



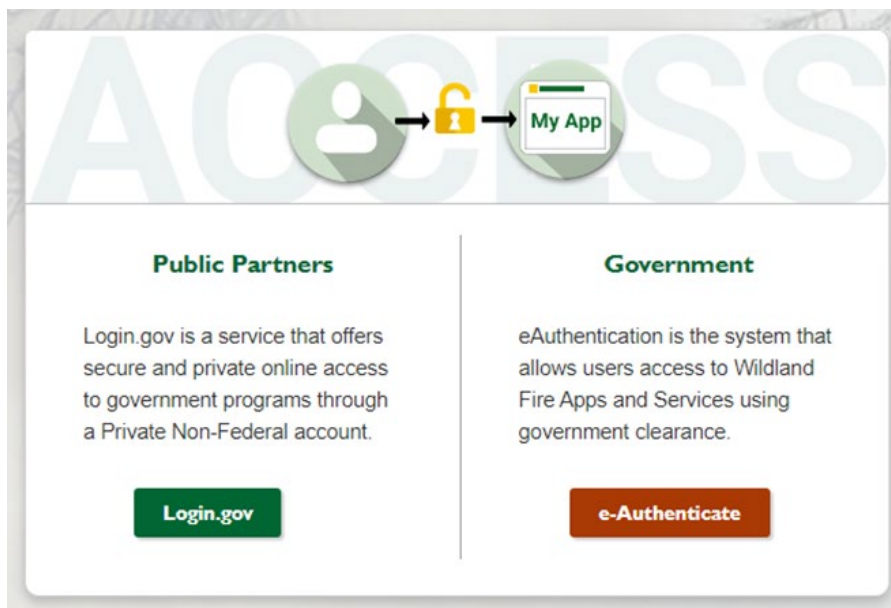
WFDSS has moved to a new login process called FAMAuth. This will require WFDSS users to utilize eAuth or Login.gov to access WFDSS, and no longer require usernames and passwords. **WFDSS does not use INAP as a login method and therefore a INAP account is not required.** Below are FAQs relating to the new login process.

Have a question we didn't address? Reach out to the business team, we will update this periodically as more information is available and answer more questions.

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WFDSS FamAuth Migration FAQs

Which FamAuth option do I use?



- e-Authenticate is an option for federal partners. The use of this option requires a PIV card to login. The primary email in your WFDSS account must match the email associated with your PIV card.
- Login.gov is the same system used to login to website such as USAjobs, and other FAMIM applications such as IROC and 209. If using a Login.gov account for access it must utilize the email that matches the primary email in your WFDSS accounts. If you have an existing Login.gov account but the email for that account does not match your WFDSS primary email address you will either need to create another Login.gov account that does match or change the primary email address in your WFDSS account to match your Login.gov account. **Any users (federal, state, cooperators, etc.) can use this login option.**

Both options will require either a pin or multifactor authentication (see FAQs below).

After I select e-authenticate what option do I select? (PIV card login only)

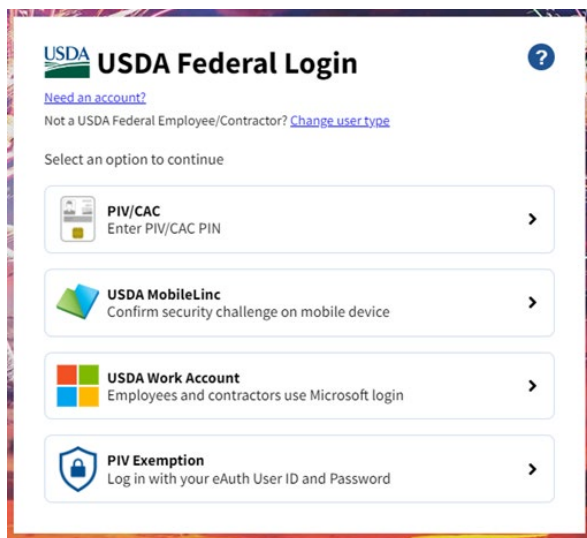


The screenshot shows a 'Login' page with a header and a question mark icon. Below the header, it says 'Select your user type to continue'. There is a checkbox labeled 'Remember my user type'. Below this are three selectable options, each with an icon and a right-pointing arrow:

- Customer**: Public citizens conducting business with USDA Agencies
- USDA Employee/Contractor**: Federal employees and contractors working for USDA
- Other Federal Employee/Contractor**: Non-USDA federal agency employees and contractors

Select the appropriate agency that administers your PIV card. This example is for USDA/Forest Service employees. You select option #2 and a secondary window will pop and require the employee to input their PIV card pin.

For USDA employees a secondary window will come up to give multiple login options. Select the appropriate option for your desired login response.



The screenshot shows the 'USDA Federal Login' page. It includes a 'Need an account?' link and a 'Not a USDA Federal Employee/Contractor? Change user type' link. Below, it says 'Select an option to continue'. There are four selectable options, each with an icon and a right-pointing arrow:

- PIV/CAC**: Enter PIV/CAC PIN
- USDA MobileLinc**: Confirm security challenge on mobile device
- USDA Work Account**: Employees and contractors use Microsoft login
- PIV Exemption**: Log in with your eAuth User ID and Password

I logged in and I was redirect to the Wildland Fire Application Portal dashboard. <https://iwwfirp-ga.nwcg.gov/dashboard#dashboard>

Your email used for the login process is not the same as the primary email in WFDSS. Ensure that the same email used for Login.gov or e-Authenticate is the same as your primary email in WFDSS.

What happens if I have not updated my Email Address in my WFDSS account profile?

To check the Email address associated with your WFDSS Account: login and proceed to the My Home Tab > Email Address. If the Email address in your WFDSS profile is different than the Email address you will use with either your PIV card or Login.gov, you will receive an error message at log in informing you that no account could be located for you once the system move to FAMAAuth for access. Prior to the change over users can change their own email by editing from the My Home > Email Address screen and selecting Update Email Address.

After the FAMAAuth change over if a user cannot access their account to edit their own email address to match their PIV card or their Login.gov account they will need to submit a ticket with the [Interagency Incident Application \(IIA\) Helpdesk](#) and request assistance updating the email in their WFDSS profile.

How will my account be impacted?

The only change will be how you log into WFDSS, all other aspects of your account (information, files, etc.) will remain unchanged.

Federal Users - What do I need to do?

For Federal users (usda.gov, blm.gov, fws.gov, nps.gov, bia.gov), visit your Profile after logging in to WFDSS and make sure your email address is current: My Home > Email Address. No further action is needed.

All Other Users - What do I need to do?

For all other users, create a Login.gov account using the same email address that is listed in your WFDSS profile. It's a good idea to visit your Profile after logging in to WFDSS and make sure your email is current: My Home > Email Address.

When do I need to update?

We are requesting that users make the change before **October 16, 2023.**

Will my account content be affected?

No. These changes only affect logging into WFDSS, all your account content will remain unchanged.

Do I have to use my government email account?

WFDSS users are not required to use their government email to access their WFDSS account, but Login.gov will be required for access if a PIV card is not associated with the primary WFDSS email address.

How will logging into WFDSS work after FAMAAuth implementation?

- A. Navigate to the [WFDSS Homepage](#).
- B. Click "Login"
- C. Select "Public Partners" or "Government." (see FAQ #1)

- **Public Partners:** For any account not associated with a BIA, BLM, FWS, NPS, USDA/Forest Service email. This option redirects you to Login.gov. Requires Login.gov account with email that matches primary WFDSS email.
- **Government:** For any account associated with a BIA, BLM, FWS, NPS, USDA/Forest Service email. This option redirects you to E-Authenticate. Requires a PIV card.

D. Enter the appropriate credentials to login.

What if my account is in Disabled or Locked Status?

During the login process, the Email address associated with your WFDSS account will be verified for access. Users are required to access the system every 330 days to maintain an active account, after which accounts will disable. Approved Federal Users (those with email domains for BLM, NPS, BIA, FWS, and USDA) will have a self-re-enable capability while partners will continue to require GAE approval for account re-enable. The concept of a “locked” account will go away as there will no longer be passwords that will lock after too many failed attempts or after lack of access.

Will there be an Authenticator app for phones?

Yes. Login.gov allows the user to choose from a variety of Multi-Factor authentication platforms including phone calls, texts, or Authentication Apps.

I used to have an account, but WFDSS says I don't

If you have a WFDSS account that has a primary email address that is different than the one associated with your PIV card or Login.gov account you are trying to use see the FAQ on how to update the email address in an account. Otherwise, if you don't have an account users will need to create a new account with their current email.

Do I have to log in via Login.gov, or can I use eAuth instead?

Public partners who account not associated with a BIA, BLM, FWS, NPS, USDA/Forest Service email will use Login.gov

Government users who account associated with a BIA, BLM, FWS, NPS, USDA/Forest Service email can use E-Authenticate or Login.gov.

I am DOI user and the e-authenticate option flashes three times and times out. What do I do?

Many DOI users have reported that after logging in while use the e-authenticate option, the website will try to login three times and give a timeout error message. This is usually resolved by logging in again in the same manner. If the error continues contact the IIAA helpdesk at <https://iaahelpdesk.nwcg.gov/>

Do GAEs still need a security training cert before we approve users or is that a given with Login.gov?

Non-fed users are no longer required to show proof of security training to a federal GAE to gain access to the system. However, non-fed users with privileged accounts (Non-fed GAEs) will need to show proof of security training.

Can a non-Fed GAE approve a non-Fed account now that we are using Login.gov or do they still need Federal sponsors?

Yes, there are non-Fed GAE's as part of the GAE group that are able to approval non-Fed users.

If a GAE approve an account, how do GAEs know the user have a Login.gov account?

When new user's request access through either WFDSS Home web page or WFDSS Training or Production login screen, they will be redirected to the Wildland Fire Application portal. They will be prompt to login through Login.gov or e-Authenticate. Non- fed users will need to select Login.gov and create an account. When an existing WFDSS account matches the user's email within their Login.gov profile, the user is signed into WFDSS and can begin their work session. When the Request Access screen displays within WFDSS, it means the user does not have a WFDSS profile. They will be prompt to contact their Geographic Editor (GAE) to have the request access approved.

What happens if I approve them, and they don't have the login.gov account set up with the matching email?

If the user's WFDSS profile does not match the Login.gov profile, they will receive an error message from WFDSS. The emails from both systems must match, the user can change their email in their Login.gov profile, but must go through the helpdesk to change their WFDSS profile email.

At what point, if any does the help desk need to be involved?

If users are unable to access WFDSS or need to locate their GAE to have their profile request approved. The Helpdesk is able to change the user's email for their profile and have the list of GAEs and their contacts.