Federal Highway Administration

ORC and UPACS Registration Procedures

The User Profile and Access Control System and
Operational Research Consultants Process

U.S. Department of Transportation
Federal Highway Administration

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Introduction

The User Profile and Access Control System (UPACS) is the single sign-on security system used to access certain nationwide Federal Highway Administration (FHWA) applications. All State departments of transportation (DOTs), metropolitan planning organizations (MPOs), and other select nonfederal government agencies and their contractors are required to be authenticated through the Operational Research Consultants (ORC) process for access to FHWA applications through UPACS.

ORC is a Federal Government approved eAuthentication™ service center that enables users to get access to FHWA applications using login identifications (identity Level 2 credentials) established from their verification process. All FHWA applications accessed through ORC require Level 2 credentials.

eAuthentication was created in response to an intergovernmental memorandum to the heads of all Government departments and agencies on December 16, 2003. The memorandum was issued through the Executive Office of the President, Office of Management and Budget (OMB Memorandum M04-04).

eAuthentication works through an association with a trusted credential issuer (i.e., ORC), making it necessary for the user to login into ORC's site to obtain the authentication credentials. Those credentials, or eAuthentication identifications, are then transferred to the UPACS establishing the required authentication.

The ORC registration process and the UPACS registration process are independent. It is recommended that you apply for ORC Level 2 credentials first as this process can take several days after you submit your application. Then you will need to register for a UPACS account. After both of these separate user identifications have been established with the proper credentials, you will be able to access FHWA's systems. The final step is to communicate with a point of contact (POC) for the FHWA application that you need. The POC will grant you the proper rights and permissions.

This document explains the procedures for registering for ORC Level 2 credentials and a UPACS account.

Establishing ORC Level 2 Credentials

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Go to [https://saml2.orc.com/.](https://saml2.orc.com/) The ORC Login screen is displayed. Click the **Register** button in the **New Token User** section. See figure 1 below.
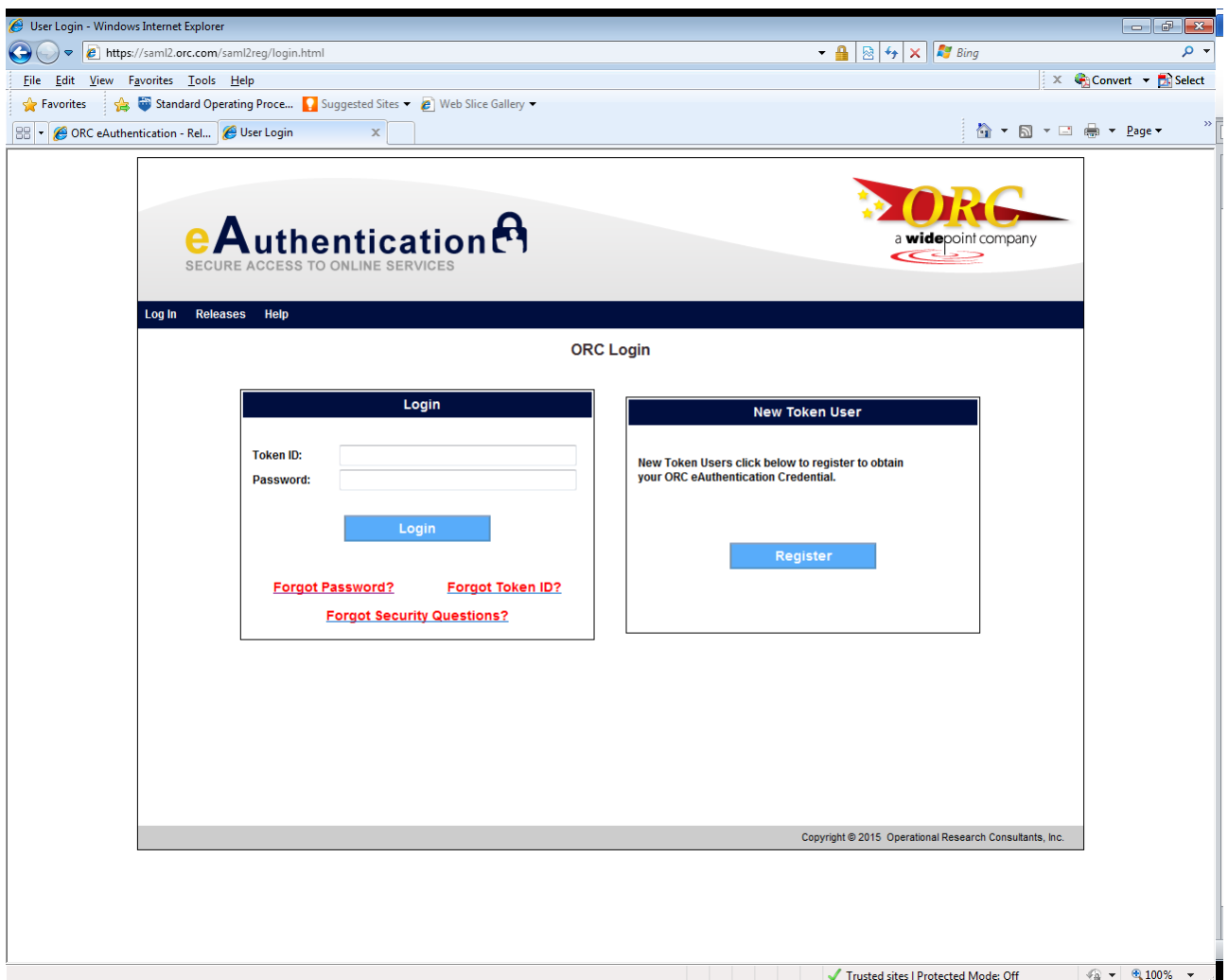

Figure 1: ORC eAuthentication login screen.

The **Step 1 of 5 - ORC eAuthentication - New Token Registration** screen is displayed. Click the **(FHWA) – UPACS** checkbox. Click the **Continue** button. See figure 2 below.
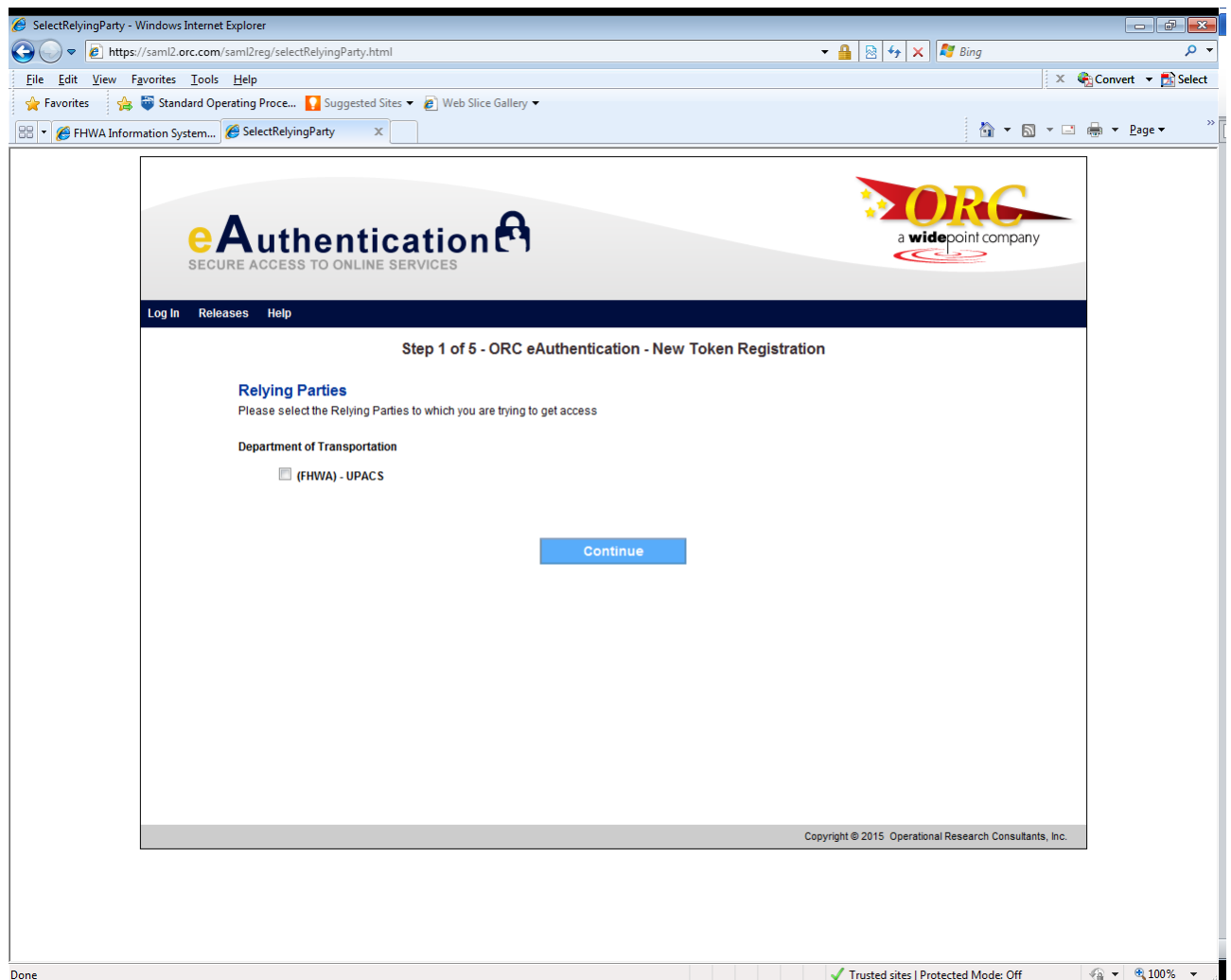

Figure 2: Step 1 of 5.

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The **Step 2 of 5 ORC eAuthentication - New Token Registration** screen is displayed. Fill out all the required fields. (Note: use legal names, not nicknames.) You will be asked for the following information: name, birth date, place of birth, social security number, home address, email, and telephone numbers. After completion of the fields, click the **Submit** button. See figure 3 below.

eAuthentication
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Step 2 of 5 - ORC eAuthentication - New Token Registration

* Required fields

Subscriber's Name
Use your full legal name as it appears on your Government Issued Photo ID, Drivers License, Passport, ID Card, etc., when filling out this form.

First Name	[ ]	*
Middle Name	[ ]	☐ I do not have a middle name
Last Name	[ ]	*
Suffix	-- Please Select -- ▼	

Subscriber's Place of Birth

Country of Birth	United States ▼	*
City of Birth	[ ]	*
State/Province of Birth	-- Please Select -- ▼	*
Date of Birth	-- Month -- ▼ -- Day -- ▼ -- Year -- ▼	*
Social Security Number (last 4 digits)	XXX - XX - [ ]	*

Subscriber's Current Home Address. Must match exactly to your Government Issued Ids.
Enter the current physical (street) address of your home. **A PO box is not allowed.**

Country	United States ▼	*
Address Line 1	[ ]	*
Address Line 2	[ ]	
City	[ ]	*
State/Province	-- Please Select -- ▼	*
Postal/Zip Code	[ ]	*

Subscriber's Contact Information

Email	[ ]	*
Confirm Email	[ ]	*

Minimum 2 phone numbers are required.

Home Phone
☐ Is this an international number? [ ] - [ ] - [ ]

Work Phone
☐ Is this an international number? [ ] - [ ] - [ ] Extension [ ]

Mobile Phone
☐ Is this an international number? [ ] - [ ] - [ ]

Submit

Figure 3: Step 2 of 5.

The **Step 3 of 5-ORC eAuthentication-New Token Registration** confirmation screen is displayed. The items in that display include your responses to the following: name, birth date, place of birth, social security number, home address, email, and telephone numbers. Verify that the information displayed on the screen is correct. If you need to make changes, click the **Make Changes** button. Otherwise click the **This is Correct** button. See figure 4 below.

Figure 4: ORC Step 3 of 5.

The **Step 4 of 5 - ORC eAuthentication - New Token Registration** screen is displayed. You will be asked for the following information: token ID with at least eight characters of letters, numbers, and special characters including these symbols: @ _ - . : and password with at least eight characters at least one uppercase letter, one lowercase letter, one number, and one of the following symbols: ([! % & @ # $ ^ * ? _ ~)]

In addition, you will be required to select 3 security questions and will need to provide your responses to those questions.

Fill out all the required fields and click the **Submit** button. See figure 5 below.

Figure 5: ORC Step 4 of 5.

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The **Step 5 of 5** - **ORC eAuthentication Registration Form** screen is displayed.
Click the **Print This Form** link. Read the instructions carefully. See figure 6 below.

Please be sure to:

- Print out the form.
- Have the form notarized by a notary public.
- Attach a copy of a Government-issued photo identification and a utility bill or other form verifying your name and address (e.g., a checking account statement or a voter registration card).
- Send the form via certified mail to the address listed in the instructions.

Step 5 of 5 - ORC eAuthentication Registration Form

Your Token ID (**larry5517@**) has been successfully created in the eAuthentication system.

Please PRINT this form and FOLLOW INSTRUCTIONS on the form.

Thank you for submitting the application for ORC eAuthentication.

ORC eAuthentication Registration Instructions (CSP Level 2) Page 1 of 2

To receive the CSP - Level 2 credential you requested, you MUST complete *all* of the following steps:

1. **Activate** your account by accessing your email account for the Activation Instructions.

   If you did not receive the activation email:

   - Verify that the email address you provided on the Registration Form (next **page**) is valid,
   - Check your SPAM folder
   - Verify that you are not blocking/filtering emails from CSP_DoNotReply@orc.com. Please add this email address to your allowable list of emails. This email account is not monitored.

2. **Verify** your identity (in person) to an ORC representative or a Notary Public, sign the form, and have your signature notarized (or authenticated by the ORC representative).

3. **Copy the following 2 documents as forms of verification:**

   3.1 **Primary Document: A valid current, Government issued Photo ID** containing your picture, full legal name, signature, and date of birth, and either physical (street) address of your current residence or nationality (e.g., driver's license or passport). *NOTE: If the address on your driver's License is not your current home/residence, a copy of DMV change of address card must be submitted with it.*

   AND

   3.2 **Secondary Document:** One of the following:

   - **The other primary document, whichever was not submitted as the primary** (must satisfy requirements indicated in 3.1)
   - **A financial, utility account** (e.g., checking account, savings account, utility bill, medical/health insurance account, credit card, or loan statement) The statement must contain your physical (street) address of your current residence address AND match your full legal name as it appears on your Government issued photo ID. Financial and utility account statements must have the full account number and statement date (within 60 days) visible as well.

4. **Send** the completed Registration Form (next page only) and the copy of your ID(s) (from step 3) to ORC via certified mail, UPS, or Federal Express at the following address:

Attn: CSP Registration
Operational Research Consultants, Inc.
11250 Waples Mill Road
South Tower, Suite 210
Fairfax, VA 22030

ORC eAuthentication Registration Form (CSP Level 2) Page 2 of 2

Token ID: larry5517@

Full Legal Name:	John Smith
Date of Birth:	Jan 01, 1948
Place of Birth:	Washington, DC USA
SSN (last 4 digits):	1234
Email:	larry5517@yahoo.com
Home/Residence Address:	123 Maple Ave Washington, DC 20590 USA
Home Phone:	202-366-6000
Work Phone:	202-366-5000

STOP: Do not fill out this page. ONLY a Notary Public or an ORC representative can fill out this page.

IDENTITY VERIFICATION SECTION

On the _____ day of _____, 20_____, an individual who identified him/herself to me as

_____ [Subscriber's FULL Name] personally appeared before me and:

A. Presented me with a valid current, government-issued photo ID (e.g. passport or driver's license), bearing the above name;

B. Signed this Certificate Request Form before me in the space that follows below:

Subscriber Signature: _____

Photo ID type: _____ Photo ID #: _____

Reserved for notary stamp/seal	
	Notary/LRA Name: _____
	Notary/LRA signature: _____
	Commission expiration date: _____
	Date: _____ Time: _____

Figure 6: ORC Registration Print Instruction.

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Activate your account by clicking on the link in the email sent from CSP_DoNotReply@orc.com. See below.

CSP_DoNotReply@orc.com

CSP Token User,

To activate your ORC Credential Service Provider (CSP) Token please click the link below, or paste it into a web browser.
https://saml2.orc.com/saml2reg/activation.html?uid=larry5517@&activationCode=

SECURITY POLICES:

1. Identity credentials are for an individual's use only. Sharing or group use of one person's identity credential is a violation of the Security Policy and is strictly prohibited. If multiple people from an organization have a need to access a Government Service, each individual is required to register for and obtain their own identity credential. Identity credentials are free and not difficult to acquire.
2. Passwords are NEVER to be shared or communicated (i.e., sent in an email) to ANYONE. Passwords are not shown when you create them and they are encrypted when stored in the database. They cannot be read by ORC CSP personnel. Therefore, only YOU have possession of YOUR password and only YOU have the ability to change it.

Any real or perceived violation of these two Security Policies will result in the immediate REVOCATION of your credential. By activating your account you are accepting and agreeing to the terms and conditions of these Security Policies.
For immediate assistance please visit our FAQ page. If you need further help please contact CSPHelp@orc.com.

After clicking on the link in the email, enter the user identification and password you previously created (see figure 6) in the appropriate fields in the login section. Upon successful login, you will see the screen shown in figure 7 below. This initial login establishes Level 1 credentials. After ORC has verified your notarized personal information, you will receive another email with instructions on how to activate your Level 2 credentials. If you have any questions with the ORC process, please send an email to CSPHelp@orc.com.
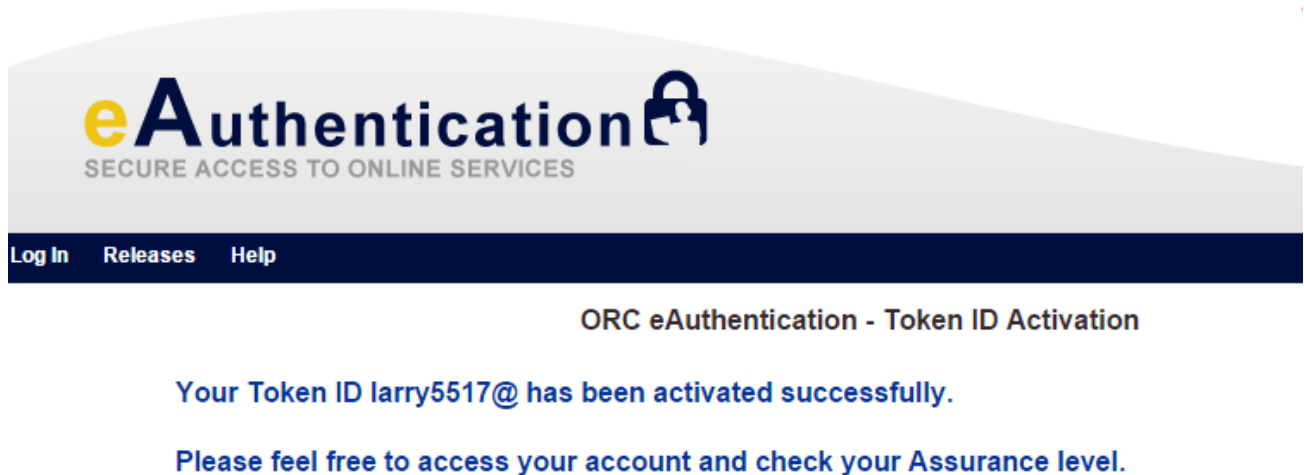
Figure 7: ORC e-Authentication – User ID Activation.

UPACS Registration

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Go to https://fhwaapps.fhwa.dot.gov/. **FHWA Information Systems – UPACS Login** screen is displayed. Click the **Register Now** button on the left of **To Establish a UPACS Account.** See figure 1 below.

Figure 1: UPACS Login screen.

The **UPACS Rules Of Behavior** screen is displayed. After reading the rules, click the **checkbox** at the bottom of the screen to accept rules, and then click **Next.** See figure 2 below.

Figure 2: Rules of Behavior screen.

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The **UPACS Registration Profile** screen is displayed. Fill in all the mandatory fields (indicated by a red asterisk, "*****"). See figure 3 below.

Figure 3: UPACS Registration Profile Screen

On the Registration Profile screen (see above), to enter **Organization Information,** click on the blue lettering Change Organization/Routing Symbol. A popup screen will appear (see figure 4 below). You should pick **STATE DOT** or **MPO** as your organization, and then click, **Save** (please read the text at the top of the popup screen). When you are finished entering data in your profile, click **Submit** at the bottom of the page (see figure 3 above).

Figure 4: UPACS Organization and Routing Symbol popup screen.

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The **UPACS Registration Submitted** screen is displayed. This screen verifies successful completion of UPACS registration. It states that you will receive an email when you are approved. See figure 5 below.
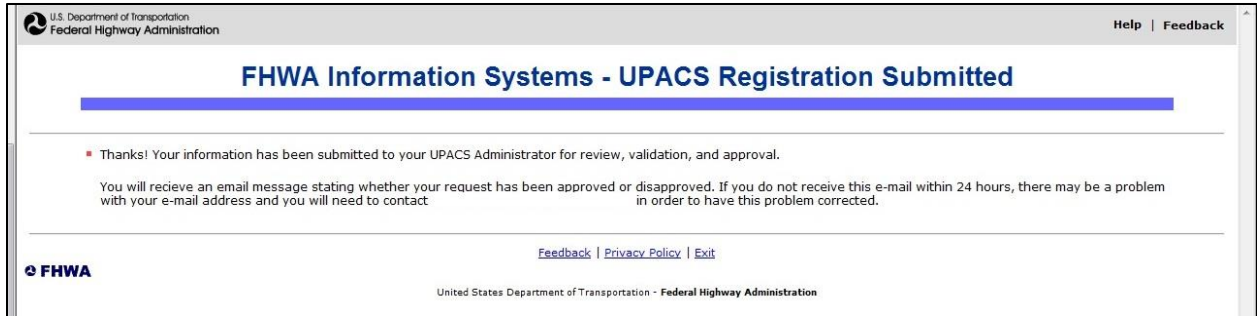

Figure 5: UPACS Registration Submitted screen.

Using ORC to Login to FHWA Applications

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Go to https://fhwaapps.fhwa.dot.gov/. The **FHWA Information Systems – UPACS Login** page is displayed. Click the **E-Auth** icon under **Log in to UPACS using ORC credentials.** See figure 1 below.

Figure 1: UPACS login screen.

The **ORC eAuthentication – Relying Party Login** screen is displayed. Enter your ORC user identification and password and click the **Login** button. See figure 2 below. Please note that your ORC user identification may be different than your UPACS identification, as it was established during the credentialing process with ORC.

Figure 2: ORC eAuthentication Login screen.

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When you login to UPACS through ORC for the first time, the **FHWA Information Systems – UPACS Login** screen is displayed (see figure 3 below). Enter your UPACS user identification. Initially, enter the following for the UPACS user password: Secret Word plus the last four digits of your Social Security number (without spaces). Then click the **Login** button. You will then be prompted to create another password. The rules are accessible through the link provided.

Figure 3: The UPACS Login screen is displayed to users logging into UPACS through ORC for the first time.

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Upon successful UPACS login, the **FHWA Information Systems – UPACS Production Menu** is displayed with the message, "Your UPACS account has been successfully linked to your ORC account." See figure 4 below.
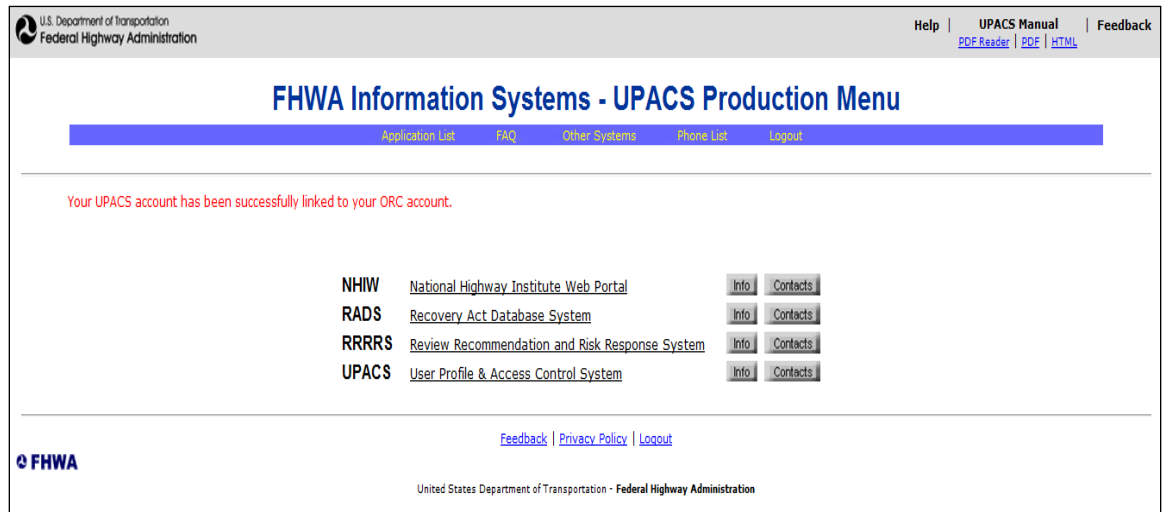

Figure 4: UPACS Production Menu screen.

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After the user logs into UPACS through ORC for the first time, the user is taken directly to the **FHWA Information Systems - UPACS Production Menu**. See figure 5 below.
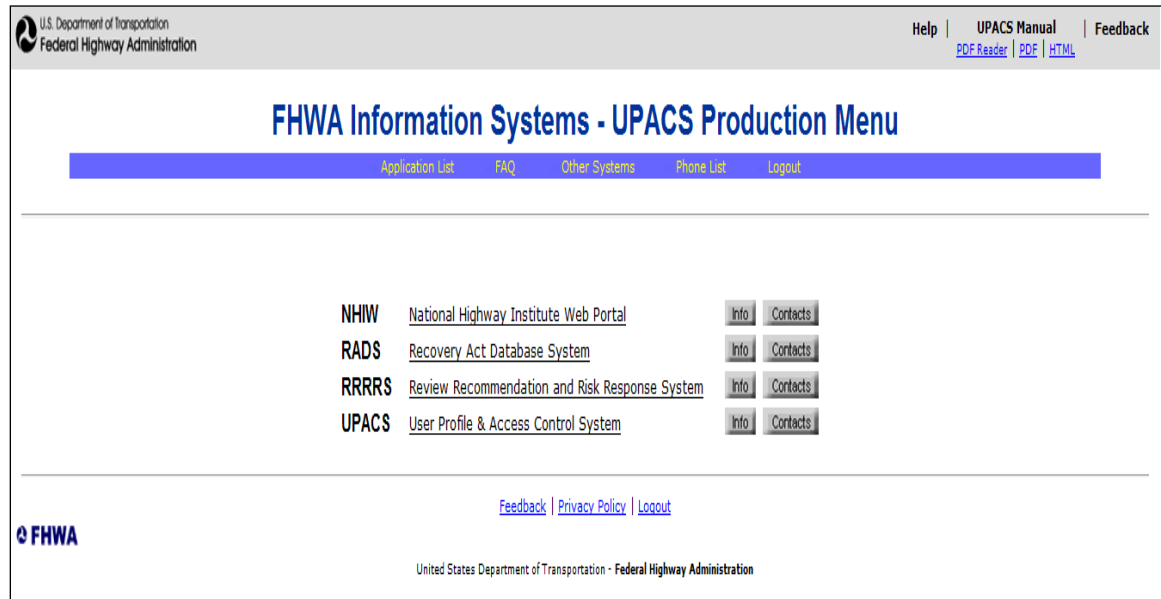

Figure 5: The UPACS Production Menu screen is displayed after you have logged into UPACS through ORC.

If the application you need to access is not listed, contact the FHWA POC for the application that you need. The POC will grant you the proper rights and permissions. Click on the **Application List** (see above) in the blue menu bar for the contact.