

FSA
HANDBOOK

Customer Online Access and Self-Service Tools

For State and County Offices

SHORT REFERENCE

13-CM

UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
Washington, DC 20250

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Customer Online Access and Self-Service Tools
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Amendment 1

Approved by: Acting Deputy Administrator, Farm Programs



Amendment Transmittal

A Reason for Issuance

This handbook has been issued to provide instructions and procedures for customer online access to FSA customer-facing applications and other self-service tools.

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Part 1 General Information

1 Basic Provisions

A Purpose

This handbook provides State and County Offices with guidance and procedure for assisting customers in gaining online access to FSA customer-facing applications and other self-service tools.

B Authority and Responsibility

PDD has the authority and responsibility for the instructions in this handbook.

C Related FSA Handbooks and References

The following FSA handbooks and references are related to customer-facing FSA applications.

IF the area of concern is about...	THEN see...
ARC/PLC Customer Online Access	2-ARCPLC, Part 2, Section 3, Producer Access.
Farmers.gov (authenticated customer portal)	Farmers.gov User Guide on the DAFP Hub Site found under “Quick Links” at https://usdagcc.sharepoint.com/sites/FPAC-FSA-DAFP/SitePages/Home.aspx?csf=1&web=1&e=2Ote58&CID=488535de-95d7-4ce4-80eb-73bc82258f6e .
Financial Inquiries Application	https://www.fsa.usda.gov/online-services/index .
Financial Services	https://www.fsa.usda.gov/online-services/index .
LDP Customer Online Access	19-PS.
Loan Assistance Tool	https://www.fsa.usda.gov/online-services/index .
NAP Estimated Premium Calculator	3-NAP, Part 3, Section 2, Calculated Estimated Premium.

2 Responsibilities

A Background

The responsibilities described in this paragraph are in addition to the responsibilities in the Farmers.gov Common User Guide in paragraph 62.

B Office Responsibilities

This table describes the responsibilities of each office for FSA customer online access and self-service tools.

Office	Responsibilities
PDD	Implement web-based processes to support customer online access to FSA programs and applications. Provide procedural assistance to State Offices on data entry requirements and software operations.
State Offices	Provide application training to County Offices. Provide procedural assistance to County Offices on data entry requirements and software operations.
KC-ITSD and KCCO	Provide technical assistance to State and County Offices on nonprogram-related problems.

3-19 (Reserved)

Part 2 USDA Login.gov Access

20 General Information

A Overview

The Login.gov website delivers customers secure and private online access to USDA programs and services. The website features an easy-to-use mobile compatible interface that provides customers with a streamlined account registration process with simplified passwords, modernized user ID and password recovery features, improved self-help, FAQ's, and more.

When a customer wants to do online business with FSA or NRCS and needs to create a Login.gov account, the customer should go to www.farmers.gov and click the blue "SIGN UP" link in the upper right corner above the green banner. This will direct them to create a Login.gov account, which will then be used to trigger both the online identity verification process and attempt to auto-link the customer in IDLMS, also known as SCIMS Link Manager. Customers can only create Login.gov accounts as an individual. Login.gov accounts cannot be created for business entities.

Employees should **not** recommend creating an account directly from Login.gov as it will **not** automatically trigger online identity verification nor attempt to automatically link in SCIMS Link Manager/IDLMS. The user must log into a USDA application requiring authentication, such as Farmers.gov, to trigger the online identity verification process.

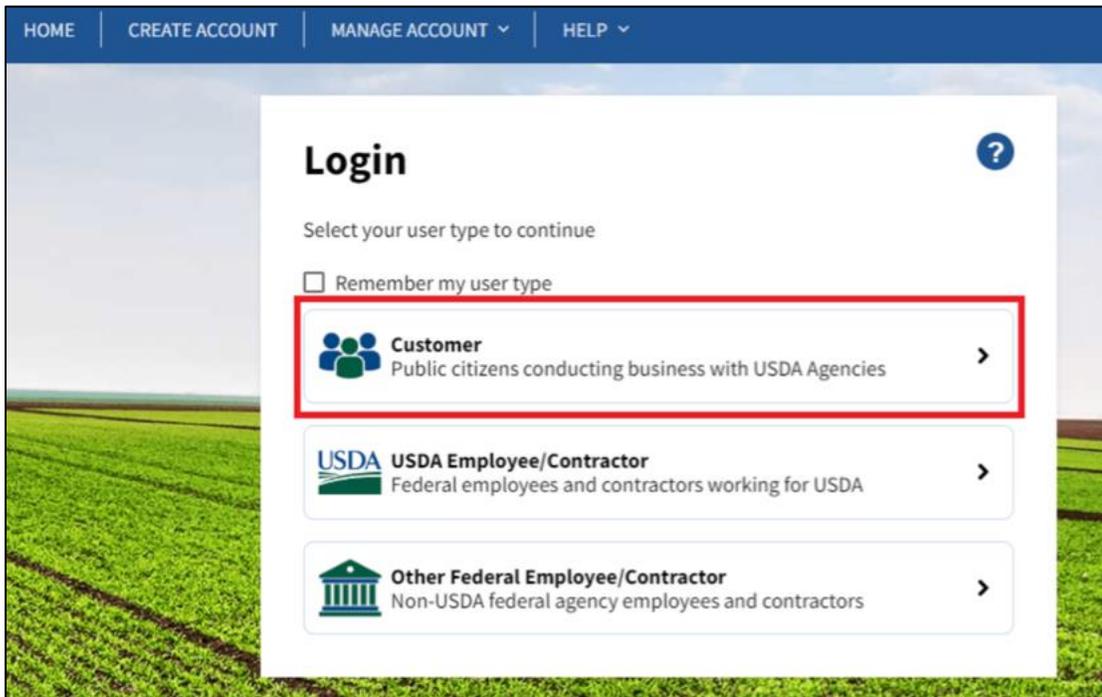
Customers can manage their account and reset their password or user ID information at Login.gov. Producers with authenticated accounts may access USDA eServices. For access to FSA and NRCS eServices, the customer's identity must be verified and the Login.gov ID must be linked to their SCIMS ID.

Note: Direct any customers with questions about eAuth or Login.gov to the eAuthentication FAQ's page found at <https://www.eauth.usda.gov/eauth/b/usda/faq?gid=PublicCustomer>.

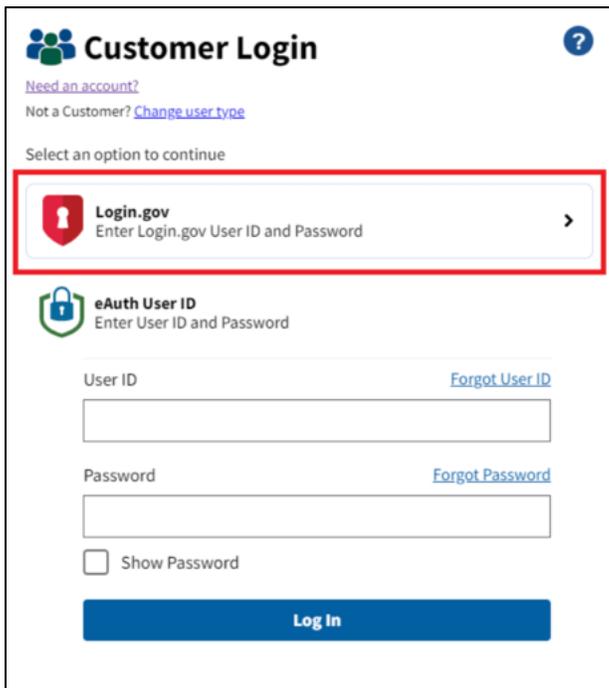
20 General Information (Continued)

B Examples of Login Pages

This is an example of the Farmers.gov Login page.



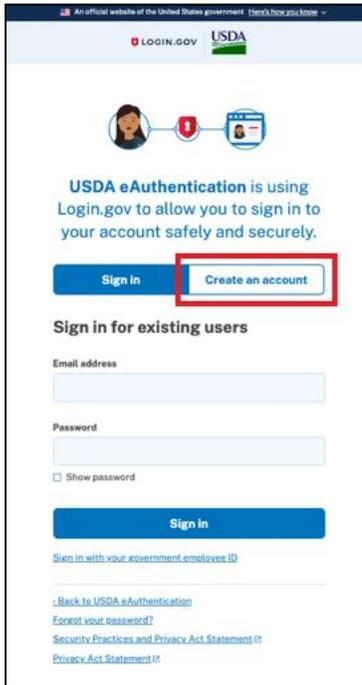
This is an example of the Customer Login page.



20 General Information (Continued)

B Examples of Login Pages (Continued)

This is an example of the Login.gov page.



C Action

Go to the Farmers.gov Login page and select the “Customer” option. The customer will be taken to the Customer Login page. From the Customer Login page, select the “Login.gov” option. On the Login.gov page, CLICK “Create an account” and follow the instructions to set up the account and connect it to eAuth.

For awareness, the user will complete the following steps for identity verification and securing accounts taken from the Login.gov website.

Step	Action
1	On the “We need to verify your identity” page, read the requirements, check the box next to the Login.gov consent statement, and CLICK “Continue”.
2	Upload the user’s State-issued ID, with both a front image and back image, and CLICK “Continue”.
3	Enter the user’s Social Security number and CLICK “Continue”.
4	Verify the information submitted is correct and CLICK “Continue”.

20 General Information (Continued)

C Action (Continued)

Step	Action
5	Enter the user’s primary phone number and CLICK “Continue”.
6	Once the user’s identity is verified, encrypt the account, re-enter the Login.gov password, and CLICK “Continue”.
7	Note the personal key and keep it safe. Enter the key on the next page and CLICK “Continue”.
8	Once the process is complete, CLICK “Agree and Continue” to be redirected back to the Login.gov account page or to the agency page in which the user was trying to access.

If online identity verification is successful, Login.gov will attempt to link the Login.gov user ID to the customer’s SCIMS ID. If successfully linked, the customer will have access to USDA eServices. If the linkage fails, the customer will need to visit their Service Center to complete the linkage. See Part 4 and Exhibit 5 for details on manually linking a customer in SCIMS Link Manager/IDLMS.

Customers may visit their Service Center LRA to:

- complete in-person identity verification by providing proof of identity for authentication
- request manual Login.gov account and SCIMS ID linkage.

21-29 (Reserved)

Part 3 Local Registration Authority (LRA) Information

30 LRA Responsibilities

A Overview

All County Office employees are responsible for aiding existing customers and prospective customers who want to conduct business electronically with USDA by validating BP records, identity proofing, and linking records for online access.

The identity verification process requires Service Center Agency employees to become LRA's through an annual AgLearn training course. LRA's are responsible for assisting customers who are not able to prove their identity online by completing a manual identity proofing process in the LRA system with the customer. For FSA and NRCS customers, an employee would then manually link the Login.gov account and the SCIMS ID in IDLMS. The customer will then be able to log in to FSA and NRCS customer-facing applications and access data online that they are legally authorized to view and conduct business with USDA agencies.

31 Roles and Responsibilities

A FSA Registration Lead Responsibility

The FSA Registration Lead is the FPAC Business Center, Information Solutions Division, Information Assurance Branch. The Information Assurance Branch is responsible for processing LRA requests submitted by the State SLR.

Note: Information about the Agency Registration Lead can be accessed at <https://usdagcc.sharepoint.com/sites/FBC-IAB/SitePages/ARL.aspx>.

B SLR Responsibility

SLR's are responsible for security-related questions or concerns for their State. A current list of State SLR's can be accessed at <https://usdagcc.sharepoint.com/sites/FBC-IAB/SitePages/slrcontacts.aspx?web=1>.

C LRA Role

LRA's are USDA employees who are trained to act as the trusted resource to manually verify a customer's identity when the customer would like a USDA Login.gov account to conduct official business with USDA online. The LRA role can be compared to a Notary Public who ensures the identity of an individual conducting official business transactions. This process is called "identity proofing".

31 Roles and Responsibilities (Continued)

D Obtaining LRA Role

The LRA software is not owned by FSA but is used by FSA employees. LRA’s must be USDA employees. LRA’s cannot be contract employees, affiliates, or volunteers. To become an LRA, USDA employees must take a required LRA training course in AgLearn.

At a minimum, all State Offices must have an LRA point of contact, which could be SLR or another State specialist. In addition, at least 1 permanent employee from every FSA Service Center or appropriate program area will become an LRA using the following process.

Step	Action
1	Contact the State SLR and request they add the LRA training role to the employee’s eAuth account. The employee must provide their first and last name and email address. The LRA training role must be added before the employee can take the required LRA training. The role can only be added by the employee’s FSA LRA coordinator.
2	Once the LRA training role is added to the employee’s account, the employee will receive an email. The USDA ICAM Tier-3 Team will be notified and will work to coordinate the LRA training course assignment in AgLearn. The course will be added under the “Certifications” section in AgLearn.
3	When the employee has completed the training, the USDA ICAM Tier-3 Team will be notified and will assign the LRA role to the employee’s account. The employee will receive an email when the LRA role assignment has been completed. Once received, the employee is ready to support public customers.

E Requesting LRA Role Removal

If the employee is no longer working in a position to serve as an LRA for USDA and would like the LRA role to be removed, the employee can do either of the following:

- ignore the requirement to take the annual LRA training certification

Note: The role will eventually be removed from the employee’s account.

- email the ICAM Tier-3 Help Desk at SM.OCIO.CTS.eAuthTier3Support@usda.gov and request the role removal. Copy FSA’s LRA coordinator in the email and provide the following:
 - first and last name
 - user ID
 - agency.

Notes: The role will be removed from the employee’s account within 5 to 7 workdays, and the employee will be notified.

Depending on the timing of the request, the employee’s name may still be listed on the All Trained LRA Report that is generated on the first day of each month.

32 USDA – Local Registration Authority (LRA) Information SharePoint Site**A Overview**

After the customer has created their Login.gov account, the customer may require additional assistance from the County Office if they cannot log in successfully. This assistance would be necessary if the online identity proofing or auto-linkage failed during the process of creating the customer's Login.gov account. At that point, the customer will need the local LRA to manually validate their identity or an FSA employee to manually link the account.

See Exhibit 5 for a visual of the Login.gov creation process workflow and other helpful information about the customer Login.gov account creation process.

After completing the manual identity proofing process with the customer, LRA's will activate the customer's profile for a Login.gov account by entering the type of photo ID provided and the expiration date.

Note: LRA's are not authorized to activate a Login.gov account for themselves, their immediate family members, or members of their household.

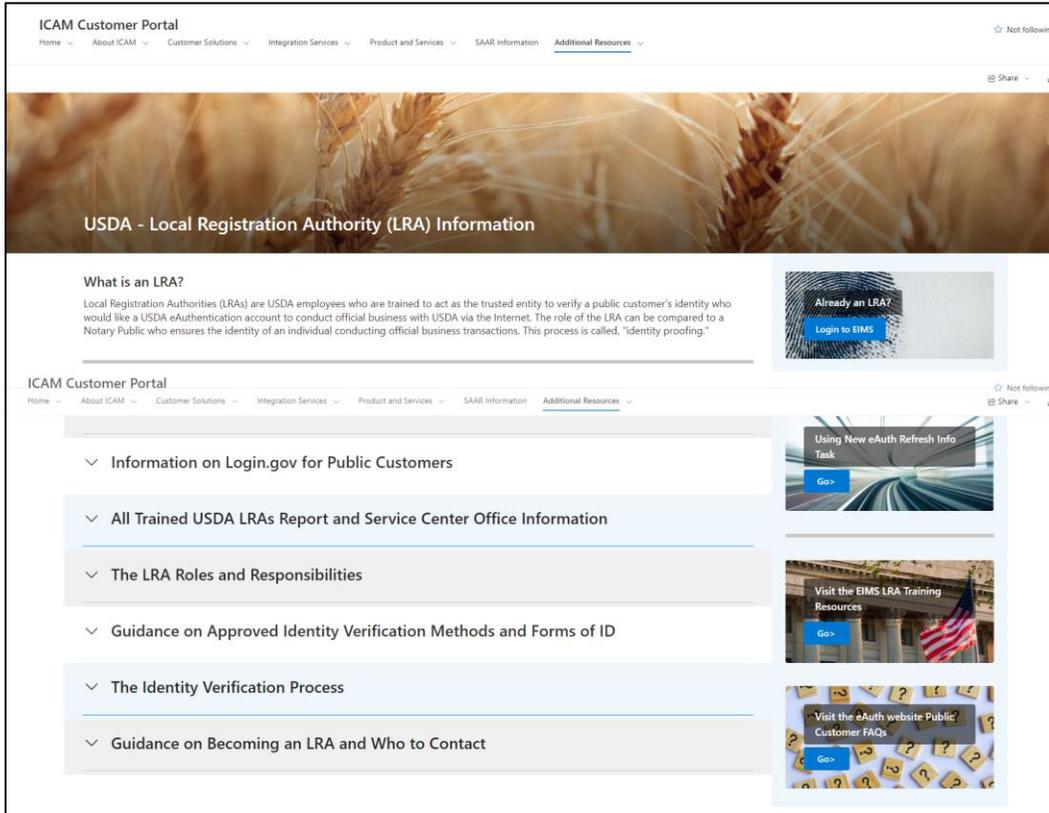
To access the USDA – Local Registration Authority (LRA) Information SharePoint site, go to <https://usdagcc.sharepoint.com/sites/ICAM/SitePages/LRA-Info.aspx?web=1> or select "LRA Site" from the FSA Applications page.

Note: The EIMS LRA User Guide and training resources are also available from the USDA – Local Registration Authority (LRA) Information SharePoint site.

32 USDA – Local Registration Authority (LRA) Information SharePoint Site (Continued)

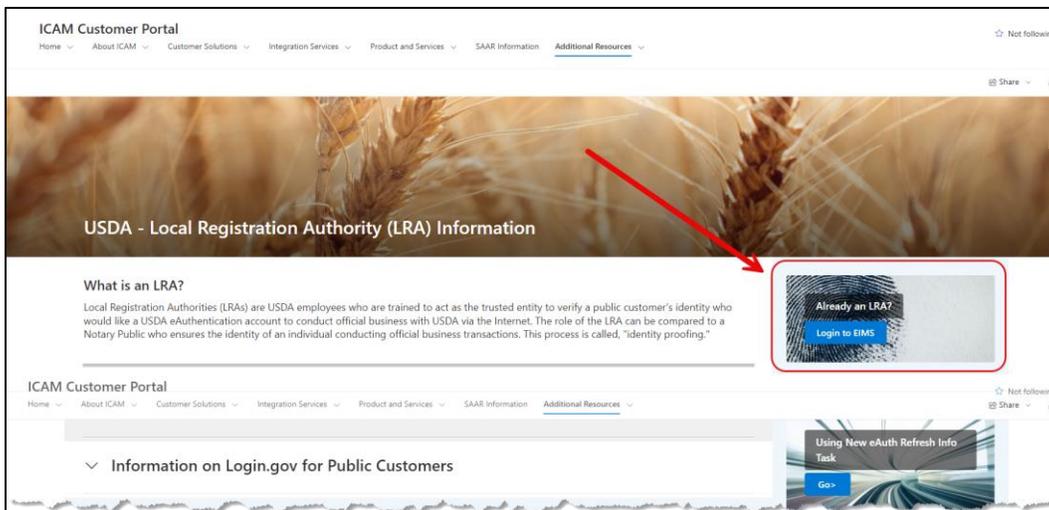
B Example of USDA – Local Registration Authority (LRA) Information SharePoint Site

This is an example of the USDA – Local Registration Authority (LRA) Information SharePoint site.



C Action

To search for and verify a customer’s identity, select the blue “Login to EIMS” button under “Already an LRA?”.



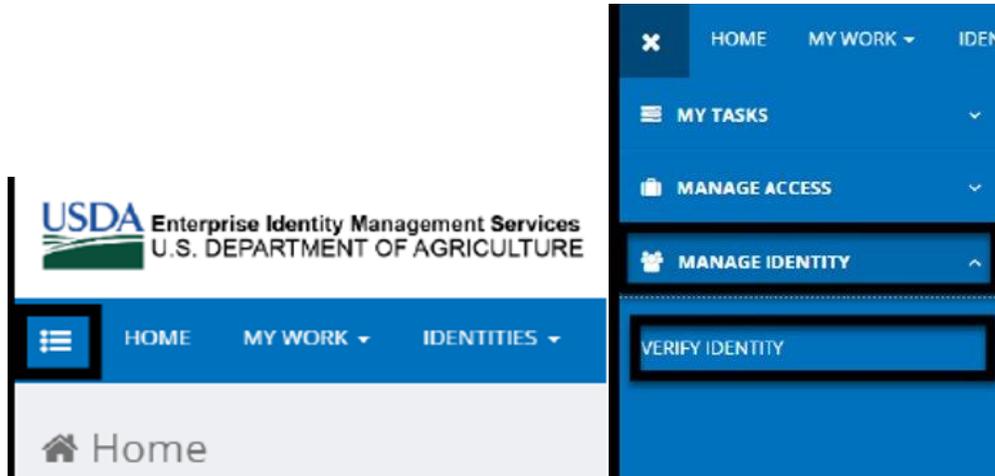
33 Customer Login.gov Account Activation by LRA

A Overview

EIMS allows LRA’s to search for a customer, view the current eAuth level, and update a customer from Level 1 to Level 2 by completing the identity proofing by validating the customer’s identity.

B Example of Enterprise Identity Management Services Home Screen

This is an example of the Enterprise Identity Management Services Home Screen.



C Action

From the “Menu” tab, click the “Manage Identity” link to search for and select the customer to complete the identity proofing documentation.

D Example of Search User Screen

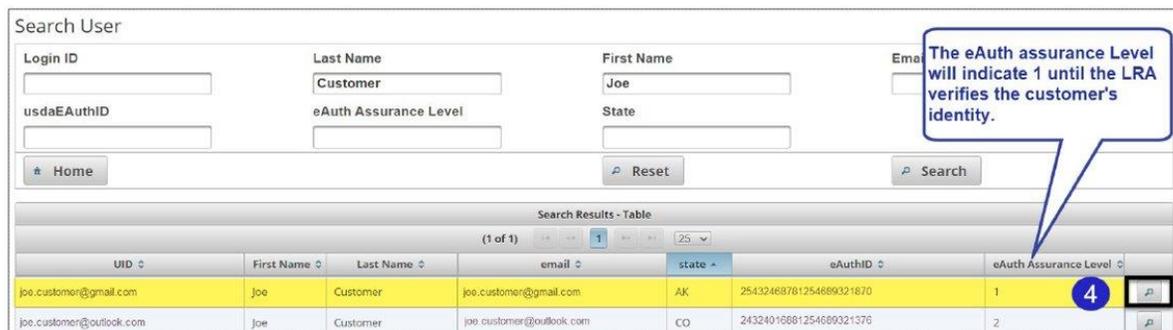
This is an example of the Search User Screen.

Login ID	Last Name 1	First Name 2	Email
<input type="text"/>	<input type="text" value="Customer"/>	<input type="text" value="Joe"/>	<input type="text"/>
usdaEAuthID	eAuth Assurance Level	State	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="button" value="Home"/>	<input type="button" value="Reset"/>	<input <b="" type="button" value="Search"/> 3	

33 Customer Login.gov Account Activation by LRA (Continued)

E Example of Search Results - Table Screen

This is an example of the Search Results - Table Screen.



F Action

Follow this table for actions on the Search User Screen and Search Results - Table Screen.

Item	Action
1	Enter the customer’s last name.
2	Enter the customer’s first name.
3	CLICK “Search”. Review the Search Results - Table Screen and select the row of the desired customer.
4	Ensure that the current eAuth assurance level is set to “1”. Click the magnifying glass at the end of the row to view the customer profile.

G “Refresh Info from eAuth” Task

A refresh is necessary if the customer recently:

- created a new Login.gov account
- failed online Login.gov identity verification
- required data verify the identity (such as address) is missing in the customer’s profile.

Note: It can take up to 2 hours before updates to accounts will display in EIMS for LRA’s to view.

A new “**Refresh Info from eAuth**” task is available in EIMS for USDA LRA’s or other EIMS administrative role holders to manually force an update to refresh the account. Visit the USDA LRA Information SharePoint site for more information on using this task by navigating to <https://usdagcc.sharepoint.com/sites/ICAM/SitePages/LRA-Info.aspx>.

If this does not work, inform the customer they must log back into the application that requires identity verification (such as Farmers.gov, ARC/PLC, Online Loan Application, etc.), select the Service Center option for identity verification, and follow the prompts to update their profile.

34 Customer Identity Verification

A Overview

The following is the list of approved types of photo ID for USDA identity verification:

- State- or Province-issued driver's license or photo ID card from the United States or Canada
- U.S. Military or U.S. Federal Government employment PIV/CAC (Smart) ID card (Department of Defense, Department of State, Department of Homeland Security, National Defense University, etc.)
- valid passport issued by any country listed on the Department of State's website at <https://www.state.gov/countries-and-areas-list/>.

Notes: Only official nonexpired government-issued photo ID from this list can be accepted by LRA.

If a discrepancy is found that will prohibit completing the identity verification process, LRA will do either of the following:

- provide the customer with guidance on what needs to be corrected
- contact the State LRA coordinator.

Example: The discrepancy could be the name on the Login.gov account does not match the name on their photo ID.

34 Customer Identity Verification (Continued)

B Example of Verify Customer Identity Screen

This is an example of the Verify Customer Identity Screen.

Login ID:	joe.customer@gmail.com
eAuth ID	25432468781254689321870
eAuthentication Assurance Level	1
First Name	Joe
Last Name	Customer
Middle Name	
Suffix	
*Date of Birth	04/01/1975
Email	joe.customer@gmail.com
Business Phone	
Home Phone	555-123-0156
*Street Address	9998 AURORA DR
City	GLENNALLEN
*State	AK
Postal Code	99588
Home Country Code	US
*Credential Document Type	USA State Drivers License
*Credential Expiration Date	04/05/2023

Buttons: Home, Back, Submit

C Action

Verify the customer’s identity. Compare their first name, last name, and date of birth, along with the physical appearance and attributes provided on the customer’s government-issued photo ID.

Activate the customer’s account by selecting the type of photo ID provided in the “Credential Document Type” drop-down list, entering the expiration date (MM/DD/YYYY) in the “Credential Expiration Date” field, and clicking “Submit”.

Once customer identity verification is completed, access SCIMS Link Manager/IDLMS and link the Login.gov ID to the customer’s BP record. See paragraph 40 for instructions on manually linking accounts.

35-39 (Reserved)

Part 4 SCIMS Link Manager/IDLMS Information

40 General Information

A Overview

SCIMS Link Manager/IDLMS is a manual process that must be completed for existing and potential FSA, NRCS, and RD customers who want to do business online, when either of the following occur:

- Login.gov auto-link process fails after the customer attempts to validate their identity online
- customer successfully manually validates their identity with an LRA.

B Responsibilities

If a customer with a USDA Login.gov account is not auto-linked or manually linked to their SCIMS CCID from their BP record, they will **not** be able to access all USDA systems, specifically FSA and NRCS online services, such as ARC/PLC, LDP, Financial Inquiries, or Farmers.gov.

All FSA Field Office employees will have access to SCIMS Link Manager/IDLMS. The employee does not have to be an LRA to access and use this application.

Follow this table to ensure that customers have access to FSA and NRCS online services.

Step	Action
1	When a customer contacts the FSA office to verify their identity so an LRA can activate their Login.gov account, the employee should ask the following question, “Do you plan on working with either FSA, NRCS, or RD online?” If the customer’s response is “Yes”, then their BP customer record must also be linked to their Login.gov record using SCIMS Link Manager/IDLMS.
2	Employees from FSA, NRCS, or RD are authorized to use SCIMS Link Manager/IDLMS to search and complete the Login.gov and SCIMS CCID links. Employees are not authorized to establish Login.gov and SCIMS CCID links for themselves, their immediate family members, or members of their household.
3	A customer with a valid Login.gov account will not be required to make an extra trip to the FSA office to complete the SCIMS Link Manager/IDLMS process. If the customer is in the office having their identity manually validated by an LRA, immediately after the successful validation, the manual link process should be completed in IDLMS. If the customer is not in the office, the manual process to link can be completed in the absence of a customer. If additional information is needed, employees will contact the customer by telephone, email, Box, or postal mail with any questions or concerns.

40 General Information (Continued)

B Responsibilities (Continued)

Step	Action
4	<p>To complete the SCIMS Link Manager/IDLMS process, a customer must have an active BP record that has successfully replicated to the SCIMS database. If the customer is not in the SCIMS database, such as a new customer, or if the information in the SCIMS database is incorrect, that customer must first be added to BP or their BP record must be updated according to 11-CM, Part 3.</p> <p>Note: USDA employees who do not have BP edit permissions should contact their local County Office and ask an FSA employee to add the customer to the BP database.</p> <p>Important: When in the office, the customer must complete and sign AD-2047 before the BP record can be created or edited. See 11-CM, Part 3.</p>

41 Search Filter

A Overview

The IDLMS software allows users to manually link a customer with an identity-proofed Login.gov ID with a SCIMS ID. IDLMS compares the information obtained from the customer during the Login.gov process with the data stored in SCIMS to ensure that the correct customer is being linked.

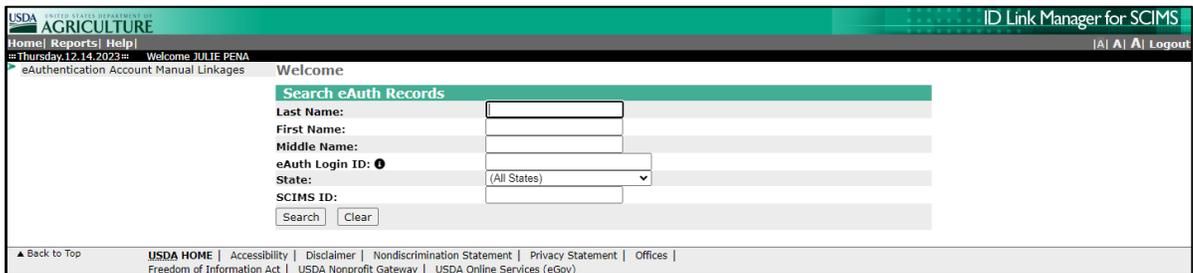
To select IDLMS, select “SCIMS – Link Manager/IDLMS” from the FSA Applications page.

The following search filter options are available:

- Last Name
- First Name
- Middle Name
- eAuth Login ID (eAuth user ID)
- State
- SCIMS ID (SCIMS CCID).

B Example of Welcome Search Filter Screen

This is an example of the Welcome Search Filter Screen.



C Action

After entering the search criteria in the search filters, CLICK “Search”. To reset the search criteria, CLICK “Clear”. The search results table will display below the search filters.

42 Search Results

A Overview

The IDMLS search results are based on information found in the customer’s Login.gov record, not the FSA BP record. Only the SCIMS ID is obtained from the BP record.

The search results table will include the following data fields.

Column Header	Description
Last Name	Customer’s last name obtained from Login.gov.
First Name	Customer’s first name obtained from Login.gov.
Middle Name	Customer’s middle name obtained from Login.gov.
eAuth Login ID	Customer’s Login.gov user ID (+30 hexadecimal number). Note: If the customer only has an eAuth account, the login ID will be an email address.
Assurance Level	Login.gov identity proofing level, where: <ul style="list-style-type: none"> • “1” means the identity proofing was not completed • “2” means the identity proofing was completed online or manually through the authorized LRA.
SCIMS ID	SCIMS CCID obtained from the BP record.
Linkage Status	Indicates the Login.gov ID and SCIMS ID linkage status and how the linkage occurred.
Street Address	Customer’s street address obtained from Login.gov.
State	Customer’s State abbreviation obtained from Login.gov.
Email	Customer’s email address obtained from Login.gov.
Telephone Number	Customer’s telephone number obtained from Login.gov.

Notes: When using only the “SCIMS ID” field to search, if the SCIMS ID is not linked to a Login.gov record, the search results table will display “1” in the “Last Name” field and the rest of the search results table will be blank.

When using only the “Last Name” and “First Name” fields for the customer search, if the customer does not have a Login.gov record, the search results table will display “1” in the “Last Name” field and the rest of the search results table will be blank.

42 Search Results (Continued)

B Example of Search Results Table

This is an example of the search results table for a linked customer. Linked Login.gov accounts will display the SCIMS ID. Unlinked Login.gov accounts will not display a SCIMS ID.

The screenshot shows the 'ID Link Manager for SCIMS' interface. At the top, it says 'USDA AGRICULTURE' and 'ID Link Manager for SCIMS'. Below the header, there are navigation links like 'Home', 'Reports', and 'Help'. The main content area is titled 'eAuth Customer Records' and includes a search form with fields for 'Last Name', 'First Name', 'Middle Name', 'eAuth Login ID', and 'State'. Below the search form, there is a table of search results. The table has columns for 'Last Name', 'First Name', 'Middle Name', 'eAuth Login ID', 'Assurance Level', 'SCIMS ID', 'Linkage Status', 'Street Address', 'State', 'Email', and 'Telephone'. One record is shown with the last name 'Marie' and email 'Test@yahoo.com'. The SCIMS ID is '2' and the linkage status is 'Manual - Success'.

Last Name	First Name	Middle Name	eAuth Login ID	Assurance Level	SCIMS ID	Linkage Status	Street Address	State	Email	Telephone
TestFarm	Marie		Test@yahoo.com	2		Manual - Success	133 Farmer Lane	MD	Test@yahoo.com	

C Action

After reviewing the search results table, select the customer to link or unlink by clicking the blue hyperlink in the “Last Name” field for the desired customer. If the customer’s SCIMS ID is linked to a Login.gov ID, the Linked Record Confirmation Screen will be displayed. If the customer is not linked, the IDLMS SCIMS Customer Search Screen will be displayed.

43 Linked Record Confirmation

A Overview

The Linked Record Confirmation Screen displays information from the Login.gov record and BP record for the linked customer.

B Example of Linked Record Confirmation Screen

This is an example of the Linked Record Confirmation Screen.

eAuthentication Information		SCIMS Information	
Common Name		ANY PRODUCER	Carefully compare the selected records.
Prefix			Ensure that the SCIMS record selected is the correct record to be linked to the selected eAuth record.
First Name	ANY	ANY	
Middle Initial			Please note that records can be linked despite differing values between the records. However, every effort should be made to ensure that the eAuth record and SCIMS record represent the same individual and the SCIMS record contains the customer's current information, including contact information.
Last Name	PRODUCER	PRODUCER-CUSTOMER	
Suffix			
Street Address			Once the records are successfully linked, a farmers.gov welcome email will be sent to the eAuth record email address automatically.
Address 1	123 ANY FARM ROAD	123 ANY FARM ROAD	
City	ANYTOWN	ANYTOWN	
State	MO	MO	
Zip Code	68038	68038-0001	
Phone Number		000-000-0000	
Extension			
E-Mail	trainingex@testexample.com	trainingex@testexample.com	
Gender			
Race			
Ethnicity			
Citizenship		UNITED STATES	
Has Disability			
SCIMS Customer ID			
Customer Type		Individual	

A customer record can only be linked to a single Login.gov account at a time. During the SCIMS customer search, if a linked customer is selected, the following SCIMS Error message will be displayed, “Customer selected is already linked to a Login.gov account with loginID: XXXXX. Please either select another SCIMS Customer record or if the customer is improperly linked, unlink, and try again.”

C Action

If the Login.gov ID for the selected customer is linked to the incorrect SCIMS ID, CLICK “Unlink SCIMS Customer” to unlink the records. CLICK “Yes” to the “Are you sure you want to unlink SCIMS customer?” question. CLICK “Close” to the “Account Successfully Unlinked” message. Once unlinked, the search results table will no longer display the SCIMS ID for the Login.gov customer.

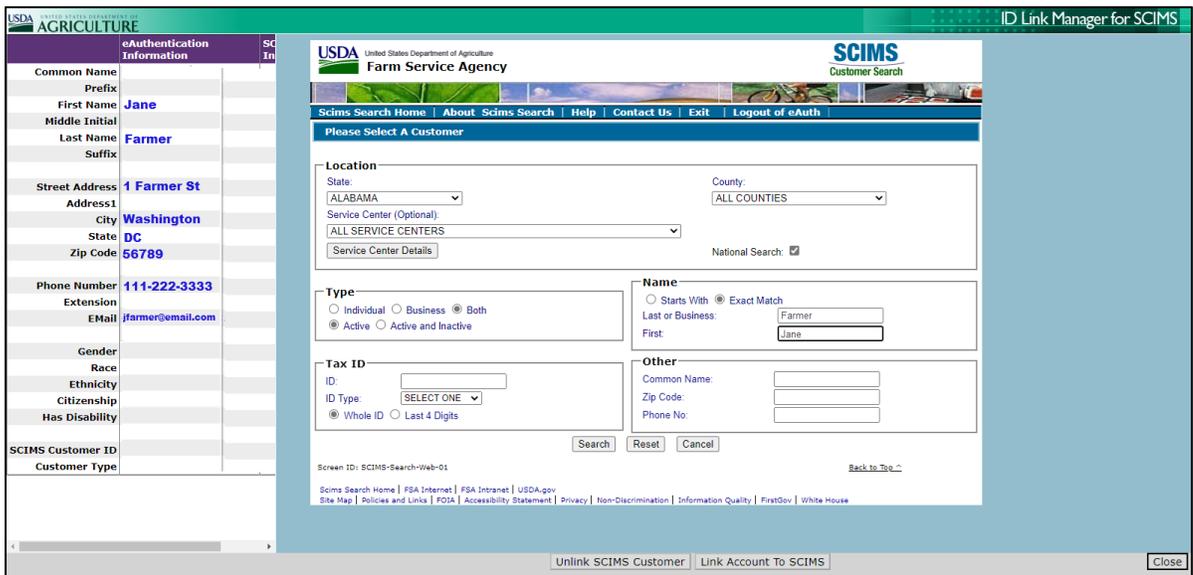
44 IDLMS SCIMS Customer Search

A Overview

When a Login.gov account is unlinked or linked incorrectly, use the IDLMS SCIMS Customer Search Screen to locate the correct customer record to be linked to the selected Login.gov account. The selected Login.gov customer record information is displayed on the left of the screen, and the IDLMS SCIMS Customer Search Screen is displayed on the right of the screen.

B Example of IDLMS SCIMS Customer Search Screen

This is an example of the IDLMS SCIMS Customer Search Screen.



44 IDLMS SCIMS Customer Search (Continued)

C Example of IDLMS Customer Record Comparison Screen

This is an example of the IDLMS Customer Record Comparison Screen.

	eAuthentication Information	Information Provided By SCIMS	Comments
Common Name		Jane Farmer	
Prefix			
First Name	Jane	Jane	
Middle Initial		Ima	Values differ.
Last Name	Farmer	Farmer	
Suffix			
Street Address	1 Farmer St	1 Farmer St	
Address1			
City	Washington	Washington	
State	DC	DC	
Zip Code	56789	56789	
Phone Number	111-222-3333		
Extension			
E-Mail	janefarmereauthenticat	janefarmereauthenticatio	
Gender			
Race		White	Values differ.
Ethnicity			
Citizenship		UNITED STATES	Values differ.
Has Disability			
SCIMS Customer ID		11234456	
Customer Type		Individual	

At the bottom of the screen, there are three buttons: "Unlink SCIMS Customer", "Link Account To SCIMS" (highlighted with a red box and a red arrow), and "Close".

D Action

On the IDLMS SCIMS Customer Search Screen, enter the search criteria and CLICK “Search”. To clear the SCIMS search criteria, CLICK “Reset”. The IDLMS Customer Record Comparison Screen will be displayed with all the customer records that meet the user-entered search criteria. Click the hyperlink in the “Common Name” field of the customer to be linked.

Compare the Login.gov record with the selected SCIMS record to ensure the correct producer has been selected for linkage. CLICK “Link Account To SCIMS” to link the Login.gov ID with the SCIMS ID. A success message will be displayed if the records were successfully linked.

CLICK “Close” to return to the Welcome Search Filter Screen search results table. The SCIMS ID for the linked customer will be displayed in the “SCIMS ID” field in the search results table.

44 IDLMS SCIMS Customer Search (Continued)

E Error Messages

The following messages will be displayed when an error occurs.

Error	Message
Attempting to link a Login.gov account with a business	“You have selected a SCIMS customer that is not an Individual. Please select another customer record and try again or review the record in Business Partner for accuracy.”
Attempting to link a Login.gov account for a deceased customer	“You have selected a SCIMS customer who is flagged as deceased in Business Partner. Please select another customer record and try again or review the record in Business Partner for accuracy.”
Attempting to link a Login.gov account for an inactive customer	“Customer record selected is inactive. Please review the customer record in Business Partner or select an active customer record and try again.”
If an error is encountered during the linkage process	“SCIMS link manager encountered an exception during linkage process. Please try again. If linkage continues to fail, please open a service desk ticket with detailed information and a screenshot.”

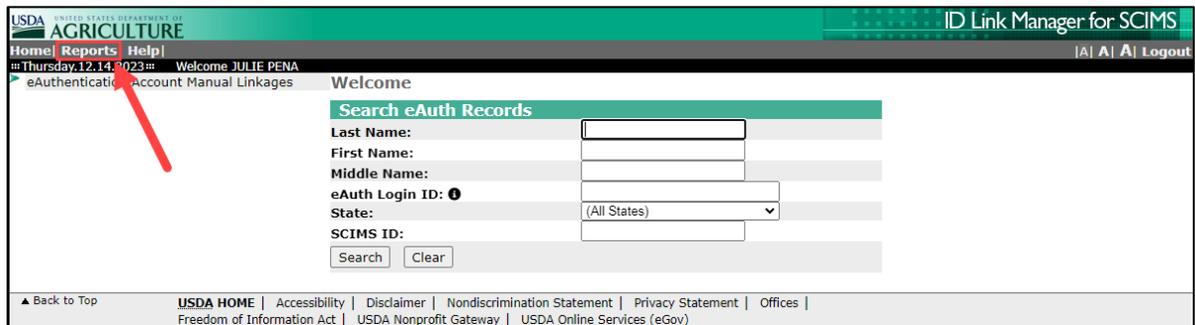
45 Linkage Reports

A Overview

The existing IDLMS application has been updated to include linkage reports. Access linkage reports by clicking the “Reports” tab on the header bar. Once the “Reports” tab is clicked, the Search Reports Filter Screen will be displayed.

B Example of “Reports” Tab on Welcome Search Filter Screen

This is an example of the “Reports” tab on the Welcome Search Filter Screen.



C Action

Click the “Reports” tab to display the Search Reports Filter Screen. See paragraph 46 for additional information.

46 Linkage Report Filters

A Overview

Employees can now search for information related to a customer’s Login.gov ID and SCIMS ID linkage status. Searches can be completed using a combination of date range, transaction type, linkage status, customer name, State, and county. Searching by customer name along with the applicable State and county works similar to the current SCIMS search functionality.

The following filter options are available.

Filter Options	Description
Transaction Date From	<p>This is a required entry. Manually type the dates or use the calendar icon to select the date range.</p> <p>If both the “From” and “To” transaction dates are not entered, the message, “Error: Date fields are required to search transactions”, will be displayed below the “Search” button.</p> <p>Note: Actions taken before November 15, 2022, will not be included in the search results. Search results only include actions taken since the reports were made available on November 15, 2022.</p>
Transaction Date To	<p>This is a required entry. Manually type the dates or use the calendar icon to select the date range.</p> <p>If both the “From” and “To” transaction dates are not entered, the message, “Error: Date fields are required to search transactions”, will be displayed below the “Search” button.</p>
Transaction Type	<p>Select 1 of the following from the drop-down list:</p> <ul style="list-style-type: none"> • Automated – Approval • Manual – Approval • Manual – Unlink • Automated Failure – Multiple Records Found • Automated Failure – Inactive Customer • Automated Failure – Existing SCIMS Linkage • Automated Failure – Business Entity • Automated Failure – Existing Managed Account • Automated Failure – Existing TSP Customer • Automated Failure – TEWS Proxy Exception • Automated Failure – Data of Death Populated • Automated Failure – Death Confirmation is True • Manual Failure – SCIMS Link Manager Exception.

46 Linkage Report Filters (Continued)

A Overview (Continued)

Filter Options	Description
Linkage Status	Select 1 of the following from the drop-down list: <ul style="list-style-type: none"> All Failure Success. <p>Note: Selecting “Automated – Approval” or “Manual – Approval” from the “Transaction Type” drop-down list with a linkage status of “Failure” will result in the message, “No Records Found”.</p>
Customer Last Name	Enter the customer’s last name as found in SCIMS.
Customer First Name	Enter the customer’s first name as found in SCIMS.
State	State is defaulted to “Alabama”. The user can search by any State.
County	County is defaulted to “All Counties”. The user can search by “All Counties” or select a specific county.
National Search	Checking the “National Search” box will return results for the entire nation rather than an individually selected State and county combination.

B Example of Search Reports Filter Screen

This is an example of the Search Reports Filter Screen.

C Action

Once the search criteria are entered, CLICK “Search” to create the desired linkage report. The search results will display the returned record count at the bottom of the search results table. CLICK “Cancel” to clear the search filters and start again. Currently, the search results table will not clear but will be refreshed to reflect the new search results once new search criteria is entered and “Search” is clicked again.

Note: If the selected search criteria do not return results, the message, “**No Records Found**”, will be displayed in red under the “Search” button.

47 Linkage Report Results

A Overview

The linkage report results are returned in a table below the Search Report Filters Screen. The linkage report provides information about the linkage status for a customer, including information about linkage failures.

The search report results table will include the following data fields.

Column Header	Description
Customer Last Name	Customer’s last name as found in SCIMS. Provides a hyperlink to the Customer Linkage Details Report.
Customer First Name	Customer’s first name as found in SCIMS.
Customer Middle Name	Customer’s middle name as found in SCIMS.
Customer Address State	State abbreviation from the customer’s standard address.
Transaction Date	Date and time the linkage was attempted. Time is displayed as central time.
Linkage Status	Linkage status is either “Success” or “Failure”.
Linkage Type	Linkage type is either “Automated” or “Manual”.
Transaction Type	Automated or manual action that was completed. See paragraph 48 for additional information.
Recording County	Recording county for the customer as found in Subsidiary.
Recording State	Recording State abbreviation for the customer as found in Subsidiary.
Employee Last Name	Last name of the employee who completed the manual action.
Employee First Name	First name of the employee who completed the manual action.

B Example of Search Report Results Table

This is an example of the search report results table.

Welcome

Search Reports Filter

*Transaction Date From: 11/15/2022	*Transaction Date To: 11/15/2022	
Transaction Type: --All--	Linkage Status: --All--	
Customer Last Name: Producer	Customer First Name:	
State: Missouri	County: Cass	National Search: <input type="checkbox"/>

SCIMS Linkage Report Select Export Format: CSV Excel

Customer Last Name	Customer First Name	Customer Middle Name	Customer Address State	Transaction Date	Linkage Status	Linkage Type	Transaction Type	Recording County	Recording State	Employee Last Name	Employee First Name
PRODUCER	ANY	Z	MO	11/15/2022 10:02:02 PM	Success	Manual	Manual - Approval	Cass	MO	EMPLOYEE	ANY
PRODUCER	ANY	Z	MO	11/15/2022 9:51:00 PM	Success	Manual	Manual - Unlink			EMPLOYEE	ANY

1
Record Count: 2

47 **Linkage Report Results (Continued)**

C Actions

The SCIMS Linkage Report can be exported to CSV or Excel by selecting the applicable radio button. CLICK “Export” at the top of the search report results table to export and save or print the report.

Click the “Customer Last Name” hyperlink to view the Customer Linkage Details Screen.

48 **Customer Linkage Report Details**

A Overview

The Customer Linkage Details Screen provides transaction details that can assist in determining why an automated or manual linkage failed.

Transaction Type	Transaction Details	Description
Automated – Approval	Successful Auto Linkage.	Automated linkage is approved.
Manual – Approval	Successful Manual Linkage.	Manual linkage is approved.
Manual – Unlink	Successful Manual Unlinkage.	Manually unlinked an existing customer.
Automated Failure – Multiple Records Found	More than one customer found for this tax ID.	Automated linkage failed as more than 1 record was found in SCIMS for the tax ID.
Automated Failure – Inactive Customer	The SCIMS record for this customer must be active in order to be linked to a USDA Login.gov ID. Note: Search for the customer record in BP to determine the status of the customer record.	Automated linkage failed as the SCIMS record for this customer must be active to be linked to a Login.gov ID.

48 Customer Linkage Report Details (Continued)

A Overview (Continued)

Transaction Type	Transaction Details	Description
Automated Failure – Existing SCIMS Linkage	<p>This SCIMS ID is already linked to another account, loginid:xxx.</p> <p>Note: “xxx” will be replaced with the Login.gov login ID to which the record is currently linked.</p>	Automated linkage failed as the SCIMS ID is already linked to another Login.gov account.
Automated Failure – Business Entity	<p>The SCIMS record for this customer must be an individual in order to be linked to a USDA Login.gov ID.</p>	<p>Automated linkage failed as the SCIMS record for this customer is a business entity.</p> <p>Note: Login.gov ID’s cannot be linked to a SCIMS ID associated with an entity.</p>
Automated Failure – Existing Managed Account	<p>This USDA Login.gov ID belongs to a managed account, which cannot be linked to a SCIMS ID.</p>	<p>Automated linkage failed as “usdaeauthid” belongs to a managed account that cannot be linked to a SCIMS ID.</p> <p>Note: “usdaeauthid” will be displayed as the Login.gov ID for the account the user is attempting to match.</p>
Automated Failure – TEWS Proxy Exception	<p>Note: Any number of transaction details could display for this transaction type. Regardless of the message, manual linkage is required.</p>	Manual linkage is required.

48 Customer Linkage Report Details (Continued)

A Overview (Continued)

Transaction Type	Transaction Details	Description
Automated Failure – Date of Death Populated	The SCIMS record for this customer should not have date of death in order to be linked to a USDA Login.gov ID. Note: Login.gov ID’s cannot be linked to an individual flagged as deceased.	Automated linkage failed as the SCIMS record for this customer has the date of death populated.
Automated Failure – Death Confirmation is True	The SCIMS record for this customer must not have death confirmed flag set to true in order to be linked to a USDA Login.gov ID.	Automated linkage failed as the SCIMS record for this customer has the “Death Confirmation” flag set to true.
Manual Failure – SCIMS Link Manager Exception	Note: Regardless of the message, manual linkage must be retried.	SCIMS Link Manager encountered an exception during the linkage process.

B Example of Customer Linkage Details Screen

This is an example of the Customer Linkage Details Screen.

Customer Linkage Details						
Last Name: PRODUCER		First Name: ANY				
Middle Name: Z		eAuth Login: ap1@example.com				
SCIMS ID: 1234						
Transaction Date	Transaction Type	Linkage Status	Linkage Type	Transaction Details	Employee Last Name	Employee First Name
11/15/2022 10:02:02 PM	Manual - Approval	Success	Manual	Successful Manual Linkage.	PROGRAM-TECHNICIAN	ANY
11/15/2022 9:51:00 PM	Manual - Unlink	Success	Manual	Successful Manual Unlinkage.	PROGRAM-TECHNICIAN	ANY

49-59 (Reserved)

Part 5 Farmers.gov**60 Accessing Farmers.gov****A Overview**

Farmers.gov was developed on the Salesforce platform. Salesforce is a CRM system that provides off-the-shelf functionality. Farmers.gov application software:

- is a web-based software with a centralized database
- uses a copy of customer data from the source of FSA customer data, which is MIDAS CRM BP
- provides employees a customer view access
- provides customers at-home access.

B Customer Access to Farmers.gov Website

Farmers.gov has a public-facing website that anyone can access at www.farmers.gov. The public-facing Farmers.gov website provides customers with FPAC-related information and deadlines related to the following categories:

- Loans:
 - Farm Loan Options
 - Inflation Reduction Act Assistance for Distressed Borrowers
 - Discrimination Financial Assistance Program
 - Loan Assistance Tool
- Protection and Recovery:
 - Disaster Assistance Discovery Tool
 - Drought Programs and Resources
- Conservation:
 - Conservation at Work Video Series
 - Conservation Concerns Tool

60 Accessing Farmers.gov (Continued)**B Customer Access to Farmers.gov Website (Continued)**

- Working With Us:
 - Program Eligibility and Deadlines
 - USDA Service Centers
 - Online Services
 - Get Involved in Your Community
 - Hire Temporary Foreign Workers
 - Translated Resources
 - Beginning Farmer and Rancher Coordinators

- Your Business:
 - Beginning Farmers and Ranchers
 - Who You Are
 - What You Grow and Raise
 - How to Start a Farm: Beginning Farmers and Ranchers
 - Beginning Farmer and Rancher Coordinators.

C Customer Access to Farmers.gov Authenticated Portal

Producers can log into the authenticated customer portal from <https://www.farmers.gov/account>. Customers use their Login.gov authenticated account that is linked to their FSA BP record to access their personal data. The authenticated customer portal allows customers access to the following categories:

- Home:
 - Information Regarding New Features
 - Help Dropdown
 - Documents Pending Signature
 - My Customer Information
 - Switch Profile Functionality and Video Tutorials
 - Other Helpful Links

- Land:
 - Access FSA Farm Records Details and Map
 - Access NRCS Conservation Land Areas Details and Map
 - View Farm Records Video Tutorials

60 Accessing Farmers.gov (Continued)**C Customer Access to Farmers.gov Authenticated Portal (Continued)**

- Finances:
 - View FSA Farm Loan Summary Information
 - Access FSA Farm Loan Details
 - View NRCS Disbursement Summary Information
 - Access NRCS Disbursement Details
 - View Recent Financial Activity for Both FSA and NRCS
 - Apply for an FSA Loan
 - Access the FSA Financial Inquiries Application
 - Make a Payment

- Conservation:
 - Documents Pending Signature

 - Practice Summary

 - Submit:
 - Conservation Assistance Request
 - Brief Technical Assistance Request

 - View All Applications & Requests

 - View All Contracts

 - View All Plans

 - Other Resources.

61 Customer Video Tutorials**A Overview**

Farmers.gov account tools include YouTube video tutorials that were created to provide basic navigation and informational instructions on the Farmers.gov authenticated customer portal. The video tutorials are available to employees and the public.

61 Customer Video Tutorials (Continued)

B Available Video Tutorials

The following is a list of Farmers.gov YouTube video tutorials:

- Farm Records Mapping Tutorials:
 - Draw Tools
 - Navigation
 - Mapping Experience
 - Print and Export
 - Creating Labels for Farm Tract Maps
 - Importing

- Conservation Tutorials:
 - Navigating Conservation Documents
 - E-Signing a Document
 - Filtering Content on a Page
 - Conservation Landing Page Overview
 - Viewing All Conservation Documents

- Switch Profiles Tutorials:
 - Access Using Entity Member With Signature Authority
 - Access for Customer With Signature Authority
 - Access for All Other Representative Capacities
 - Access Using FSA-211, Power of Attorney

- My Customer Information Tutorial.

C Accessing Video Tutorials

The customer video tutorials can be accessed from the Farmers.gov YouTube Channel, Farmers.gov public website, and Farmers.gov authenticated customer portal.

Location	Link
Farmers.gov YouTube Channel	https://www.youtube.com/@FarmersGov/playlists
Farmers.gov Public Website	https://www.farmers.gov/
Farmers.gov Authenticated Customer Portal	https://www.farmers.gov/account

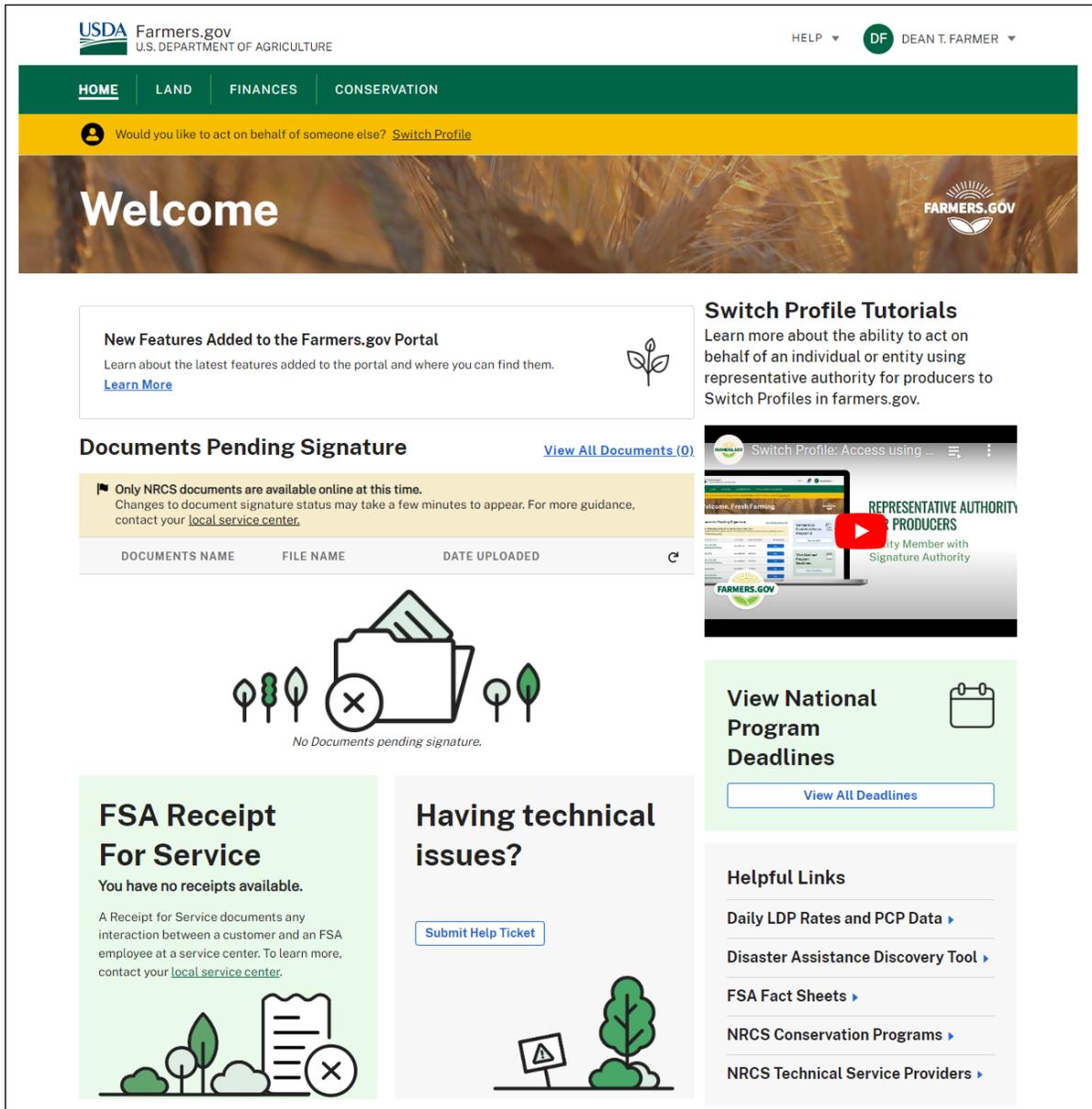
62 Farmers.gov Authenticated Portal Home Page

A Overview

Customers with a Login.gov Level 2 account who have been linked to their SCIMS CCID can log into the Farmers.gov authenticated customer portal at <https://www.farmers.gov/account>.

B Example of Farmers.gov Home Page Welcome Screen

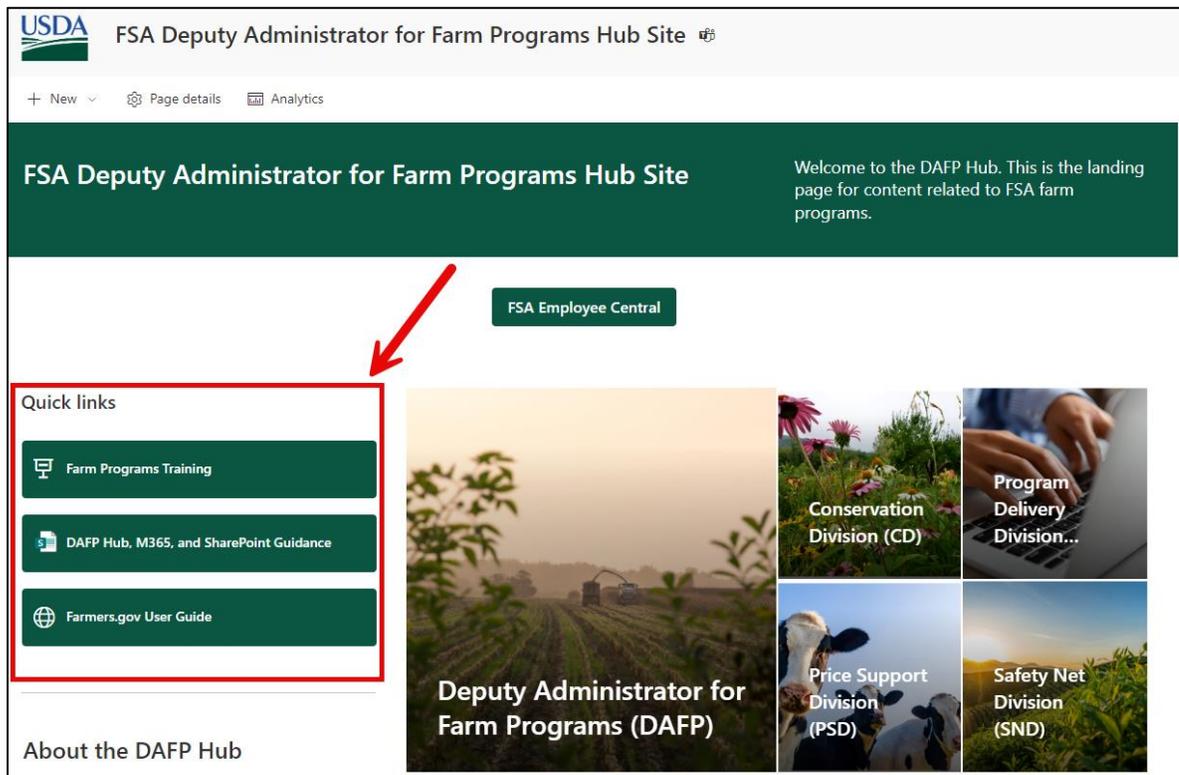
This is an example of the Farmers.gov Home Page Welcome Screen.



63 Employee Guidance for Farmers.gov

A FSA SharePoint Hub Site

Guidance for employees needing to assist customers with Farmers.gov functionality is found in the Farmers.gov Common User Guide. The Farmers.gov User Guide is located on the DAFP Hub Site and can be found under “Quick Links”. Training materials and customer tutorial videos can also be found on the DAFP Hub Site under “Quick Links” using the “Farm Programs Training” button.



64 Employee Access to Farmers.gov

A Overview

As of June 20, 2021, Salesforce/Farmers.gov FSA employee licenses were limited to 2,500 users nationwide. FSA employees should contact their State Office for assistance if they believe either of the following:

- they should have a license
- they have a license and experience access issues.

Each State Office manages the Salesforce license allocation for their respective State. FSA employees with a Salesforce license will be able to access the employee view of Farmers.gov.

B Access

Using Google Chrome, Microsoft Edge, or Mozilla Firefox, access the Farmers.gov application software by selecting “Farmers.gov Employee Portal” from the FSA Applications page.

Note: Salesforce does not support Internet Explorer.

The USDA Login.gov Screen will be displayed. To login, do either of the following:

- CLICK “Click Here to Log In With Your LincPass (PIV)”
- enter the user ID and password and CLICK “Login”.

The Farmers.gov Employee Portal Home Page will be displayed.

C Reporting Application Issues

Program-specific issues (currently Market Facilitation Program, Seafood Trade Relief Program, or Wildfires and Hurricanes Indemnity Program) should be reported to the applicable State specialist. State specialists will report program or payment issues to the applicable SharePoint site. Non-program issues should report the issue by selecting “IT Service Desk” on [FPACNow](#).

Reports, Forms, Abbreviations, and Redelegations of Authority

Reports

None.

Forms

This table lists all forms referenced in this handbook.

Number	Title	Display Reference	Reference
AD-2047	Customer Data Worksheet		40, Ex. 5
FSA-211	Power of Attorney		61

Abbreviations Not Listed in 1-CM

This table lists all abbreviations not listed in 1-CM.

Approved Abbreviation	Term	Reference
ARC	Agriculture Risk Coverage	1, 33, 40
BP	Business Partner	Text, Ex. 5
CAC	Common Access Card	34
CCID	Core Customer ID	40-42, 62, Ex. 5
CRM	Customer Relationship Management	60
CSV	Comma-Separated Values	47
eAuth	eAuthentication	20, 31, 33, 41, 42, Ex. 5
EIMS	Enterprise Identity Management Services	32, 33
FAQ	Frequently Asked Question	20
FPAC	Farm Production and Conservation	31, 60
ICAM	Identity, Credential, and Access Management	31
IDLMS	ID Link Manager for SCIMS	20, 30, 34, 40-42, 44, 45, Ex. 5
KC-ITSD	Kansas City Information Technology Services Division	2
LRA	Local Registration Authority	20, 30-34, 40, 42, Ex. 5
PDD	Program Delivery Division	1, 2
PIV	Personal Identity Verification	34, 64
PLC	Price Loss Coverage	1, 33, 40
SLR	Security Liaison Representative	31
TEWS	Task Execution Web Service	46, 48

Reports, Forms, Abbreviations, and Delegations of Authority (Continued)

Redelegations of Authority

None.

IDLMS Employee Workflow

This table covers the steps necessary to link a customer’s Login.gov account with their FSA customer record or SCIMS ID.

Step	Action						
1	Confirm the customer record in BP is active, up-to-date, and replicated to SCIMS. If no customer record exists, see 11-CM, Part 3 for guidance on creating a customer record. Updated or new information in BP may take several minutes to be available in IDLMS (also known as SCIMS Link Manager).						
2	Access IDLMS at https://scimslinkmgr.sc.egov.usda.gov/SearchAD.aspx or select “SCIMS – Link Manager/IDLMS” from the FSA Applications page at https://intranet.fsa.usda.gov/fsa/applications.asp .						
3	<p>Search for the customer by 1 of the following:</p> <ul style="list-style-type: none"> • first and last name • login ID (eAuth or Login.gov ID) • SCIMS ID (SCIMS CCID). <p>Note: For the narrowest search results and to reduce potential mistakes, search by something other than just the first and last name.</p>						
4	<p>Select the customer by clicking on the blue hyperlink.</p> <p>Important: The assurance level must be “2”. If it is not, the customer needs to complete the identity verification process online or an LRA can assist the customer in person with the manual process.</p>						
5	Search for the customer using the Welcome Search Filter Screen (paragraph 41).						
6	Select the appropriate customer by clicking the blue hyperlink from the search results table (paragraph 42).						
7	<p>Compare all required data elements between the “eAuthentication Information” column and “Information Provided by SCIMS” column on the IDLMS Customer Record Comparison Screen.</p> <table border="1" data-bbox="293 1367 1482 1711"> <thead> <tr> <th data-bbox="293 1367 743 1407">IF the SCIMS data...</th> <th data-bbox="743 1367 1482 1407">THEN...</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 1407 743 1524">does not match</td> <td data-bbox="743 1407 1482 1524">verify the information with the customer and, if required, complete AD-2047 and make corrections to their BP record following 11-CM, Part 3.</td> </tr> <tr> <td data-bbox="293 1524 743 1711">does meet the minimum required and the data provided by the customer matches</td> <td data-bbox="743 1524 1482 1711"> <p>CLICK “Link Account To SCIMS” at the bottom of the IDLMS SCIMS Customer Search Screen.</p> <p>Note: The message, “SCIMS Account has been linked”, will confirm the linkage.</p> </td> </tr> </tbody> </table>	IF the SCIMS data...	THEN...	does not match	verify the information with the customer and, if required, complete AD-2047 and make corrections to their BP record following 11-CM, Part 3.	does meet the minimum required and the data provided by the customer matches	<p>CLICK “Link Account To SCIMS” at the bottom of the IDLMS SCIMS Customer Search Screen.</p> <p>Note: The message, “SCIMS Account has been linked”, will confirm the linkage.</p>
IF the SCIMS data...	THEN...						
does not match	verify the information with the customer and, if required, complete AD-2047 and make corrections to their BP record following 11-CM, Part 3.						
does meet the minimum required and the data provided by the customer matches	<p>CLICK “Link Account To SCIMS” at the bottom of the IDLMS SCIMS Customer Search Screen.</p> <p>Note: The message, “SCIMS Account has been linked”, will confirm the linkage.</p>						

