



# Managing Users in OTCnet

---

April 21, 2026  
Webinar

We are glad you are here! The presentation will begin at 1:30 PM ET.



# Speaker Introduction



**Shanelle Gray**  
*Deployment Specialist*



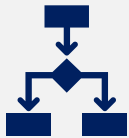
**Valya Nikolova**  
*Training Lead*

# Agenda

- 1 User Management Overview:** Review what user management entails (e.g., organize users within a hierarchy, create/import user identity, provision users with task-specific roles and endpoints).
- 2 User Provisioning:** How to provision, modify, and remove user roles and endpoints in OTCnet.
- 3 User Authentication:** How users are authenticated in OTCnet.
- 4 User Management Resources:** Review key training resources contact information; ask our team questions!

# User Management Overview

Agencies can organize their users within a hierarchy and give them task-specific roles, streamlining management and reporting.



## Create an Organizational Hierarchy

- Agencies can manage their user hierarchy.
- Agencies will assign **at least two Security Administrators** to establish and approve users to the application.



## Create User Identity & Provision with Roles and Endpoints

- Agency security administrators **create user identity and provision users with roles and endpoints** in:
  - SailPoint IdentityIQ (IIQ)
  - OTCnet



## Authenticate Users

Users **log in to OTCnet using:**

- Personal Identity Verification/Common Access Card (PIV/CAC) credentials
- [ID.me](#) credentials

# Topic #1



## User Provisioning

# Think About It



## Scenario

Anna is a new OTCnet user. She set up her ID.me account and was excited to start using the application.

However, when she tried to log in to OTCnet, she received a message that she was not permitted to access the application until a user role was provisioned for her.

What advice can you give to Anna at this time?

# Provisioning Users

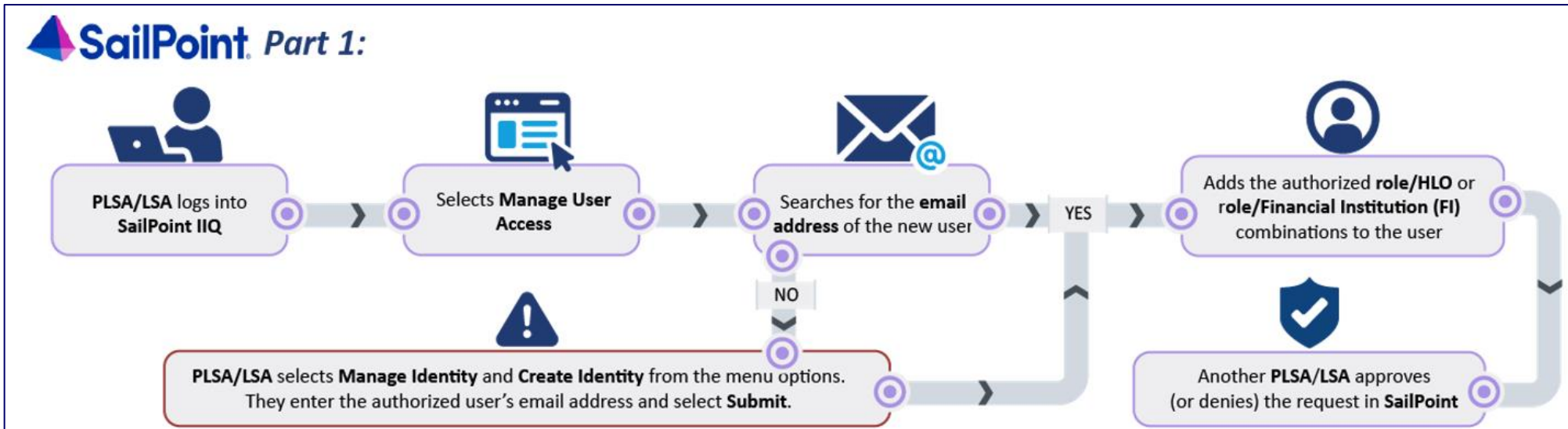
- As the **Primary Local Security Administrator (PLSA)** or **Local Security Administrator (LSA)**, you are authorized to manage OTCnet users.
- Before a user can access OTCnet, they must have an identity created in **SailPoint IIQ**.
  - SailPoint is an identity management solution utilized by the Department of the Treasury.
- Then the user provisioning process continues in the OTCnet application until the **user roles are confirmed and approved** and users can gain access to OTCnet.



## Reminder:

*The 2026 PLSA/LSA User Recertification process runs through May 8, 2026.  
Please complete this requirement within the designated timeframe!*

# OTCnet User Provisioning Workflow



# OTCnet User Provisioning Workflow (Continued)

## 1 *Creating User Identity in SailPoint*

### *Create Identity Screen*

Create Identity

If you would like to request that a new identity be created, please fill in the fields below. Fields marked with an asterisk are required.

CAIA Create Identity

Identity Name \*

d83c99f2-146d-4a09-989b-2c0d7c93b1a0

Email \*

lastname123@gmail.com

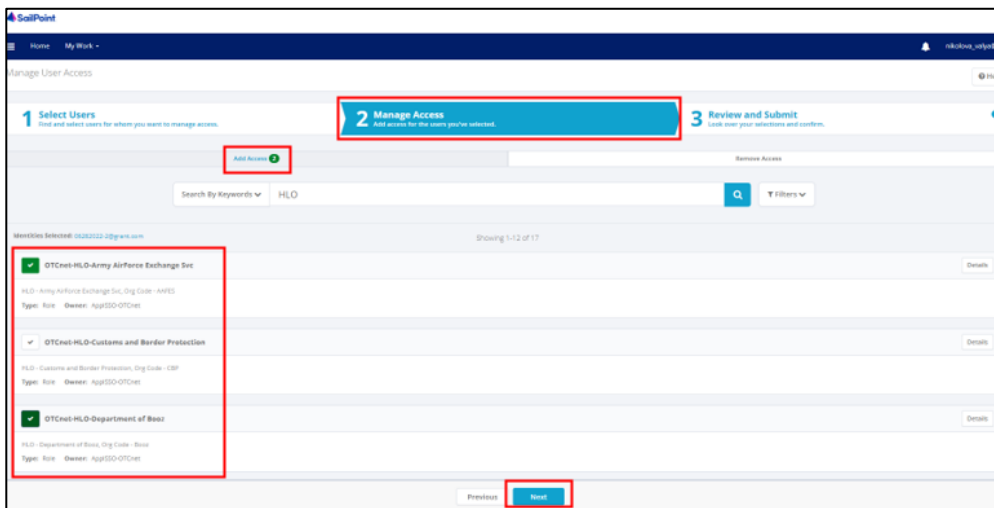
Cancel Submit

- From the **Menu** options in SailPoint, select **Manage Identity>Create Identity**.
- Enter an **email address** for the identity you want to create and select **Submit**.

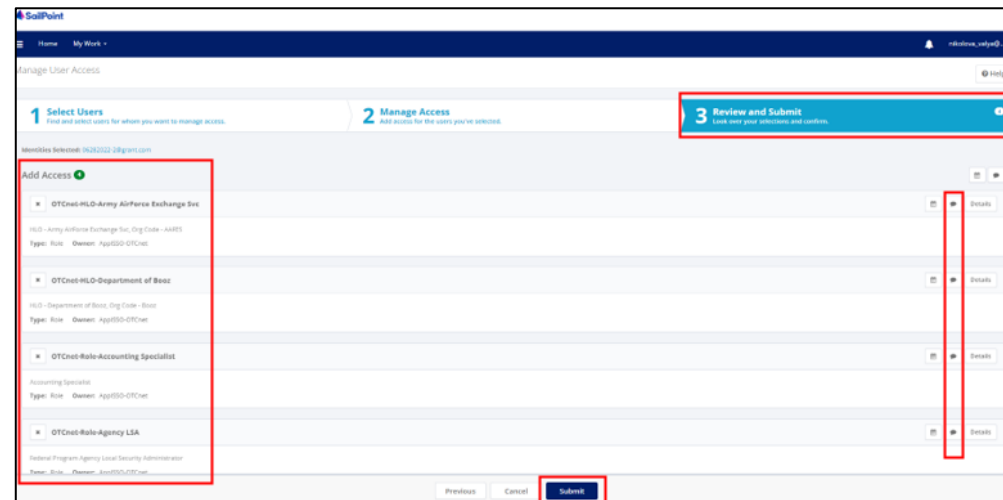
# OTCnet User Provisioning Workflow (Continued)

## 2 Requesting User Access in SailPoint

SailPoint, Manage Access



SailPoint, Review and Submit

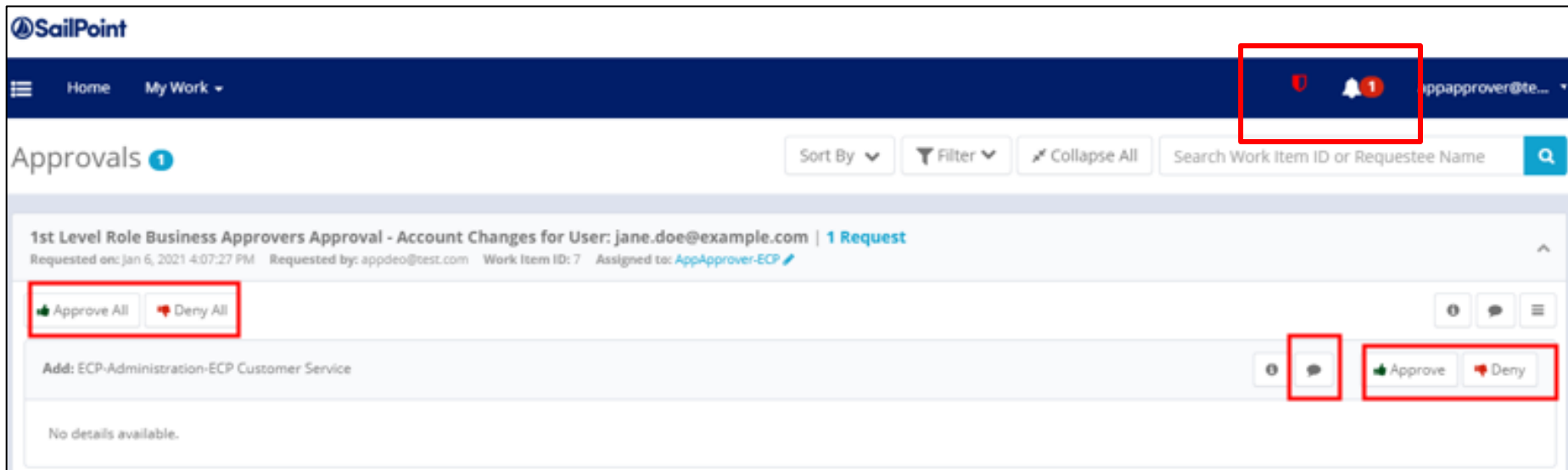


- On the **Manage Access Screen**, search for a user by their **email address**. Select the user and select **Next**.
- Select the **Add Access** tab. Enter/select the **HLO** or **role** name and select **Submit**.

# OTCnet User Provisioning Workflow (Continued)

## 3 Approving User Access in SailPoint

### SailPoint, Approvals



- Select the **Approvals** (or **Notifications**) box or the **Approvals** option under the **Bell** icon of the SailPoint dashboard.
- On the Approvals screen, select **Approve** or **Deny**.

# OTCnet User Provisioning Workflow (Continued)

## 4 Importing OTCnet User Identity

### Import OTCnet User Identity Page

Locations: Home > Administration > Manage Users > Import OTCnet User Identity


### Import OTCnet User Identity

Users must be setup in SailPoint and assigned to HLO(s) before they can be imported to OTCnet. Please enter the users' email address(es) separated by space, comma, semicolon, and/or new line to import the user identity.

Email Address(es):

Cancel Import User

[Rules of Behavior](#) | [Privacy Statement](#) | [Accessibility Statement](#) | [Contact](#) | [Text Version](#) | [About](#)

 BUREAU OF THE  
Fiscal Service  
U.S. DEPARTMENT OF THE TREASURY

- From OTCnet Home page>Administration >Manage Users, select the **Import OTCnet User Identity** button.
- Enter one or more **email addresses** of the users whose identity will be imported. Select the **Import User** button.

# OTCnet User Provisioning Workflow (Continued)

## 5 Adding an Endpoint/Role for a User in OTCnet

*OTCnet, Manage User Account Add Endpoint/Role*

The screenshot displays the 'Manage User Account' interface for a user named 'FAKEY MCFAKERSON'. The user's details are as follows:

- Email Address: nname000@gmail.com
- OTCnet User ID: nname00
- HLO(s): #Brows, DOa25

The 'Assigned Endpoint' table shows the following data:

Assigned Endpoint	Assigned Role at Endpoint
DOa25	Accounting Specialist
#Brows	Agency LSA

The 'Add Endpoint/Role' section includes a dropdown menu labeled 'Choose a Role' with 'MVD Viewer' selected. Below this is a table for the selected role:

Selected Endpoint	Selected Role at Endpoint	Delete
0-A-S3	MVD Viewer	Delete
All Federal Agencies	MVD Viewer	Delete

At the bottom right, there are three buttons: 'Add Role' (highlighted with a red box), 'Cancel', and 'Submit'.

- From the Manage OTCnet Users screen, select **Search User Directory**.
- Search for the user email address, and press **Enter**. Select **View Account**.
- Select the **Add Endpoint/Role** button.
- Select a **role(s)** from the Choose a Role dropdown, then **Submit**.

# OTCnet User Provisioning Workflow (Continued)

## 6 Approving or Rejecting User Request in OTCnet

### OTCnet, Access Approval Request

Access Approval Request 800 [Manage OTCnet Users Home](#)

Step 1 of 2: Review User Request

Please review the request below. If approved, you will be directed to the confirmation page. If rejected, please include comments before submitting. The requestor will be notified of your decision after you have completed all steps.

Request Type:	Access Approval
Request ID #:	800
Request Description:	OTC Endpoints and roles were added to the user's account.
Requestor:	Auto Testian
Requestee:	Name, Last Name

Current Endpoint/Role Assignments	
Assigned Endpoint	Assigned Role at Endpoint
NIST	Deposit Approver

Selections for Review	
Assigned Endpoint	Assigned Role at Endpoint
Cost Accounting Section	MVD Viewer

Time Submitted: Aug 23, 2023 04:47 PM EDT

Time Due: Sep 01, 2023 04:47 PM EDT

Max 4000 Characters

Approver Comments:

4000 Characters Remaining

- From the Manage OTCnet Users screen, select the **View Details** link.
- Review the read-only information and enter any **approval or rejection comments**.
- Then, select the **Approve or Reject** button.

# User Provisioning: Application Tips



## Application Tips

- ✓ An updated user hierarchy and organizational structure is vital to OTCnet.
- ✓ Although users can self-request access in SailPoint IIQ, the preferred method for registering users is through the assistance of PLSA/LSAs.
- ✓ SailPoint IIQ will only have the High-Level Organization (HLO) available. OTCnet allows the selection of lower-level organizations or “child endpoints.”
- ✓ Refer to the User Roles Guide to review all the available roles and authorized role combinations:  
<https://fiscal.treasury.gov/system/files/files/otcnet/OTCnet-User-Roles-Guide.pdf>



## User Authentication

# Think About It



## Scenario

Peter was provisioned with the role of an Account Specialist in OTCnet, but he hasn't logged in to the application for a while.

Today he needed to address an urgent request. When trying to log in, he received a message that his account was inactive, and he needed to restore it before he could access the application.

What advice will you give to Peter to avoid this issue in the future?

# ATTENTION

## OTCnet

Ensure that **all users** log in to **OTCnet** at least **once every 120** days (or four months).

- Your user account **will be disabled** after 120 consecutive days of inactivity.
- To restore your account, contact the **Primary Local Security Administrator (PLSA)** or the **Local Security Administrator (LSA)** at your agency. If you do not have their information, contact:
  - **Customer Support** team at [FiscalService.OTCChannel@citi.com](mailto:FiscalService.OTCChannel@citi.com), or
  - **Agency Adoption** team at [FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)

## SailPoint

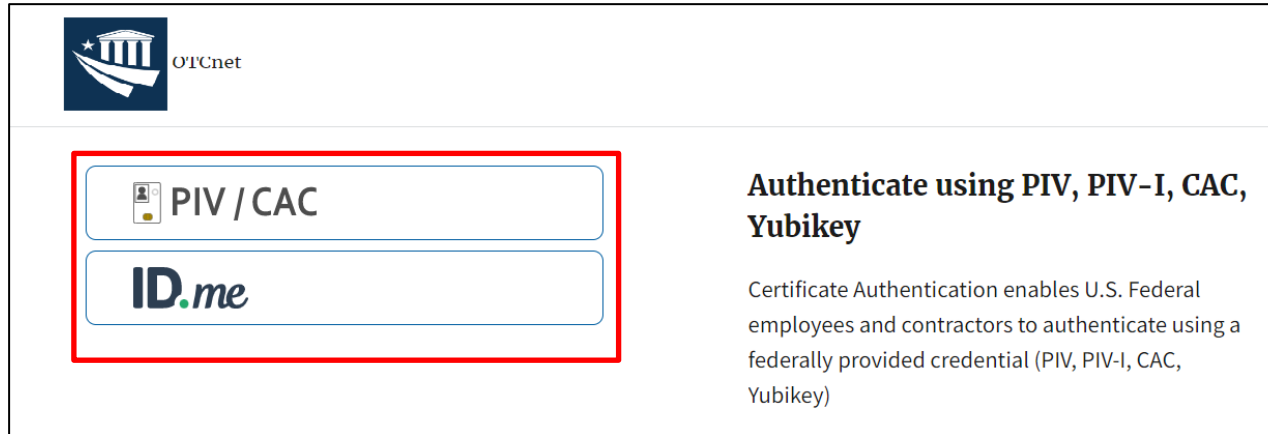
Ensure that PLSAs/LSAs log in to **SailPoint** at least **once every 90** days (or three months).


- Their account **will be disabled** after 90 consecutive days of inactivity.




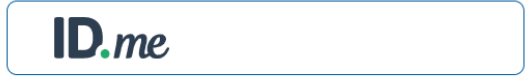
# Log In to OTCnet

OTCnet Production URL: <https://otcnet.for.fiscal.treasury.gov>



 OTCnet

 PIV / CAC

 ID.me

**Authenticate using PIV, PIV-I, CAC, Yubikey**

Certificate Authentication enables U.S. Federal employees and contractors to authenticate using a federally provided credential (PIV, PIV-I, CAC, Yubikey)

- Users with **PIV/CAC** linked to their FS accounts use their government credentials to log in to OTCnet.
- All other users (non-government) use their **ID.me** account to authenticate in OTCnet.

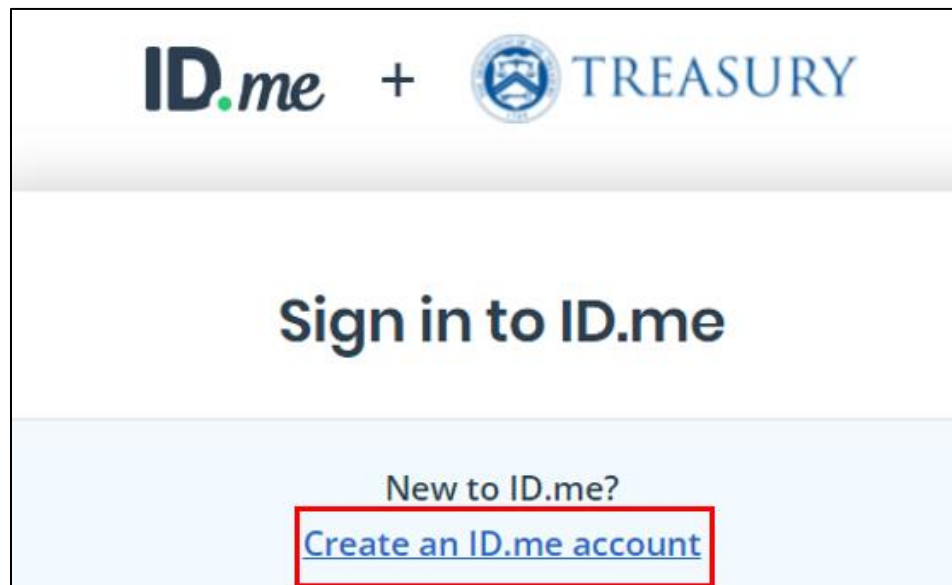
## Application Tip



Make your **OTCnet email address** the default e-mail address in their **ID.me** account.

# Log In To OTCnet (Continued)

- If you already have an **ID.me account**, enter your **associated email address** and **password**, then select **Sign In**. You will be asked to verify your identity by entering your one-time identification code received via cell phone or email.
- If you do not have an ID.me account, select the **Create an ID.me** account link and follow the prompts to set up the account.



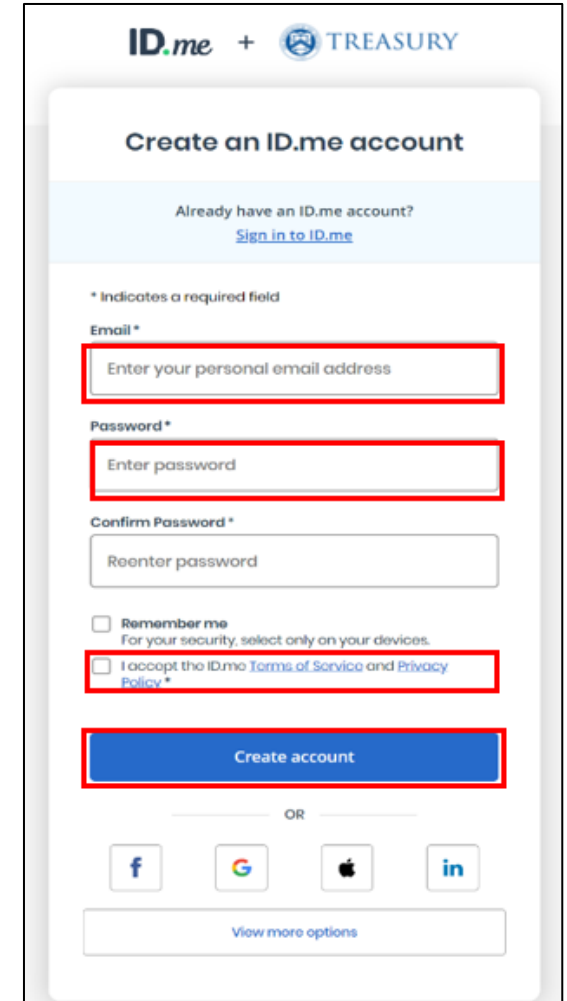
# Log In To OTCnet (Continued)

- Enter the **email address** associated with OTCnet, enter a **password** for ID.me.
- Accept the terms of service and select **Create account**.
- You will receive an email with a **link** to verify your account.
- You may be also prompted to select an **authentication method** to verify your identity.

## Application Tip



During your identity creation, you will be asked to **upload your government ID** and enter your **Social Security Number**. Then, you will verify your **phone and address**.



ID.me + TREASURY

### Create an ID.me account

Already have an ID.me account?  
[Sign in to ID.me](#)

\* Indicates a required field

Email \*

Enter your personal email address

Password \*

Enter password

Confirm Password \*

Reenter password

Remember me  
For your security, select only on your devices.

I accept the ID.me [Terms of Service and Privacy Policy](#) \*

Create account

OR

f G A in

[View more options](#)

# Log In To OTCnet (Continued)

ID.me + TREASURY

AUTHORIZE TREASURY DEVELOPMENT

We've verified your identity!

Before we send you back to Treasury Development, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

Treasury Development will receive:

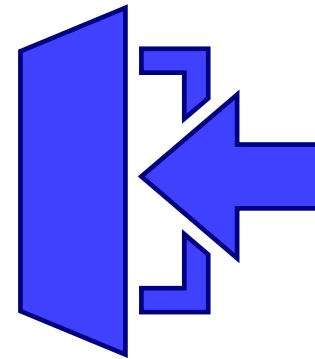
- First Name
- Last Name
- Street
- State
- SSN
- Email
- SSN/ITIN
- Middle Name
- Phone
- City
- Postal Code
- Birth Date
- ITIN

You can remove this access at any time by changing your ID.me account settings.

Allow

Deny

- When completing all steps onscreen, select **Allow** to authorize sharing your verified information with Treasury.
- Then you will be **logged in to OTCnet** with your **ID.me** account.



# Log In To OTCnet (Continued)


## Create an OTCnet Account Through ID.me Job Aid

### OTCnet User Support Job Aid

#### Create An OTCnet Account Through ID.me

1. To create an **OTCnet account**, navigate to the OTCnet login page (<https://otcnet.for.fiscal.treasury.gov>). (See Figure 1.)

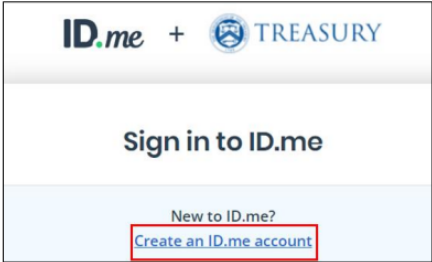
Figure 1: OTCnet Login Screen



a. If you already have an **ID.me** account, simply enter your associated email address and password, then select **Sign In**. Even though you have an account, you will be asked to verify your identity by entering your **one-time identification code** received via mobile phone or email.

b. If you do not have an **ID.me** account, select **Create an ID.me account** link (as seen in Figure 2) and follow the prompts to setup the account. Continue to Step 3.

Figure 2: ID.me Sign in Page



### Application Tip



Follow the **OTCnet User Support Job Aid** to complete your OTCnet account using **ID.me**.

# Log In To OTCnet (Continued)

## Resources for User Help Support

### ID.me Support

- Help Page (no log in required):  
<https://help.id.me/hc/en-us>
  - Includes a chat bot
- Help Center (log in required): [https://help.id.me/hc/en-us/p/contact\\_support](https://help.id.me/hc/en-us/p/contact_support)
  - Includes a chat bot and an option to open a Help Ticket

# OLB Password Resets

Requests for OLB password resets range from standard **OLB profile setups** to troubleshooting issues users may encounter when **creating or resetting their OLB profiles/passwords**. Best practices to follow to prevent the issues include:



- By default, the profile is downloaded to the 'Downloads' folder on the PC.
- Ensure there are no previous versions of the file already in the download folder.
  - When the browser downloads the file, it appends a number inside a set of parentheses at the end of the file name.
  - The addition of the number does not prevent the profile from being imported, but the login will not work.



- The OLB profile must be saved somewhere on your local desktop.
  - With the use of Cloud storage some users attempt to save the profile to their One Drive folders.
  - The profile will still import but will not allow the user to login.

# User Authentication: Application Tips



## Application Tips

When users are unable to access OTCnet and the issue is not entitlement-related, the cause is often one of the following:

- ✓ The user saved a browser bookmark incorrectly.
  - The best practice for a user is to manually create (or edit) their bookmark to ensure the URL saved is the correct one.
- ✓ The user needs to conduct routine browser maintenance (e.g., clearing cache, cookies, and site settings).
  - These issues commonly arise due to updates on the user's workstation, within OTCnet, or along the connection path.



## User Management Resources



## Did You Know?

- We release an **OTCnet e-newsletter** to all users every month.
- Every new user receives a “**Welcome to OTCnet**” email with training guides and helpful resources after they register.
- The annual **OTCnet User Survey** provides agencies a platform to suggest application enhancements. Submit your feedback today [through this link](#).
  - Learn about how your request is processed in the [Enhancement Request Procedures](#).

# OTCnet Training Resources



OTCnet Homepage: [OTCnet | Bureau of the Fiscal Service](#)

OTCnet Training Site: [Introduction to the Course - Welcome](#)



Web Based Training: [Training Module Topics](#)

- Role-specific, task-based modules.
- Access to all modules.
- Practice critical tasks in a safe environment.



## Printable Job Aids

- Printable step-by-step instructions for key system tasks.
- May be used as just-in-time reference material.



## User Guides

- In-depth task instructions with accompanying screenshots.
- Includes the printable job aids.



## Training Videos

- Step-by-step instructions are shown for performing key application-related tasks and user role functions.



## Online Help

- Online Help file available in the OTCnet application.
- Instructions for navigating and performing critical application-related tasks..

# User Management Training Aids and Videos

## Web Based Training: [Training Module Topics](#)

### Module 2: Accessing OTCnet

#### Lesson 2: Request Your OTCnet Access

#### Module 2, Lesson 2

Resource	PJA	OTCnet Resource Video
Self-Register/Create an Account in SailPoint IIQ	<a href="#">pja_self_reg_sail_point.pdf</a> (46.01 KB)	
Request Your OTCnet Access in SailPoint IIQ	<a href="#">pja_req_your_access_sail_point.pdf</a> (213.52 KB)	<a href="#">Video</a> <sup>CF</sup>

#### Lesson 3: Log In to OTCnet Online

#### Module 2, Lesson 3

Resource	PJA	OTCnet Resource Video
Log In to OTCnet Online	<a href="#">pja_login_to_OTCnet_online.pdf</a> (182.47 KB)	

### Module 3: Managing Users

#### Lesson 4: Import User Identity to OTCnet

#### Module 3, Lesson 4

Resource	PJA	OTCnet Resource Video
Import User Identity to OTCnet	<a href="#">pja_import_user_identity_to_OTCnet.pdf</a> (421.56 KB)	

#### Lesson 5: Add or Remove an Endpoint/Role for a User

#### Module 3, Lesson 5

Resource	PJA	OTCnet Resource Video
Add an Endpoint/Role for a User in OTCnet	<a href="#">pja_add_endpoint_role_in_OTCnet.pdf</a> (453.14 KB)	
Remove an Endpoint/Role for a User in OTCnet	<a href="#">pja_remove_endpoint_role_in_OTCnet.pdf</a> (231.35 KB)	

#### Lesson 6: Approve or Reject an Endpoint/Role Request

#### Module 3, Lesson 6

Resource	PJA	OTCnet Resource Video
Approve or Reject an Endpoint/Role Request in OTCnet	<a href="#">pja_approve_or_reject_endpoint_role_OTCnet.pdf</a> (306.89 KB)	

# Customer Support Team Contact Information

**Contact Us for  
Support**



**The OTCnet Customer Support  
Team**

(866) 945-7920

DSN: (510) 428-6824, option 2

[Fiscalservice.OTCChannel@citi.com](mailto:Fiscalservice.OTCChannel@citi.com)



# Deployment Team Contact Information

Contact Us for  
Support



**The OTCnet Deployment Team**

(703) 377- 5586

[FiscalService.OTCDeployment@citi.com](mailto:FiscalService.OTCDeployment@citi.com)



# Key Takeaways

- **PLSAs and LSAs** are authorized to manage OTCnet users.
  - ✓ They create an identity for a user and/or request an HLO and role access for them in SailPoint IIQ.
  - ✓ Another PLSAs/LSAs will **approve or deny** user access requests in SailPoint IIQ.
  - ✓ In OTCnet, PLSAs/LSAs will **import a user identity** to OTCnet and will add or remove an **endpoint/role** for a user.
  - ✓ Finally, another PLSA/LSA will **approve or reject** an endpoint/role (or the removal of an endpoint/role) for a user in OTCnet.
- Users with **PIV/CAC** linked to their Fiscal Service accounts use their government credentials to log in to OTCnet while non-government users use their **ID.me** account to authenticate in OTCnet.



# Upcoming Webinar Refreshers

*Join us for the next OTCnet 2026 Refresher Webinar!  
Please see the date, time, and topic.*

**Register early by using the link provided below and  
save the date!**

Date	Topic	Registration Link
Tuesday, <b>May 12</b> , 2026, at 1:30 PM ET	<b><i>OTCnet Deposit Processing Overview</i></b>	<a href="#"><u>Register</u></a>



## Question & Answer Session

---

Please post your question in the chat.

# Webinar Survey

*Thanks for joining us today!*

*We appreciate your participation.*

Please take a few minutes to share your thoughts on the webinar using the **link** below.

***Refresher Webinar Series 2026***

Copy and paste the link below to submit:

<https://forms.osi.office365.us/r/GTX1XGhFtz>

**Follow up Survey**

