



Do Not Pay Portal User Enrollment Guide

June 2025

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SECTION 1: FPFI AND 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 (DNP) Portal. This guide illustrates the steps necessary to gain access and enroll users into the Portal, including how to log in to the Portal.

Section 1.2 What Is the Fraud Prevention and Financial Integrity Office?

The Department of the Treasury's Fraud Prevention and Financial Integrity (FPFI) Office combats fraud and promotes financial integrity governmentwide. FPFI offers a suite of services and solutions to identify and prevent fraud and improper payments such as Account and Entity Verification Services, the **DNP Portal**, advanced data analytics, and more.

- FPFI is currently a **no cost** resource for federal agencies and federally funded, state-administered programs.
- FPFI offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls.
- FPFI has a dedicated team that works with agencies to determine and target the best solutions and data sources to meet program needs for combating improper payments and fraud.
- Agencies use FPFI to help make payment eligibility decisions at any time during the payment lifecycle, e.g., during pre-award and pre-payment eligibility verification.

Section 1.2.1 Do Not Pay Portal

Under the legislative mandates of the [Payment Information Integrity Act of 2019 \(PIIA\)](#) and several Office of Management and Budget (OMB) memoranda and circulars, DNP provides services and support-activities related to the identification, detection, and prevention of improper payments.

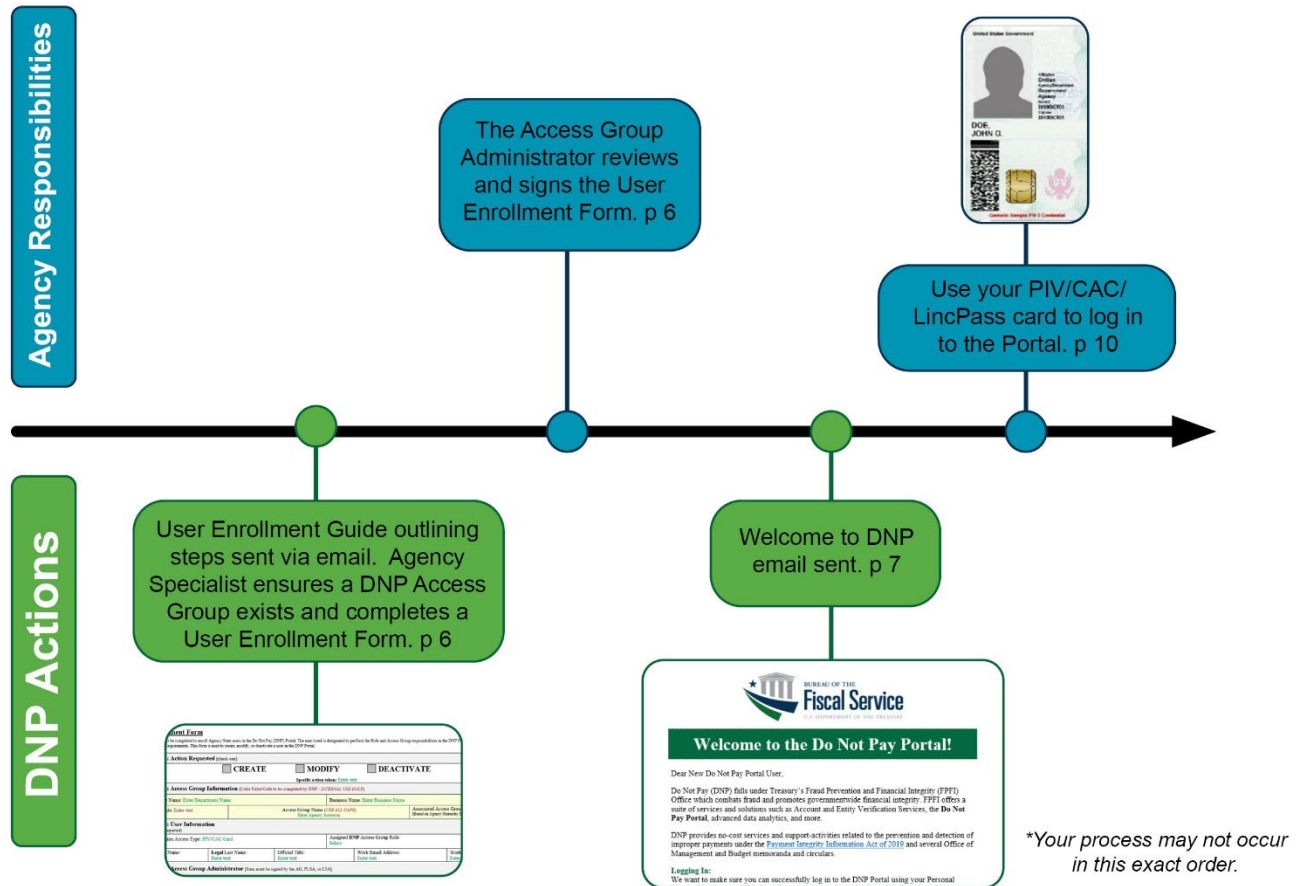
The DNP Portal is a central data hub allowing agencies to access a broad array of data sources to verify eligibility of a vendor, grantee, loan recipient, or beneficiary. The DNP Portal allows simultaneous searches of multiple data sources. Agencies may search for an individual or entity; batch-submit searches; and set up regular monitoring in the system.

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

- | | |
|---------------------------------------|------------------|
| ▪ Online Search | ▪ Batch Matching |
| ▪ Continuous Monitoring | ▪ Payments |
| ▪ Application Program Interface (API) | |

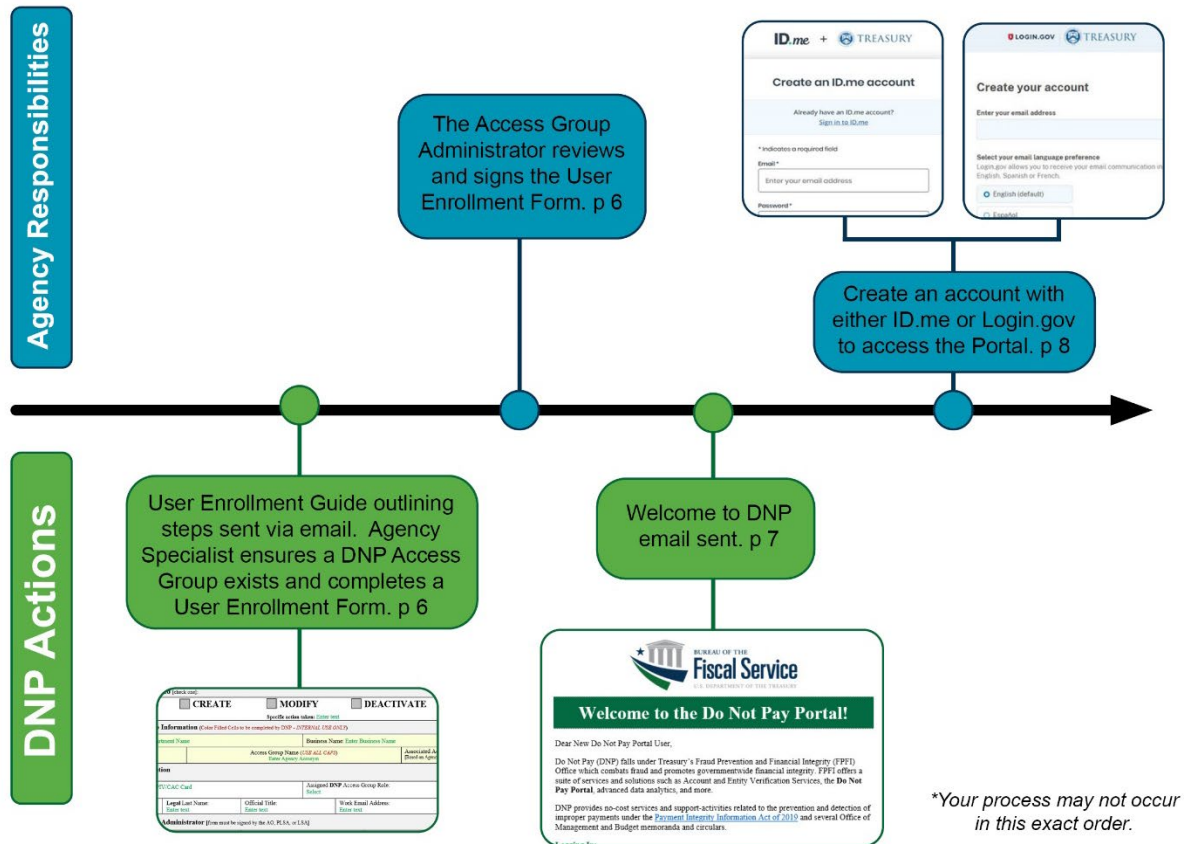
Section 1.3 PIV/CAC/LincPass Onboarding Process Overview

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



Section 1.4 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.



SECTION 2: COMPLETING FORMS

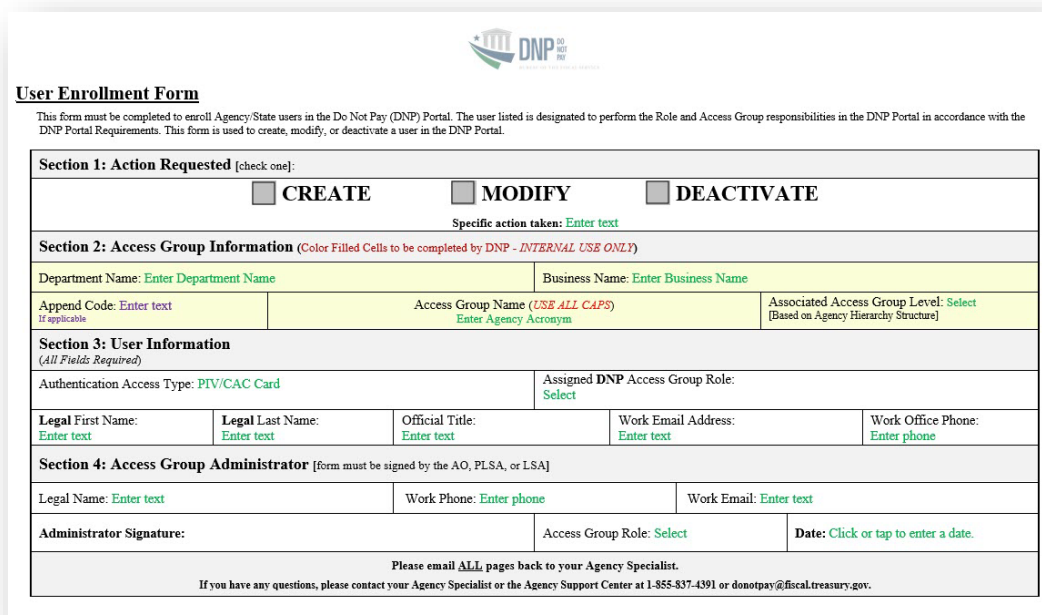
Section 2.1 Agency Specialist Sends User Enrollment Form

Your agency's Point of Contact (PoC) will receive an email from your Agency Specialist and Onboarding team 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. **Please 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 and Onboarding team 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. Each page of your User Enrollment Form must be returned to your Agency Specialist/Onboarding team. If there are questions regarding specific fields within your form, your Agency Specialist/Onboarding team can assist you.

Example of the User Enrollment Form:



The image shows a sample of the User Enrollment Form. At the top is the DNP logo. Below it is the title "User Enrollment Form" and a brief instruction: "This form must be completed to enroll Agency/State users in the Do Not Pay (DNP) Portal. The user listed is designated to perform the Role and Access Group responsibilities in the DNP Portal in accordance with the DNP Portal Requirements. This form is used to create, modify, or deactivate a user in the DNP Portal."

Section 1: Action Requested [check one]:

☐ CREATE ☐ MODIFY ☐ DEACTIVATE

Specific action taken: Enter text

Section 2: Access Group Information (Color Filled Cells to be completed by DNP - INTERNAL USE ONLY)

Department Name: Enter Department Name Business Name: Enter Business Name

Append Code: Enter text Access Group Name (USE ALL CAPS) Associated Access Group Level: Select

If applicable Enter Agency Acronym [Based on Agency Hierarchy Structure]

Section 3: User Information (All Fields Required)

Authentication Access Type: PIV/CAC Card Assigned DNP Access Group Role: Select

Legal First Name: Enter text Legal Last Name: Enter text Official Title: Enter text Work Email Address: Enter text Work Office Phone: Enter phone

Section 4: Access Group Administrator [form must be signed by the AO, PLSA, or LSA]

Legal Name: Enter text Work Phone: Enter phone Work Email: Enter text

Administrator Signature: Access Group Role: Select Date: Click or tap to enter a date.

Please email ALL pages back to your Agency Specialist.

If you have any questions, please contact your Agency Specialist or the Agency Support Center at 1-855-837-4391 or donotpay@fiscal.treasury.gov.

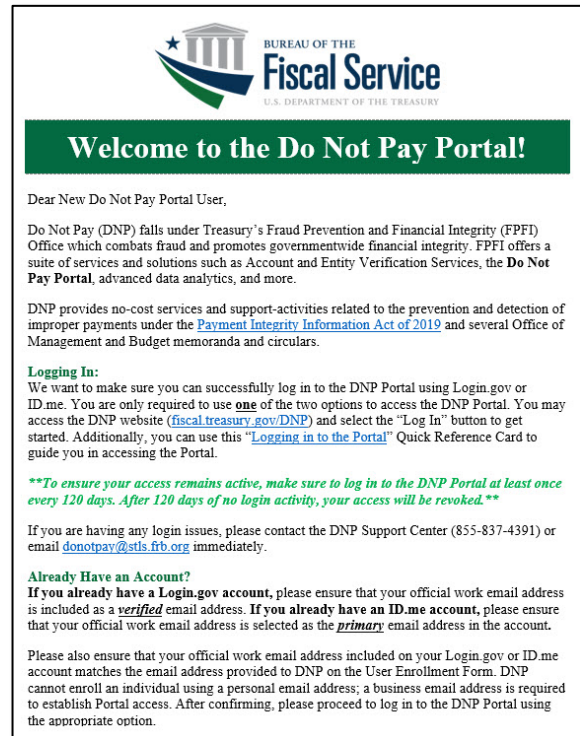
Section 2.3 Welcome to DNP Email

After the Onboarding team processes your form, you will receive the “Welcome to DNP” email from the DNP Support Center email box (donotpay@stls.frb.org). This email contains potential tools to ensure that you get the most out of the DNP Portal and contact information for the DNP Support Center, if you should encounter issues attempting to log into the Portal.

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



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



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

A screenshot of the ID.me account creation form. The header shows the ID.me logo and the U.S. Treasury logo. The title is "Create an ID.me account". Below the title, there is a link "Sign in to ID.me" for users who already have an account. The form includes three required fields: "Email" (with a placeholder "Enter your email address"), "Password" (with a placeholder "Enter password"), and "Confirm Password" (with a placeholder "Reenter password"). A checkbox at the bottom indicates "I accept the ID.me Terms of Service and Privacy Policy".

Creating an account with Login.gov

A screenshot of the Login.gov account creation form. The header shows the LOGIN.GOV logo and the U.S. Treasury logo. The title is "Create your account". Below the title, there is a field "Enter your email address". Underneath, there is a section "Select your email language preference" with radio buttons for "English (default)", "Español", and "Français". At the bottom, there is a checkbox "I read and accept the Login.gov Rules of Use" and a blue "Submit" button.

Section 3.3 Aging Rules for Portal Access

To ensure the continued security of existing users and the citizen data contained within the DNP Portal, Fiscal Service activated the CAIA Aging Rules. After 120 days of no login activity to the DNP Portal, the Aging Rules will deactivate the user, revoking DNP Portal access immediately. The Aging Rules will be activated as soon as users have been provisioned access to the DNP Portal.

- **Required:** Each user must log into the DNP Portal at least **once every 120 days** or DNP Portal access will be revoked.
 - **Notification Emails:** Users will receive warning emails to notify them that they are at risk of being deactivated due to inactivity. They will receive five emails, the earliest being fourteen days before access is removed, reminding them to log in to the DNP Portal immediately.
 - **Recommended:** To ensure you are logging in once every 120 days, DNP recommends creating a recurring reminder on your calendar.
- **Regaining Portal Access:** If a user is deactivated, a new user enrollment form must be completed and signed by the Access Group Administrator (AGA) for that individual to regain access to the DNP Portal.
 - **The process to reprovision access can take up to seven days.**
 - If your account has been deactivated but you still require Portal access, please contact your Agency Lead and Agency Specialist immediately to begin the re-enrollment process.

Note: If you no longer need access to the DNP Portal, you should send an email to donotpay@stls.frb.org and we will proactively delete your access to DNP.

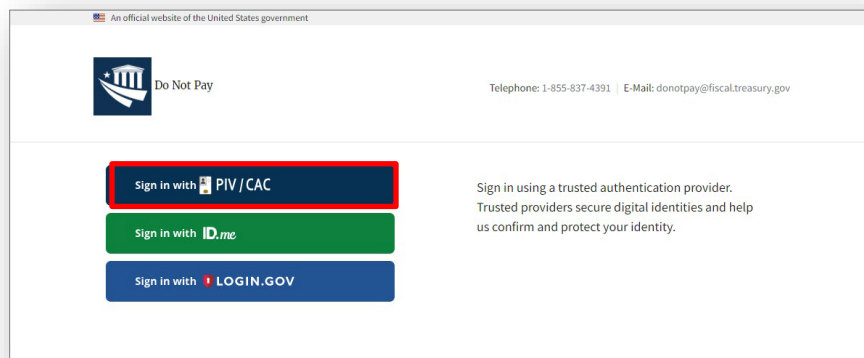
SECTION 4: LOGGING INTO THE DNP PORTAL

Section 4.1 With a PIV/CAC/LincPass Card

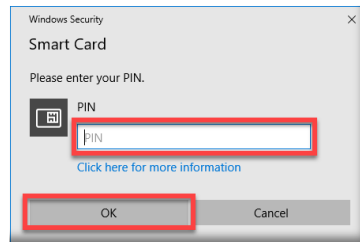
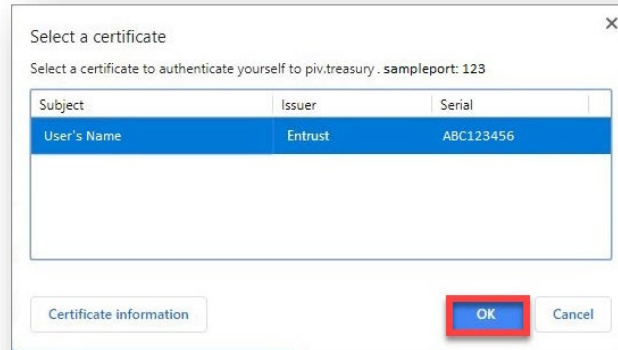
1. Insert your PIV/CAC/LincPass Card.
2. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
3. Click **[Log In]**.



4. A new browser tab will open.
 - Click **[PIV/CAC]**.



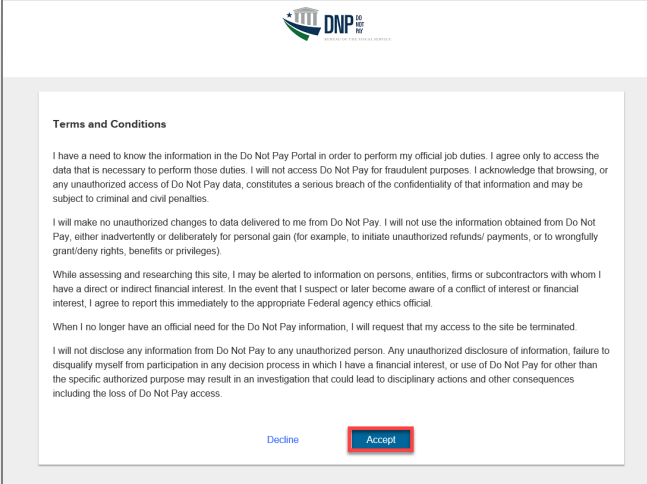
5. A pop-up window will open with your certificate information.
- Select a Certificate and click [OK] and then enter your PIN associated with your PIV/CAC/LincPass Card and click [OK]. Your screen may look different based on your web browser or Windows version.



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].

A screenshot of a web page titled "Do Not Pay". The page has a header with a logo and contact information: "Telephone: 1-855-837-4391 | E-Mail: donotpay@fiscal.treasury.gov". Below the header is a light blue banner with the text: "If the e-mail address below is not correct, please specify the correct e-mail address and click Submit." Below the banner is a text input field and a blue "Submit" button. The text input field is highlighted with a red rectangle.

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.



The screenshot shows a web browser window with the DNP logo at the top center. The logo consists of a stylized 'DNP' with a green and blue graphic element. Below the logo, the text 'Do Not Pay' is visible. The main content area is titled 'Terms and Conditions' and contains several paragraphs of text. At the bottom of the window, there are two buttons: 'Decline' and 'Accept'. The 'Accept' button is highlighted with a red border.

Terms and Conditions

I have a need to know the information in the Do Not Pay Portal in order to perform my official job duties. I agree only to access the data that is necessary to perform those duties. I will not access Do Not Pay for fraudulent purposes. I acknowledge that browsing, or any unauthorized access of Do Not Pay data, constitutes a serious breach of the confidentiality of that information and may be subject to criminal and civil penalties.

I will make no unauthorized changes to data delivered to me from Do Not Pay. I will not use the information obtained from Do Not Pay, either inadvertently or deliberately for personal gain (for example, to initiate unauthorized refunds/ payments, or to wrongfully grant/deny rights, benefits or privileges).

While assessing and researching this site, I may be alerted to information on persons, entities, firms or subcontractors with whom I have a direct or indirect financial interest. In the event that I suspect or later become aware of a conflict of interest or financial interest, I agree to report this immediately to the appropriate Federal agency ethics official.

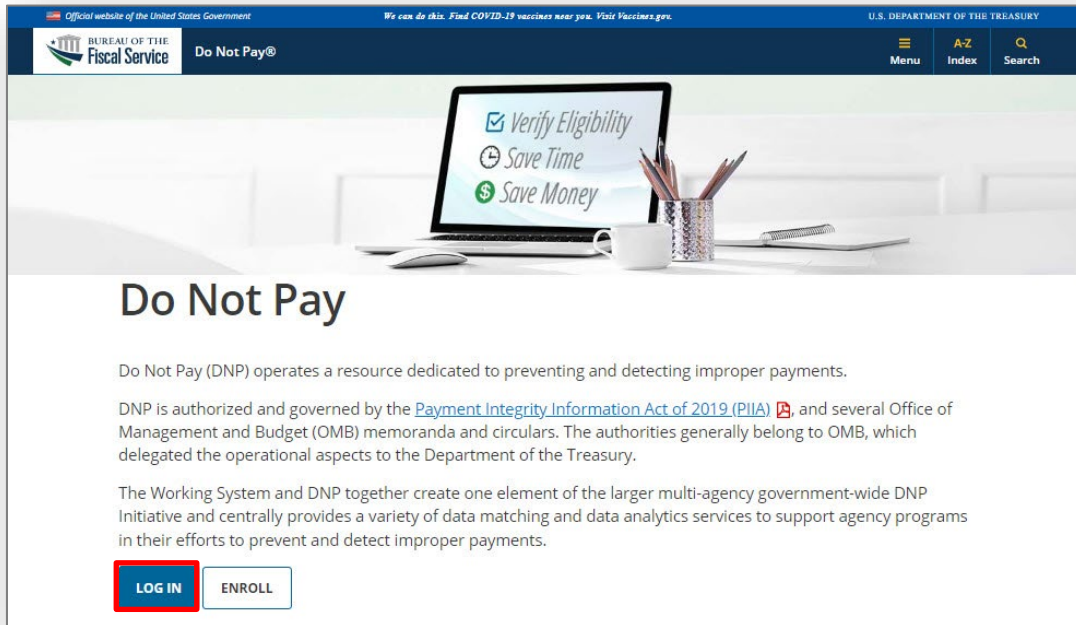
When I no longer have an official need for the Do Not Pay information, I will request that my access to the site be terminated.

I will not disclose any information from Do Not Pay to any unauthorized person. Any unauthorized disclosure of information, failure to disqualify myself from participation in any decision process in which I have a financial interest, or use of Do Not Pay for other than the specific authorized purpose may result in an investigation that could lead to disciplinary actions and other consequences including the loss of Do Not Pay access.

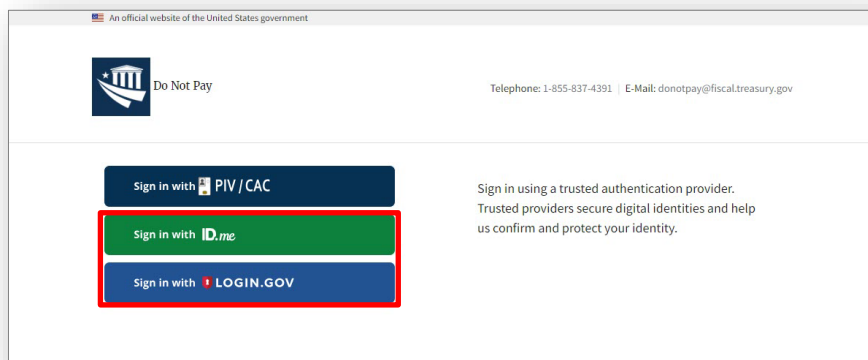
[Decline](#) [Accept](#)

Section 4.2 With CSP (ID.me or Login.gov)

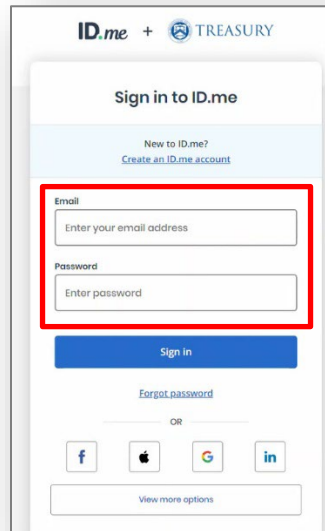
1. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
2. Click [Log In].



3. A new browser will open.
 - Click [ID.me] or [Login.gov] corresponding to the account you have. Note your agreement to the Terms and Conditions by clicking [Accept].

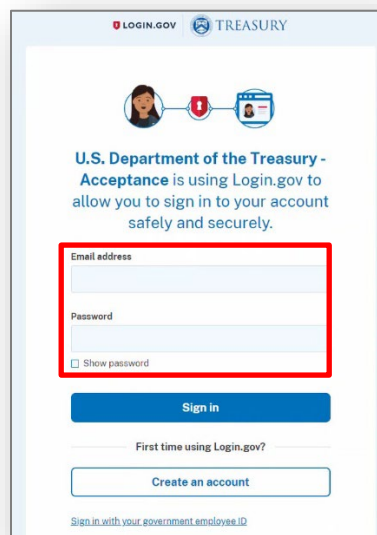


4. If you click ID.me, you will be directed to their sign-on screen to input your email address and password.
 - After signing in, you will be routed to the DNP Portal.



The image shows the ID.me sign-in interface. At the top, it says "ID.me + TREASURY". Below that is the heading "Sign in to ID.me". A link "New to ID.me? Create an ID.me account" is visible. The main form has two input fields: "Email" with the placeholder "Enter your email address" and "Password" with the placeholder "Enter password". These two fields are enclosed in a red rectangular box. Below the fields is a blue "Sign in" button. Underneath the button is a link "Forgot password". Below that is the word "OR" and four social media icons: Facebook, Apple, Google, and LinkedIn. At the bottom is a link "View more options".


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



The image shows the Login.gov sign-in interface. At the top, it says "LOGIN.GOV + TREASURY". Below that is a graphic showing a person's profile, a shield, and a key. The text reads "U.S. Department of the Treasury - Acceptance is using Login.gov to allow you to sign in to your account safely and securely." The main form has two input fields: "Email address" and "Password". These two fields are enclosed in a red rectangular box. Below the "Password" field is a checkbox labeled "Show password". Below the fields is a blue "Sign in" button. Underneath the button is the text "First time using Login.gov?" and a link "Create an account". At the bottom is a link "Sign in with your government employee ID".


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

SENSITIVE BUT UNCLASSIFIED

 **DNP** DO NOT TRY
DEPARTMENT OF NATIONAL SERVICE

[?](#) [Announcements](#) [INT_CBAFWLONE](#) [MCSR0001](#)

Online Search



Enter SSN/EIN/TIN Enter First Name Enter Last Name

Enter UEI Enter EFT Indicator Enter Business Name

Enter DUNS Enter Plus 4

Search **Clear**

Select Data Sources


<input checked="" type="checkbox"/> Select All	<input checked="" type="checkbox"/> American InfoSource Death Data – Probate (AIS-PROB)	<input checked="" type="checkbox"/> Automatic Revocation of Exemption List (ARL)	<input checked="" type="checkbox"/> Credit Alert System (CAIVRS)
<input checked="" type="checkbox"/> American InfoSource Death Data – Obituary (AIS-OBIT)	<input checked="" type="checkbox"/> Dept of State Death Data (DOS)	<input checked="" type="checkbox"/> List of Excluded Individuals/Entities – Public (LEIE-PUB)	<input checked="" type="checkbox"/> List of Excluded Individuals/Entities – Restricted (LEIE-RES)
<input checked="" type="checkbox"/> Dept of Defense Death Data (DOD)	<input checked="" type="checkbox"/> SAM Entity Registration Records (SAMENT)	<input checked="" type="checkbox"/> SAM Exclusion Records – Public (SAM-EXCL-PUB)	<input checked="" type="checkbox"/> SAM Exclusion Records – Restricted (SAM-EXCL-RES)
<input checked="" type="checkbox"/> Office of Foreign Assets Control (OFAC)	<input checked="" type="checkbox"/> TOP Debt Check (DRCK)		
<input checked="" type="checkbox"/> SSA Death Master File (DMF)			

SENSITIVE BUT UNCLASSIFIED

An Official Website of the United States Government

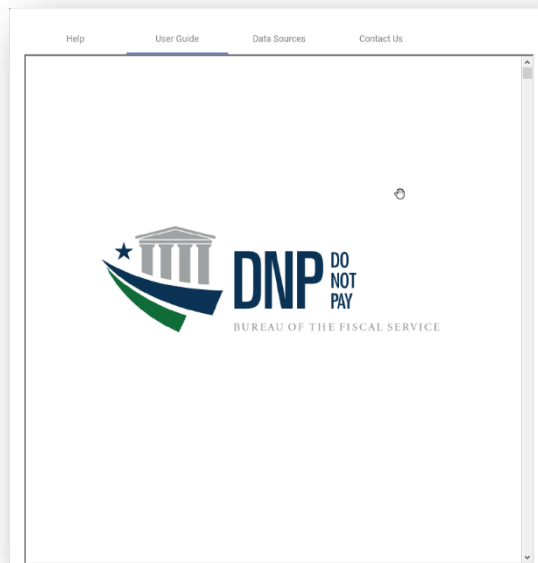
SECTION 5: USER GUIDE

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

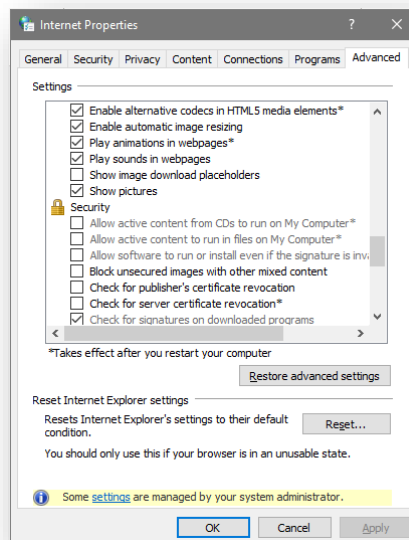
- A. Verify the URL is correct. (<https://fiscal.treasury.gov/DNP/>)
- B. Do not use Internet Explorer. You may use Microsoft Edge, Google Chrome, or Firefox.
- C. Delete Temporary Internet Files and Cookies from your browser.
- D. After re-opening your browser, please type <https://fiscal.treasury.gov/DNP/> 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 when trying to log in, 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 the DNP Support Center at donotpay@stls.frb.org or call (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.
 - 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	<ul style="list-style-type: none"> Web Browser: Microsoft Edge, Google Chrome, or Firefox <p>Note: Microsoft Edge Native Mode which emulates Internet Explorer is not supported by DNP.</p> <p>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.</p> <ul style="list-style-type: none"> 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	<p>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.</p> <ul style="list-style-type: none"> Active Card Reader
CSP Access	<p>Users without access to PIV/CAC/LincPass will need to create an account or use an existing account with <i>either</i> ID.me <i>or</i> Login.gov</p> <ul style="list-style-type: none"> 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
	<p>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.</p> <ul style="list-style-type: none"> • Please ensure that the official work email address matches the email address provided to DNP on the User Enrollment Form. <p>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.</p> <ul style="list-style-type: none"> • 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 to ensure that the 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. Ultimately, we make 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 your agency Authorizing Official is, please call the DNP Support Center at (855) 837-4391 and they can assist you.

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 account is deactivated, but I still require access to the DNP Portal?

- A. Any individual whose access is deactivated with the CAIA Aging Rules will need to be re-enrolled with a new user enrollment form signed by your Access Group Administrator. The process to reprovision access can take up to seven days. If your account is deactivated but you still require access, please contact your DNP Agency Lead and Agency Specialist.

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

- A. Go to the [Training page](#) on the DNP website to use the various resource listed. Once there, you can review the Spotlight trainings and how-to videos on various DNP Portal functions and services. Your Agency Lead and Agency Specialist is also 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 your Agency Lead or Agency Specialist, or send an email to FPIoutreach@fiscal.treasury.gov. **Do not send Personally Identifiable Information (PII) or screen shots with PII via email.**

Q. How do I gain access to other FPI products besides the Portal?

- A. The DNP Portal is one tool of many offered by FPI. If you are interested in learning more about additional FPI products and services, please contact FPIoutreach@fiscal.treasury.gov to discuss more options.

SECTION 9: GETTING HELP

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

- ☎ (855) 837-4391
- ✉ For general inquiries: FPIoutreach@fiscal.treasury.gov
- ✉ For DNP Portal provisioning or access questions: donotpay@stls.frb.org
- 🌐 <https://fiscal.treasury.gov/dnp/>