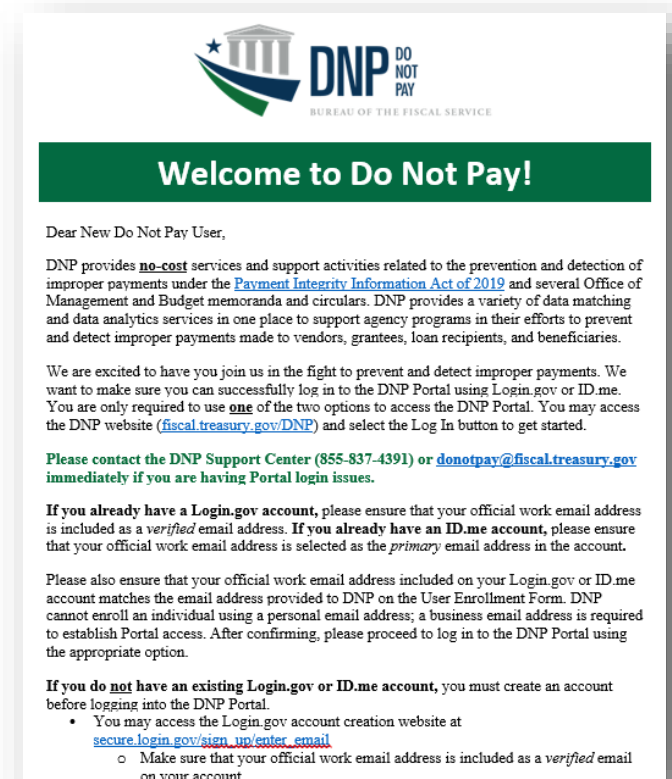t the most out of the DNP Program and the Portal, and contact information for the DNP Support Center, if you should encounter issues attempting to log into the Portal (855-837-4391).

Example of the Welcome to DNP Email for PIV/CAC/LincPass

Example of the Welcome to DNP Email for ID.me or Login.gov

Welcome to Do Not Pay!

Dear New Do Not Pay User,

DNP provides **no-cost** services and support activities related to the prevention and detection of improper payments under the Payment Integrity Information Act of 2019 and several Office of Management and Budget memoranda and circulars. DNP provides a variety of data matching and data analytics services in one place to support agency programs in their efforts to prevent and detect improper payments made to vendors, grantees, loan recipients, and beneficiaries.

We are excited to have you join us in the fight to prevent and detect improper payments. We want to make sure you can successfully log in to the DNP Portal using your Personal Identity Verification (PIV) Card, Common Access Card (CAC), or LincPass Card. You may access the DNP website, (fiscal.treasury.gov/DNP) and select the Log In button to get started.

Please contact the DNP Support Center (855-837-4391) or donotpay@fiscal.treasury.gov immediately if you are having any login issues.

DNP Offers Several Educational Tools:
DNP video trainings are available and have been designed to ensure you get the most out of DNP. For example, the "How to Adjudicate in the Portal" and the "Introduction to DNP" on-demand videos are tools that provide users step-by-step guidance and other relevant information. To access these tools, go to fiscal.treasury.gov/dnp/training.html. We also offer custom training sessions for individuals or teams of people who need to learn how to use the DNP Portal.

Let Us Know How We Are Doing!
To ensure DNP is doing its best to assist you, please tell us about your experience throughout the enrollment process. Your feedback is incredibly valuable to the future delivery of our customer service. You can contact us at donotpay@fiscal.treasury.gov or 855-837-4391. In addition, our website is a great resource for helpful information fiscal.treasury.gov/dnp.

We appreciate working with you and look forward to offering you our continued support.

Welcome to Do Not Pay!

Dear New Do Not Pay User,

DNP provides **no-cost** services and support activities related to the prevention and detection of improper payments under the Payment Integrity Information Act of 2019 and several Office of Management and Budget memoranda and circulars. DNP provides a variety of data matching and data analytics services in one place to support agency programs in their efforts to prevent and detect improper payments made to vendors, grantees, loan recipients, and beneficiaries.

We are excited to have you join us in the fight to prevent and detect improper payments. We want to make sure you can successfully log in to the DNP Portal using Login.gov or ID.me. You are only required to use **one** of the two options to access the DNP Portal. You may access the DNP website (fiscal.treasury.gov/DNP) and select the Log In button to get started.

Please contact the DNP Support Center (855-837-4391) or donotpay@fiscal.treasury.gov immediately if you are having Portal login issues.

If you already have a Login.gov account, please ensure that your official work email address is included as a *verified* email address. **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.

Please also ensure that your official work email address included on your Login.gov or ID.me account matches the email address provided to DNP on the User Enrollment Form. DNP cannot enroll an individual using a personal email address; a business email address is required to establish Portal access. After confirming, please proceed to log in to the DNP Portal using the appropriate option.

If you do not have an existing Login.gov or ID.me account, you must create an account before logging into the DNP Portal.
- You may access the Login.gov account creation website at secure.login.gov/sign_up/enter_email
  - Make sure that your official work email address is included as a *verified* email on your account

SECTION 3: GAINING ACCESS TO THE PORTAL

Section 3.1 PIV/CAC/LincPass Card

If you have access to a PIV/CAC/LincPass card, there are no further steps needed to gain access to the Portal. Click *here* to move to *Section 4: Logging into the DNP Portal* within this Guide for step-by-step login instructions.

Example of a PIV/CAC/LincPass Card:

Section 3.2 Signing Up with a CSP

If you don't have access to a PIV/CAC/LincPass card, you will log into the DNP Portal using a Credential Service Provider (CSP)—either ID.me or Login.gov. You will need to create an account with one of these services or use an existing account. If you are creating an account, you must use the same *work* email address that is on your User Enrollment Form; DNP cannot enroll a user using a personal email address.

If you are using an existing ID.me account, you must ensure that the email address on your User Enrollment Form is added to the account as the primary email address. ***If you are using an existing Login.gov account,*** you must ensure that the email address on your User Enrollment form is added to the account as a verified email address. Click *here* to create an account with ID.me. Click *here* to create an account with Login.gov.

Creating an account with ID.me	Creating an account with Login.gov

SECTION 4:   LOGGING INTO THE DNP PORTAL

Section 4.1 With a PIV/CAC/LincPass Card

1. Insert your PIV/CAC/LincPass Card.
2. Type https://fiscal.treasury.gov/DNP/ in the address bar and click <Enter>.
3. Click **[Log In]**.
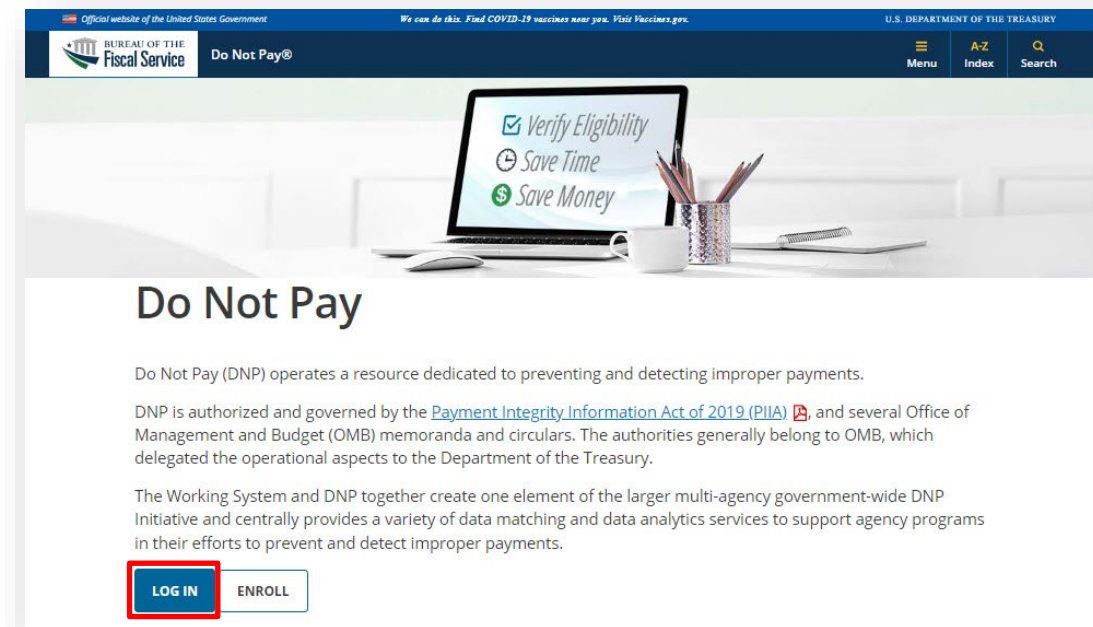
4. A new browser tab will open.
   ➢ Click **[PIV/CAC]**.
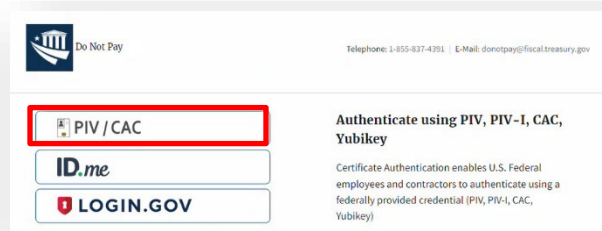
5. A pop-up window will open with your certificate information.
   ➢ Select a Certificate and click [OK] and then enter your PIN associated with your PIV/CAC/LincPass Card and click **[OK]**. Your screen may look different based on your web browser or Windows version.
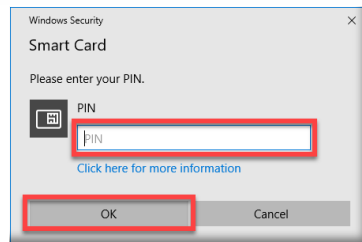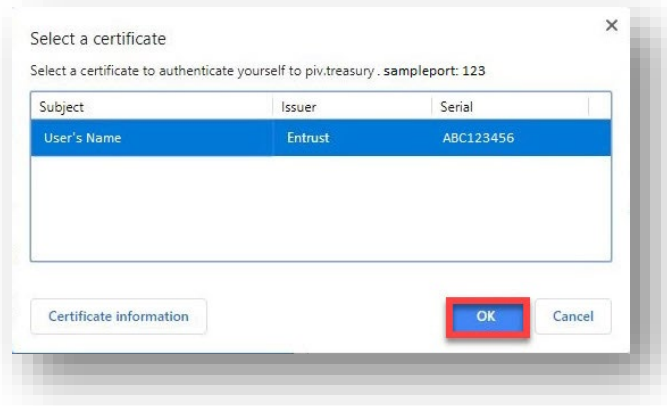
6. If it is your first time logging into the Portal with your PIV/CAC/LincPass card, you will be directed to a one-time email verification screen.
   ➢ Enter your work email address that was used to enroll into the Portal on your User Enrollment Form. A verification code will be sent to that email. Enter that verification code and click [Submit].

7. Another browser window will open with DNP's Terms and Conditions.
   ➢ Please review the document and then click **[Accept]** to gain access to the DNP
      Portal. This window will open each time you login.
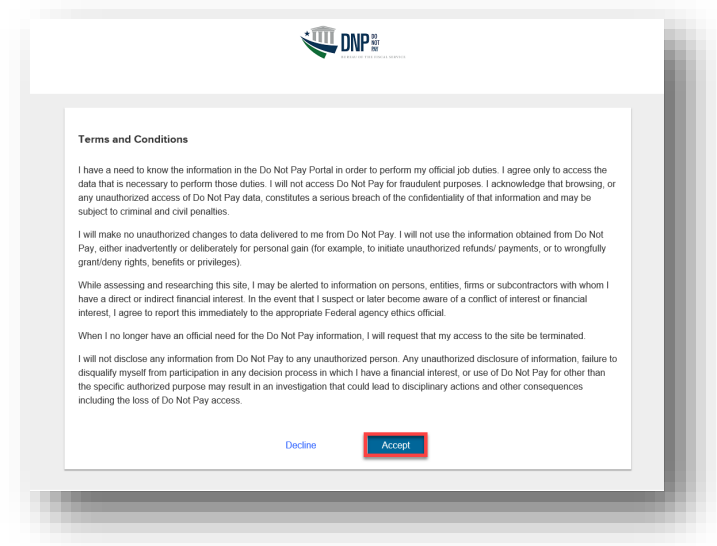
Section 4.2 With CSP (ID.me or Login.gov)
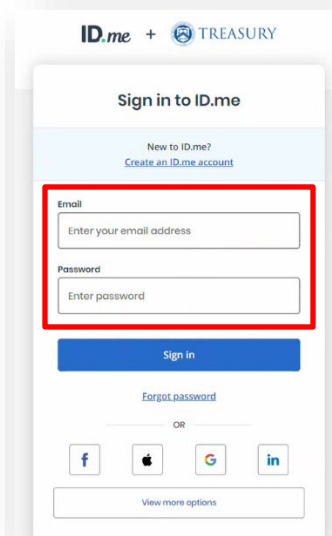
1. Type https://fiscal.treasury.gov/DNP/ in the address bar and click <Enter>.
2. Click **[Log In]**.
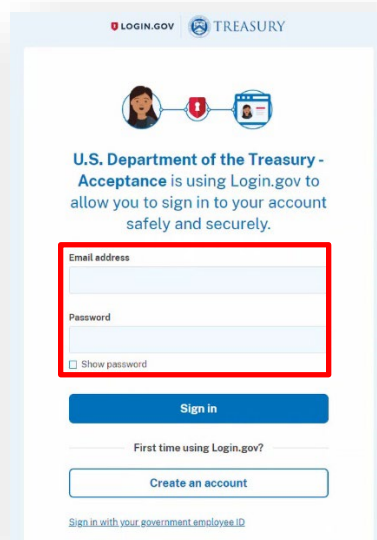
3. A new browser will open.
   - Click **[ID.me]** <u>or</u> **[Login.gov]** corresponding to the account you have. Note your agreement to the Terms and Conditions by clicking **[Accept]**.
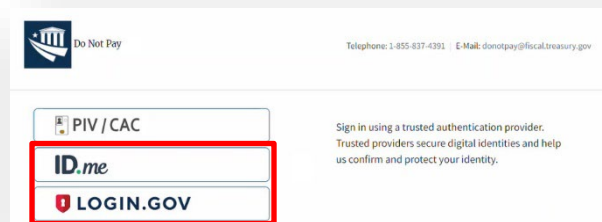
4. If you click ID.me, you will be directed to their sign-on screen to input your email address and password.

> ➢ After signing in, you will be routed to the DNP Portal.

5. If you click Login.gov, you will be directed to their sign-on screen to input your email address and password.

6. After signing in, you will be routed to the DNP Portal homepage.

SECTION 5: USER GUIDE

For assistance navigating the DNP Portal, you may refer to the User Guide within the DNP Portal.

1. Log into the DNP Portal

2. Click on the (upper right corner)

    3. A new window will open. Click **[User Guide].**

    4. A PDF version of the current User Guide will open.

SECTION 6: TROUBLESHOOTING

Section 6.1 Unable to Log into the DNP Portal
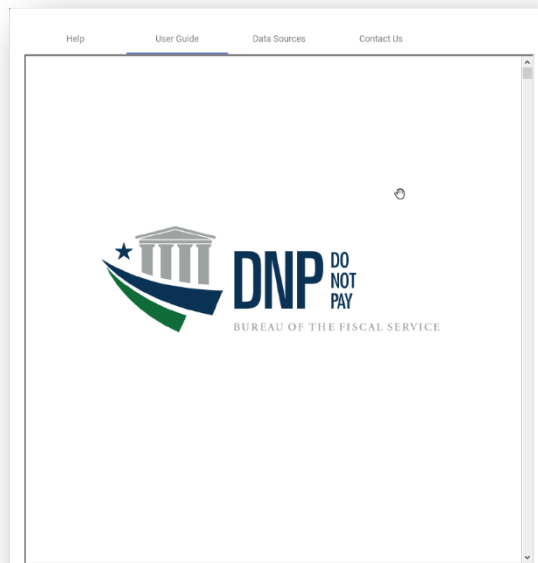
A. Verify the URL is correct. (https://fiscal.treasury.gov/DNP/)

B. Do not use Internet Explorer. You may use Microsoft Edge, Google Chrome, or Firefox.

C. Delete Temporary Internet Files and Cookies from your browser.

D. After re-opening your browser, please type https://fiscal.treasury.gov/DNP/ manually into your address bar.

E. If you are logging in with PIV/CAC/LincPass and are getting prompted for a PIV/CAC/LincPass certificate, make sure you are choosing the correct certificate from the certificate box.

F. Verify you are inputting the pin that you had set up for your PIV/CAC/LincPass Card in the Password screen.

If you are still receiving an error, record the error message (a screenshot is best), and forward your name, phone number, email address, and a brief description of the problem in a secured email to donotpay@stls.frb.org or call the DNP Support Center at (855) 837-4391 for assistance.

Section 6.2 Issues on Downloading Text or Excel Files with Existing Browser

If the existing browser that is being used is preventing you from downloading a Text or Excel file, ensure that the browser settings under the Security section that reads "Do not save encrypted pages to disk" is checked. It depends on the browser version in use where this setting is located.

➢ Please see example below for Microsoft Edge.

   o Go to Tools-> Internet Options -> Advanced Tab -> Security
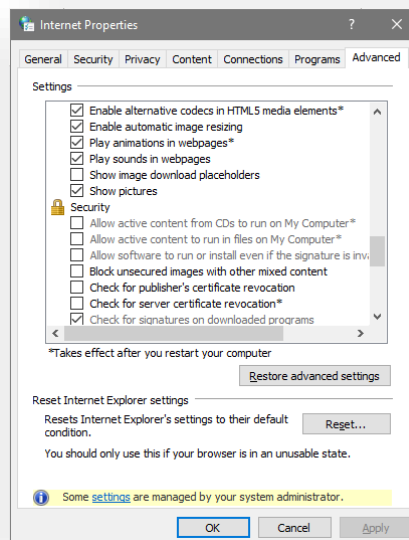
SECTION 7: SYSTEM REQUIREMENTS

This section details the system and configuration requirements necessary to use the Portal.

Requirement Type	Details
System	- Web Browser: Microsoft Edge, Google Chrome, or Firefox **Note:** Microsoft Edge Native Mode which emulates Internet Explorer is not supported by DNP. **Note:** Please do not use the back button on your browser. DNP does not support the use of the browser back button. The navigation pane on the left side of the DNP Portal may be used to return to a previous page. - Adobe Reader - Entrust Root Certificate: The Entrust (2048) Root Certificate must be installed in the "Trusted Root Certification Authorities" certificate store on the "local machine" (all user profiles) for the workstation. This certificate is normally installed by default with Internet Explorer. If it has been removed, you will need to have your agency reinstall the certificate. - Microsoft Excel versions 2007 and later - Internet Options Security Settings - Active USB Port - Windows Resolution: 1280 x 1024 or higher
PIV/CAC/LincPass Card	Users with Personal Identity Verification Cards (PIV, PIV-I, CAC, and LincPass), have the ability to access the DNP Portal with their Card. Contact your Agency Specialist with questions on PIV/CAC/LincPass Card set up and technical requirements. Active Card Reader
CSP Access	Users without access to PIV/CAC/LincPass will need to create an account or use an existing account with *either* ID.me *or* Login.gov - A user must use the same work email address that is included on their User Enrollment Form when creating a new ID.me or Login.gov account. - DNP cannot enroll an individual using a personal email address; a business email address is required to establish Portal access.

Requirement Type	Details
	If a user has an existing ID.me account, they can use it to access the Portal. Please ensure that your official work email address is selected as the <u>primary</u> email address in the account. • Please ensure that the official work email address matches the email address provided to DNP on the User Enrollment Form. If a user has an existing Login.gov account, you can use it to access the Portal. Please ensure that their official work email address is included as a <u>verified</u> email address in the account. • Please ensure that the official work email address matches the email address provided to DNP on the User Enrollment Form.

SECTION 8: FREQUENTLY ASKED QUESTIONS (FAQs)

Q. Why is gaining access to the DNP Portal such a time-intensive process?

A. The primary reason it takes time to gain access to the Portal is due to the security measures DNP takes to ensure that data sent and received in our system is secure. As we review your enrollment request, there are several time intensive steps that may delay the process, some of which include: observing The Privacy Act of 1974 with regard to an enrollment request or reconciling your agency's specific technology practices against others in our system, a process that can sometimes lend itself to unpredictable interfacing problems. Ultimately, DNP makes every effort to ensure that privacy and security risks are mitigated, a process that takes time and may attribute to a lengthy enrollment process.

Q. What does it mean that I've been selected to be a user in the DNP Portal?

A. Your position plays a vital role in the payment cycle at your agency. As part of your agency's ongoing efforts to reduce improper payments, your agency is verifying their payments through the DNP Portal. Contact your Authorizing Official to obtain additional details. If you are unsure who you are Authorizing Official is at your agency, call the DNP Support Center at (855) 837-4391 and we can help point you to the correct person at your agency.

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

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

Q. Can I use a personal email address when creating my ID.me or Login.gov account for DNP Portal access?

A. No. You are required to create an account using your official work email address to access the Portal. Please ensure that the email address used to create your ID.me or Login.gov account matches the email address on your User Enrollment Form.

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

A. Yes. If you already have an existing ID.me account, please ensure that your official work email address is selected as the *primary* email address in the account. If you already have an existing Login.gov account, please ensure that your official work email address is included as a *verified* email address.

Q. Why do I need a PIV/CAC/LincPass card?

A. Your PIV/CAC/LincPass card token is used to verify and certify that you are allowed access to the DNP Portal. Your card is a secondary layer of authentication to protect your information and your agency's data within the DNP Portal.

Q. What do I need to do if my DNP access is inactive?

A. Call the DNP Support Center (855) 837-4391 and ask to have your DNP access reactivated. You must login to DNP immediately following the call to retain an active status.

Q. How do I learn how to use the Portal?

    A. Go to the [Training page](#) at the DNP website to use resources. There, you can review Spotlight training and how-to videos on various DNP Portal functions and services. Your Agency Specialist is also always available for one-on-one training to fit your specific needs.

Q. What if I have a question about my match results in the Portal?

    A. Contact the DNP Support Center or send an email requesting contact at the DNP mailbox, donotpay@fiscal.treasury.gov. **Do not send Personally Identifiable Information (PII) or screen shots with PII via email.**

SECTION 9: GETTING HELP

There are several ways you can obtain help when using the DNP Portal.

You may contact your Agency Lead, Agency Specialist, or the DNP Support Center:

☎ (855) 837-4391
✉ donotpay@fiscal.treasury.gov
🖥 https://fiscal.treasury.gov/dnp/