

# Alternate Logon Token (ALT)

## Guidance for ALT Coordinators/Distributors

Last Update: 5/14/2014

### ROLES:

- **ALT Approver:** Individual within the IC (often the ISSO) who approves Secondary accounts and ALT requests.
- **ALT Coordinator:** One (1) Coordinator will be named per IC. The ALT Coordinator must be a federal employee. This individual is responsible for carrying out tasks outlined in this document:
  - Receiving and securely storing ALT cardstock and the ALT-tracker spreadsheet
  - Naming ALT Distributors and coordinating their activities
  - Handing out cardstock to ALT Distributors
  - Ensuring ALT Distributors maintain ALT-tracker spreadsheet with up-to-date information
  - Requesting additional cardstock from DPSAC
  - Responding to DPSAC ALT cardstock audit and reporting requests
- **ALT Coordinator Backup:** One (1) ALT Coordinator Backup may be named per IC. This individual must be a federal employee as they are responsible for all ALT Coordinator duties, in their absence.
- **ALT Distributor:** The ALT Coordinator may also serve as an ALT Distributor. All other ALT Distributors report to the IC's ALT Coordinator to coordinate distribution and tracking of ALT cardstock and are responsible for carrying out the tasks outlined in this document:
  - Receiving and securely storing ALT cardstock received from ALT Coordinator
  - Maintaining up-to-date information in the ALT-tracker spreadsheet
  - Distributing cardstock to ALT Account Holders
  - Collecting cardstock from individuals who no longer need their ALT card
  - Replacing lost or damaged ALT cards
- **ALT Holders:** Individuals who have been issued an ALT card for use with a Secondary account.
- **ALT Applicant:** Individual who requests a Secondary account and ALT card.
- **DPSAC:** This group will coordinate ALT cardstock delivery and ALT Tracker spreadsheet activities with each IC's ALT Coordinator.

### PROCEDURES:

#### I. ALT CARD ISSUANCE

*The sections below describe activities the ALT Coordinator / Distributor will perform related to issuance and tracking of ALT cardstock.*

##### (1) ALT cardstock Receipt and Tracking

- a. Upon receipt of blank cardstock delivered from DPSAC the ALT Coordinator must:
  - i. Store all cardstock in a secure location
  - ii. Distribute ALT cardstock to ALT Distributors in person or via secure interoffice mail
  - iii. Request additional ALT cardstock, as required. (See Step Three (3) under "ALT CARD TURNOVER")
- b. Upon receipt of the blank ALT Tracker Spreadsheet, the ALT Coordinator must:
  - i. Populate with ALT cardstock serial numbers
  - ii. Distribute the populated spreadsheet to ALT Distributors either in person or via secure interoffice mail, for their use in tracking ALT information

##### (2) ALT cardstock distribution to Account Holders



- a. Once ALT Applicants are approved, they will be asked to visit an ALT Distributor in their IC to receive an ALT card and download their ALT certificate
- b. ALT Distributors must facilitate delivery of ALT cardstock to ALT Account Holder:
  - i. Validate ALT Account Holder has received an approval email
  - ii. In the ALT Tracker Spreadsheet, record the date, individuals' name, cardstock serial number (if not already populated), HHS ID and other relevant information
  - iii. Deliver an ALT card to the ALT Account Holder
    - Delivery methods are at the IC's discretion (in person, via secure interoffice mail, etc.)
  - iv. Direct ALT Account Holder to download their ALT Certificate on ALT cardstock using either:
    1. The Access Card Utility (ACU) \*Preferred Option\*  
ACU Link: <https://ocio.nih.gov/Smartcard/Pages/ACUinfo.aspx>
    2. A Lifecycle Work Station (LWS)  
LWS Link: <http://www.ors.od.nih.gov/ser/dpsac/badge/Pages/lifecycle.aspx>
  - v. Provide with a hard copy of the ALT Guidelines document and/or the link to the ALT Webpage for more information
    - ALT Webpage Link: <https://ocio.nih.gov/Smartcard/Pages/ALT.aspx>

## II. ALT CARD TURNOVER

*The sections below describe the activities the ALT Coordinator / Distributor will perform related to recovery, tracking, and maintaining ALT cards.*

(1) Return/Recover ALT when an Account holder is transferred, separated or changes role:

- a. ALT Holder returns the ALT card to the ALT Distributor
- b. ALT Distributor has LWS Operator recycle ALT cardstock
- c. ALT Distributor updates ALT-tracker spreadsheet
- d. IC deletes Secondary account

(2) Replace damaged/broken/lost/stolen ALT card:

- a. ALT Holder creates helpdesk ticket
- b. ALT Distributor records in ALT Tracker Spreadsheet ALT card is damaged/broken/lost/stolen (whichever one applies)
- c. ALT Distributor gives ALT Holder new ALT card
- d. ALT Distributor records new ALT card information in ALT Tracker Spreadsheet

(3) Request additional ALT cardstock:

*IC's ALT Coordinator should request additional cardstock when their reserve is depleted to 5% of their total secondary accounts. ICs should request an additional 20% of their total secondary accounts. (Amounts may vary depending on IC size and ALT issuance).*

- a. To request new cardstock, the ALT Coordinator should email DPSAC:
  - i. To: Alex Salah, <Salaha@ors.od.nih.gov>
  - ii. Subject: <[IC] ALT Cardstock Request >
  - iii. Message template:
    1. IC Name
    2. Quantity of ALT cardstock needed
- b. Upon receipt of new ALT cardstock from DPSAC, the ALT Coordinator should email DPSAC:
  - iv. Send email to DPSAC to acknowledge receipt of the cardstock
    1. To: Alex Salah, <Salaha@ors.od.nih.gov>
    2. Subject: <ALT Cardstock [IC] Receipt Confirmation>



3. Message template:
  - a. IC
  - b. Quantity of ALT cardstock received

### III. ALT CARD AUDITS

*The section below outlines the steps to be taken by the ALT Coordinator for each IC, in the case of a DPSAC Audit; requesting a report on the status of ALT cardstock in their IC.*

- (1) The ALT Coordinator updates the master ALT-tracker spreadsheet for the IC
  - If additional ALT Distributor(s) are used in the IC, the ALT Coordinator must
    - i. Obtain ALT-tracker spreadsheets from the ALT Distributor(s)
    - ii. Consolidate them into a master copy for DPSAC
- (2) The ALT Coordinator sends the ALT-tracker spreadsheet to DPSAC
  - To: Alex Salah, <Salaha@ors.od.nih.gov> or (Building 31/1B03)
  - Subject: <[IC] ALT-Tracker Spreadsheet>
  - Attachment: <[IC]ALT\_Tracker\_Spreadsheet>

**Please contact [hspd12@od.nih.gov](mailto:hspd12@od.nih.gov) if there are any questions regarding the ALT account processes or responsibilities.**

