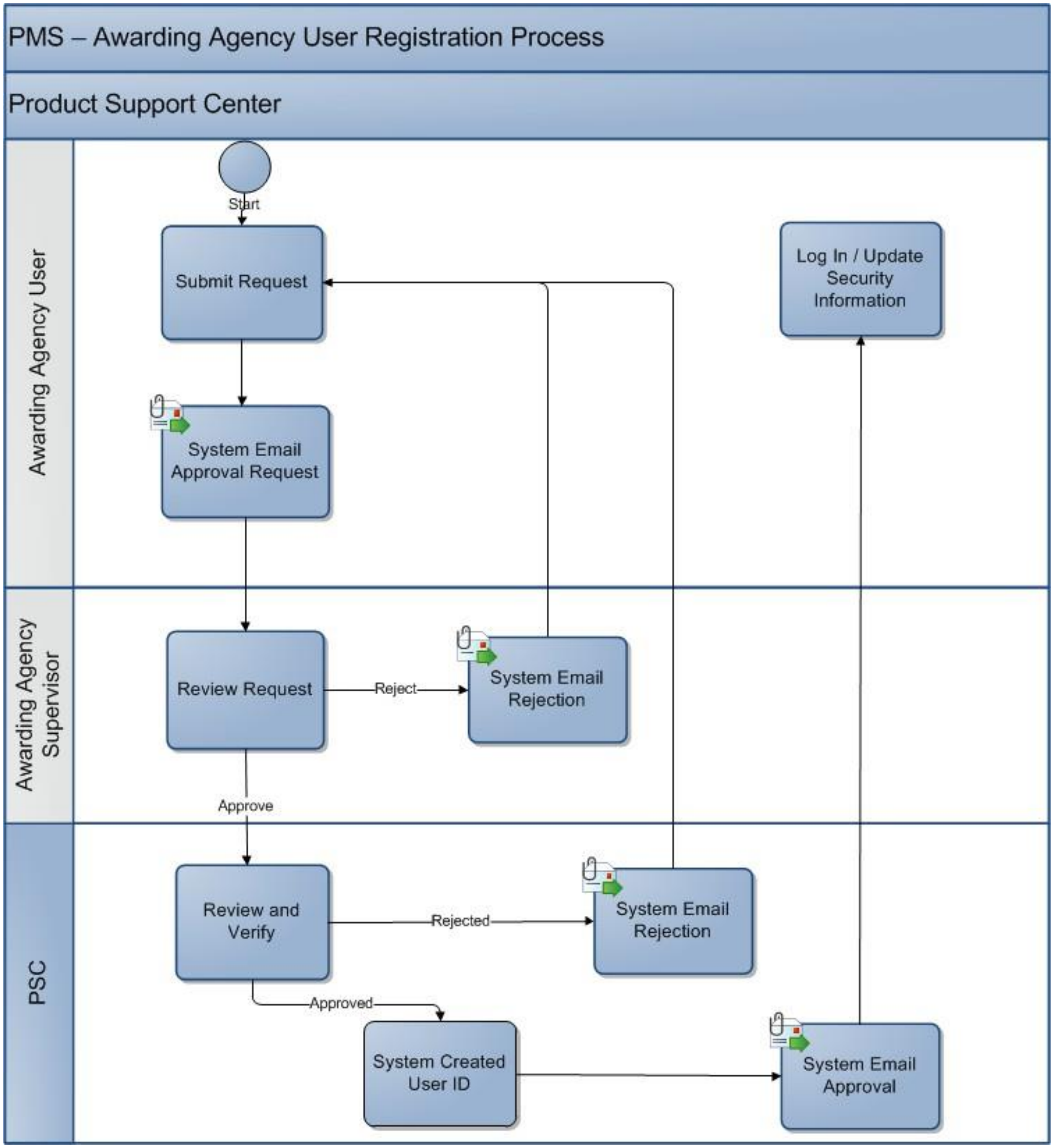
Access - New User Request

Awarding Agency User

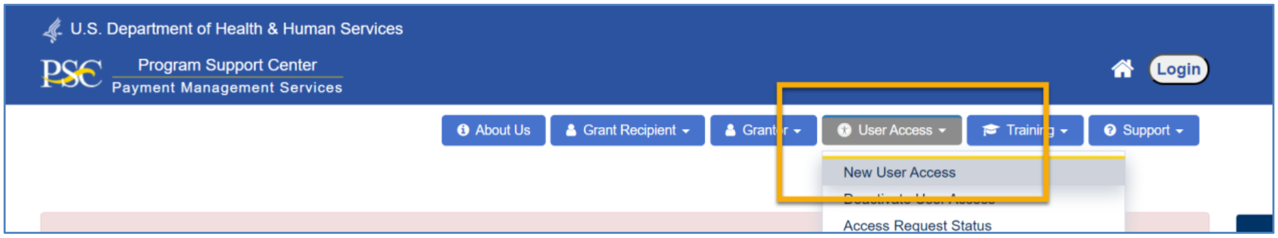
In order for Health and Human Services employees (HHS) and Non-HHS Awarding Agencies to manage grant payment requests, drawdowns, and disbursement reporting activities for their recipients, members of these agencies will need to request a PMS User ID. The PMS User ID establishes the security for the user. It is the security profile that determines and controls what menu options and subsequently the processes the user can perform and the access to in the Payment Management System.

PMS will require the user to provide their agency, their contact and supervisor information, and select the accesses required. After submitting their request their supervisor will need to verify the information and access requested. If they approve then the information is submitted to PSC. PSC will review the request and verify the provided information. Once they issue their approval a User ID will be issued to the requester.

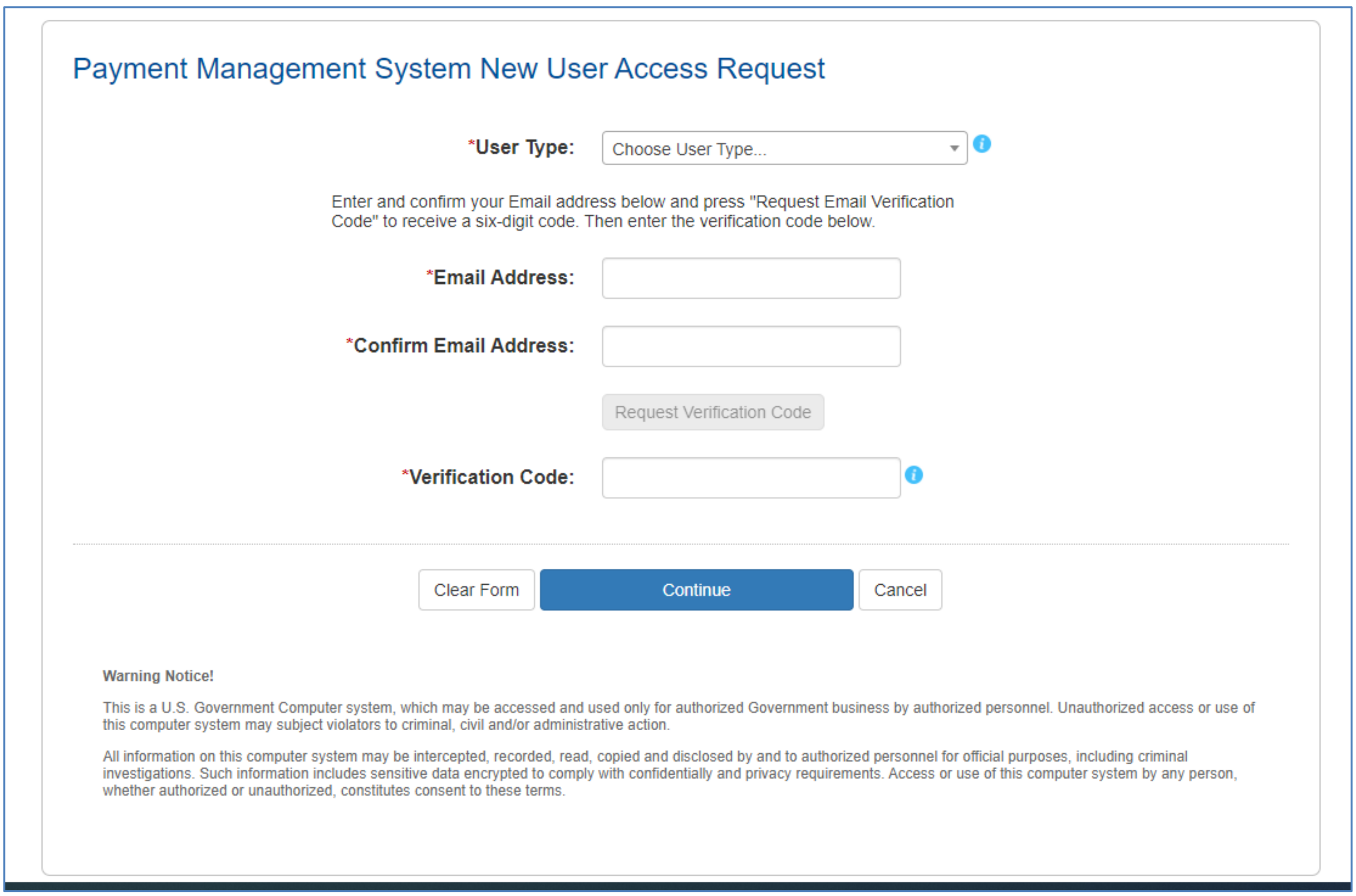

PMS – Awarding Agency User Registration Process
Product Support Center
Awarding Agency User
Awarding Agency Supervisor
PSC
Start
Submit Request
System Email Approval Request
Log In / Update Security Information
Review Request
Reject
System Email Rejection
Approve
Review and Verify
Rejected
System Email Rejection
Approved
System Created User ID
System Email Approval

Requesting Access

1. Access the PSC Home page at https://pms.psc.gov
2. Select the ‘User Access’ drop-down menu from PMS menu bar and select ‘New User Access’



3. The ‘New User Access Request’ form is displayed.


Payment Management System New User Access Request

*User Type: Choose User Type...

Enter and confirm your Email address below and press "Request Email Verification Code" to receive a six-digit code. Then enter the verification code below.

*Email Address:

*Confirm Email Address:

Request Verification Code

*Verification Code:

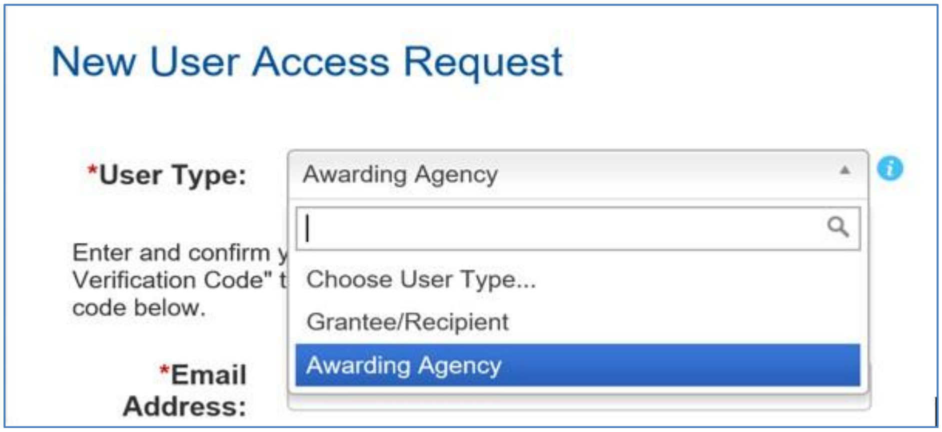
Clear Form | Continue | Cancel

Warning Notice!

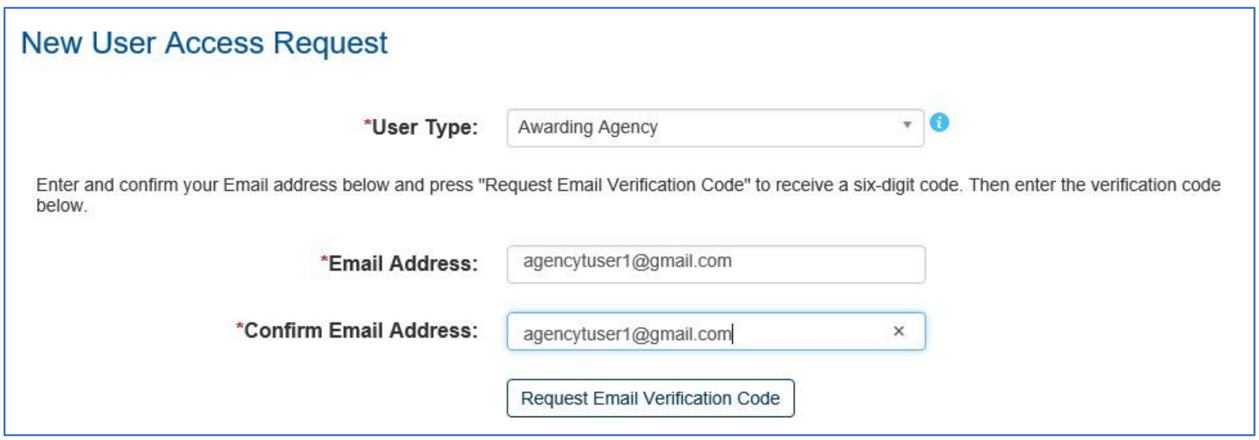
This is a U.S. Government Computer system, which may be accessed and used only for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.

All information on this computer system may be intercepted, recorded, read, copied and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentially and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

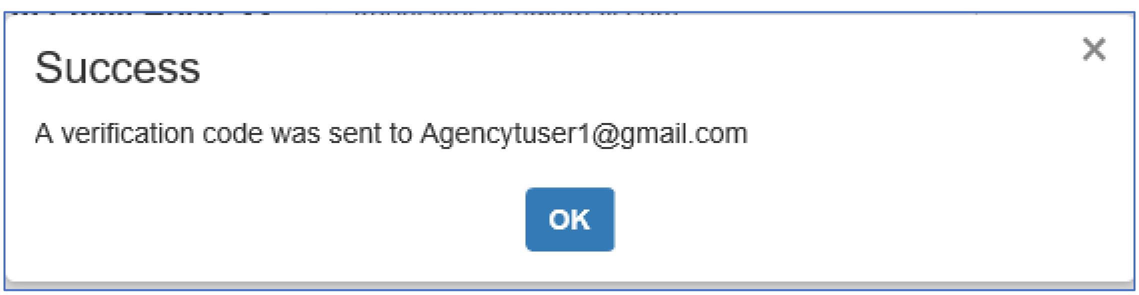
1. Select the User Type ‘Awarding Agency’ from the dropdown box.



2. Your email address will need to be verified prior to receiving any access to the system. Type in your email address in the ‘E-Mail Address’ field and then confirm the email address provided by typing the email address again in the ‘Confirm E-Mail Address’ field.
3. Click ‘Request Email Verification Code’ for an email to be sent to the email address.



4. Click ‘OK’, a success message will be displayed.



An email message will be sent immediately to the email address provided containing the six digit verification code that is required to continue with the user access request. The verification code will be valid for 30 minutes.

Note: The user will need to request a new verification code if the verification code is not used within the 30 allotted minutes or if the user closes the 'New User Access Request' window.

Note: To ensure that system emails are received, recipient IT organizations should white-list PMSSupport@psc.gov

5. Enter the six digit code in the 'Email Verification Code' field.

6. Select the ‘Submit’ button on the bottom of the page. If the user no longer wants to submit the information they may clear the form and provide new information by using the ‘Clear Form’ button or cancel the request by selecting ‘Cancel’.

7. The PMS Access Request form will be displayed, requesters will need to provide:
    a. Their Agency and the departments and offices they need access for.
    b. User contact information comprising of their work address and telephone number.
    c. Select the type of access that they are requesting.
    d. Their supervisors information including their name, title, email, and phone number.
    e. Any special instructions or additional requests.

Payment Management System Access Request

REQUEST DETAILS

User Type: Awarding Agency

User Email: Agencyuser1@gmail.com

Request Status: Initiated

DEPARTMENT / BUREAU / ORGANIZATION UNIT

***Select Action:** Add

Department	OPDIV/Agency	Region/Bureau

No Agencies.

Page 0 of 0 | Records per page: 10

CONTACT INFORMATION

***Email Address:** Agencyuser1@gmail.com

***First Name:**

Middle Initial:

***Last Name:**

***Job Title:**

***Address Line 1:**

Address Line 2:

Address Line 3:

***City:**

***Country:** Select Country

***Zip Code:**

☐ Do you want to override the Country Code?

***Telephone:** Country C | Phone Number | Ext

***Telephone Type:** Select Telephone Type

ACCESS LEVEL

Please check all that apply (please note gray checked boxes are included):

- ☑ Awarding Agency Inquiry
- ☑ Account Maintenance
- ☐ Access to Electronic Reports and Files
- ☐ Process On-Line Authorization End Date Extension

Federal Financial Report (FFR): Federal Cash Transaction Report (FCTR)

- ☑ View

Federal Financial Report (FFR)

- ☐ View
- ☐ Approver

SUPERVISOR

***First Name:**

Middle Initial:

***Last Name:**

***Job Title:**

***Email Address:**

***Telephone:**

ADD COMMENT

Comments:

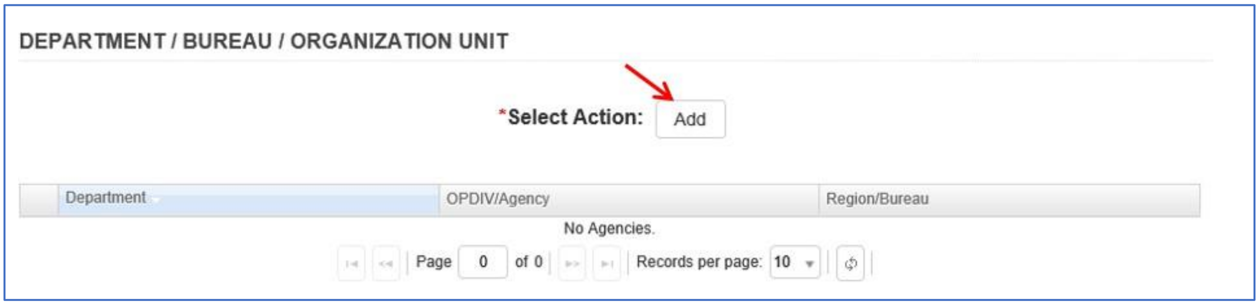
Maximum 1000 characters

CERTIFICATION

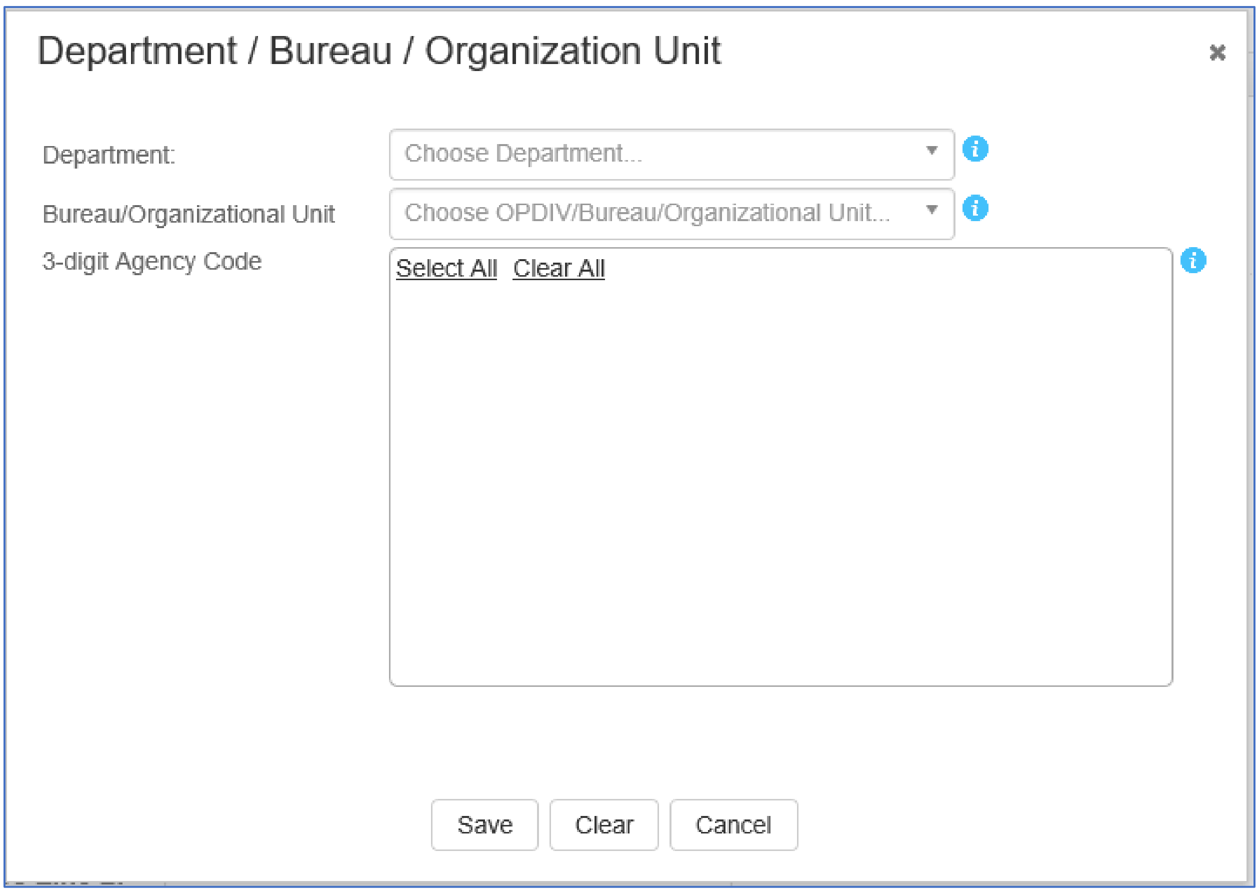
☐ I certify that the information, statements and representations provided by me on this form are true and accurate to the best of my knowledge. I understand that a willfully false certification is a criminal offense and is punishable by law (18 U.S.C. 1001).

Clear Form | Save | Submit

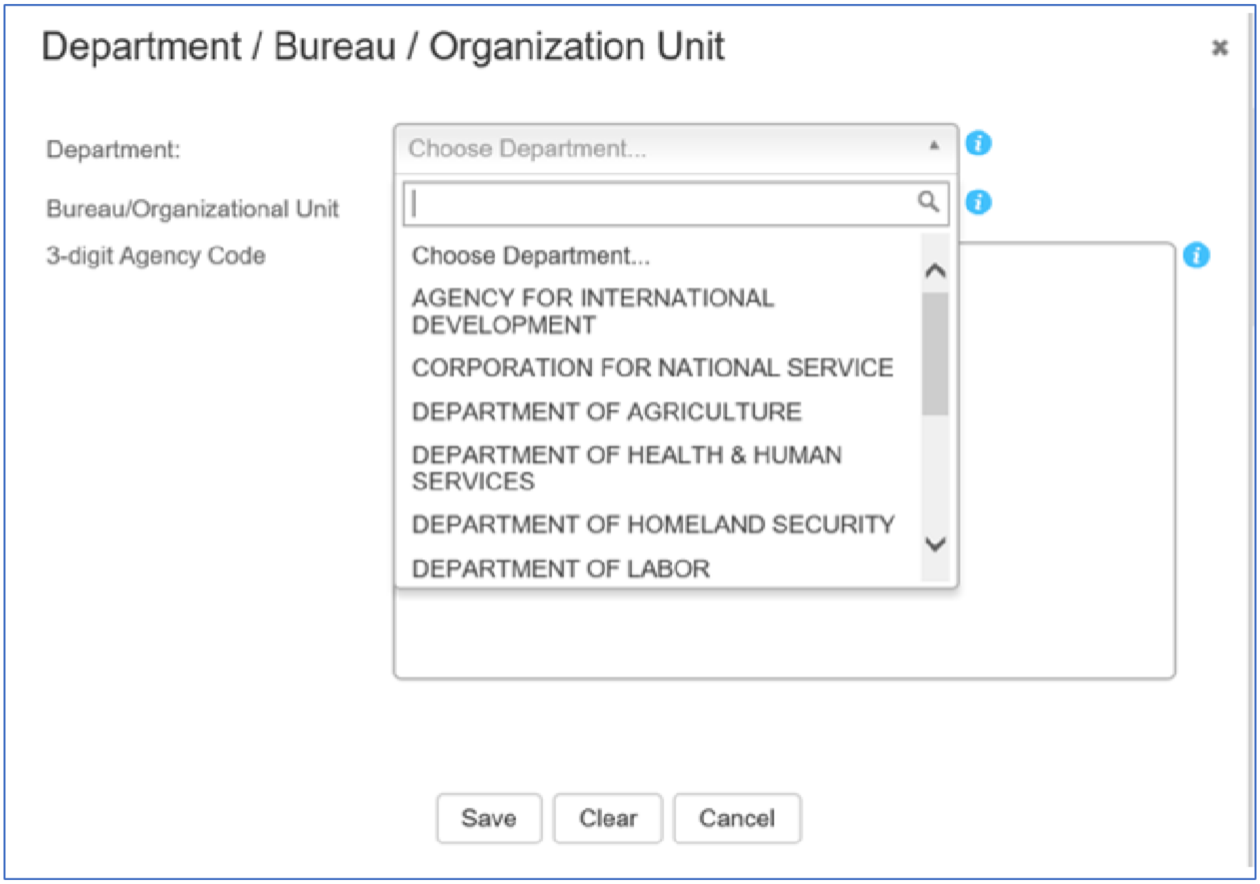
8. Users may request access to one agency and to multiple bureau / organizational units within their agency. Click the ‘Add’ button for each bureau / organizational unit that you need access to.



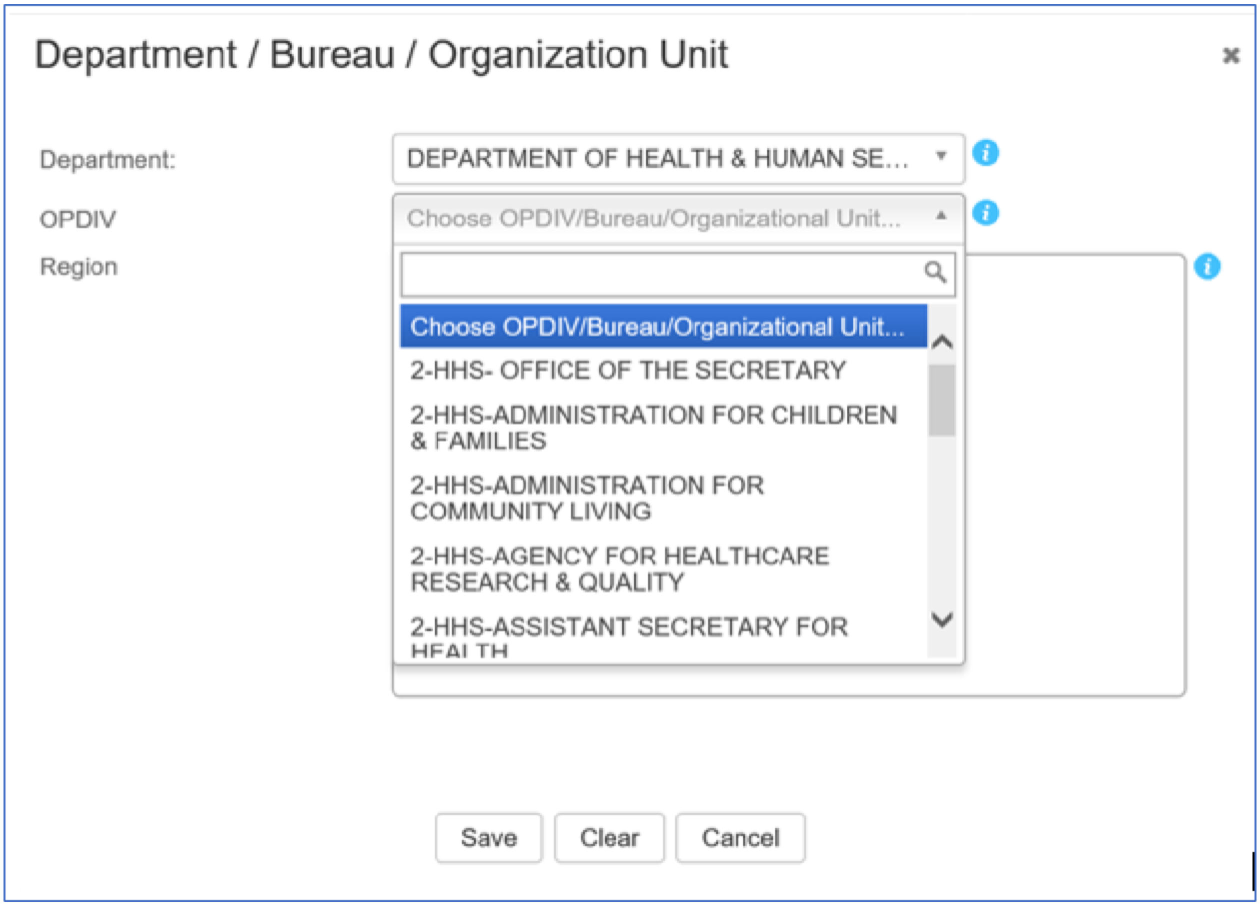
9. The Department /Bureau /Organization Unit Pop-up Box will be displayed, users will need to select their:
    a. Department
    b. Bureau / Organizational Unit
    c. 3-digit Grantor Code



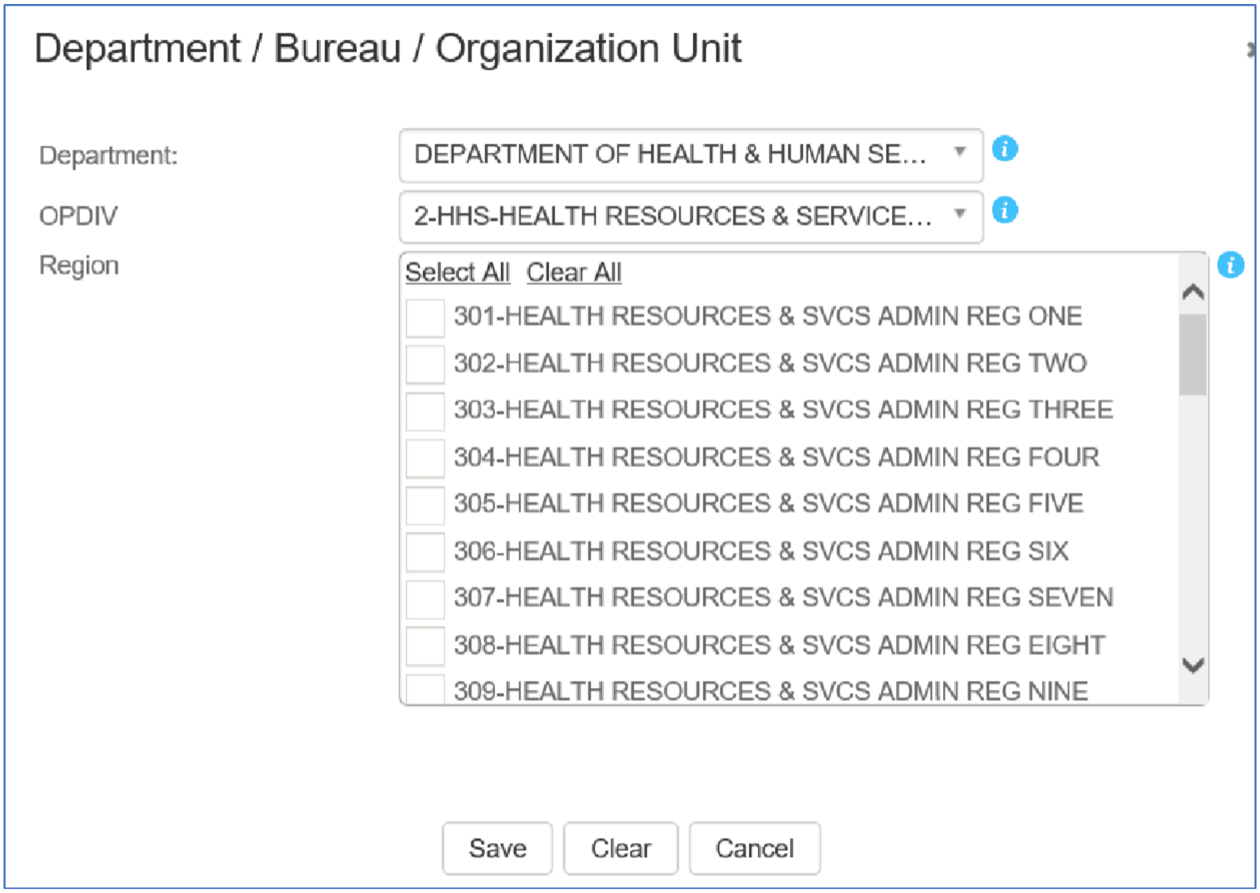
10. Click in the ‘Choose Department’ box for the Department drop down box to appear. Select the name of the federal department where you are employed.



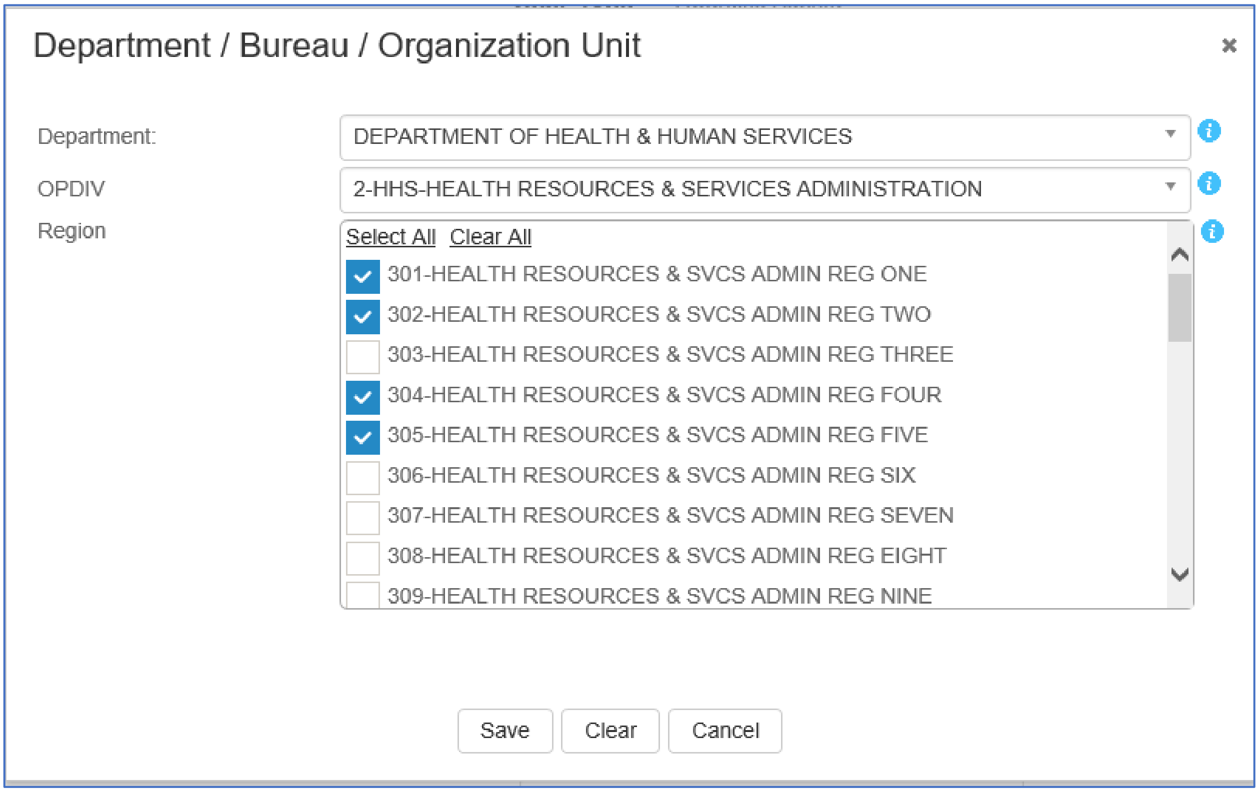
11. Click in the 'Choose OPDIV/Bureau/Organizational Unit' box for the drop down box to appear containing the Operational Divisions/Bureaus/Offices associated with the federal agency selected.



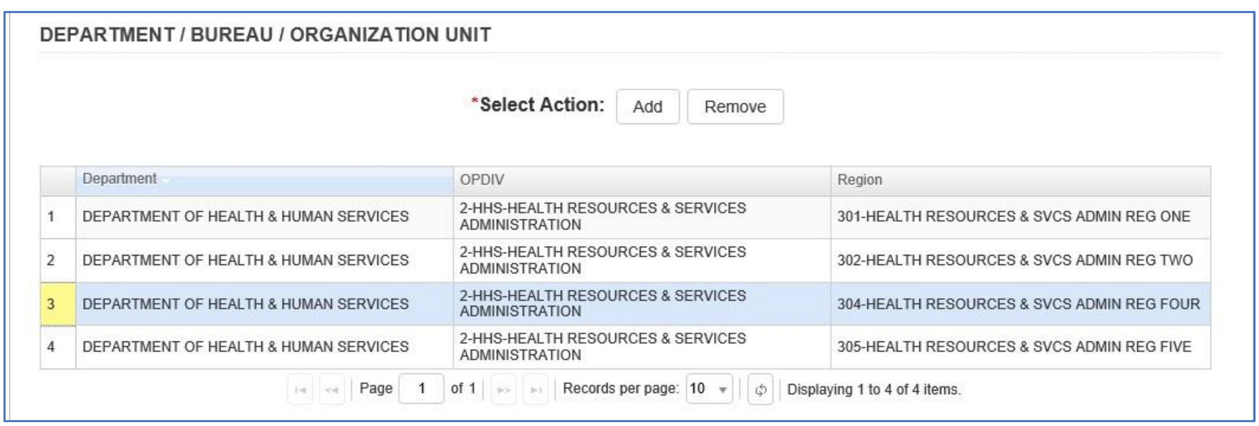
12. A list of the 3 digit agency codes that have been assigned by PMS to uniquely identify the organizational units associated with the selected Grantor/Division will be displayed.
    a. Click checkboxes individually to pick individual organizational units that you are responsible for.
    b. Click 'Select All' to check all organizational units associated with the Division/Bureau.
    c. Click 'Clear All' to uncheck all boxes. At least one organizational unit must be selected.



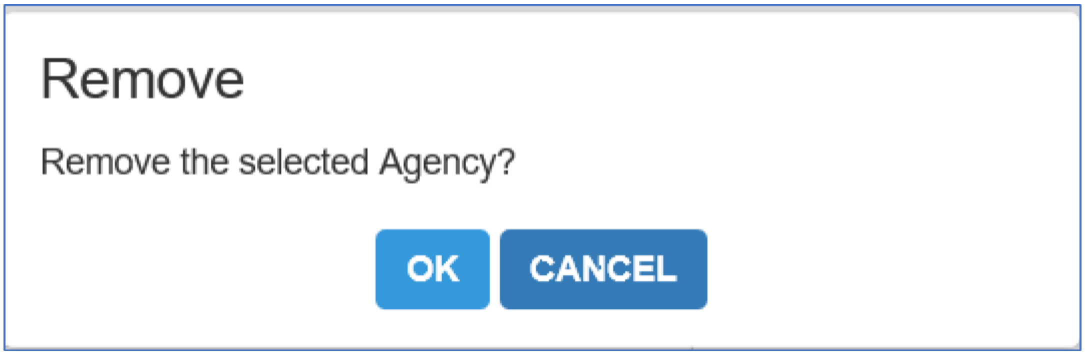
13. Click the ‘Save’ button after selecting all applicable organizations. Click ‘Clear’ to clear all three organization levels selected. Click ‘Cancel’ to close the pop-up.



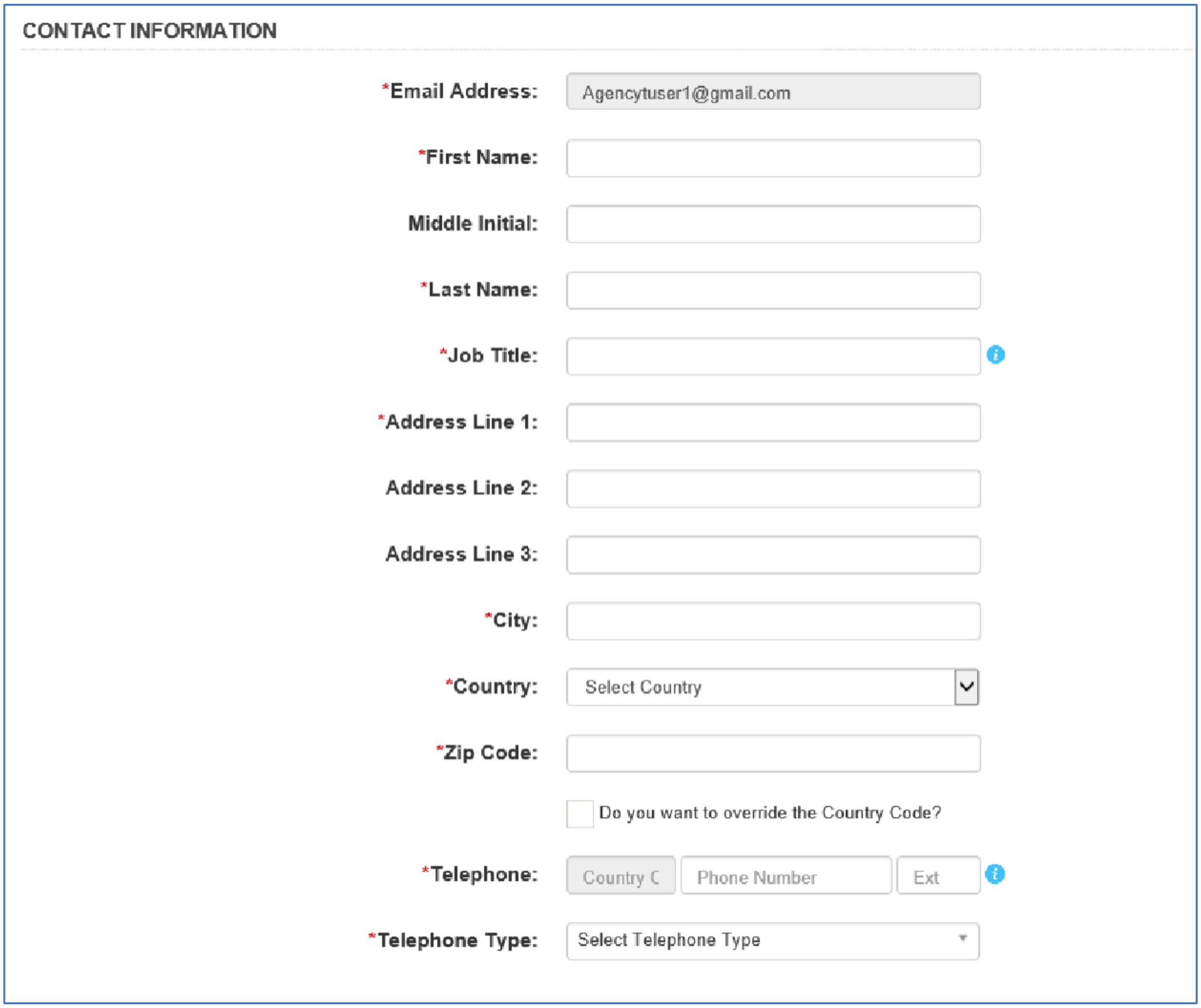
14. To remove Department / Bureau / Organization units added in error, click on the row in the grid to highlight the organization. Click on the ‘Remove’ button.



15. Click ‘OK’ to confirm the deletion.



16. The initial email provided in the request will be used as the Recipients email address and is not editable during the registration process. Recipients will be required to provide their full contact information including:
    a. First Name
    b. Middle Initial (optional)
    c. Last Name
    d. Job Title
    e. Full Address, including Country
    f. Phone number including Country code
    g. Telephone number type



CONTACT INFORMATION

*Email Address: Agencytuser1@gmail.com

*First Name:

Middle Initial:

*Last Name:

*Job Title:

*Address Line 1:

Address Line 2:

Address Line 3:

*City:

*Country: Select Country

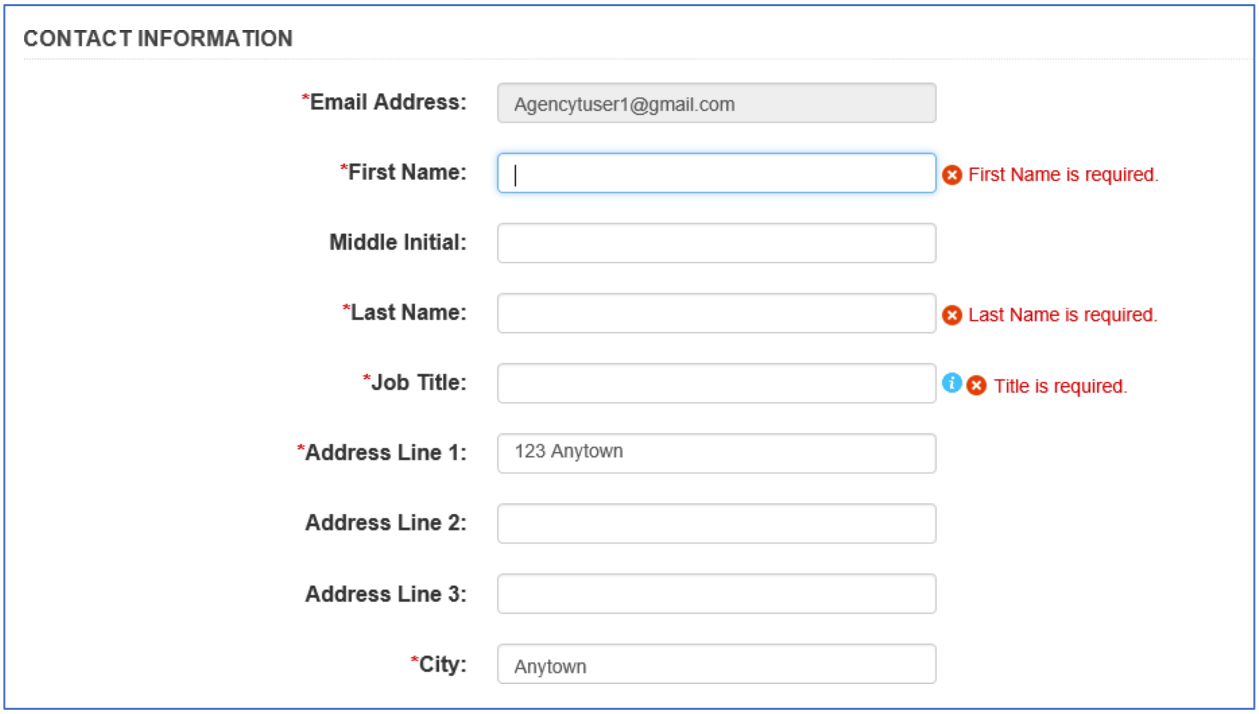
*Zip Code:

Do you want to override the Country Code?

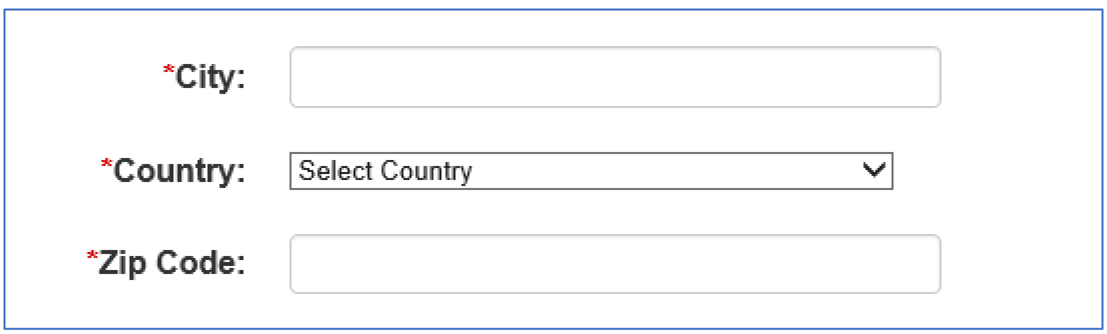
*Telephone: Country C | Phone Number | Ext

*Telephone Type: Select Telephone Type

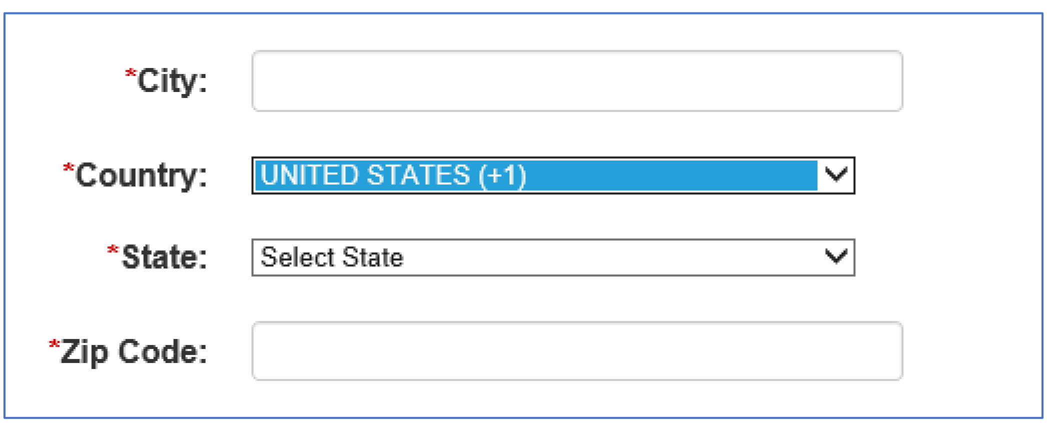
17. Required fields are marked with a red asterisk. Error messages will be displayed when attempting to submit the form with missing required information.



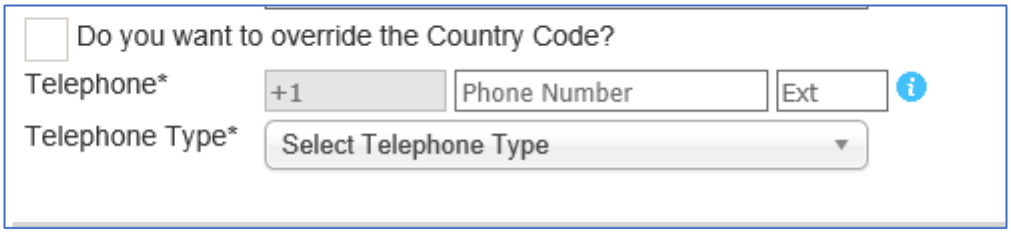
18. Select the country from the drop down listed provided.



19. When ‘United States’ is selected as the country, the State field will appear and the requester will be required to select the applicable state or US territory from the drop down box.



20. Provide a contact phone number. The country code for the phone number will automatically be filled in depending on the country selected in the address field. To override the country code select the checkbox 'Do you want to override the Country Code?' and provide the appropriate country code.
21. Select from the 'Telephone Type' drop down box the phone type of the number provided.
    a. Cell
    b. Home
    c. Office



22. Users will need to select the type of access that they request. The following accesses are available to choose from.

HHS or Non-HHS Agency	**Access Level**	**Description**
HHS & Non-HHS	Awarding Agency Inquiry	Default, all users automatically receive this access. Provides user with access to view on-line inquires.
HHS & Non-HHS	Account Maintenance	Allow users to update their contact information, change password information, and request deactivations.
HHS & Non-HHS	Registration	
HHS & Non-HHS	Access to Electronic Reports and Files	Provides access to view Department-wide financial reports generated by PMS.
HHS	HHS Subaccounts	Provides access to functionality which allows agency users to enter Subaccount Patterns in PMS via the upload of a batch file.
Non-HHS	On-Line Authorization	First level of the on-line authorization process. Allows authorization transactions, including TC050 and TC 059, to be entered in the PMS using the Fill-in-blank screen. Input pending approval. **Note:** PMS allows users to be granted both On-Line Authorization and Approve On-Line Authorizations however internal controls prevent the user from performing both actions on the same transaction.

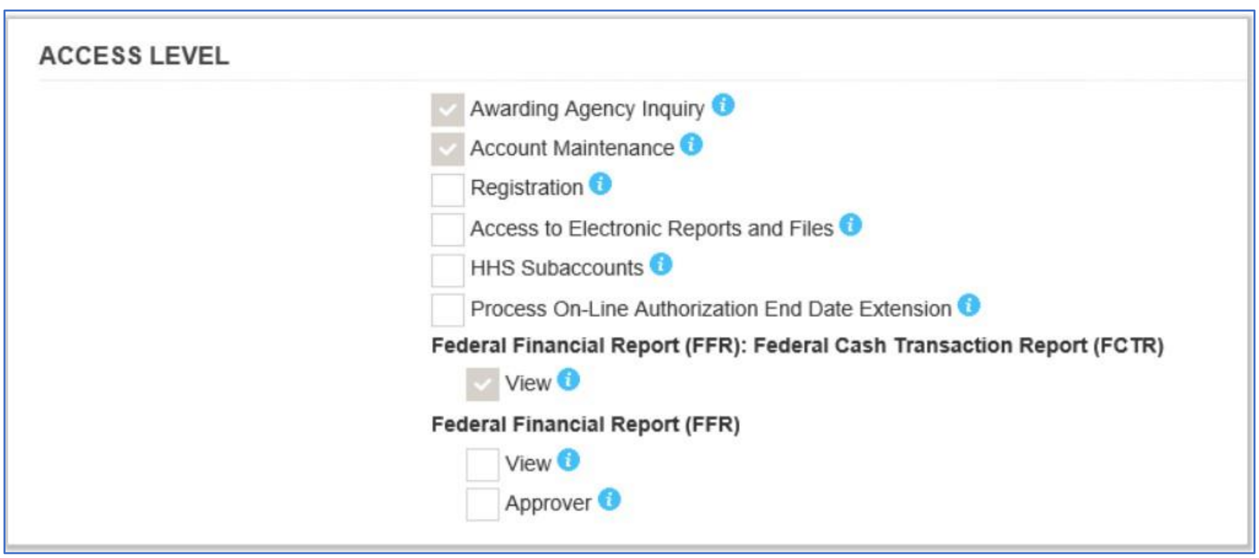
HHS or Non-HHS Agency	Access Level	Description
Non-HHS	Approve Authorizations: Approve On-Line Authorization	Second level of the on-line authorization process before the transaction can be updated in the PMS. Allows for review and approval/release to posting of an authorization transaction, including TC050 and TC059, input through On-Line Authorization.
Non-HHS	Approve Authorizations: Process 059 Transactions Only	Provides access to process only authorizations to Transaction Code 059, which must then be approved by a different individual with On-Line Authorization Approval. TC 059 is used to trigger the closing process in PMS. When selected user cannot TC 059 using the fill-in-blank screen or from the Correct Exceptions table.
Non-HHS	Payments: Approve	The first level of the payment review process. Select if applicable to your agency and the user is responsible to review all payment requests by your grantee. Cannot be combined with confirm payments.
Non-HHS	Payments: Confirm	The second level of the payment review process. Select if applicable to your agency and the user is responsible to review all payment requests by your grantee. Cannot be combined with approve payments.
Non-HHS	Process On-Line Authorization Batch	Provides access to functionality which allows agency users to enter Authorization transactions in PMS via the upload of a batch file.
Non-HHS	Process On-Line Subaccount Batch	Provides access to functionality which allows agency users to enter Subaccount Patterns in PMS via the upload of a batch file.
Non-HHS	Process On-Line Authorization and End Date Extension	Provides access to functionality which allows agency users to extend the liquidation period of a grant without changing the award end date in PMS.
HHS & Non-HHS	Federal Financial Report (FFR): Federal Cash Transaction Report (FCTR) - View	Default, all users receive this access. Provides ability to view the FCTR.
HHS & Non-HHS	Federal Financial Report (FFR) - View	Provides access to only view the submission of grantee’s FFR’s.
HHS & Non-HHS	Federal Financial Report (FFR) - Approver	Provides access for viewing and accepting/rejecting grantee’s FFR’s.

Only a subset of the access available will be displayed to the user. The subset displayed will vary based on the Agency selected.

Note: Always select your agencies prior to selecting the access levels. The checkboxes available vary depending on the Agency selected.

HHS Access Levels consists of:

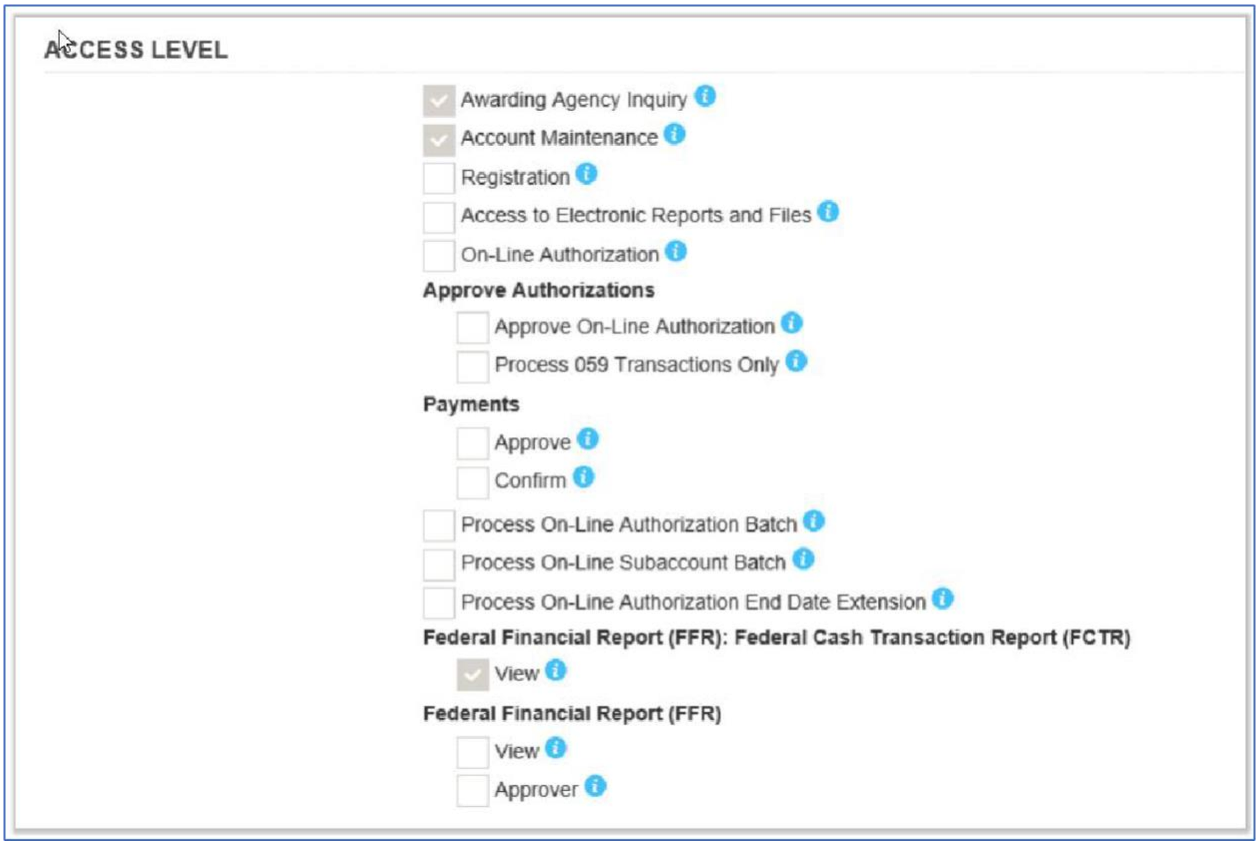
a. Awarding Agency Inquiry, automatically checked for all users
b. Registration
c. Access to electronic reports and files
d. HHS subaccounts
e. Process On-Line Authorization End Date Extensions
f. View the Federal Financial Report (FFR), Federal Cash Transaction Report (FCTR), automatically checked for all users
g. View the Federal Financial Report (FFR)
h. Approve the Federal Financial Report (FFR)



Non-HHS Access Levels consists of:

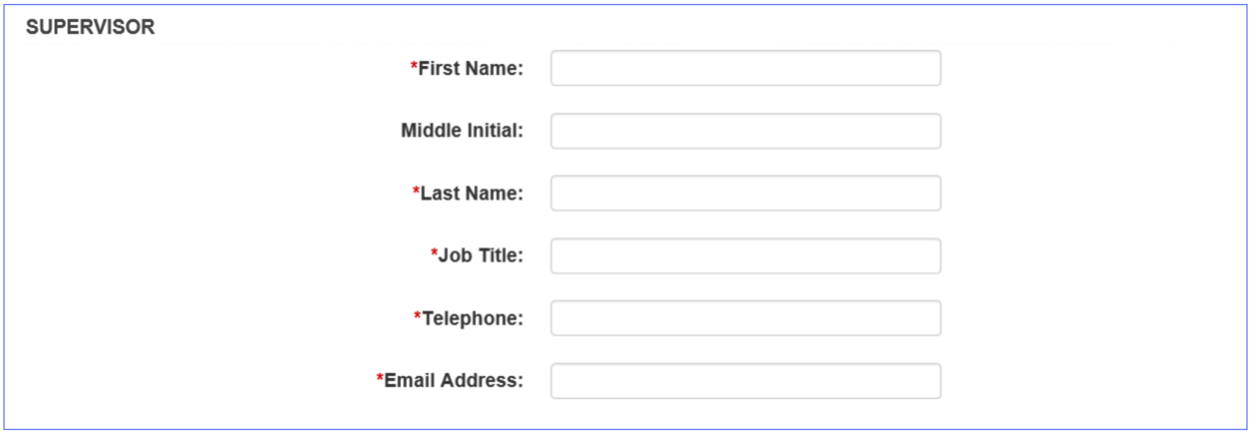
i. Awarding Agency Inquiry, automatically checked for all users
j. Account Maintenance, automatically checked for all users

k. Registration
l. Access to electronic reports and files
m. On-line Authorization
n. Approve Authorizations: Allows for either Approve On-line Authorization or Process 059 Transactions Only
o. Payments: Either Approve or Confirm user cannot select both
p. Process On-Line Authorization Batch
q. Process On-Line Subaccount Batch
r. Process On-Line Authorization End Date Extension
s. View the Federal Financial Report (FFR), Federal Cash Transaction Report (FCTR), automatically checked for all users
t. View the Federal Financial Report (FFR)
u. Approve the Federal Financial Report (FFR)



23. The users supervisor will be required to approve the request. The user should provide their supervisors:

   a. First Name
   b. Middle Initial (optional)
   c. Last Name
   d. Job Title
   e. Telephone number include country code if applicable.
   f. Email Address


SUPERVISOR

*First Name:

Middle Initial:

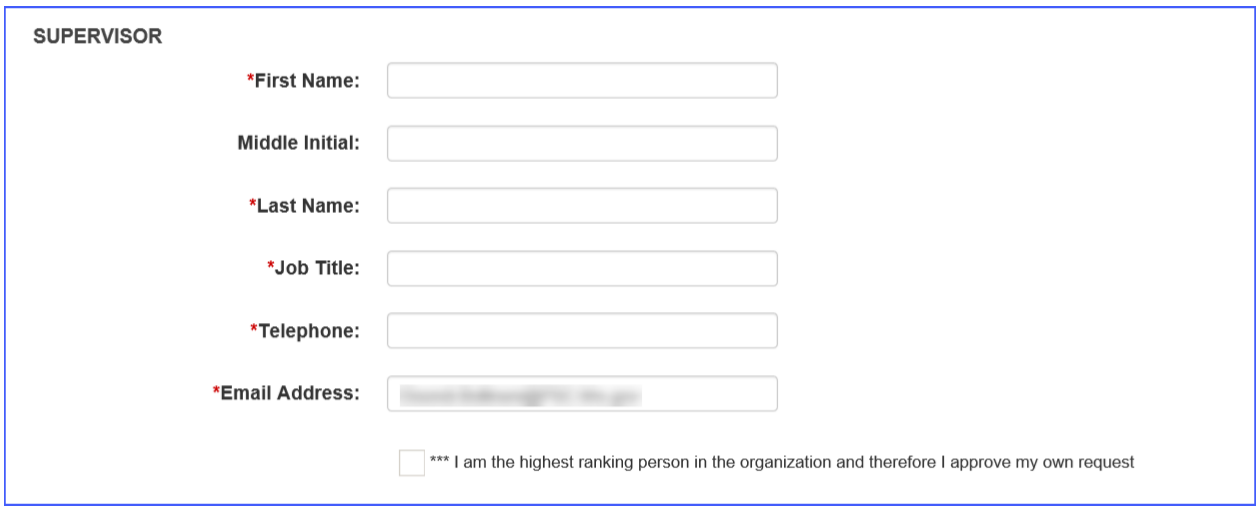
*Last Name:

*Job Title:

*Telephone:

*Email Address:

Note: If you are the highest ranking person in your organization, then provide your own information for the Supervisor information.


SUPERVISOR

*First Name:

Middle Initial:

*Last Name:

*Job Title:

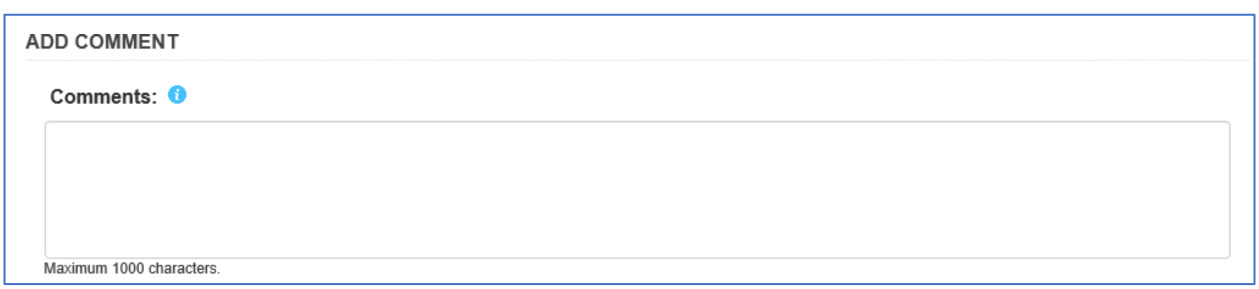
*Telephone:

*Email Address:

*** I am the highest ranking person in the organization and therefore I approve my own request

When the email addresses of the requester and supervisor match, the checkbox with the highest ranking message will be display to the user to select and continue, otherwise an error message appears and can't submit the request.

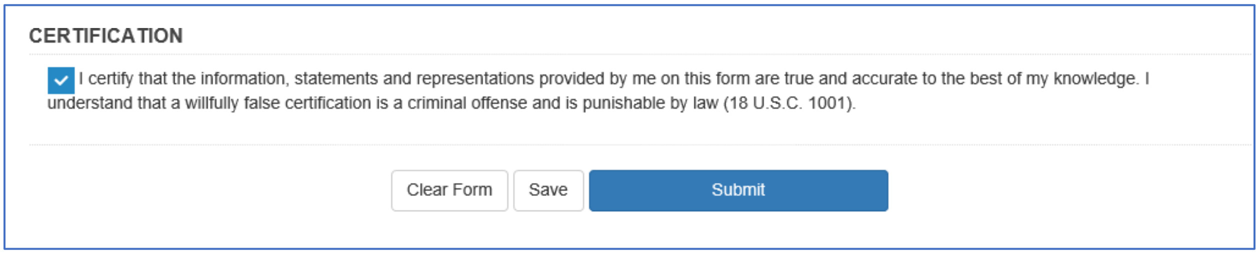
24. Provide additional information for PSC in the comments field


ADD COMMENT

Comments:

Maximum 1000 characters.

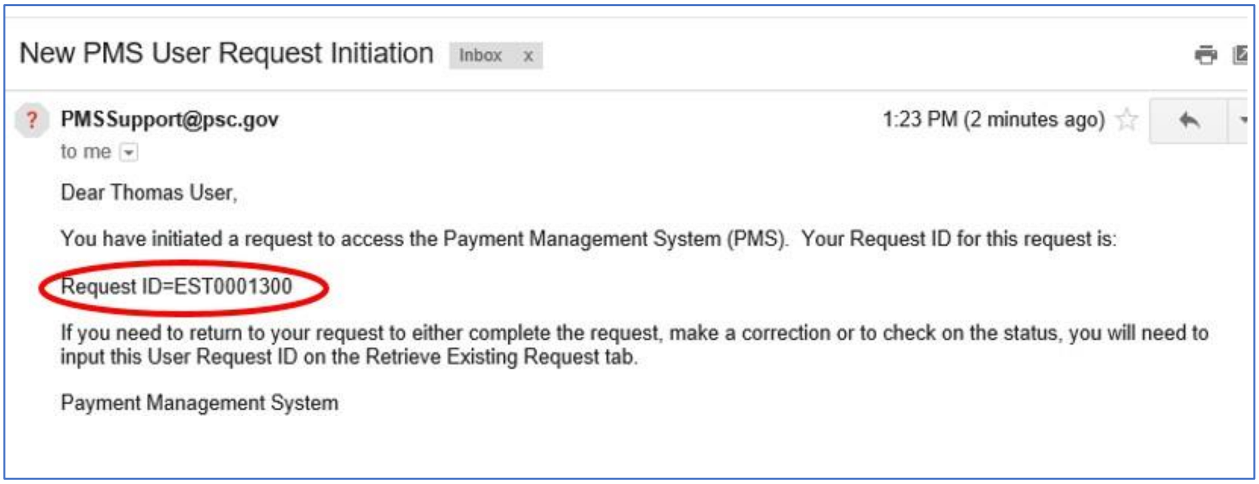
25. Prior to submitting the user will need to check the certification box indicating that all the information provided is true to the best of their knowledge. Providing willfully false information is a criminal offense and is punishable by law.



Note: Users that check the certify box and then return to amend any of their answers will be required to recertify their answers prior to being able to successfully submit their application.

26. Recipients may click the 'Save' button at any time to save and exit the request. A Request ID will be emailed to the email address provided. The Request ID and along with the security question and its answer initially selected will be required to retrieve the Request.
27. Click 'Submit' to send the request to the listed Supervisor for approval.
28. A 'Success' screen will be displayed containing the Request ID.

Additionally, an email will be sent to the user containing the 'Request ID'. The recipient will need to use the 'Request ID' along with the security question they selected to check on the status of a request or make updates to saved or rejected requests. The provided User ID and the associated security question are valid only while the request is being processed. Once the request has been approved the user will be issued their permanent User ID and will select new security questions to be associated with their new ID.



New PMS User Request Initiation Inbox x

PMSSupport@psc.gov 1:23 PM (2 minutes ago)

to me

Dear Thomas User,

You have initiated a request to access the Payment Management System (PMS). Your Request ID for this request is:

Request ID=EST0001300

If you need to return to your request to either complete the request, make a correction or to check on the status, you will need to input this User Request ID on the Retrieve Existing Request tab.

Payment Management System

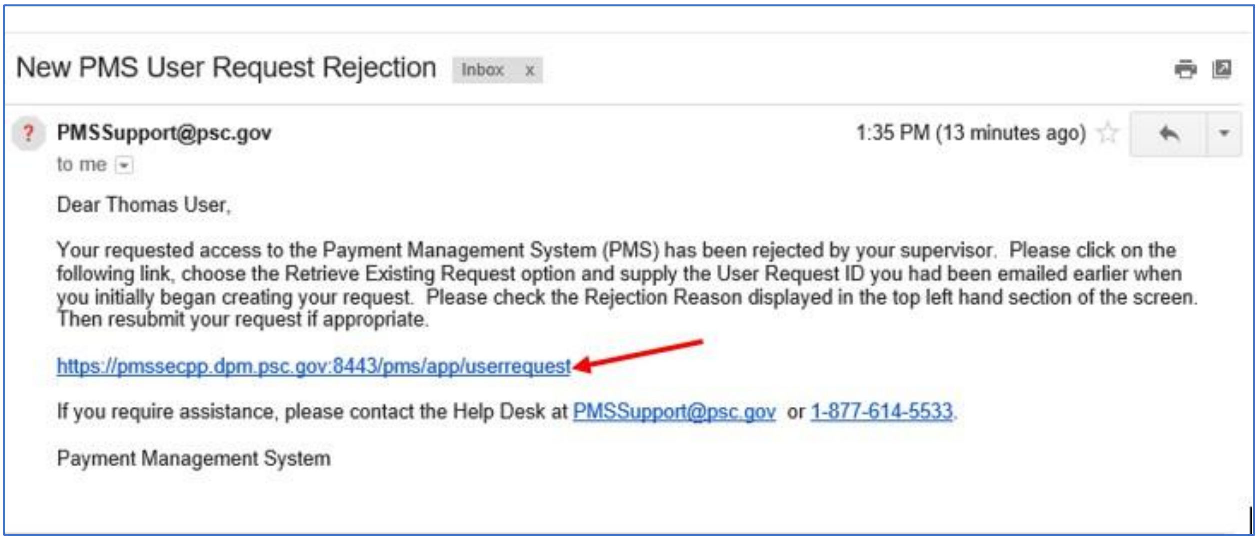
A rejection email will be received if either the supervisor or PMS staff return the request.

Retrieving Existing Requests

Agency users may return to requests in order to complete, fix, or to check on their status.

To either return or check on the status of a submitted request:

1. The original requester may either:
   a. Access the PSC Home page at https://pms.psc.gov and select 'Request Access' under the login button
   b. Or for rejected requests, click on the link listed in the rejection email.



New PMS User Request Rejection Inbox x

PMSSupport@psc.gov 1:35 PM (13 minutes ago)

to me

Dear Thomas User,

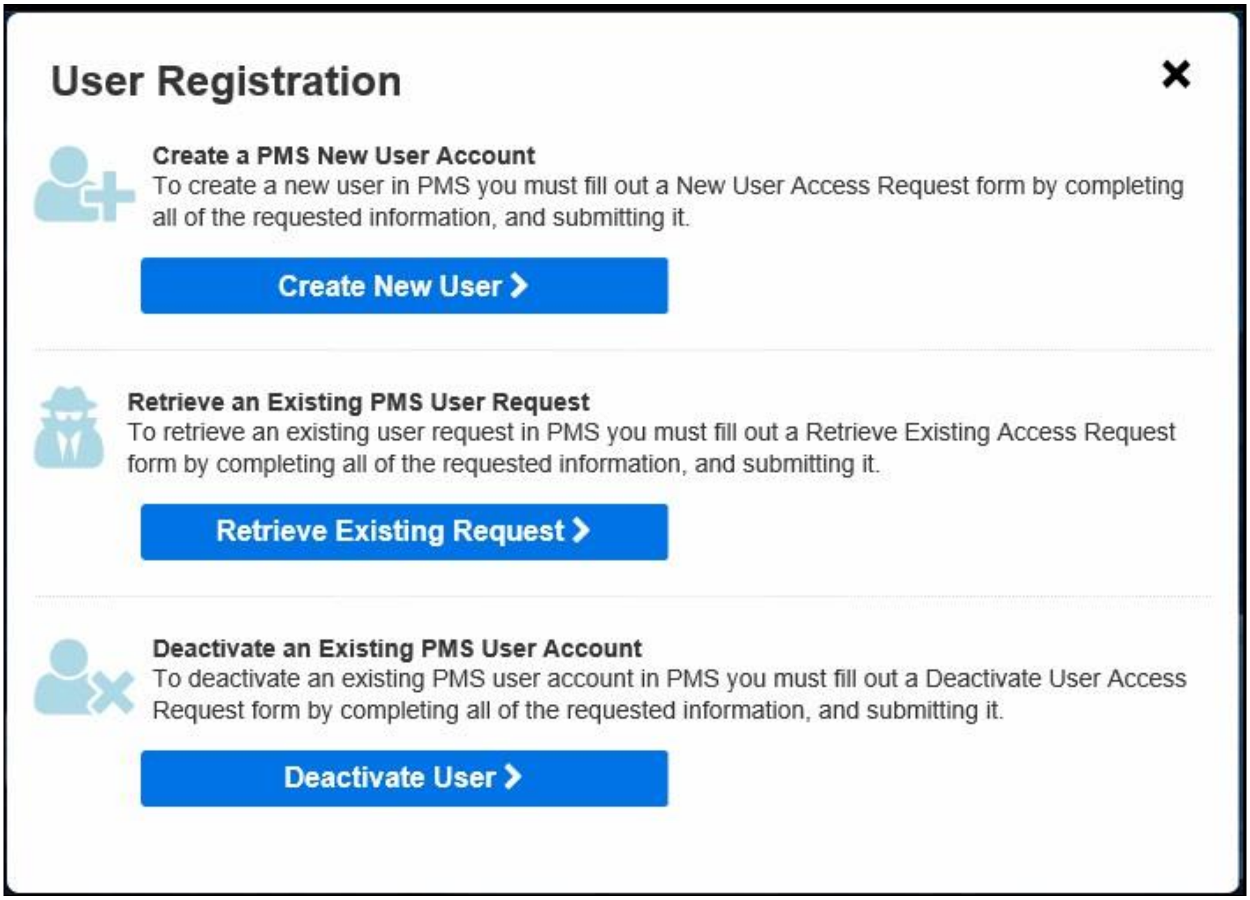
Your requested access to the Payment Management System (PMS) has been rejected by your supervisor. Please click on the following link, choose the Retrieve Existing Request option and supply the User Request ID you had been emailed earlier when you initially began creating your request. Please check the Rejection Reason displayed in the top left hand section of the screen. Then resubmit your request if appropriate.

https://pmssecpp.dpm.psc.gov:8443/pms/app/userrequest

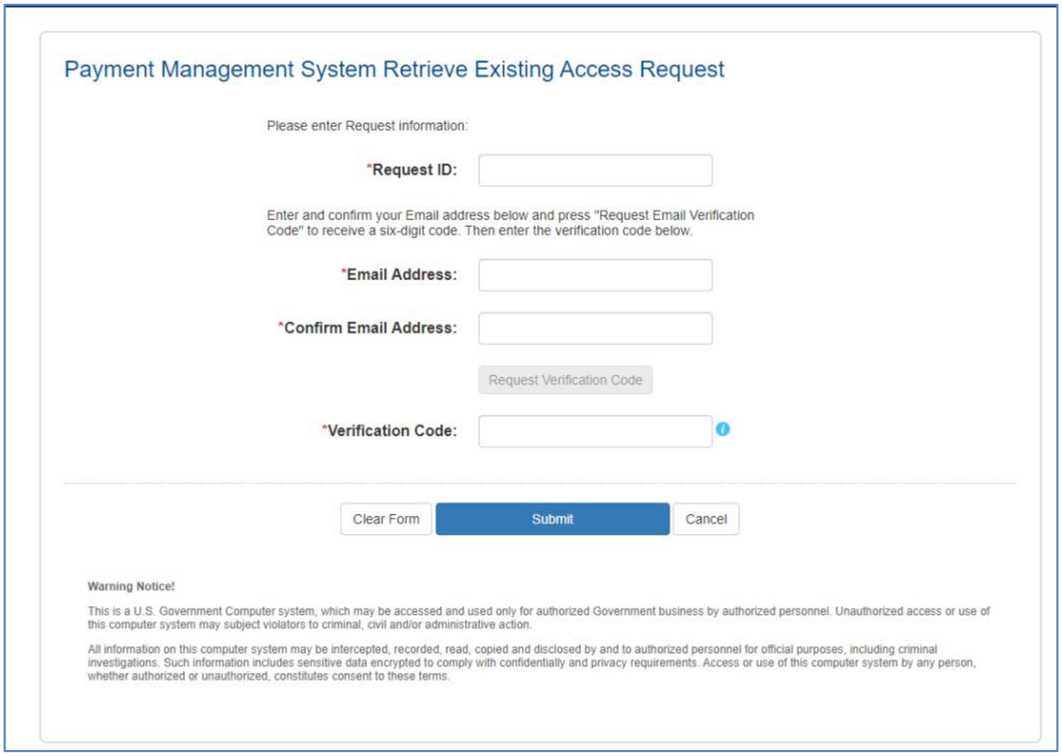
If you require assistance, please contact the Help Desk at PMSSupport@psc.gov or 1-877-614-5533.

Payment Management System

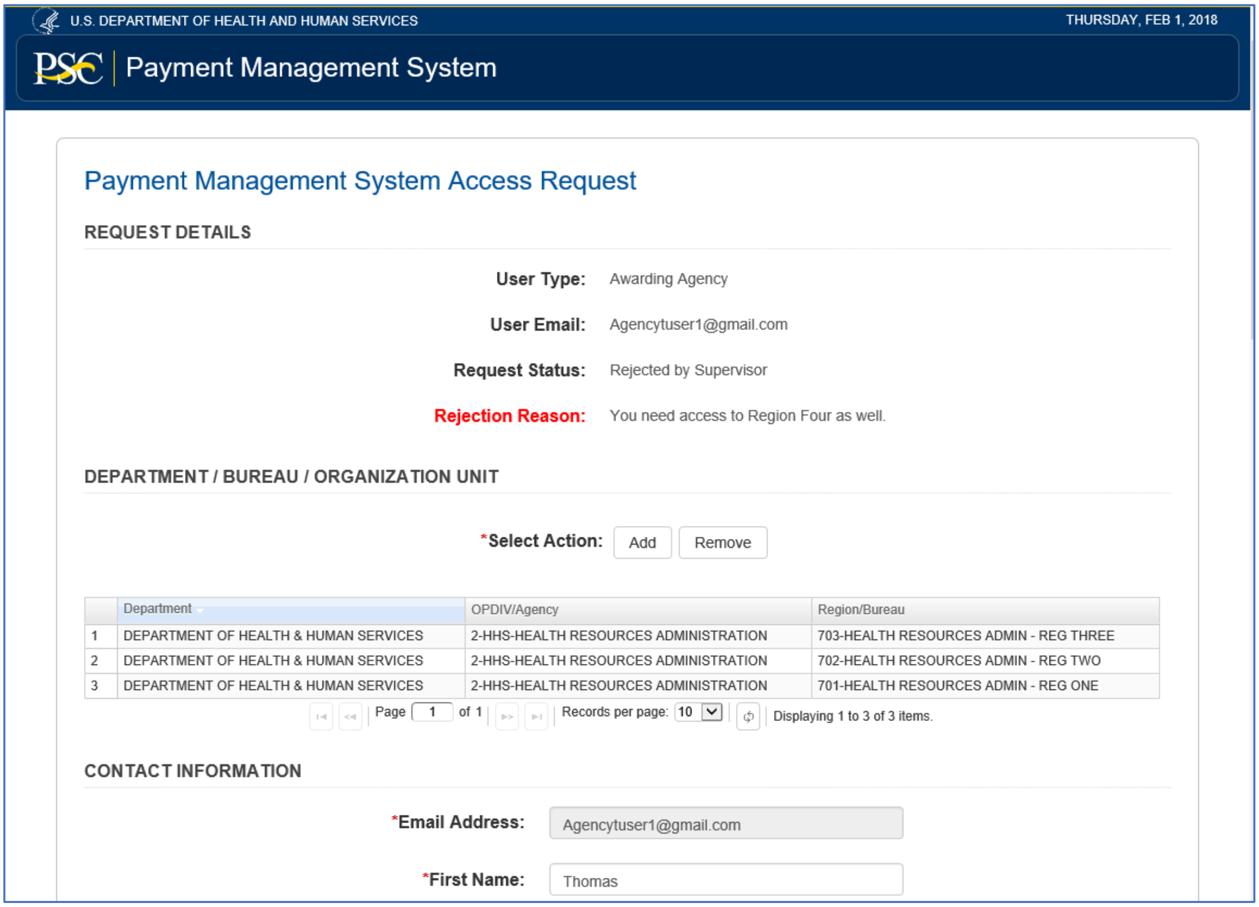
2. Select 'Retrieve Existing Request'.



3. The user will be prompted to provide their:
    a. Request ID – The ID can be found in the email that was initially sent by the system to the user after submitting or saving the registration form.
    b. Email Address – email used to create the account.



4. Click 'Submit' after providing the correct information to display and update the initial request. If the initial request was rejected the rejection reason will be seen in the 'Request Details' section.


U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

THURSDAY, FEB 1, 2018

PSC | Payment Management System

Payment Management System Access Request

REQUEST DETAILS

User Type: Awarding Agency

User Email: Agencytuser1@gmail.com

Request Status: Rejected by Supervisor

Rejection Reason: You need access to Region Four as well.

DEPARTMENT / BUREAU / ORGANIZATION UNIT

***Select Action:** Add Remove

	Department	OPDIV/Agency	Region/Bureau
1	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	703-HEALTH RESOURCES ADMIN - REG THREE
2	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	702-HEALTH RESOURCES ADMIN - REG TWO
3	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	701-HEALTH RESOURCES ADMIN - REG ONE

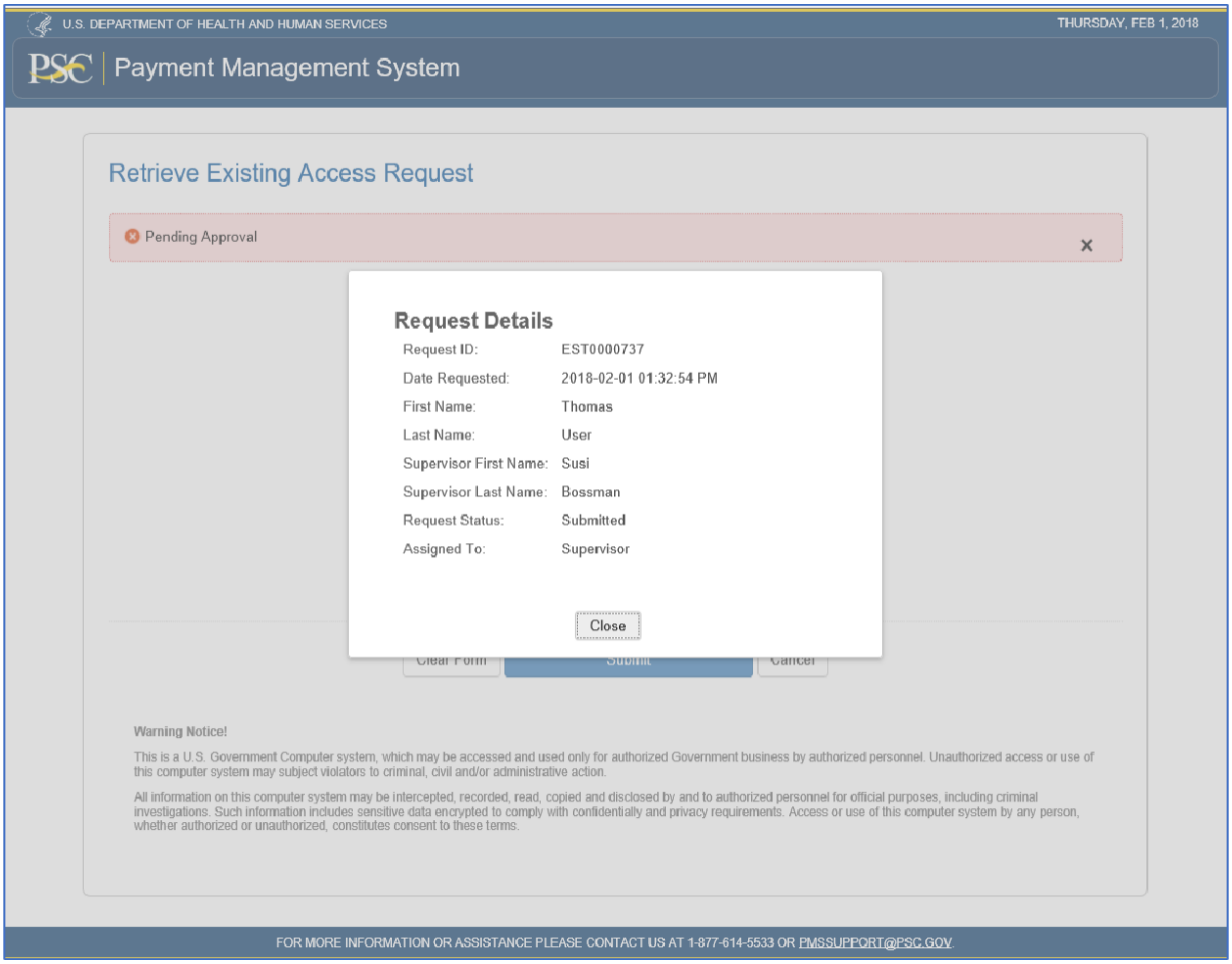
Page 1 of 1 | Records per page: 10 | Displaying 1 to 3 of 3 items.

CONTACT INFORMATION

***Email Address:** Agencytuser1@gmail.com

***First Name:** Thomas

If the request has already been submitted and a review is in progress then the current status of the request will be displayed to the user.


U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
THURSDAY, FEB 1, 2018
PSC
Payment Management System
Retrieve Existing Access Request
Pending Approval
Request Details
Request ID: EST0000737
Date Requested: 2018-02-01 01:32:54 PM
First Name: Thomas
Last Name: User
Supervisor First Name: Susi
Supervisor Last Name: Bossman
Request Status: Submitted
Assigned To: Supervisor
Close
Warning Notice!
This is a U.S. Government Computer system, which may be accessed and used only for authorized Government business by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil and/or administrative action.
All information on this computer system may be intercepted, recorded, read, copied and disclosed by and to authorized personnel for official purposes, including criminal investigations. Such information includes sensitive data encrypted to comply with confidentially and privacy requirements. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.
FOR MORE INFORMATION OR ASSISTANCE PLEASE CONTACT US AT 1-877-614-5533 OR PMSSUPPORT@PSC.GOV

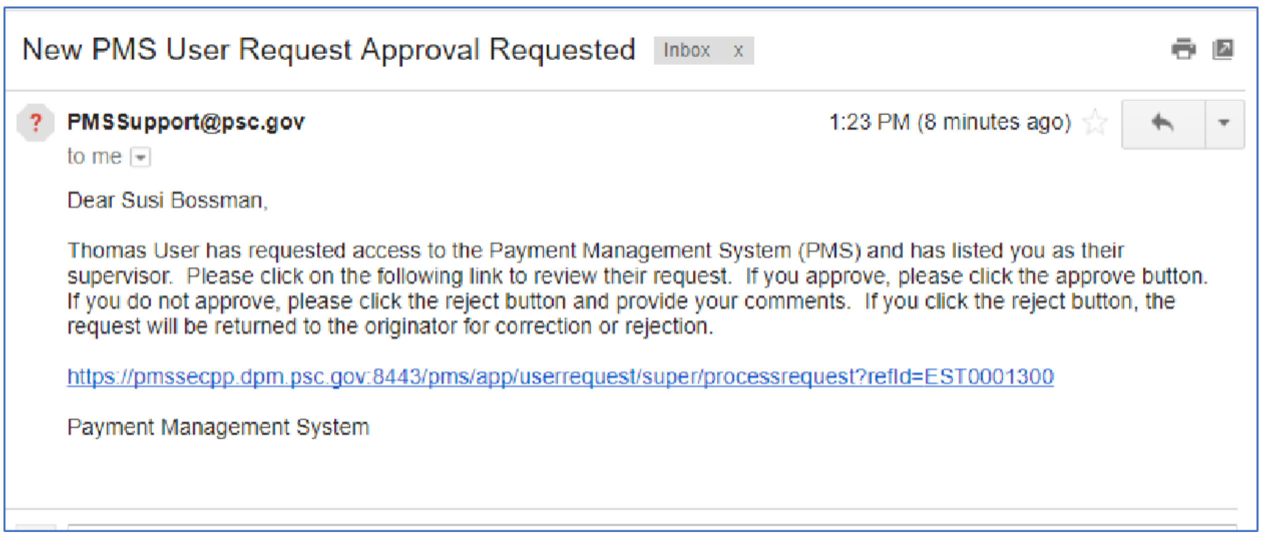
Supervisor Review

After an awarding agency user requests access to PMS the supervisor designated in their request will need to review the submitted information and verify its accuracy. The supervisor email provided by the user will be used to send an email to the supervisor requesting that they review and approve the request.

The email will contain a link that will allow the supervisor to review the provided information.

Note: Supervisors are not required to have access to PMS in order to verify and approve the information provided.

1. Click on the link within the email received.



New PMS User Request Approval Requested Inbox x

PMSSupport@psc.gov 1:23 PM (8 minutes ago)

to me

Dear Susi Bossman,

Thomas User has requested access to the Payment Management System (PMS) and has listed you as their supervisor. Please click on the following link to review their request. If you approve, please click the approve button. If you do not approve, please click the reject button and provide your comments. If you click the reject button, the request will be returned to the originator for correction or rejection.

https://pmssecpp.dpm.psc.gov:8443/pms/app/userrequest/super/processrequest?refId=EST0001300

Payment Management System

2. The Supervisor view of the Payment Management System Access Request will be displayed. The view will consist of three tabs.
   a. Request Details – will list the information that the user requesting the access provided.
   b. Supervisor Comments – a place for the supervisor to enter any comments. Comments will be required when rejecting the request.
   c. Status History – a list of previous comments and dates that apply to this request.
3. The Supervisor should review the information on the Request Details tab. The 'Request Details' tab is read-only for the supervisor.
4. 4) After verifying that the provided information is correct the supervisor will be required to certify that the information is true. Click on the box associated with the 'I certify…' statement.
5. Click the 'Approve' button. The request will then be sent to PSC for verification and approval.

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

THURSDAY, FEB 1, 2018

PSC | Payment Management System

Payment Management System Access Request - Supervisor View

Request Details | Supervisor Comments | Status History

REQUEST DETAILS

User Type: Awarding Agency
User Email: Agencytuser1@gmail.com
Request Status: Submitted

DEPARTMENT / BUREAU / ORGANIZATION UNIT

	Department	OPDIV/Agency	Region/Bureau
1	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	703-HEALTH RESOURCES ADMIN - REG THREE
2	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	702-HEALTH RESOURCES ADMIN - REG TWO
3	DEPARTMENT OF HEALTH & HUMAN SERVICES	2-HHS-HEALTH RESOURCES ADMINISTRATION	701-HEALTH RESOURCES ADMIN - REG ONE

Page 1 of 1 | Records per page: 10 | Displaying 1 to 3 of 3 items.

CONTACT INFORMATION

Email Address: Agencytuser1@gmail.com
First Name: Thomas
Middle Initial:
Last Name: User
Job Title: Grant Administrator
Address Line 1: 123 Anywhere
Address Line 2:
Address Line 3:
City: Anytown
State: AL - Alabama
Zip Code: 12345
Country: UNITED STATES
Telephone: +1 (123) 456-7890
Telephone Type: Office

ACCESS LEVEL

- [x] Awarding Agency Inquiry
- [x] Account Maintenance
- [x] Registration
- [x] Access to Electronic Reports and Files
- [ ] HHS Subaccounts
- [x] Process On-Line Authorization End Date Extension

Federal Financial Report (FFR): Federal Cash Transaction Report (FCTR)

- [x] View

Federal Financial Report (FFR)

- [ ] View
- [ ] Approver

SUPERVISOR

First Name: Susi
Middle Initial:
Last Name: Bossman
Job Title: Grant Supervisor
Email Address: susitestbossman@gmail.com
Telephone: 123-456-7890

COMMENTS

New Employee

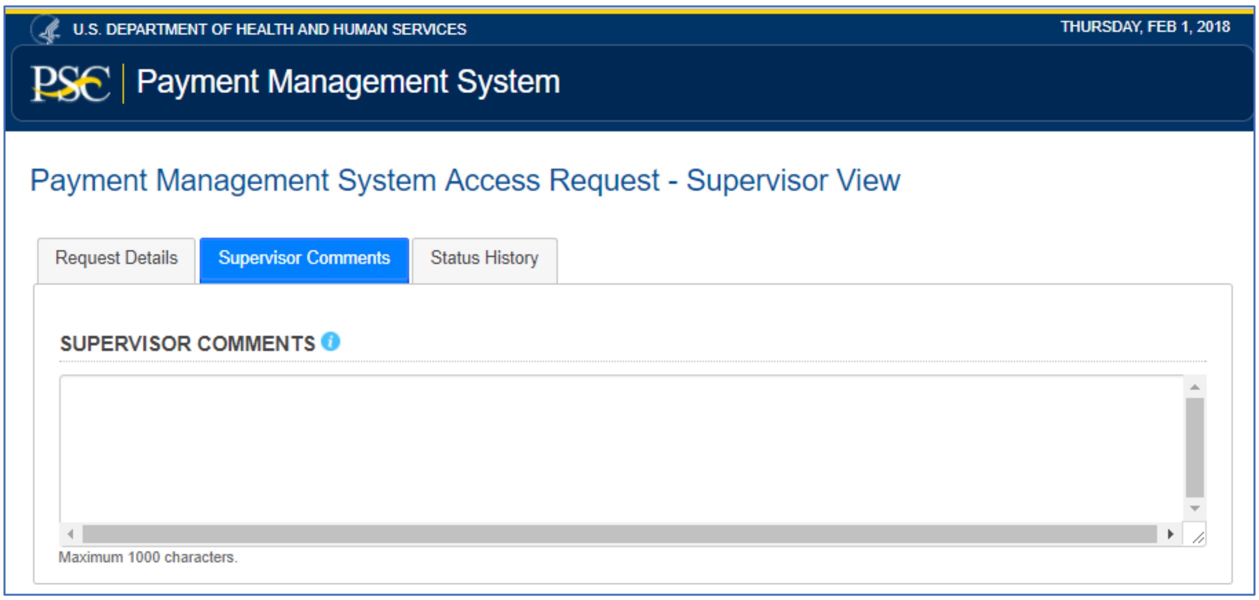
CERTIFICATION

- [ ] I certify that the information, statements and representations provided by me on this form are true and accurate to the best of my knowledge. I understand that a willfully false certification is a criminal offense and is punishable by law (18 U.S.C. 1001).

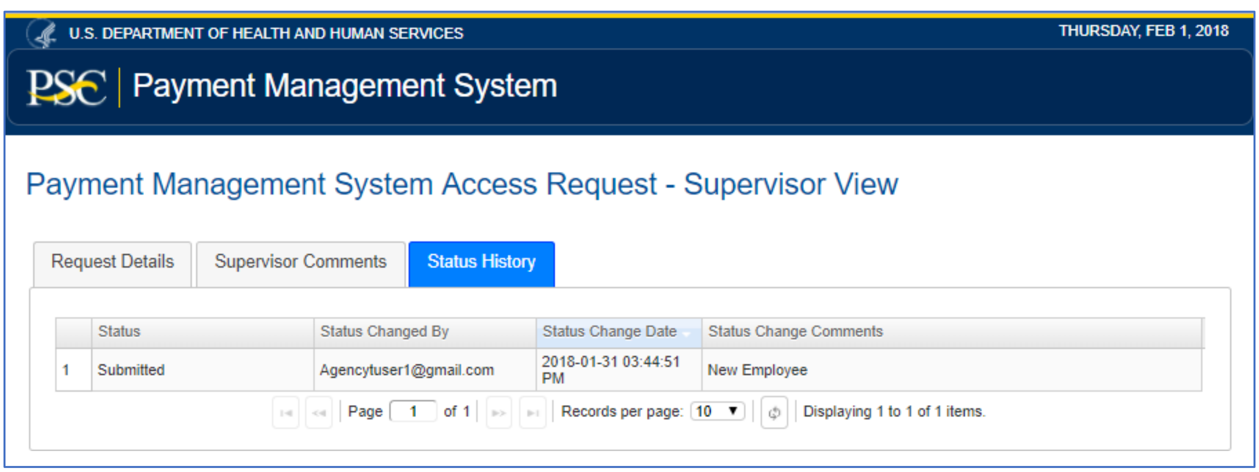
Reject | Approve | Cancel

6. If the information needs revision then the Supervisor should:
    a. Select the ‘Supervisor Comments’ tab and provide the required changes in the comments section.
    b. Certify the Information provided by clicking the checkbox associated with the ‘I Certify…” statement.
    c. Click on the ‘Reject’ button on the ‘Request Details’ tab.

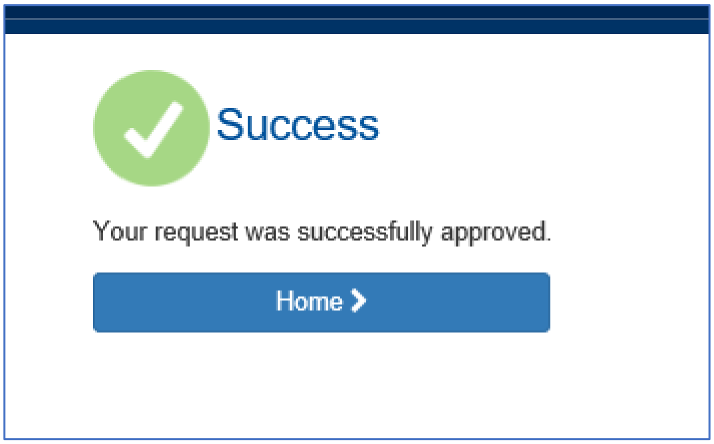
   An email will be sent to the recipient indicating that the request has been rejected and the request will be available for the recipient to edit.



7. The Supervisor can view previous comments made either by them or by PMS staff by selecting the ‘Status History’ tab.



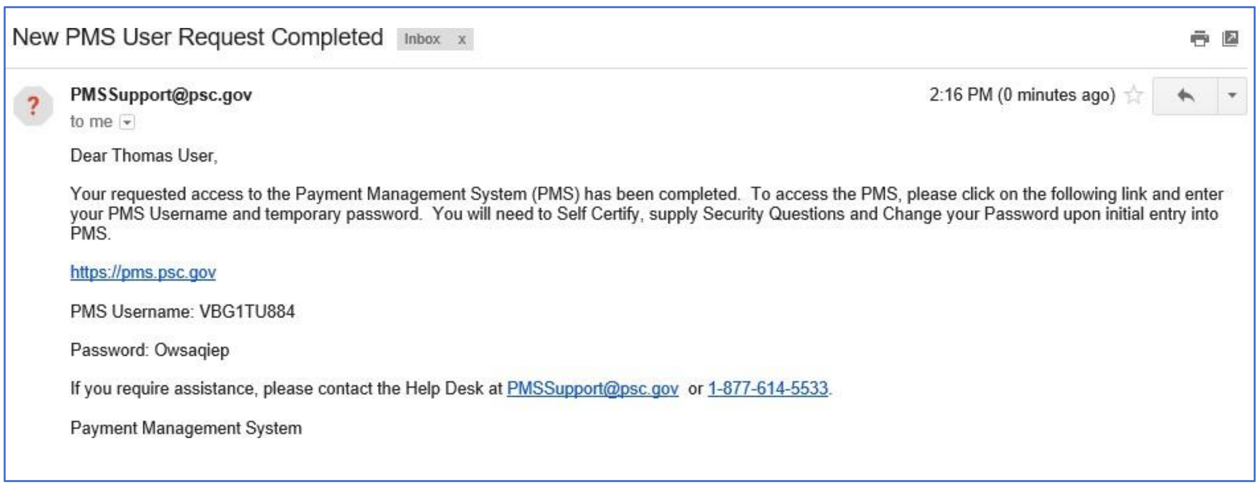
8. A success screen will be shown to the supervisor after they have approved the request.


Success
Your request was successfully approved.
Home

Receiving your PMS User ID & Logging in with PMS Partner Logins

Once the supervisor has approved your request for access the request will be forwarded to PSC. PSC will verify the information provided and determine if PMS access should be granted. If it is determined that PMS access will be granted the recipient will receive an email from the system containing their User ID and a temporary password. This username and temporary password will be a 'one time use' after logging in/linking your account to one of our partner logins.

1. Use the link provided in the email to access the login screen.



New PMS User Request Completed Inbox x

PMSSupport@psc.gov
to me

2:16 PM (0 minutes ago)

Dear Thomas User,

Your requested access to the Payment Management System (PMS) has been completed. To access the PMS, please click on the following link and enter your PMS Username and temporary password. You will need to Self Certify, supply Security Questions and Change your Password upon initial entry into PMS.

https://pms.psc.gov

PMS Username: VBG1TU884

Password: Owsaqiep

If you require assistance, please contact the Help Desk at PMSSupport@psc.gov or 1-877-614-5533.

Payment Management System

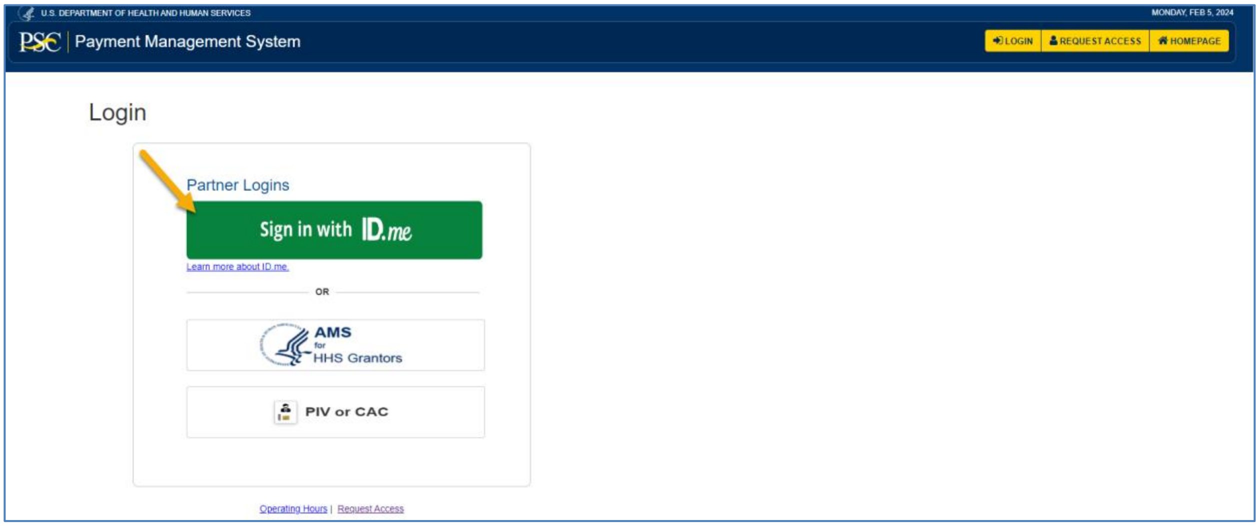
1. Using one of PMS' Partner Logins is now required for logging in to the Payment Management System (PMS). Partner Login options include:

    a. ID.me

    b. AMS for HHS Grantors

    c. PIV or CAC

2. Users will choose from the available options. Users that do not have AMS, PIV or CAC will need to create an ***ID.me*** account.



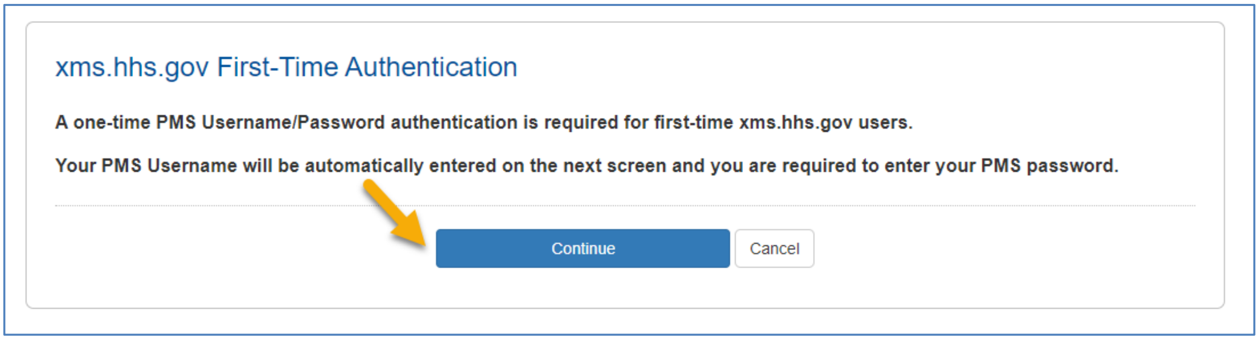
3.

Directions for creating an ID.me account, or linking AMS for HHS Grantors, PIV or CAC PDF User Guides can be found here: https://xms. hhs.gov/help/job-aids/help_pages.html

Any issues with ID.me accounts (e.g.; password resets, username, inability to log in with ID.me credentials) should all be directed to ID.me's support page. Any issues with PIV/CAC expirations or renewals should all be directed to your agency's support page. Application specific questions should be directed to the application's helpdesk.

International Users will need to verify their identity with a Trusted Referee. Directions for this process can be found here: https://help.id.me/hc/en-us/articles/5976073273623-Using-your-Individual-Taxpayer-Identification-Number-ITIN-to-verify

4. After successful creation of ***ID.me*** account or linking of AMS for HHS Grantors or PIV or CAC, the user will be redirected to the xms.hhs.gov First Time Authentication.



5. Click ‘Continue’

6. The user will be prompted to enter their PMS Username and PMS Password. This is the xms.hhs.gov First-Time Authentication. The User should use the username and temporary password received in their email.

Note: Username and passwords are case sensitive

2. An error message will be received if either the login or password is invalid.

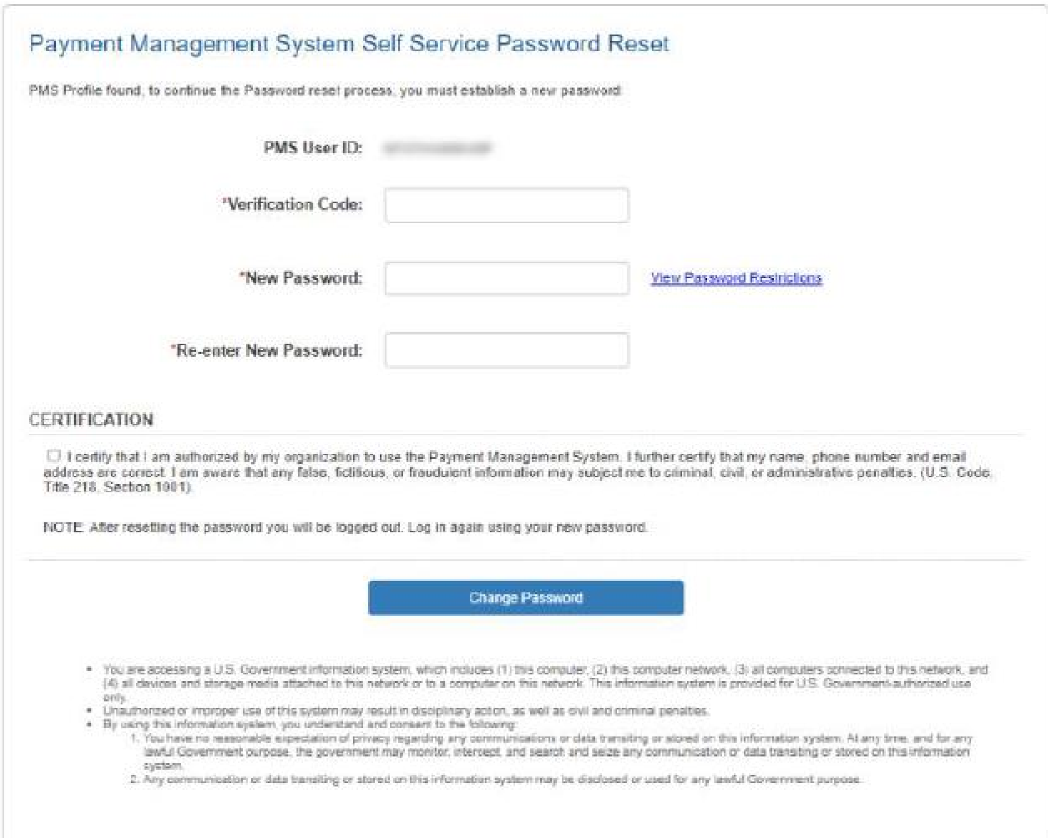
3. Users will need to provide the temporary assigned password and then provide a new password.

   Passwords are expected to have the following characteristics.

   - Passwords are case sensitive
   - The password must be between 8 and 30 characters long
   - The password may not contain any spaces
   - The password must NOT contain commonly used words.
   - The password must contain at least 1 uppercase letter.
   - The password must contain at least 1 lowercase letter.
   - The password must contain at least 1 number
   - The password must contain at least 1 special character but exclude single quote, double quote, colon, or semicolon.

- You cannot reuse a password for 300 days and your last 6 passwords.
- The password may not contain significant portions of your PMS User ID, first or last name.

4. Click on the ‘Request Verification Code’ button. A six-digit code will be sent to the email address on file immediately.
5. Provide the code received in the ‘Verification Code’ field
6. Read the Certification statement and then certify by clicking in the checkbox provided.
7. Click the ‘Change’ button.


Payment Management System Self Service Password Reset

PMS Profile found, to continue the Password reset process, you must establish a new password.

PMS User ID:

*Verification Code:

*New Password: View Password Restrictions

*Re-enter New Password:

CERTIFICATION

I certify that I am authorized by my organization to use the Payment Management System. I further certify that my name, phone number and email address are correct. I am aware that any false, fictitious, or fraudulent information may subject me to criminal, civil, or administrative penalties. (U.S. Code, Title 218, Section 1001)

NOTE: After resetting the password you will be logged out. Log in again using your new password.

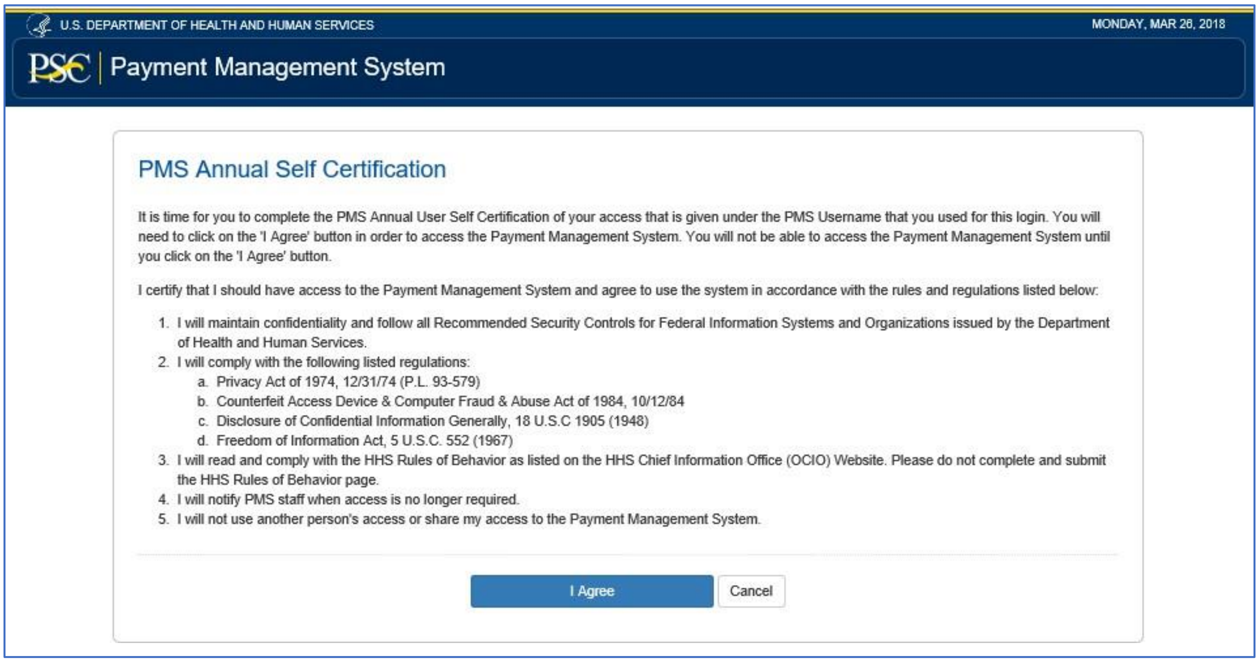
Change Password

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:
  1. You have no reasonable expectation of privacy regarding any communications or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.
  2. Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

After clicking the ‘Change’ button users will be immediately logged out and should log into PMS using their newly updated password.

After successful login the users PMS account and Partner Account are now linked. Continue using the Partner Login from the PMS login screen to access your PMS account.

All users are required to self-certify annually. The ‘PMS Annual Self Certification’ page will be automatically displayed following the first successful login to the system. Read the certification information and then select the ‘I Agree’ button.



The user will be brought to the PMS Home Page.