eAuthentication NextGen System Update

Effective June 26, 2020, the eAuthentication (eAuth) NextGen process has been deployed for WBSCM. Changes include a simplified and streamlined process for creating new eAuth IDs, an updated password reset process, and an online identity verification process for users who need access to restricted applications. In the event a user encounters an error, helpful messages are displayed on the screen rather than rerouting to an error page. Improved self-service features allow more control over a user's own account.

New eAuth IDs now require a unique email address as the User ID. Existing (legacy) eAuth IDs remain unchanged, even if they were set up with non-unique email addresses.

This job aid includes information on the following topics:

- About eAuthentication
- eAuth ID and WBSCM Accounts
- eAuth User ID and Password Recovery
- eAuth ID Maintenance
- Online Identity Verification Process
- eAuth Help Resources
- Related WBSCM Help Resources

(1) About eAuthentication

a. eAuth is a USDA system used to manage identity and login credentials for a variety of Department applications, including WBSCM. The same eAuth ID may be used to access different systems.

b. eAuth IDs are set up for individuals not organizations. When setting up a new eAuth ID, users are prompted to provide their own name and email address.

c. A user may create more than one eAuth ID as long as a unique email address is used for each. The unique email address becomes the eAuth User ID.

d. If the email address associated with a new eAuth account is updated, the User ID will also change.

e. For legacy eAuth IDs, if the email address is not unique, the user will see the following **Email is Not Unique** warning prompt each time they log in, informing them of the option to enter a unique Account Management Email (AME). This email is used for password resets and similar activities. The warning will no longer appear after an AME is entered.
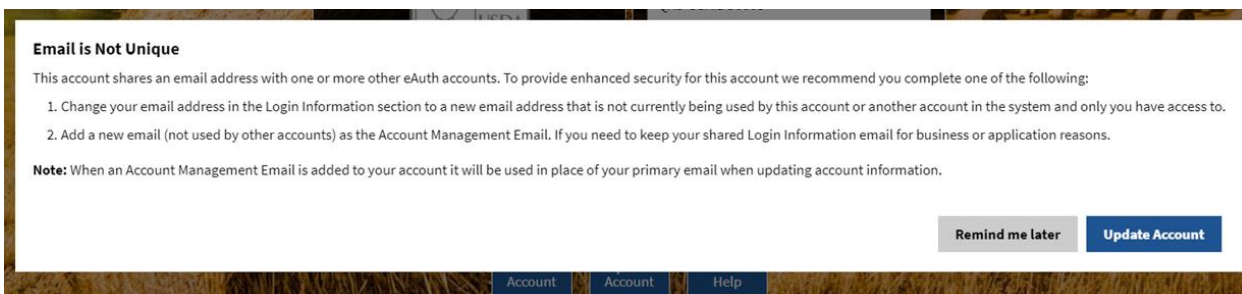
(2) eAuth ID and WBSCM Accounts

a. In order to establish the link between eAuth and WBSCM, the last name and email must match <u>exactly</u>, including any spaces and punctuation. When setting up a new eAuth ID, refer to the WBSCM registration email to see how the last name and email were entered in the WBSCM profile; if this is incorrect, the user should contact the user administrator for their organization to update the WBSCM profile before proceeding.

b. During the registration process, users must also accept the WBSCM Rules of Behavior to successfully link the eAuth ID to their WBSCM account. If the user does not accept, the WBSCM account gets locked. To regain access, users should contact their user administrator.

c. Users can have more than one WBSCM account if they support different organizations. Multiple WBSCM accounts can be linked to the same eAuth ID. During WBSCM login, the user can select which account they would like to access.

d. If the desired WBSCM account does not appear on the selection screen, it may be locked OR the email address and/or last name do not match between the eAuth ID and the WBSCM accounts. To update the WBSCM account, users should request assistance from their user administrator.

e. For more information on how to link multiple WBSCM accounts to a single eAuth ID, refer to the **Multiple WBSCM Account Registration** job aid.

(3) eAuth User ID and Password Recovery
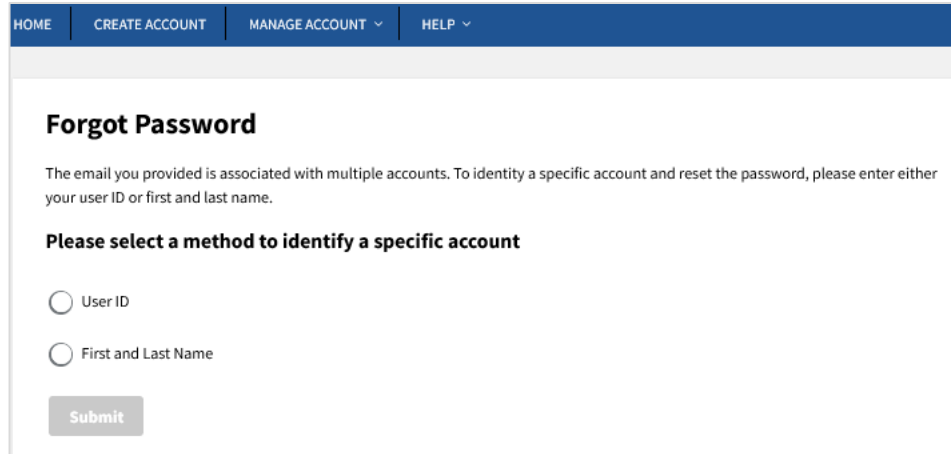
a. Self-service tools are accessible from the eAuth login dialog and on the eAuth Help webpage.

b. To recover forgotten eAuth User ID(s), click Forgot User ID (the **Forgot User ID** link) next to User ID. The user must know the First Name, Last Name, and Email associated with the eAuth account, and they must also have access to that email account.

c. After providing the requested information, users will receive their User ID(s) at the email address associated with the eAuth ID.
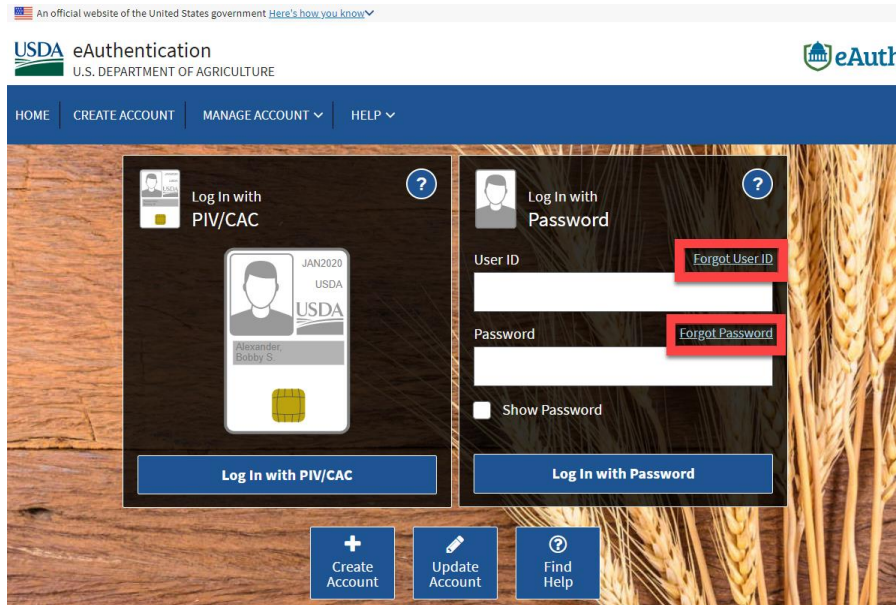
d. To reset a forgotten **Password**, click **Forgot Password** (the **Forgot Password** link) and select the desired reset method.
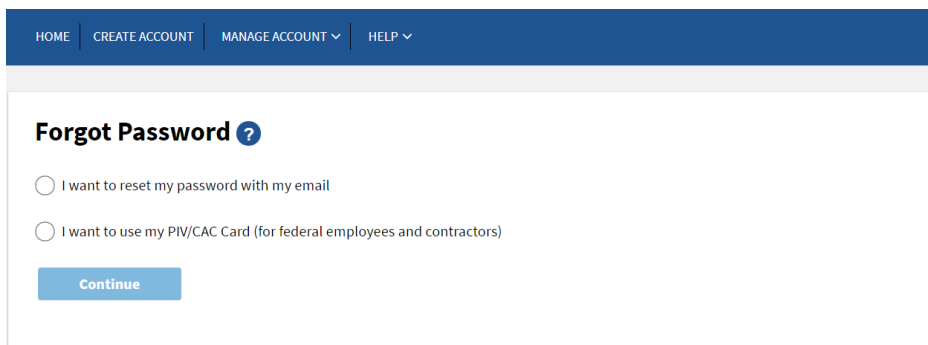
e. Customers and USDA Employees/Contractors who forget their password may use the email reset option to recover their password. The user must know and have access to the email account associated with the eAuth ID; they will receive further instructions by email.

f. After clicking the **Reset Password** link in the email, users may be prompted to select the eAuth account by User ID or by First and Last Name, if there is more than one legacy eAuth ID using the same email address. If the email is associated with multiple eAuth IDs, the user must also know either the User ID or the First and Last Name.

g. <u>USDA Employees/Contractors</u> may also use their LincPass card to reset their forgotten password. After entering the PIN and successfully authenticating, the user is taken to their eAuth account profile to enter a new password for the account.

h. In the event a user does not know the User ID and cannot use the recovery methods above, they should request assistance from their User Admin, if:
   - The user cannot access email associated with the account, or
   - The email address is associated with more than one account, and
        1. The user cannot recall the User ID
   2. The user cannot recall the First/Last Name

Back to Top

(4) eAuth ID Maintenance

a. Inactive eAuth IDs will be disabled after 400 days of inactivity. Users will not be notified by the eAuth system when this occurs. Users should log in to WBSCM at least once per calendar year for each user profile to stay active. If the user has forgotten their User ID and/or Password, they may use the self-service recovery tools described in eAuth User ID and Password Recovery.

b. Passwords, including those for legacy eAuth IDs, do not expire.

c. Users may change their password at any time using MANAGE ACCOUNT ˅ (the **Manage Account** dropdown) on the eAuth banner. The user must know their current password to use this tool.
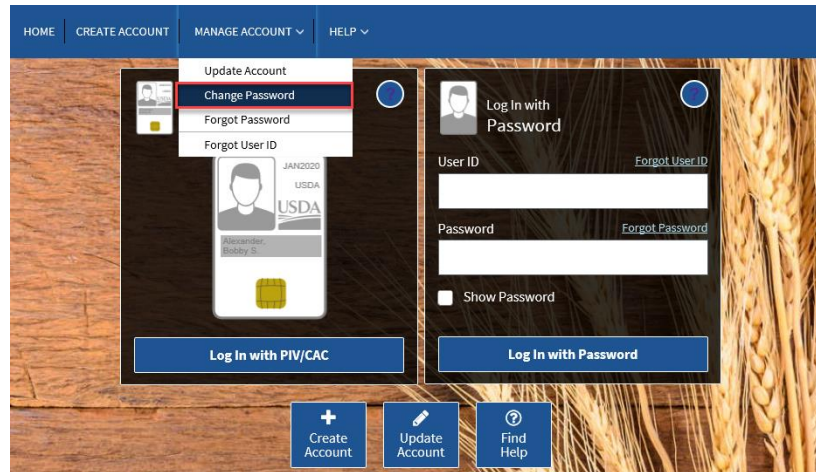
d. After logging in, legacy users may be prompted to update other eAuth profile information. These requests are not phishing attempts.

e. Users can update profile information for their eAuth ID. On the eAuth Home webpage, select
Update Account (the **Update Account** link) from the MANAGE ACCOUNT ∨ (the **Manage Account** dropdown). If not already logged in, users will be prompted to do so.
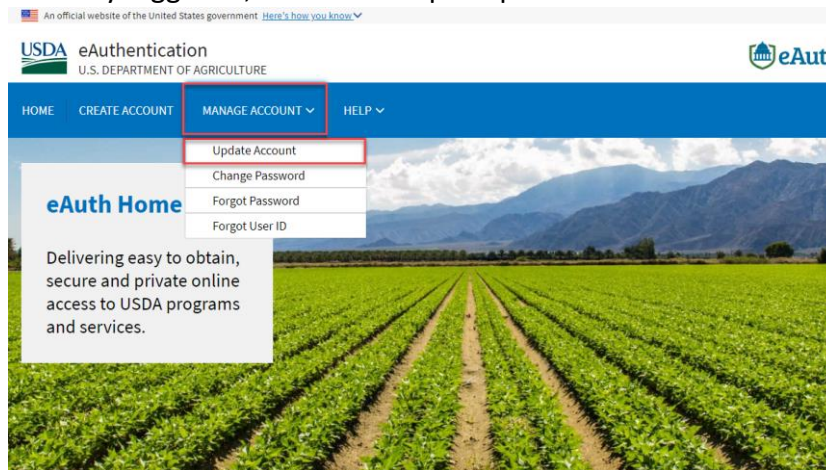
f. After making any changes to the eAuth profile or password, users should log out and close the browser. Then, log in to WBSCM to confirm access is still valid.

Back to Top

(5) Online Identity Verification Process

a. The Online Identity Verification process is a new feature that allows users to verify their identity online to enable access to restricted applications (known as "Level 2" prior to June 26, 2020). For some users, this may eliminate the need to visit a Local Registration Authority (LRA) location.

b. USAID Internal users must complete Identity Verification to use WBSCM. Log in to the eAuth Update Account page, select **Verify My Identity,** accept the terms of service, and provide the required information.

c. If it is required for their role, after logging in to WBSCM, users can conveniently complete the Online Identify Verification process online. The eAuth F.A.Q. contains additional information.

d. Alternatively, users may complete the identity verification process at a USDA Service Center/Local Registration Authority (LRA) location.

e. To complete the process online, the Terms of Service must be accepted. Choosing not to accept the Terms of Service and exiting will opt the user out of the online verification process.

f. After accepting the Terms of Service, the system prompts the user to complete the account profile form. Date of Birth and Social Security Number are required; the verification process will search for a matching identity through Experian. Then, the user must answer five questions. Afterwards, they will receive an email to confirm successful completion of identity verification.

g. Reasons for unsuccessful Online Identity Verification include insufficient data to generate the identity verification questions, incorrect answers by the user, or too many attempts.

Back to Top

(6) eAuth Help Resources

a. eAuth Home Page: https://www.eauth.usda.gov/home

b. eAuth Help Desk:
   i. Phone: 1-800-457-3642 (Option 1)
   ii. Email: eAuthHelpDesk@usda.gov

c. eAuth Contact Us: https://www.eauth.usda.gov/eauth/b/usda/contactus

d. eAuth F.A.Q.: https://www.eauth.usda.gov/eauth/b/usda/faq

Back to Top

(7) Related WBSCM Help Resources

a. WBSCM New User Registration job aid

b. Multiple WBSCM Account Registration job aid

c. WBSCM New User Registration video

Back to Top