

# CAIA Aging Rules Implementation

## Do Not Pay Portal Quick Reference Card

### Getting Started

#### Overview of the CAIA Aging Rules

On August 31, 2023, the Common Approach to Identity Assurance (CAIA) Aging Rules were implemented to help support information security for the Do Not Pay (DNP) Portal. After 120 days of no login activity to the DNP Portal, the Aging Rules will deactivate the user, revoking DNP Portal access immediately.

#### Impacts to DNP Portal Users

The Aging Rules were implemented on August 31, 2023. Users who had not logged on since May 3, 2023 (120 days prior to the implementation), were deactivated.

Log in at least **once every 120 days** to keep your account active.

#### Reactivation Process

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 from 5-7 days. You must contact your Office of Payment Integrity (OPI) Agency Lead and Agency Specialist to begin the process of reprovisioning access.

#### 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 to avoid deactivation.

### FAQ's

#### What if my account is deactivated, but I still require access to the DNP Portal?

Any individual whose access is deactivated with the CAIA Aging Rules will need to be re-enrolled with a new user enrollment form. If your account is deactivated but you still require access, please contact your OPI Agency Lead and Agency Specialist.

#### Will deactivation take place on a daily basis or monthly basis?

Daily. Users will be deactivated the next day after 120 days of inactivity.

#### Will a user be deactivated if they have never logged in to the DNP Portal?

Yes, the Aging Rules will affect users after they have been provisioned access to the DNP Portal, regardless if they have logged in to the DNP Portal or not.

#### What should I do if I no longer need access to the DNP Portal?

You should send an email to [donotpay@stls.frb.org](mailto:donotpay@stls.frb.org) and we will remove your access to DNP.



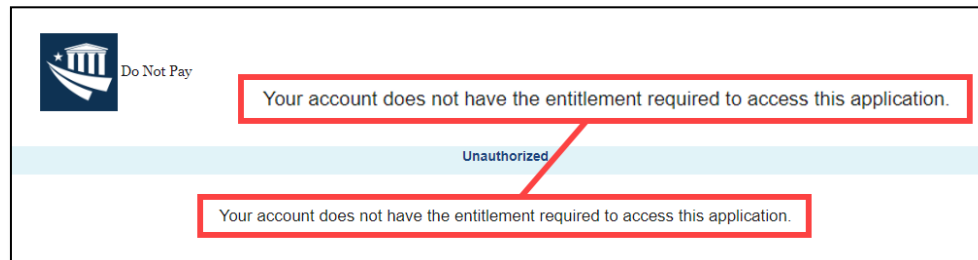
*Set a recurring reminder on your calendar to log in to the Portal every 90 –100 days to avoid Portal disruption after 120 days of no login activity.*

### Support Resources

#### Agency Support

For questions regarding DNP Portal access, contact the Agency Support Center at **855-837-4391**, or by email at [donotpay@stls.frb.org](mailto:donotpay@stls.frb.org).

For general inquiries, please contact your OPI Agency Lead and Agency Specialist, or email [OPI.outreach@fiscal.treasury.gov](mailto:OPI.outreach@fiscal.treasury.gov).



*Example DNP Portal login screen when a user is deactivated*