



BUREAU OF THE

Fiscal Service

U.S. DEPARTMENT OF THE TREASURY

Do Not Pay Portal Onboarding Guide

June 2025

Table of Contents

SECTION 1: FPMI AND DNP OVERVIEW	3
Section 1.1 About This Onboarding Guide.....	3
Section 1.2 What Is the Fraud Prevention and Financial Integrity Office?	3
Section 1.2.1 Do Not Pay Portal	3
SECTION 2: DNP PORTAL ONBOARDING PROCESS – OVERVIEW	4
Section 2.1 How Long Does the Onboarding Process Take?	4
Section 2.1.1 Initial Steps.....	4
Section 2.1.2 Access Forms.....	4
Section 2.1.3 Account Setup and Feedback.....	4
SECTION 3: ONBOARDING PROCESS – DETAILED STEPS.....	5
Section 3.1 Initiate Process.....	5
Step 1: Business Solutions Consultation.....	5
Step 2: Initial Questions Document	5
Step 3: Legal Approval.....	10
Section 3.2 Access Forms.....	12
Step 4: Access Group Form	12
Step 5: User Enrollment Form	13
Step 6: File Association Form (for Batch Matching and Continuous Monitoring only)	14
Step 7: Establish Secure File Transfer (for Batch Matching and Continuous Monitoring only)	15
Section 3.3 Account Setup and Feedback.....	16
Step 8: User Credential Setup.....	16
Step 9: Feedback	17
SECTION 4: CONTACT INFORMATION.....	18

SECTION 1: FPMI AND DNP OVERVIEW

Section 1.1 About This Onboarding Guide

This guide provides step-by-step instructions for requesting access to the Do Not Pay (DNP) Portal, setting up an agency program Access Group, establishing a Bulk Matching file, and enrolling Portal Users.

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

The Department of the Treasury's Fraud Prevention and Financial Integrity (FPMI) Office combats fraud and promotes financial integrity governmentwide. FPMI 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.

- FPMI is currently a **no cost** resource for federal agencies and federally funded, state-administered programs.
- FPMI offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls.
- FPMI 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 FPMI 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 2: DNP PORTAL ONBOARDING PROCESS – OVERVIEW

Section 2.1 How Long Does the Onboarding Process Take?

In order to complete the Portal Onboarding process, it is very important for the information provided by the agency to be as accurate and complete as possible. The timeframe is contingent on several factors, including agency involvement and responsiveness, Fiscal Service legal review, availability and capacity of agency development resources, and internal onboarding and development workloads.

The following provides an overview of the DNP Portal onboarding steps with links to the steps in this document:

Section 2.1.1 Initial Steps

[Step 1: Business Solutions Consultation](#)

[Step 2: Initial Questions Document](#)

[Step 3: Legal Approval](#)

Section 2.1.2 Access Forms

[Step 4: Access Group Form](#)

[Step 5: User Enrollment Form](#)

[Step 6: File Association Form \(for Batch Matching and Continuous Monitoring only\)](#)

[Step 7: Establish Secure File Transfer \(for Batch Matching and Continuous Monitoring only\)](#)

Section 2.1.3 Account Setup and Feedback

[Step 8: User Credential Setup](#)

[Step 9: Feedback](#)

SECTION 3: ONBOARDING PROCESS – DETAILED STEPS

Section 3.1 Initiate Process

Step 1: Business Solutions Consultation

Step 1.A: An agency contacts FPFI's Agency Lead or Agency Specialist

An agency interested in using the DNP Portal for preventing and detecting improper payments can contact an Agency Lead and Agency Specialist to learn more about the Portal. There are several ways that an agency can reach out: 1) they may contact the Agency Lead/Agency Specialist by phone or email (FPFIoutreach@fiscal.treasury.gov); 2) they may call the DNP Support Center by phone (855-837-4391) or email (donotpay@stls.frb.org)— the Support Center will forward the message to the appropriate Lead or Specialist; 3) they may fill out the “Agency/Program Inquiry” form on the [DNP website](#) to submit a request for more information.

Step 1.B: FPFI schedules introduction call

After receiving the agency's interest in the DNP Portal, the Agency Lead/Agency Specialist will reach out to the agency to schedule an introduction meeting. This conference call will provide the opportunity for the agency to learn more about the DNP Portal, as well as other resources FPFI offers for identifying and preventing improper payments and fraud, strengthening internal controls for payment eligibility, and addressing business difficulties related to payments. This meeting provides a forum for the agency to discuss their payment processes and related challenges, as well as ask questions about the various solutions FPFI has to offer.

Step 1.C: Agency provides acknowledgement to proceed

After the agency learns more about the resources available through FPFI, they will need to confirm their interest in progressing through the onboarding process to access the DNP Portal. This will signal to the Agency Lead/Agency Specialist to proceed with next steps for onboarding.

Step 2: Initial Questions Document

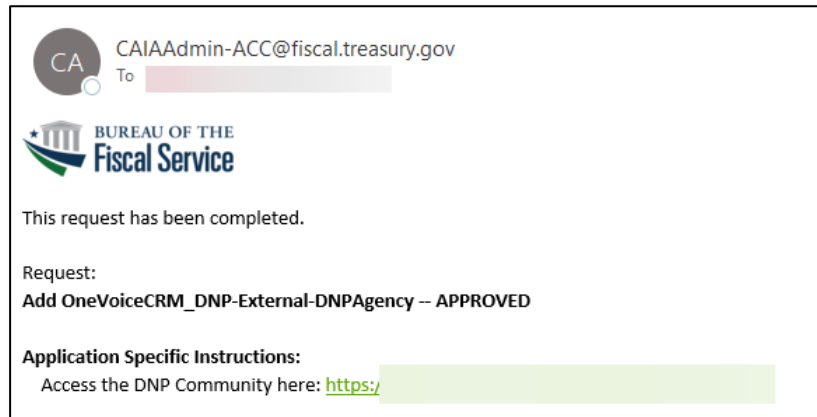
Step 2.A: FPFI sends the Initial Questions document to the agency

In order to request access to the DNP Portal for matching activities, the agency is required to complete the Initial Questions document. This document contains a record of the data sources and functionalities the agency is requesting access to, for the purposes of preventing and detecting improper payments. The agency will also be required to provide explanations for why these requested data sources would strengthen their payment eligibility processes.

The Agency Lead/Agency Specialist prepares the Initial Questions document in the Salesforce DNP Community. A copy of the Initial Questions document can be found on the [DNP website](#).

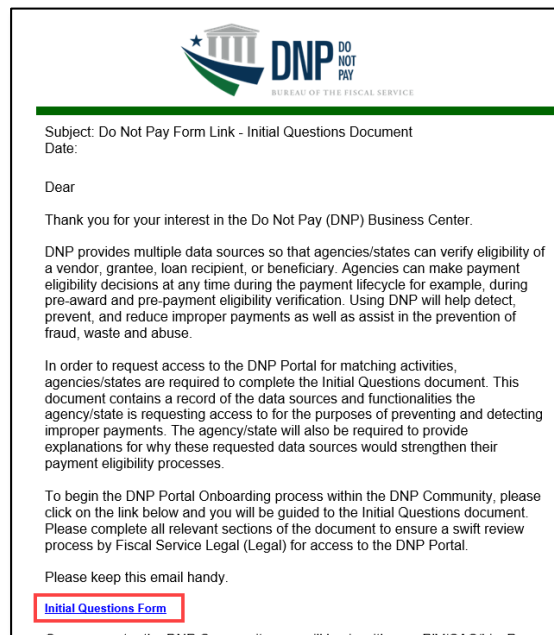
Step 2.A.1: User receives CAIA Admin Email

The agency user will receive two emails. The first email will come from CAIA Admin. This email is to notify the user that they have been provisioned access to the DNP Community.



Step 2.A.2: User receives DNP Email

The second email will come from Do Not Pay. This email gives the user more information about the DNP program, a link to access their Initial Questions document, and information on how to log in. Click the link.



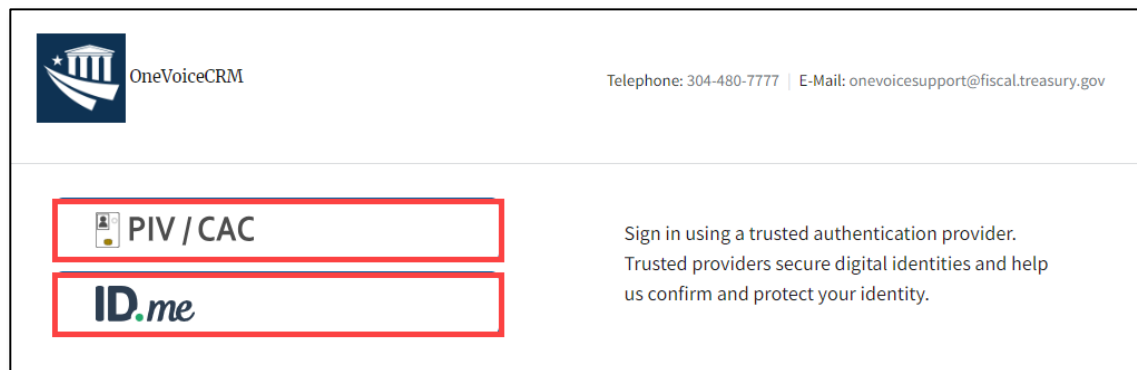
IMPORTANT NOTE: The link on the CAIA Admin email will redirect you to the DNP Community homepage (<https://onevoicecrm.my.site.com/dnp/s/>).

We **recommend** waiting for the DNP email to use the link which will take you to your specific Initial Questions document.

Step 2B: Logging in to the DNP Community

After clicking the link in the DNP email, a user will be redirected to the login screen down below.

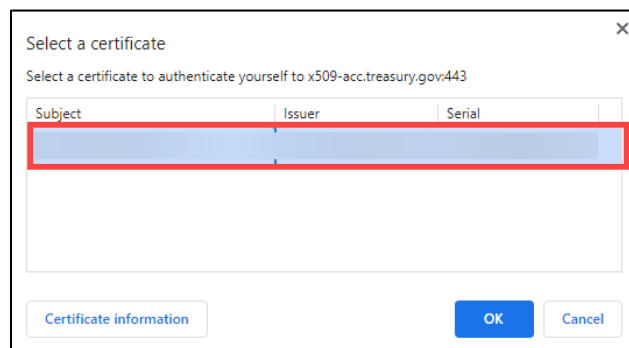
If a user has access to a PIV, CAC, or LincPass card, they will select the **PIV/CAC button**. If a user does not have access to a PIV, CAC, or LincPass card, they will select the **ID.me button**.



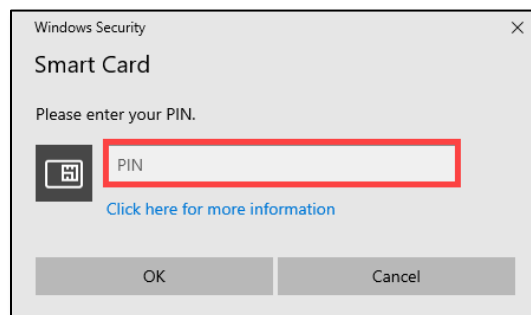
The login screen for OneVoiceCRM features a header with the OneVoiceCRM logo (a stylized building with a star) on the left and contact information (Telephone: 304-480-7777 | E-Mail: onevoicesupport@fiscal.treasury.gov) on the right. Below the header, there are two prominent buttons: "PIV / CAC" and "ID.me", both outlined in red. To the right of these buttons, a text block states: "Sign in using a trusted authentication provider. Trusted providers secure digital identities and help us confirm and protect your identity."

Step 2.B.1: User logs in using PIV/CAC

If a user logs in using the **PIV/CAC button**, they will have to select their certificate and enter their pin.



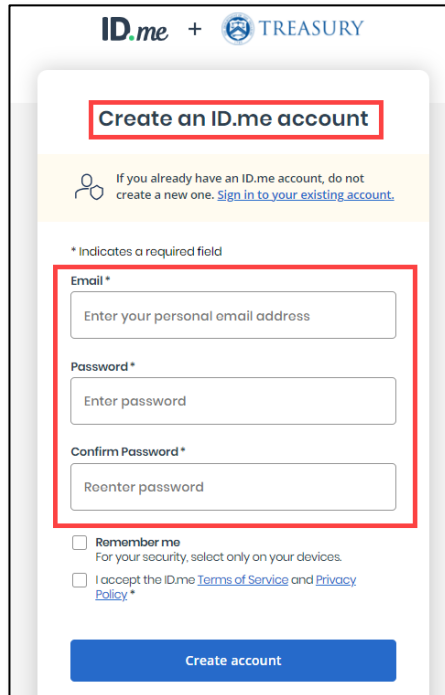
A "Select a certificate" dialog box with a close button (X) in the top right corner. The text inside reads: "Select a certificate to authenticate yourself to x509-acc.treasury.gov:443". Below this text is a table with three columns: "Subject", "Issuer", and "Serial". The first row of the table is highlighted in blue and outlined in red. At the bottom of the dialog, there is a "Certificate information" link on the left and "OK" and "Cancel" buttons on the right.



A "Windows Security Smart Card" dialog box with a close button (X) in the top right corner. The text inside reads: "Please enter your PIN." Below this text is a "PIN" input field, which is outlined in red. To the left of the input field is a smart card icon. Below the input field is a link that says "Click here for more information". At the bottom of the dialog, there are "OK" and "Cancel" buttons.

Step 2.B.2: User logs in using ID.me

If a user selects the **ID.me button**, they will be redirected to the ID.me login page. A user can use an existing ID.me account or create one.



The screenshot shows the ID.me account creation page. At the top, the ID.me logo is followed by a plus sign and the U.S. Treasury logo. Below this is a red-bordered box containing the text "Create an ID.me account". Underneath, a message states: "If you already have an ID.me account, do not create a new one. [Sign in to your existing account.](#)". A note indicates that an asterisk (*) denotes a required field. The form contains three input fields, each with an asterisk: "Email *" with the placeholder "Enter your personal email address", "Password *" with the placeholder "Enter password", and "Confirm Password *" with the placeholder "Reenter password". These three fields are grouped within a red-bordered box. Below the input fields are two checkboxes: "Remember me" (with the subtext "For your security, select only on your devices.") and "I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)". At the bottom of the form is a blue button labeled "Create account".

Step 2.B.3: Successful login

After successfully logging in using the link in the DNP email, the user will see the first page of the Initial Questions document.

The screenshot shows the 'Initial Questions - Step 1 of 3' form. At the top is the DNP logo and a 'HOME' link. The main heading is 'Initial Questions - Step 1 of 3'. Below this is a paragraph explaining the purpose of the questions. The form is divided into two columns for 'Agency Profile' and 'Program Name'. Each column contains fields for Name, Title, Phone Number, and Email Address. The 'Agency Profile' section also includes a 'Legal Contact' section. The 'Program Name' section includes a 'Technical Contact' section. All fields are currently empty.

Initial Questions - Step 1 of 3

In preparation for onboarding your agency for access to the web-based Do Not Pay (DNP) Portal, responses to the following questions are requested of you to answer during the initial onboarding conversation with your DNP Agency Specialists in order to determine your agency's eligibility. Please come prepared with answers during the initial discussion. Additional questions and information may be required. DNP services and DNP data sources are available to customers only for the limited purposes of making decisions regarding federal payments in order to identify, prevent or recover improper payments. Required fields are denoted by a **RED** bar or question specific instructions.

Agency Profile:

Agency Name:

Primary Contact: Name: Title: Phone Number: Email Address:

Legal Contact: Name: Title: Phone Number: Email Address:

Program Name:

Secondary Contact: Name: Title: Phone Number: Email Address:

Technical Contact: Name: Title: Phone Number: Email Address:

If a user logs in using the CAIA email and is directed to the DNP Community homepage, they will see the screen down below.

Select the available form to complete the Initial Questions Document. The user can only complete forms that have a status of **Application Sent** or **Draft**.

The screenshot shows the 'WELCOME TO DNP!' page. At the top is the DNP logo and a 'HOME' link. Below the logo is a 'WELCOME TO DNP!' heading and a link to 'Click on the tabs below to access related information'. There are four tabs: 'INITIAL QUESTIONS', 'ACCESS GROUPS', 'USER ENROLLMENTS', and 'FILE ASSOCIATIONS'. The 'INITIAL QUESTIONS' tab is selected. Below the tabs is a section titled 'My Initial Questions Forms' with a dropdown arrow. Below this is a table with 3 items, sorted by DNP Forms Name, and filtered by All dnp forms. The table has columns for DNP Forms Name, Status, Date Submitted to DNP, Date Submitted to Agency, and Date Complete. The first row is highlighted with a red border and shows 'DNP-3201' with a status of 'Application Sent' and a date of '7/10/2023'.

WELCOME TO DNP!

Click on the tabs below to access related information

INITIAL QUESTIONS ACCESS GROUPS USER ENROLLMENTS FILE ASSOCIATIONS

My Initial Questions Forms ▼

3 items • Sorted by DNP Forms Name • Filtered by All dnp forms

	DNP Forms Name ↑	Status	Date Submitted to DNP	Date Submitted to Agency	Date Complete
3	DNP-3201	Application Sent	7/10/2023		

Step 2.C: FPMI meets with the agency to discuss the Initial Questions document

Filling out the Initial Questions document is a collaborative effort between your agency program's payment experts along with the Agency Lead/Agency Specialist. After the Initial Questions document is sent, FPMI will meet with the agency to discuss the required fields for the Initial Questions document and to discuss which of the data sources and functionalities would be most applicable to the agency program's payment types. Depending on available time and resources, this could be multiple discussions that involve varied stakeholders to ensure that the correct information is provided on the Initial Questions document.

The Initial Questions document includes a variety of information related to the agency program's payment types, including points-of-contact, the types of verifications to be performed using the various data sources, System of Records information that contains the payment data to be matched against FPMI data sources, and follow-up questions specific to each data source to help determine whether each is applicable to the agency's payment processes.

Step 2.D: Agency submits the completed Initial Questions document

After providing all the required elements within the Initial Questions document, the agency program can submit the completed application through the DNP Salesforce Community.

Step 3: Legal Approval

Step 3.A: FPMI sends the Initial Questions document to Fiscal Service for legal review

Once the agency completes and submits the finished Initial Questions document through Salesforce, the document will be sent to the Agency Lead/Agency Specialist for a secondary review. This provides the opportunity for the Agency Lead/Agency Specialist to review the document and identify any additional details and clarifications that need to be provided prior to the final legal analysis. After coordinating with the agency program to provide additional changes and revisions, the Agency Lead/Agency Specialist will submit the document through Salesforce to Fiscal Service for legal review.

Step 3.B: Fiscal Service provides legal review decision

The Fiscal Service legal team reviews the information provided by the agency program in the Initial Questions document, including the basis provided for requesting access to specific data sources for selected functionalities (either single or bulk records).

Step 3.C: FPMI communicates with agency about the legal decision


After the review, the Fiscal Service legal team provides the determination regarding approved or denied data sources for each functionality to the Agency Lead/Agency Specialist, who will communicate the information to the agency program. The legal team may have additional questions or clarifications for the agency program to provide, and the Agency Lead/Agency Specialist will assist with sharing this feedback with the agency program.

Note: For API requests, after the legal decision from the Fiscal Service has been provided, FPMI will meet with your agency API Team to discuss technical and business issues. Shortly after this meeting, FPMI will send the DNP API Implementation Guide to the Agency. This document contains the required steps and technical information for implementing the DNP API within the Agency's systems. The API team is available to assist with any questions related to the DNP API Implementation Guide and the implementation process itself.

Step 4: Access Group Form

Step 4.A: FPMI sends the Access Group Form to the agency

After the legal determination has been provided, the Agency Specialist and Onboarding team will provide an Access Group Form to the agency program. This paperwork serves to facilitate the creation of the unique access group in the DNP Portal for the agency program and outlines the Online Search data sources that will be available for the agency to match against. The form also contains information about the authorized uses of these data sources in the Portal within the context of improper payment and prevention activities.



Access Group Form

This form establishes the Access Group Administrator for Do Not Pay (DNP) and/or authorizes data source usage by the Access Group. The Access Group plans to use DNP as its service provider to assist in the identification, mitigation, and elimination of improper payments. This form must be completed and signed by an Agency's designated Access Group Administrator. This form is used to create, modify, or deactivate an Access Group Administrator and data source usage by the Access Group.

Section 1: Action Requested [check one]:			
<input type="checkbox"/> CREATE	<input type="checkbox"/> MODIFY	<input type="checkbox"/> DEACTIVATE	
Specific action taken:			
Section 2: Access Group Information (Color Filled Cells to be completed by DNP - INTERNAL USE ONLY) *Required field			
*Agency/State Name: Enter Agency/State Name	*Agency Type: Executive Branch	*Access Group Type: CFO-Act Agency	*Shared Service Provider: No
*Append Code: Enter text <small>(if applicable)</small>	*Access Group Name (Use ALL CAPS) Enter Agency Acronym		
*Program Name: Enter Program Name	*Associated Access Group Level: Level 1 <small>[Based on Agency Hierarchy Structure]</small>	*Agency Location Code (ALC): Enter ALC	
Agency Hierarchy Structure:			
*Level 1: Enter Agency Name	Level 4: Enter Program Name		
Level 2: Enter Program Name	Level 5: Enter Program Name		
Level 3: Enter Program Name	Level 6: Enter Program Name		
Section 3: Approved Data source(s) for Online Search			
Please select the action under the requested COMMERCIAL data source(s): <div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> Current Add Remove </div> American Info Source (AIS) Obituary <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>	Please select the action under the requested PUBLIC data source(s): <div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> Current Add Remove </div> Automatic Revocation of Exemption List (ARL) <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>	Please select the action under the requested RESTRICTED data source(s): <div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> Current Add Remove </div> *Credit Alert System (CAIVRS) <div style="display: flex; justify-content: space-around;"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> </div>	

Step 4.B: Agency signs and returns the Access Group Form to FPFI


The agency program needs to review this document to ensure accuracy of the information included. After the information is deemed to be complete and accurate, the agency Access Group Administrator (AGA), such as an Authorizing Official (AO) or Primary Local Security Administrator (PLSA), must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by an AGA.

Note: The individual who signs the form must be included on the email that contains the attached and signed Access Group Form, either originating from that individual directly, or copied on the email.

Step 5: User Enrollment Form

Step 5.A: Agency Access Group Administrator reviews the User Enrollment Form

The Agency Specialist and Onboarding team will provide a User Enrollment Form to the agency program to begin enrolling users into the Portal. The Agency Specialist and Onboarding team will work with the agency's AGA, such as an AO or PLSA, to prepare and complete the form. The AGA needs to review the document to ensure accuracy of the information included.

 User Enrollment Form				
<small>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.</small>				
Section 1: Action Requested [check one]:				
<input type="checkbox"/> CREATE <input type="checkbox"/> MODIFY <input type="checkbox"/> 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 <small>If applicable</small>	Access Group Name: USE ALL CAPS Enter Agency Acronym		Associated Access Group Level: Select <small>[Based on Agency Hierarchy Structure]</small>	
Section 3: User Information <small>(All Fields Required)</small>				
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.	
<small>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.</small>				

Step 5.B: Agency Access Group Administrator signs and returns the User Enrollment Form to FPMI


After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by the AGA. After the Agency Specialist and Onboarding team receives the signed User Enrollment Form, they can process the form.

Note: The individual who signs the form must be included on the email that contains the attached and signed User Enrollment Form, either originating from that individual directly, or copied on the email.

Step 6: File Association Form (for Batch Matching and Continuous Monitoring only)

Step 6.A: Agency reviews the File Association Form

The agency program needs to review the File Association Form to ensure accuracy of the information included.

		
<u>File Association Form</u>		
This form will establish the rules of connection between the Agency/State and the Do Not Pay (DNP) Landing Zone. Additionally, it will provide mapping instructions for the associated file. A new File Association Form is required for each file your Agency/State will be submitting to DNP. This form is used to create, modify, or deactivate a file in the DNP Portal.		
Section 1: Action Requested		
<input type="checkbox"/> CREATE <input type="checkbox"/> MODIFY <input type="checkbox"/> DEACTIVATE		
Specific action taken:		
Section 2: Agency Information (Color Filled Cells within Section 2 to be completed by DNP - <i>INTERNAL USE ONLY</i>)		
Agency/State Name: Enter Agency Name		Program Name: Enter Program Name
Append Code: [if applicable]	Access Group Name (<i>Use ALL CAPS</i>) Enter Agency Acronym_Enter Append Code [if applicable]_Enter Short Name	Associated Access Group Level: Select [Based on Agency Hierarchy Structure]
Section 3: File Information (Complete all applicable fields below) *Information specific to Payment Integration		
Batch Matching/Payment File or Continuous Monitoring/Payee File		Payment Integration
Functionality/File Type: Select		*Agency Input System/OAID Names: Enter text
Preferred File Portal Display Name: Enter text		
Transmission to DNP: Select		
Type of Delimiter: Select		
Provide Data Dictionary: Select		

Step 6.B: Agency signs and returns the File Association Form to FPF

After the information is deemed to be complete and accurate, the agency AO or PLSA must sign and email the document to the Agency Specialist and Onboarding team. The file must be in PDF format and can be either electronically or manually signed by the AGA. After the Agency Specialist and Onboarding team receives the signed File Association Form, the Application Operations team performs the necessary development work in preparation to receive the file.

Note: The individual who signs the form must be included on the email that contains the attached and signed File Association Form, either originating from that individual directly, or copied on the email.

Step 7: Establish Secure File Transfer (for Batch Matching and Continuous Monitoring only)

Step 7.A: Agency determines connection type

The agency fills out the File Transfer Form and determines which connection they would like to use: Secure File Transfer Protocol (SFTP), Hypertext Transfer Protocol Secure (HTTPS) using MOVEit, or Connect:Direct.

Step 7.A.1: If agency chooses SFTP

The agency needs to provide a point of contact, an IP address or range of addresses, and information on who will be accessing the SFTP. The agency will need to confirm connection to the Bureau of Fiscal Service (BFS) SFTP server. The agency will use a client to connect to the BFS SFTP server. Once the Fiscal Service File Transfer Team configures the agency's connection, the agency will need to test their connection. Once access is confirmed, they can begin sending files over the SFTP connection. With SFTP, agencies can automate the data files they want sent for frequent or reoccurring transfers.

Step 7.A.1: If agency chooses MOVEit

The agency will need to log on to SailPoint and request a role to use MOVEit. The agency will need to provide their email domain to the Fiscal Service File Transfer Team. The Fiscal Service File Transfer Team will whitelist the agency's domain. After the agency manages their access in SailPoint, the Fiscal Service File Transfer Team will configure the agency's connection. **Please note, IP addresses are not required for MOVEit setup.**

Step 7.A.2: If agency chooses Connect:Direct



If an agency already has access to Connect:Direct, they can use this method, but it will require additional forms and a longer processing time. Talk to your Agency Specialist/Agency Lead to see if this is the best connection type for you.

Section 3.3 Account Setup and Feedback

Step 8: User Credential Setup

Step 8.A: Enrollee receives a Welcome to DNP email

After the User Enrollment Form has been processed, the enrollee will receive the Welcome to the DNP Portal email from the email box (donotpay@stls.frb.org). The email contains helpful tools to ensure that you get the most out of the DNP Portal and contains contact information for the DNP Support Center (if you should encounter issues attempting to log into the Portal).

<i>Example of Welcome Email for PIV/CAC/LincPass users</i>	<i>Example of Welcome Email for ID.me or Login.gov users</i>
 <p>Welcome to the Do Not Pay Portal!</p> <p>Dear New Do Not Pay Portal User,</p> <p>Do Not Pay (DNP) falls under Treasury's Fraud Prevention and Financial Integrity (FPFI) Office which combats fraud and promotes governmentwide financial integrity. FPFI offers a suite of services and solutions such as Account and Entity Verification Services, the Do Not Pay Portal, advanced data analytics, and more.</p> <p>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.</p> <p>Logging In: 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. Additionally, you can use this "Logging in to the Portal" Quick Reference Card to guide you in accessing the Portal.</p> <p>**To ensure your access remains active, make sure to log in to the DNP Portal at least once every 120 days. After 120 days of no login activity, your access will be revoked.**</p> <p>If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.</p> <p>DNP Offers Several Educational Tools: DNP offers several trainings and resources to provide users relevant information and step-by-step guidance on how to use DNP. For example, the "How to Log In To the Portal" video guides users on logging in to the DNP Portal for the first time. To access additional 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.</p>	 <p>Welcome to the Do Not Pay Portal!</p> <p>Dear New Do Not Pay Portal User,</p> <p>Do Not Pay (DNP) falls under Treasury's Fraud Prevention and Financial Integrity (FPFI) Office which combats fraud and promotes governmentwide financial integrity. FPFI offers a suite of services and solutions such as Account and Entity Verification Services, the Do Not Pay Portal, advanced data analytics, and more.</p> <p>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.</p> <p>Logging In: 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. Additionally, you can use this "Logging in to the Portal" Quick Reference Card to guide you in accessing the Portal.</p> <p>**To ensure your access remains active, make sure to log in to the DNP Portal at least once every 120 days. After 120 days of no login activity, your access will be revoked.**</p> <p>If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.</p> <p>Already Have an Account? 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.</p> <p>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</p>

Step 8.B: Enrollee can access the DNP Portal

The enrollee can now log into the DNP Portal using their PIV/CAC/LincPass card and PIN to access the application. If the enrollee is a state or contractor, they will log into the DNP Portal by choosing **either** ID.me or Login.gov to authenticate their identity.

[*Watch this video for a step-by-step tutorial on how to log in to the Portal.*](#)

Note: For API onboarding, user enrollment forms are not completed. The API integration will permit access to DNP data sources within the use of individual DNP Portal Users.

Step 9: Feedback

Step 9.A: Provide feedback about the matches you find in the DNP Portal with your Agency Lead/Agency Specialist

Providing feedback helps suggest enhancements to our services to help you meet your mission to prevent improper payments. Consider these avenues for providing feedback:

- For matches found while using the Online Search, Batch Matching, and Continuous Monitoring functionalities, use the Outcome feature to record whether the DNP Portal helped to prevent an improper payment.
- While adjudicating matches identified within the Payments functionality, you may add a comment next to each match to describe why a particular payment was proper or improper.
- For feedback containing Personally Identifiable Information (PII), your agency program may consider establishing a secure file transfer connection with Fiscal Service.

Step 9.B: Provide improvement ideas to your Agency Lead/Agency Specialist

If you have particular needs that would help your agency prevent and detect improper payments, please inform us so we may aid in that effort.

- Additional data sources your agency is using that are not currently available in the DNP Portal
- Additional functionalities
- Reports or exports needs

SECTION 4: CONTACT INFORMATION

Contact information for help with DNP Portal provisioning or access questions:

- Phone Number: 855-837-4391
- Email Address: donotpay@stls.frb.org
- Website: fiscal.treasury.gov/DNP

Contact information for all other FPFi inquiries and information:

- Email Address: FPFIoutreach@fiscal.treasury.gov