



Do Not Pay Portal User Enrollment Guide

February 2025

Table of Contents

SECTION 1: OPI AND DNP OVERVIEW	3
Section 1.1 About This Enrollment Guide.....	3
Section 1.2 What Is the Office of Payment Integrity?	3
Section 1.2.1 Do Not Pay Portal.....	3
Section 1.3 PIV/CAC/LincPass Onboarding Process Overview	4
Section 1.4 CSP (ID.me or Login.gov) Onboarding Process Overview	5
SECTION 2: COMPLETING FORMS	6
Section 2.1 Agency Specialist Sends User Enrollment Form	6
Section 2.2 AGA Completes and Signs the User Enrollment Form	6
Section 2.3 Welcome to DNP Email.....	7
SECTION 3: GAINING ACCESS TO THE PORTAL.....	8
Section 3.1 PIV/CAC/LincPass Card.....	8
Section 3.2 Signing up with a CSP	8
Section 3.3 Aging Rules for Portal Access	9
SECTION 4: LOGGING INTO THE DNP PORTAL	10
Section 4.1 With a PIV/CAC/LincPass Card.....	10
Section 4.2 With CSP (ID.me or Login.gov)	13
SECTION 5: USER GUIDE	16
SECTION 6: TROUBLESHOOTING.....	17
Section 6.1 Unable to Log into the DNP Portal	17
Section 6.2 Issues on Downloading Text or Excel Files with Existing Browser.....	17
SECTION 7: SYSTEM REQUIREMENTS.....	18
SECTION 8: FREQUENTLY ASKED QUESTIONS (FAQs)	20
SECTION 9: GETTING HELP	22

SECTION 1: OPI AND DNP OVERVIEW

Section 1.1 About This Enrollment Guide

This guide is intended for agencies and states who would like access to the Do Not Pay (DNP) Portal. This guide illustrates the steps necessary to gain access and enroll users into the Portal, including how to log in to the Portal.

Section 1.2 What Is the Office of Payment Integrity?

In 2023, The Bureau of the Fiscal Service (Fiscal Service) merged the DNP Business Center and the Payment Integrity Center of Excellence (PICOE) into the Office of Payment Integrity (OPI). OPI provides actionable business insights and solutions under one umbrella to identify and prevent fraud and improper payments in federal and federally funded, state-administered programs.

- OPI is a **no cost** resource for federal agencies and federally funded, state-administered programs.
- OPI offers customized data analysis to help agencies detect fraud, waste, and abuse as well as strengthen internal controls.
- OPI 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 can use OPI to help make payment eligibility decisions at any time during the payment lifecycle, for example, 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.

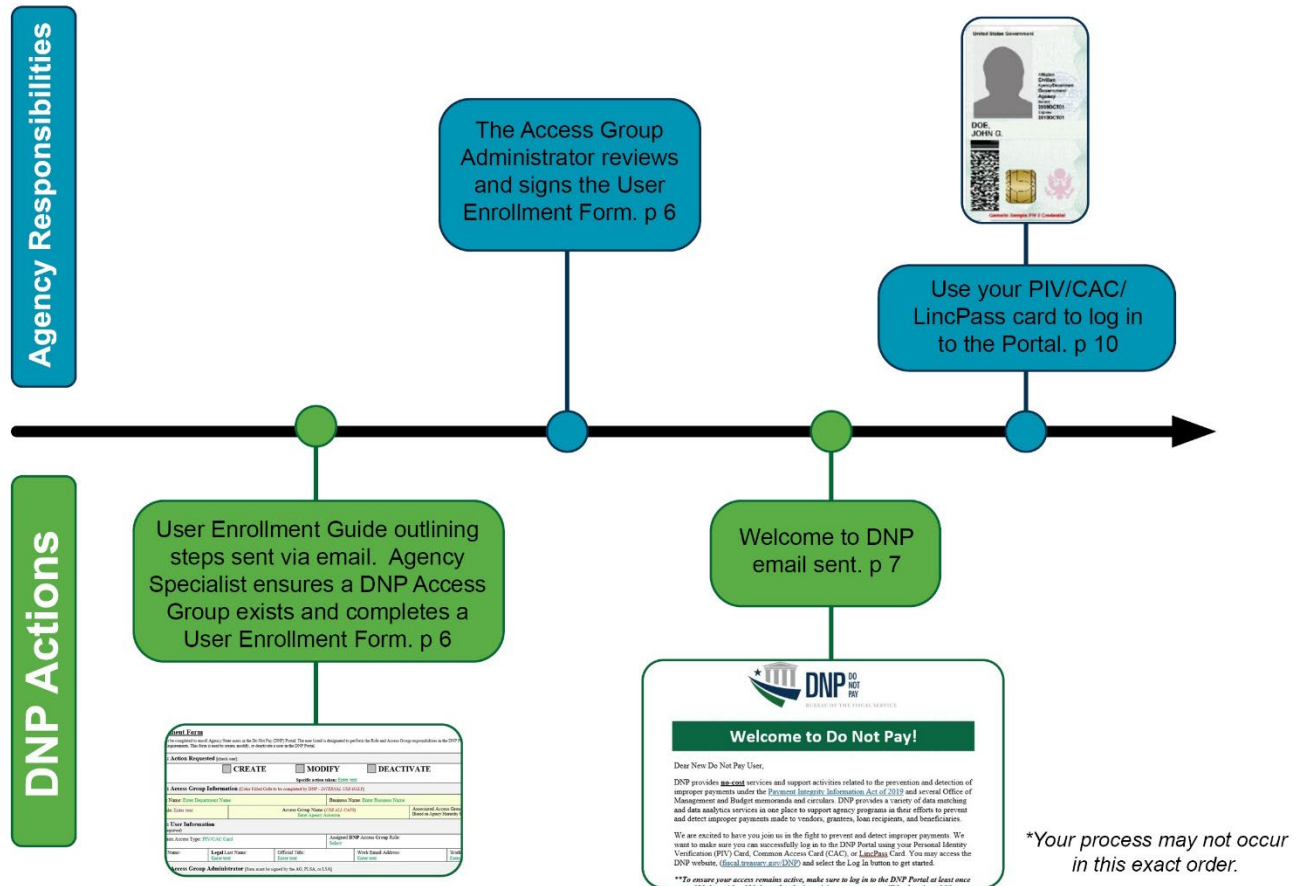
The DNP Portal is a central data hub allowing agencies to access a broad array of data sources to verify eligibility of a vendor, grantee, loan recipient, or beneficiary. The DNP Portal allows simultaneous searches of multiple data sources. You can search for an individual or entity; you can batch-submit your searches; and you can set up regular monitoring in the Portal.

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) | |

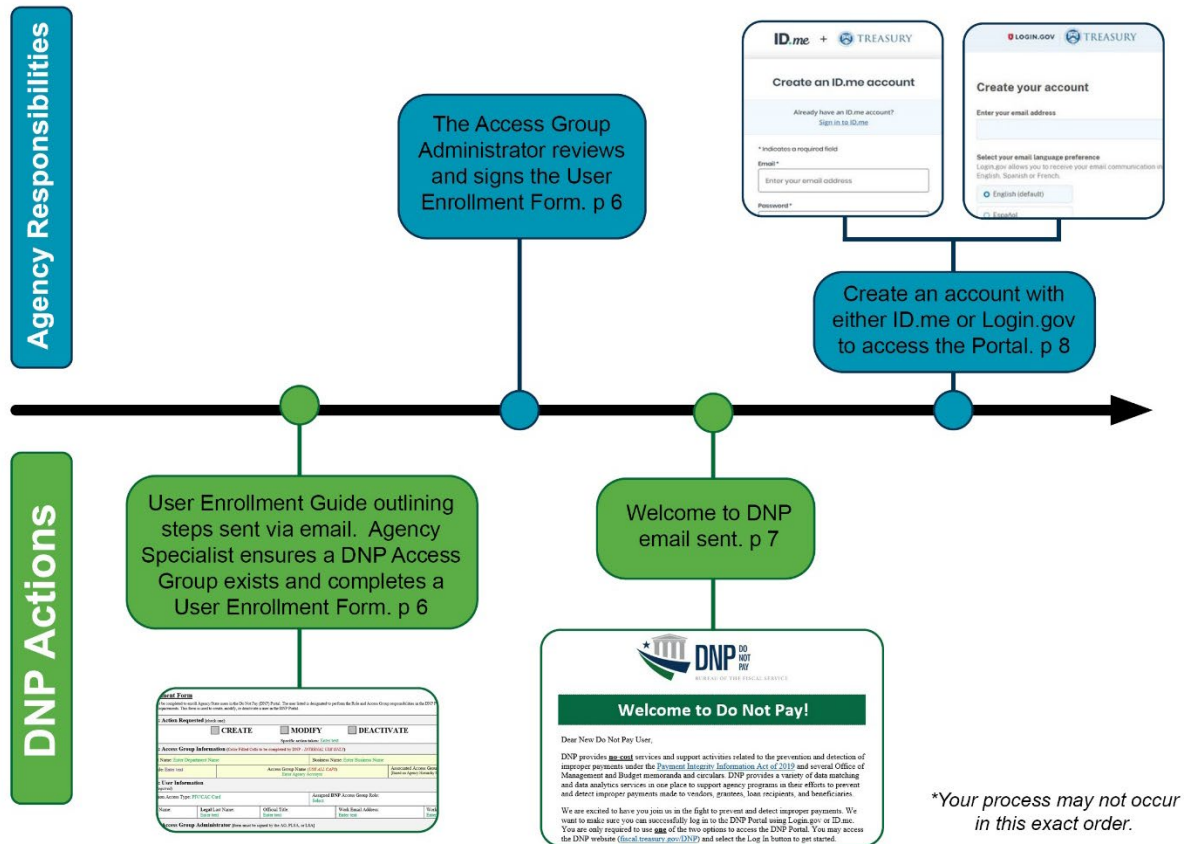
Section 1.3 PIV/CAC/LincPass Onboarding Process Overview

This is a high-level flowchart of the DNP Portal onboarding process for PIV/CAC/LincPass users. These steps are detailed within this document.



Section 1.4 CSP (ID.me or Login.gov) Onboarding Process Overview

This is a high-level flowchart of the DNP Portal onboarding process for the Credential Service Providers (CSPs) ID.me or Login.gov users. These steps are detailed within this document.



SECTION 2: COMPLETING FORMS

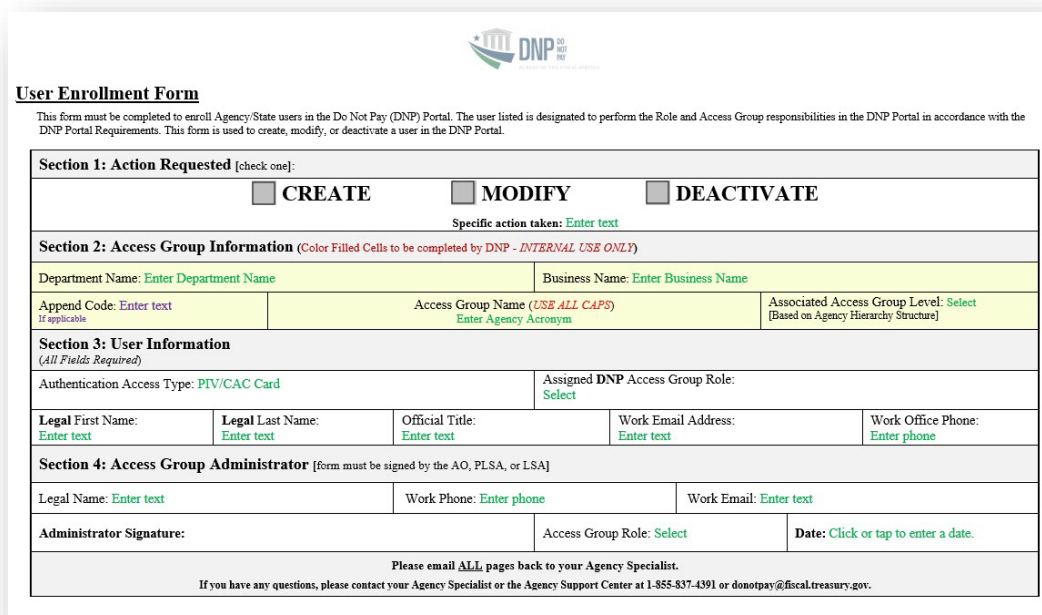
Section 2.1 Agency Specialist Sends User Enrollment Form

Your agency's Point of Contact (PoC) will receive an email from your Agency Specialist and Onboarding team after the access group has been created. This email will contain a User Enrollment Form that must be reviewed and completed for each anticipated Portal user. Your Agency Specialist will verify whether you have access to a PIV/CAC/LincPass card or if you need to create an account with *either* ID.me *or* Login.gov to access the Portal. **Please note that DNP cannot enroll an individual using a personal email address; a business email address is required to establish Portal access.**

Section 2.2 Access Group Administrator (AGA) Completes and Signs the User Enrollment Form

Your Agency Specialist and Onboarding team will populate all the "Internal Use Only" fields within the User Enrollment Form before sending to your agency. The remaining fields will need to be completed and the form must be signed by your agency's designated AGA. Your agency's Authorizing Official (AO), Primary Local Security Administrator (PLSA), or Local Security Administrator (LSA) can act as an AGA. AGAs designate which access group a user is permitted to view. Each page of your User Enrollment Form must be returned to your Agency Specialist/Onboarding team. If there are questions regarding specific fields within your form, your Agency Specialist/Onboarding team can assist you.

Example of the User Enrollment Form:



The image shows a sample of the User Enrollment Form. At the top is the DNP logo. Below it is the title "User Enrollment Form" and a brief instruction: "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."

Section 1: Action Requested [check one]:

☐ CREATE ☐ MODIFY ☐ 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 Access Group Name (USE ALL CAPS) Associated Access Group Level: Select

If applicable Enter Agency Acronym [Based on Agency Hierarchy Structure]

Section 3: User Information (All Fields Required)

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.


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.

Section 2.3 Welcome to DNP Email

After the Onboarding team processes your form, you will receive the “Welcome to DNP” email from the DNP Support Center email box (donotpay@stls.frb.org). This email contains potential tools to ensure that you get the most out of the DNP Portal and contact information for the DNP Support Center, if you should encounter issues attempting to log into the Portal.

Example of the Welcome to DNP Email for PIV/CAC/LincPass



Welcome to the Do Not Pay Portal!

Dear New Do Not Pay Portal User,

Do Not Pay (DNP) is now a part of the Office of Payment Integrity (OPI). OPI provides actionable business insights, solutions, data analytics and matching under one umbrella to support agency programs in their efforts to identify and prevent fraud and improper payments.

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.

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.


****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.****

If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.

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.

Let Us Know How We Are Doing!
To ensure OPI is doing its best to assist you, please tell us about your experience throughout the DNP Portal enrollment process. Your feedback is incredibly valuable to the future delivery

Example of the Welcome to DNP Email for ID.me or Login.gov



Welcome to the Do Not Pay Portal!

Dear New Do Not Pay Portal User,

Do Not Pay (DNP) is now a part of the Office of Payment Integrity (OPI). OPI provides actionable business insights, solutions, data analytics and matching under one umbrella to support agency programs in their efforts to identify and prevent fraud and improper payments.

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.

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.

****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.****

If you are having any login issues, please contact the DNP Support Center (855-837-4391) or email donotpay@stls.frb.org immediately.

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.

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 cannot enroll an individual using a personal email address; a business email address is required to establish Portal access. After confirming, please proceed to log in to the DNP Portal using the appropriate option.

SECTION 3: GAINING ACCESS TO THE PORTAL

Section 3.1 PIV/CAC/LincPass Card

If you have access to a PIV/CAC/LincPass card, there are no further steps needed to gain access to the Portal. Click [here](#) to move to *Section 4: Logging into the DNP Portal* within this Guide for step-by-step login instructions.

Example of a PIV/CAC/LincPass Card:



Section 3.2 Signing up with a CSP

If you don't have access to a PIV/CAC/LincPass card, you will log into the DNP Portal using a Credential Service Provider (CSP)—either ID.me or Login.gov. You will need to create an account with one of these services or use an existing account. If you are creating an account, you must use the same *work* email address that is on your User Enrollment Form; DNP cannot enroll a user using a personal email address.

If you are using an existing ID.me account, you must ensure that the email address on your User Enrollment Form is added to the account as the primary email address. ***If you are using an existing Login.gov account***, you must ensure that the email address on your User Enrollment form is added to the account as a verified email address. Click [here](#) to create an account with ID.me. Click [here](#) to create an account with Login.gov.

Creating an account with ID.me

A screenshot of the ID.me account creation form. The header shows the ID.me logo and the U.S. Treasury logo. The title is "Create an ID.me account". Below the title, there is a link "Already have an ID.me account? Sign in to ID.me". The form has three required fields: "Email" (with a note "* Indicates a required field"), "Password", and "Confirm Password". Each field has a placeholder text: "Enter your email address", "Enter password", and "Reenter password". At the bottom, there is a checkbox labeled "I accept the ID.me Terms of Service and Privacy Policy".

Creating an account with Login.gov

A screenshot of the Login.gov account creation form. The header shows the LOGIN.GOV logo and the U.S. Treasury logo. The title is "Create your account". Below the title, there is a text input field for "Enter your email address". Below that, there is a section "Select your email language preference" with the text "Login.gov allows you to receive your email communication in English, Spanish or French." There are three radio button options: "English (default)", "Español", and "Français". Below these options, there is a checkbox labeled "I read and accept the Login.gov Rules of Use". At the bottom, there is a blue "Submit" button.

Section 3.3 Aging Rules for Portal Access

To ensure the continued security of existing users and the citizen data contained within the DNP Portal, Fiscal Service activated the CAIA Aging Rules. After 120 days of no login activity to the DNP Portal, the Aging Rules will deactivate the user, revoking DNP Portal access immediately. The Aging Rules will be activated as soon as users have been provisioned access to the DNP Portal.

- **Required:** Each user must log into the DNP Portal at least **once every 120 days** or DNP Portal access will be revoked.
 - **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.
 - **Recommended:** To ensure you are logging in once every 120 days, DNP recommends creating a recurring reminder on your calendar.
- **Regaining Portal Access:** If a user is deactivated, a new user enrollment form must be completed and signed by the Access Group Administrator (AGA) for that individual to regain access to the DNP Portal.
 - **The process to reprovision access can take up to seven days.**
 - If your account has been deactivated but you still require Portal access, please contact your Agency Lead and Agency Specialist immediately to begin the re-enrollment process.

Note: If you no longer need access to the DNP Portal, you should send an email to donotpay@stls.frb.org and we will proactively delete your access to DNP.

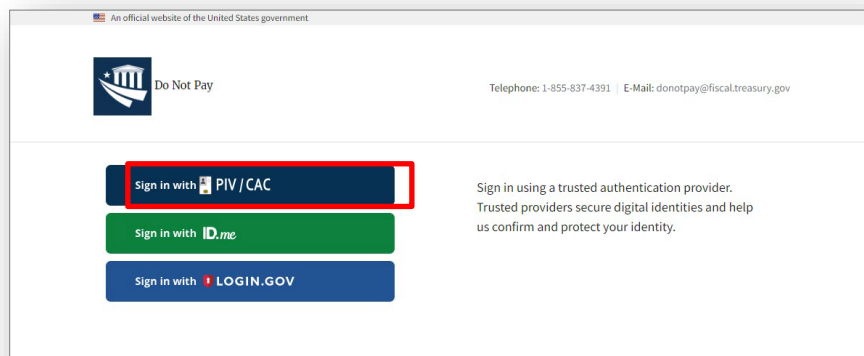
SECTION 4: LOGGING INTO THE DNP PORTAL

Section 4.1 With a PIV/CAC/LincPass Card

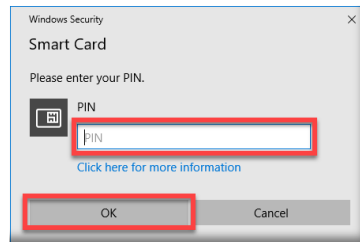
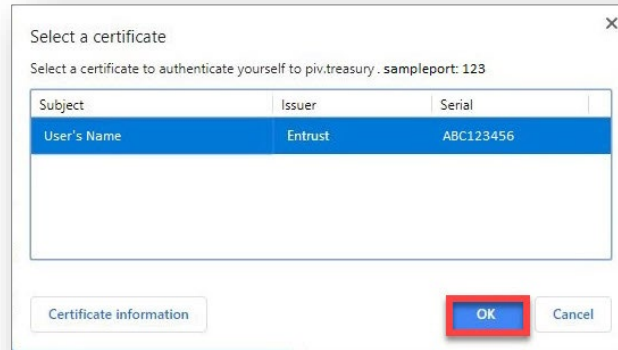
1. Insert your PIV/CAC/LincPass Card.
2. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
3. Click **[Log In]**.



4. A new browser tab will open.
 - Click **[PIV/CAC]**.



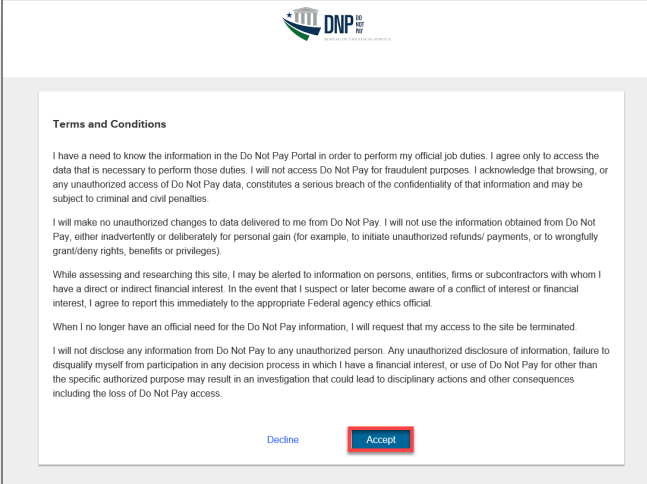
5. A pop-up window will open with your certificate information.
- Select a Certificate and click [OK] and then enter your PIN associated with your PIV/CAC/LincPass Card and click [OK]. Your screen may look different based on your web browser or Windows version.



6. If it is your first-time logging into the Portal with your PIV/CAC/LincPass card, you will be directed to a one-time email verification screen.
- Enter your work email address that was used to enroll into the Portal on your User Enrollment Form. A verification code will be sent to that email. Enter that verification code and click [Submit].

A screenshot of a web page titled "Do Not Pay". The page has a header with a logo on the left and contact information on the right: "Telephone: 1-855-837-4391 | E-Mail: donotpay@fiscal.treasury.gov". Below the header is a light blue banner with the text: "If the e-mail address below is not correct, please specify the correct e-mail address and click Submit." Below the banner is a text input field with a placeholder text "An email (from: no-reply@fiscal.treasury.gov) will be sent to this email address containing a verification code. This code is required on the next screen to verify possession of your email address." To the right of the input field is a blue button labeled "Submit".

7. Another browser window will open with DNP's Terms and Conditions.
 - Please review the document and then click **[Accept]** to gain access to the DNP Portal. This window will open each time you login.



The screenshot shows a web browser window with the DNP logo at the top center. The logo consists of a stylized 'DNP' with a green and blue graphic element. Below the logo, the text 'Do Not Pay' is visible. The main content area is titled 'Terms and Conditions' and contains several paragraphs of text. At the bottom of the window, there are two buttons: 'Decline' and 'Accept'. The 'Accept' button is highlighted with a red border.

Terms and Conditions

I have a need to know the information in the Do Not Pay Portal in order to perform my official job duties. I agree only to access the data that is necessary to perform those duties. I will not access Do Not Pay for fraudulent purposes. I acknowledge that browsing, or any unauthorized access of Do Not Pay data, constitutes a serious breach of the confidentiality of that information and may be subject to criminal and civil penalties.

I will make no unauthorized changes to data delivered to me from Do Not Pay. I will not use the information obtained from Do Not Pay, either inadvertently or deliberately for personal gain (for example, to initiate unauthorized refunds/ payments, or to wrongfully grant/deny rights, benefits or privileges).

While assessing and researching this site, I may be alerted to information on persons, entities, firms or subcontractors with whom I have a direct or indirect financial interest. In the event that I suspect or later become aware of a conflict of interest or financial interest, I agree to report this immediately to the appropriate Federal agency ethics official.

When I no longer have an official need for the Do Not Pay information, I will request that my access to the site be terminated.

I will not disclose any information from Do Not Pay to any unauthorized person. Any unauthorized disclosure of information, failure to disqualify myself from participation in any decision process in which I have a financial interest, or use of Do Not Pay for other than the specific authorized purpose may result in an investigation that could lead to disciplinary actions and other consequences including the loss of Do Not Pay access.

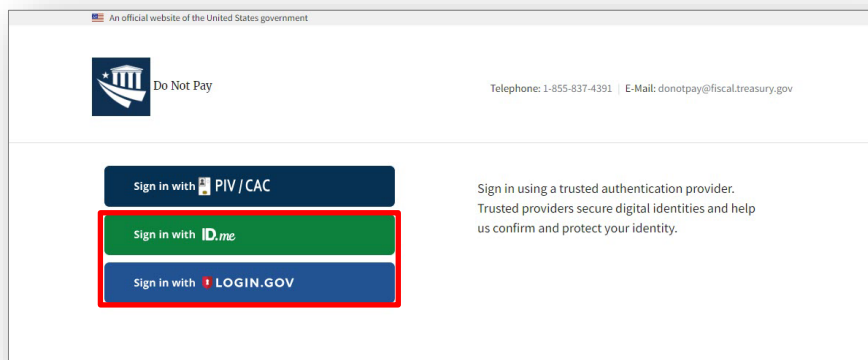
[Decline](#) [Accept](#)

Section 4.2 With CSP (ID.me or Login.gov)

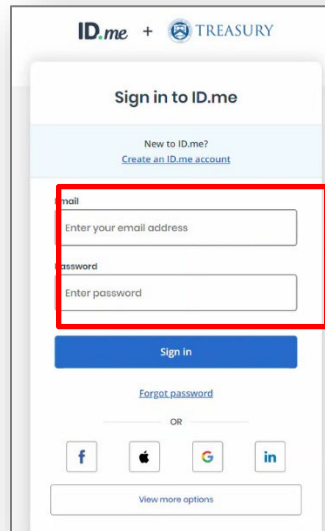
1. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
2. Click [Log In].



3. A new browser will open.
 - Click [ID.me] or [Login.gov] corresponding to the account you have. Note your agreement to the Terms and Conditions by clicking [Accept].

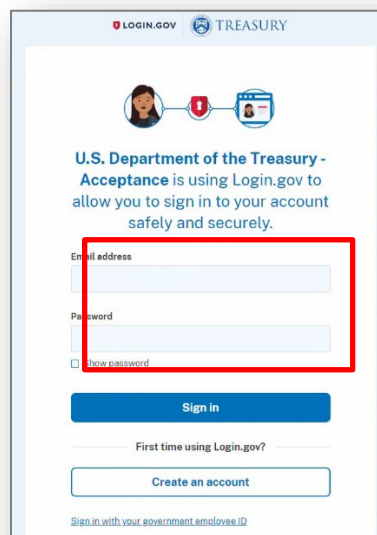


4. If you click ID.me, you will be directed to their sign-on screen to input your email address and password.
 - After signing in, you will be routed to the DNP Portal.



The image shows the ID.me sign-in interface. At the top, it says "ID.me + TREASURY". Below that is the heading "Sign in to ID.me". A link "New to ID.me? Create an ID.me account" is visible. The main form area contains two input fields: "Email" with the placeholder "Enter your email address" and "Password" with the placeholder "Enter password". These two fields are enclosed in a red rectangular box. Below the fields is a blue "Sign in" button. Underneath the button is a link "Forgot password". Below that is the word "OR" and four social media icons: Facebook, Apple, Google, and LinkedIn. At the bottom is a link "View more options".


5. If you click Login.gov, you will be directed to their sign-on screen to input your email address and password.



The image shows the Login.gov sign-in interface. At the top, it says "LOGIN.GOV + TREASURY". Below that is a graphic showing a person's profile, a key icon, and a shield icon. The text reads "U.S. Department of the Treasury - Acceptance is using Login.gov to allow you to sign in to your account safely and securely." The main form area contains two input fields: "Email address" and "Password". These two fields are enclosed in a red rectangular box. Below the "Password" field is a checkbox labeled "Show password". Below the fields is a blue "Sign in" button. Underneath the button is the text "First time using Login.gov?" and a link "Create an account". At the bottom is a link "Sign in with your government employee ID".


6. After signing in, you will be routed to the DNP Portal homepage.

SENSITIVE BUT UNCLASSIFIED

 **DNP** DO NOT TRY
DEPARTMENT OF NATIONAL SERVICE

[?](#) [Announcements](#) [INT_CBAFWLONE](#) [MCSR0001](#)

Online Search



Enter SSN/EIN/TIN Enter First Name Enter Last Name

Enter UEI Enter EFT Indicator Enter Business Name

Enter DUNS Enter Plus 4 [Search](#) [Clear](#)

Select Data Sources


<input checked="" type="checkbox"/> Select All	<input checked="" type="checkbox"/> American InfoSource Death Data – Probate (AIS-PROB)	<input checked="" type="checkbox"/> Automatic Revocation of Exemption List (ARL)	<input checked="" type="checkbox"/> Credit Alert System (CAIVRS)
<input checked="" type="checkbox"/> American InfoSource Death Data – Obituary (AIS-OBIT)	<input checked="" type="checkbox"/> Dept of State Death Data (DOS)	<input checked="" type="checkbox"/> List of Excluded Individuals/Entities – Public (LEIE-PUB)	<input checked="" type="checkbox"/> List of Excluded Individuals/Entities – Restricted (LEIE-RES)
<input checked="" type="checkbox"/> Dept of Defense Death Data (DOD)	<input checked="" type="checkbox"/> SAM Entity Registration Records (SAMENT)	<input checked="" type="checkbox"/> SAM Exclusion Records – Public (SAM-EXCL-PUB)	<input checked="" type="checkbox"/> SAM Exclusion Records – Restricted (SAM-EXCL-RES)
<input checked="" type="checkbox"/> Office of Foreign Assets Control (OFAC)	<input checked="" type="checkbox"/> TOP Debt Check (DRCK)		
<input checked="" type="checkbox"/> SSA Death Master File (DMF)			

SENSITIVE BUT UNCLASSIFIED

An Official Website of the United States Government

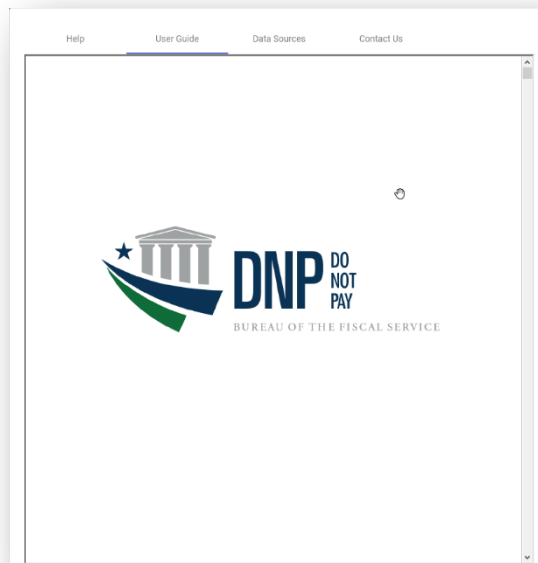
SECTION 5: USER GUIDE

For assistance navigating the DNP Portal, you may refer to the User Guide within the DNP Portal.

1. Log into the DNP Portal
2. Click on the  (upper right corner)
3. A new window will open. Click **[User Guide]**.



4. A PDF version of the current User Guide will open.



SECTION 6: TROUBLESHOOTING

Section 6.1 Unable to Log into the DNP Portal

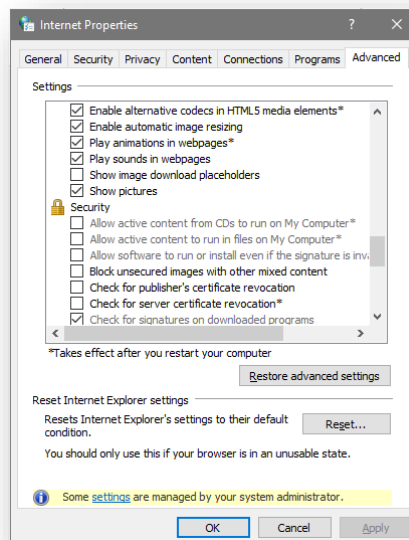
- A. Verify the URL is correct. (<https://fiscal.treasury.gov/DNP/>)
- B. Do not use Internet Explorer. You may use Microsoft Edge, Google Chrome, or Firefox.
- C. Delete Temporary Internet Files and Cookies from your browser.
- D. After re-opening your browser, please type <https://fiscal.treasury.gov/DNP/> manually into your address bar.
- E. If you are logging in with PIV/CAC/LincPass and are getting prompted for a PIV/CAC/LincPass certificate, make sure you are choosing the correct certificate from the certificate box.
- F. Verify you are inputting the pin that you had set up for your PIV/CAC/LincPass Card in the Password screen.

If you are still receiving an error, record the error message (a screenshot is best), and forward your name, phone number, email address, and a brief description of the problem in a secured email to the DNP Support Center at donotpay@stls.frb.org or call (855) 837-4391 for assistance.

Section 6.2 Issues on Downloading Text or Excel Files with Existing Browser

If the existing browser that is being used is preventing you from downloading a Text or Excel file, ensure that the browser settings under the Security section that reads “Do not save encrypted pages to disk” is checked. It depends on the browser version in use where this setting is located.

- Please see example below for Microsoft Edge.
 - Go to Tools-> Internet Options -> Advanced Tab -> Security



SECTION 7: SYSTEM REQUIREMENTS

This section details the system and configuration requirements necessary to use the Portal.

Requirement Type	Details
System	<ul style="list-style-type: none">• Web Browser: Microsoft Edge, Google Chrome, or Firefox <p>Note: Microsoft Edge Native Mode which emulates Internet Explorer is not supported by DNP.</p> <p>Note: Please do not use the back button on your browser. DNP does not support the use of the browser back button. The navigation pane on the left side of the DNP Portal may be used to return to a previous page.</p> <ul style="list-style-type: none">• Adobe Reader• Entrust Root Certificate: The Entrust (2048) Root Certificate must be installed in the “Trusted Root Certification Authorities” certificate store on the “local machine” (all user profiles) for the workstation. This certificate is normally installed by default with Internet Explorer. If it has been removed, you will need to have your agency reinstall the certificate.• Microsoft Excel versions 2007 and later• Internet Options Security Settings• Active USB Port• Windows Resolution: 1280 x 1024 or higher
PIV/CAC/LincPass Card	<p>Users with Personal Identity Verification Cards (PIV, PIV-I, CAC, and LincPass), have the ability to access the DNP Portal with their Card. Contact your Agency Specialist with questions on PIV/CAC/LincPass Card set up and technical requirements.</p> <ul style="list-style-type: none">• Active Card Reader
CSP Access	<p>Users without access to PIV/CAC/LincPass will need to create an account or use an existing account with <i>either</i> ID.me <i>or</i> Login.gov</p> <ul style="list-style-type: none">• A user must use the same work email address that is included on their User Enrollment Form when creating a new ID.me or Login.gov account.• DNP cannot enroll an individual using a personal email address; a business email address is required to establish Portal access.

Requirement Type	Details
	<p>If a user has an existing ID.me account, they can use it to access the Portal. Please ensure that your official work email address is selected as the <u>primary</u> email address in the account.</p> <ul style="list-style-type: none"> • Please ensure that the official work email address matches the email address provided to DNP on the User Enrollment Form. <p>If a user has an existing Login.gov account, you can use it to access the Portal. Please ensure that their official work email address is included as a <u>verified</u> email address in the account.</p> <ul style="list-style-type: none"> • Please ensure that the official work email address matches the email address provided to DNP on the User Enrollment Form.

SECTION 8: FREQUENTLY ASKED QUESTIONS (FAQs)

Q. Why is gaining access to the DNP Portal such a time-intensive process?

A. The primary reason it takes time to gain access to the Portal is to ensure that the data sent and received in our system is secure. As we review your enrollment request, there are several time intensive steps that may delay the process, some of which include observing The Privacy Act of 1974. Ultimately, we make every effort to ensure that privacy and security risks are mitigated, a process that takes time and may attribute to a lengthy enrollment process.

Q. What does it mean that I've been selected to be a user in the DNP Portal?

A. Your position plays a vital role in the payment cycle at your agency. As part of your agency's ongoing efforts to reduce improper payments, your agency is verifying their payments through the DNP Portal. Contact your Authorizing Official to obtain additional details. If you are unsure who your agency Authorizing Official is, please call the DNP Support Center at (855) 837-4391 and they can assist you.

Q. Will I need to make an account with both ID.me and Login.gov for me to authenticate my access to the DNP Portal?

A. No. You are required to create an account with *either* ID.me *or* Login.gov.

Q. Can I use a personal email address when creating my ID.me or Login.gov account for DNP Portal access?

A. No. You are required to create an account using your official work email address to access the Portal. Please ensure that the email address used to create your ID.me or Login.gov account matches the email address on your User Enrollment Form.

Q. Can I use an existing ID.me or Login.gov account to access the DNP Portal?

A. Yes. If you already have an existing ID.me account, please ensure that your official work email address is selected as the *primary* email address in the account. If you already have an existing Login.gov account, please ensure that your official work email address is included as a *verified* email address.

Q. Why do I need a PIV/CAC/LincPass card?

A. Your PIV/CAC/LincPass card token is used to verify and certify that you are allowed access to the DNP Portal. Your card is a secondary layer of authentication to protect your information and your agency's data within the DNP Portal.

Q. What do I need to do if my DNP account is deactivated, but I still require access to the DNP Portal?

- A. Any individual whose access is deactivated with the CAIA Aging Rules will need to be re-enrolled with a new user enrollment form signed by your Access Group Administrator. The process to reprovision access can take up to seven days. If your account is deactivated but you still require access, please contact your DNP Agency Lead and Agency Specialist.

Q. How do I learn how to use the Portal?

- A. Go to the [Training page](#) on the DNP website to use the various resource listed. Once there, you can review the Spotlight trainings and how-to videos on various DNP Portal functions and services. Your Agency Lead and Agency Specialist is also available for one-on-one training to fit your specific needs.

Q. What if I have a question about my match results in the Portal?

- A. Contact your Agency Lead or Agency Specialist, or send an email to the OPI mailbox OPI.outreach@fiscal.treasury.gov. **Do not send Personally Identifiable Information (PII) or screen shots with PII via email.**

Q. How do I gain access to other OPI products besides the Portal?

- A. The DNP Portal is one tool of many offered by OPI. If you are interested in learning more about additional OPI products and services, please contact the OPI mailbox at OPI.outreach@fiscal.treasury.gov to discuss more options.

SECTION 9: GETTING HELP

There are several ways you can obtain help when using the DNP Portal.

- ☎ (855) 837-4391
- ✉ For general inquiries: OPI.outreach@fiscal.treasury.gov
- ✉ For DNP Portal provisioning or access questions: donotpay@stls.frb.org
- 🌐 <https://fiscal.treasury.gov/dnp/>