



Smart Card Registration and Login


Users must be logged into their agency network or VPN to gain access and can use Microsoft Edge or Google Chrome browsers for access. For agencies that are smart card enforced, users must access USA Performance with a smart card or be granted an override to login with email and password. A smart card override will be valid for two weeks.

This guide will cover the following topics:



- Register a smart card
- Login with smart card after registration process
- Login with email and establish permanent password
- Request a new temporary password
- Common Errors

Register a Smart card

1. Navigate to <https://usaperformance.opm.gov> in Microsoft Edge or Google Chrome.
2. You will need the temporary password that was sent to your email to proceed. If you do not have this password, check your spam or junk folder for the email. If you still do not see the email, follow the *Reset Password* guidance below. If you have this password, click **Log in with smart card**.



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Log in with smart card
Select the **Authentication Certificate** when prompted

[Login Help](#)

Alternative Login

USA Performance® supports Microsoft Edge and Google Chrome.

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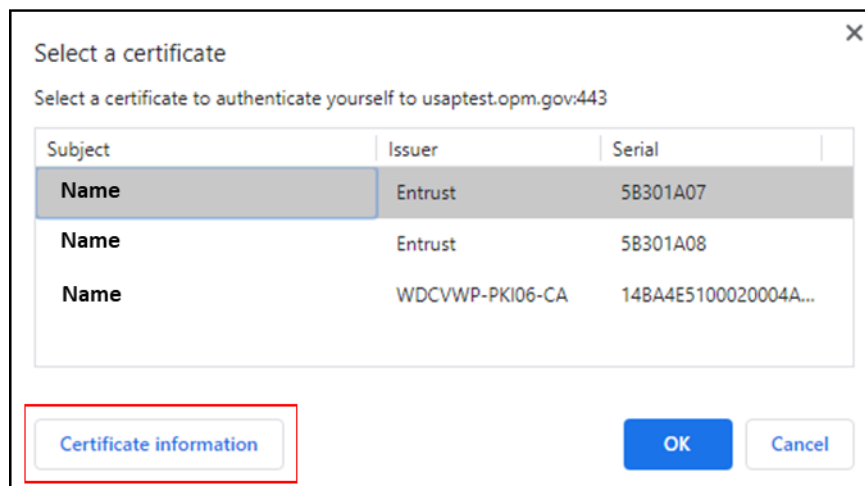
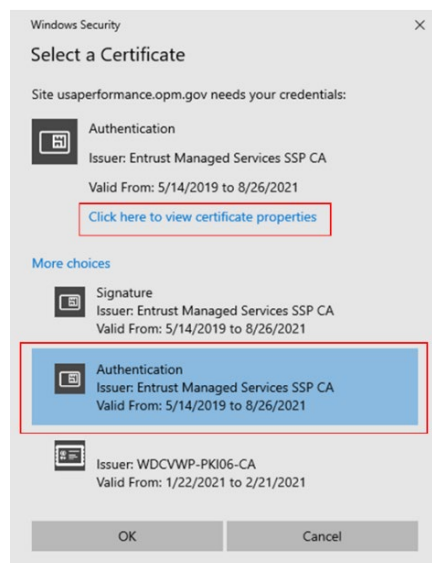
Unauthorized user attempts or acts to (1) access, upload, change, or delete or deface information on this system, (2) modify this system, (3) deny access to this system, (4) accrue resources for unauthorized use or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

The following three links open in a new tab.

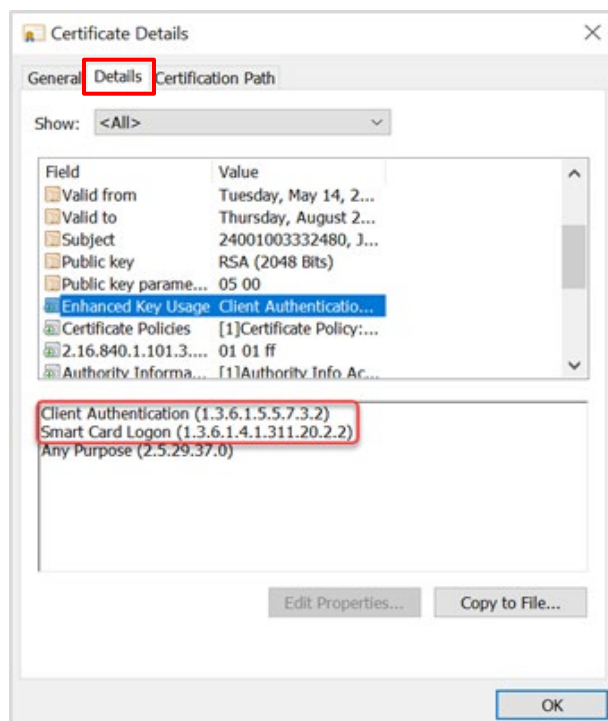
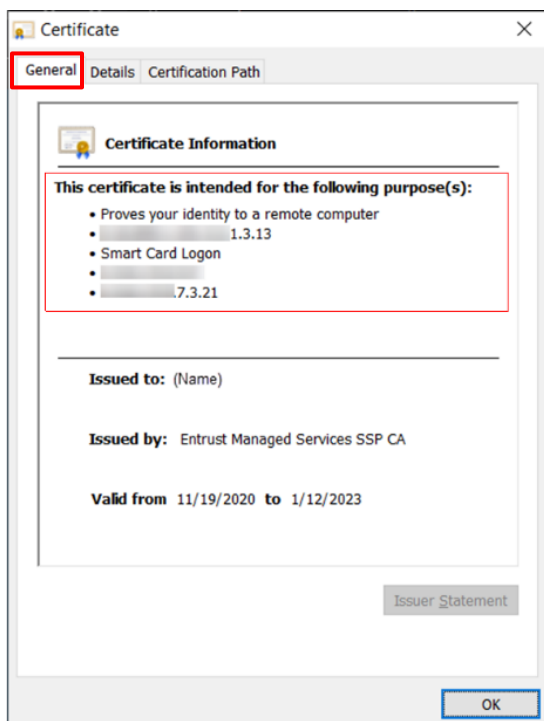
[OPM Privacy Policy](#) ➡ | [Rules Of Behavior](#) ➡ | [Login Help](#) ➡

This is a United States Office of Personnel Management website.

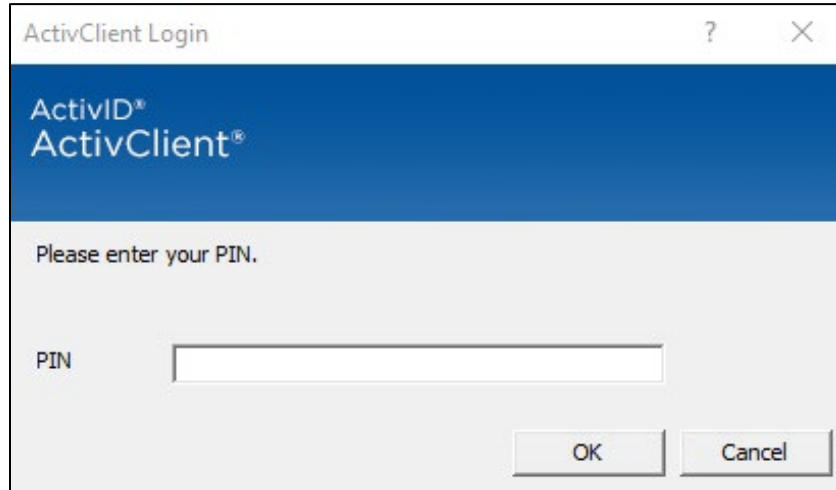
- The browser will present certificates to select. If you do not see all certificates, click *More Choices*. Select the *Authentication* certificate when prompted and proceed to step five. If you are unsure which is the authentication certificate, click to view *Certificate Properties* or *Certificate Information*.



- On the *General* tab of certificate properties, you will see a long string of numbers. The authentication certificate will end in .8, .12 or .13. If you have selected the signature certificate ending in .7, return to the certificate selection page to choose an alternate certificate. If you do not see this information on the *General* tab, click the *Details* tab and scroll to view the *Enhanced Key usage*. This should say *Client Authentication* and not *Digital Signature*. Correct examples are below.




5. Once you have selected the correct certificate you will be prompted to enter your PIN. This is specific to your smart card and not USA Performance specific.





6. Enter your full email address and the temporary password previously sent to your email. If you do not have this password see the *Reset Password* guidance below.
7. Create a permanent password following the guidance presented. Although users are required to create a permanent password, this password will only be required if an alternative login method is needed.
8. Read and accept the *Rules of Behavior*.
9. Your smart card registration is now complete.

Login with Smart Card after Registration

1. Navigate to <https://usaperformance.opm.gov> in Microsoft Edge or Google Chrome browsers.
2. Click **Log in with smart card**.



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Log in with smart card
Select the **Authentication** Certificate when prompted

[Login Help](#)

Alternative Login

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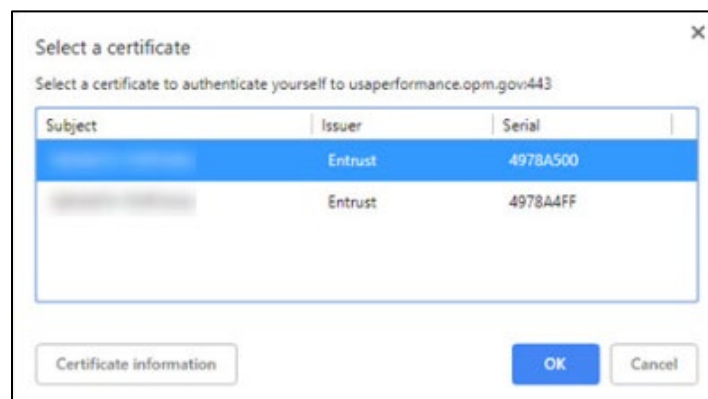
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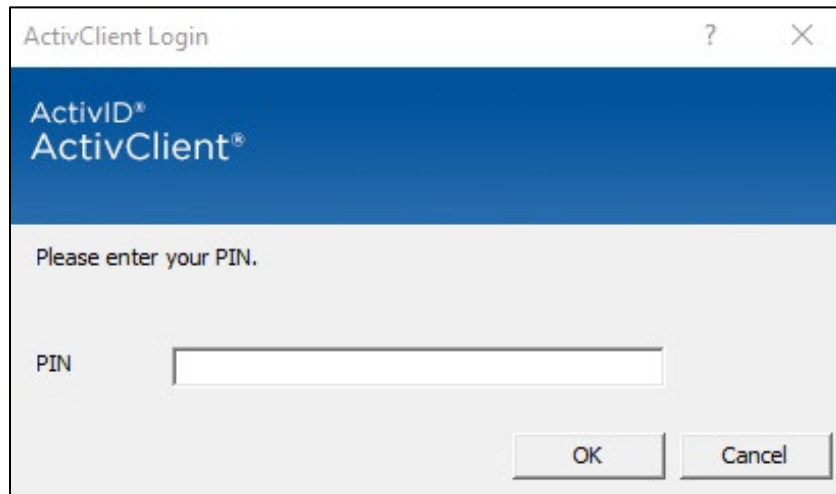
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This is a United States Office of Personnel Management website.

3. The browser will present certificates to select. If you do not see all certificates, click *More Choices*. Select the *Authentication* certificate when prompted.



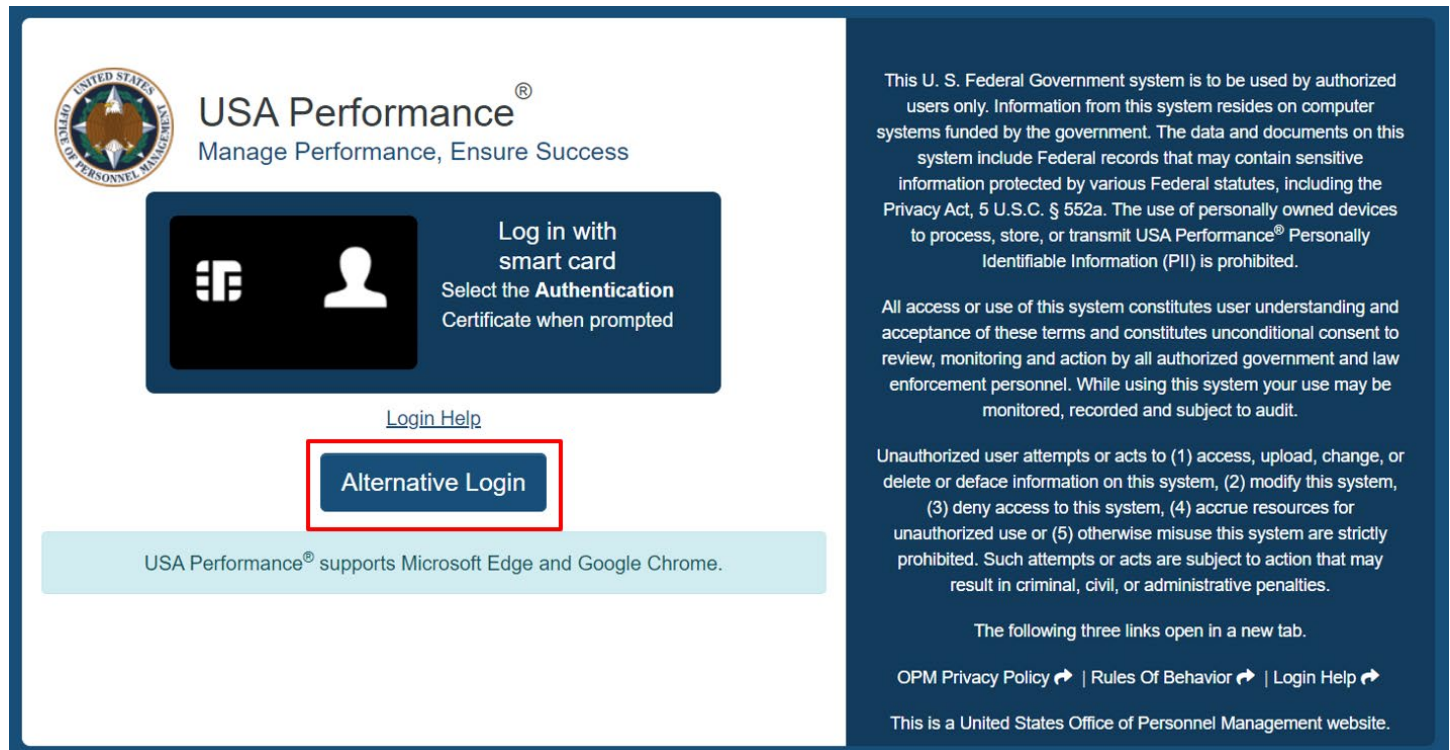
4. Enter the PIN number associated with your smart card.


A screenshot of the 'ActivClient Login' dialog box. The window has a title bar with a question mark and a close button. The main area has a blue header with 'ActivID®' and 'ActivClient®' in white. Below the header, the text 'Please enter your PIN.' is displayed. Underneath, the label 'PIN' is followed by a text input field. At the bottom right, there are two buttons: 'OK' and 'Cancel'.



5. You will be directed to the USA Performance **Home** page.

Alternative Login with Email and Password

1. Navigate to <https://usaperformance.opm.gov> in Microsoft Edge or Google Chrome browsers.
2. You will need the temporary password that was sent to your email to proceed. If you do not have this password, check your spam or junk folder for the email. If you still do not see the email, follow the *Reset Password* guidance below. If you have this password, click **Alternative Login**.



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  Log in with smart card
Select the **Authentication Certificate** when prompted

[Login Help](#)

Alternative Login

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3. Enter your agency email and temporary password. Click **Log in**.



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Log in with
smart card
Select the **Authentication**
Certificate when prompted

Email:



Password:



Log In

[Login Help](#)

[Reset Password](#)

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4. Create a permanent password following the guidance presented. You will use this password to access USA Performance. Passwords will expire every 90 days.
5. Read and accept the *Rules of Behavior*.
6. Your password is now created.



Request a new temporary password

Users will not be able to register the smart card or establish a permanent password without a temporary password sent from USA Performance. Follow the steps below to request a new temporary password.

1. Navigate to <https://usaperformance.opm.gov> in Microsoft Edge or Google Chrome browsers.
2. Click **Alternative Login**.



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Log in with
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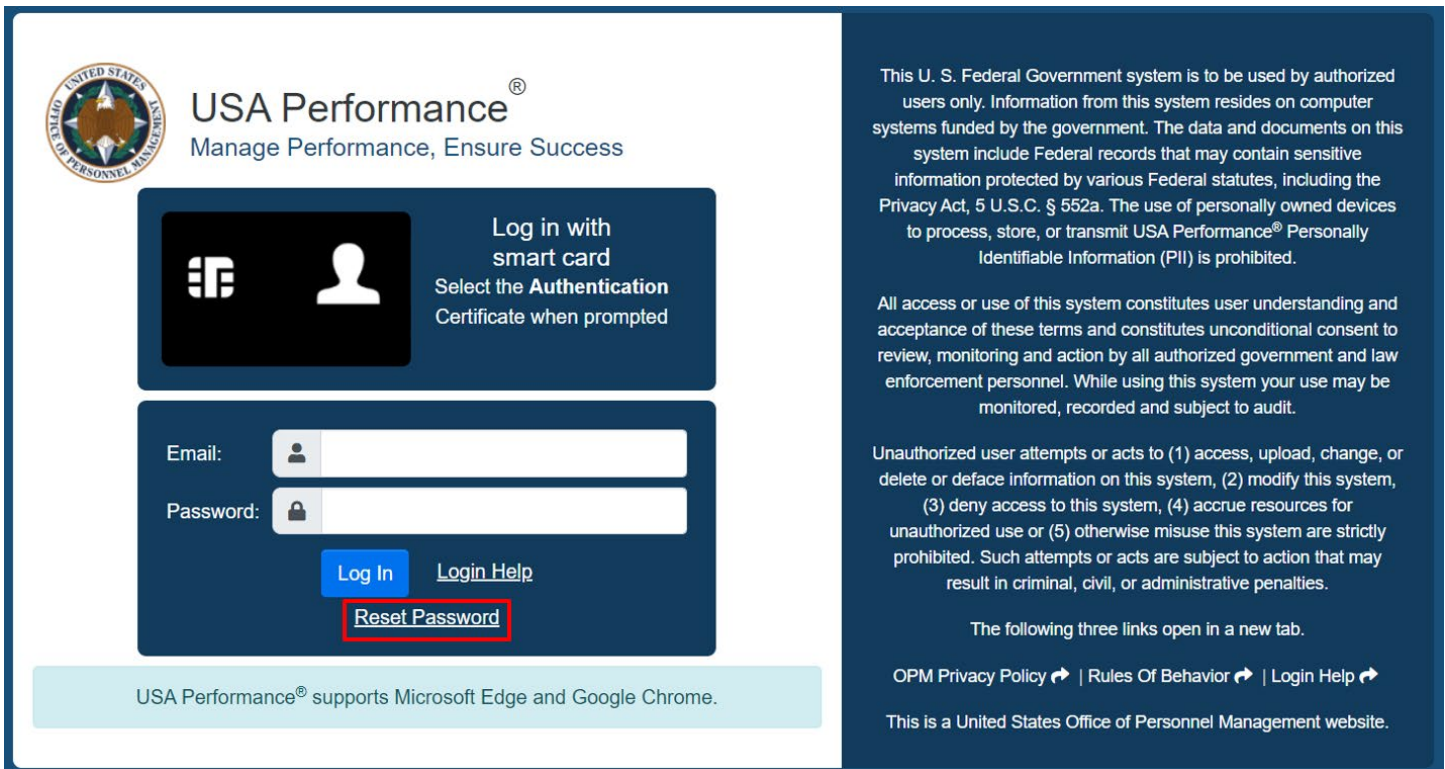
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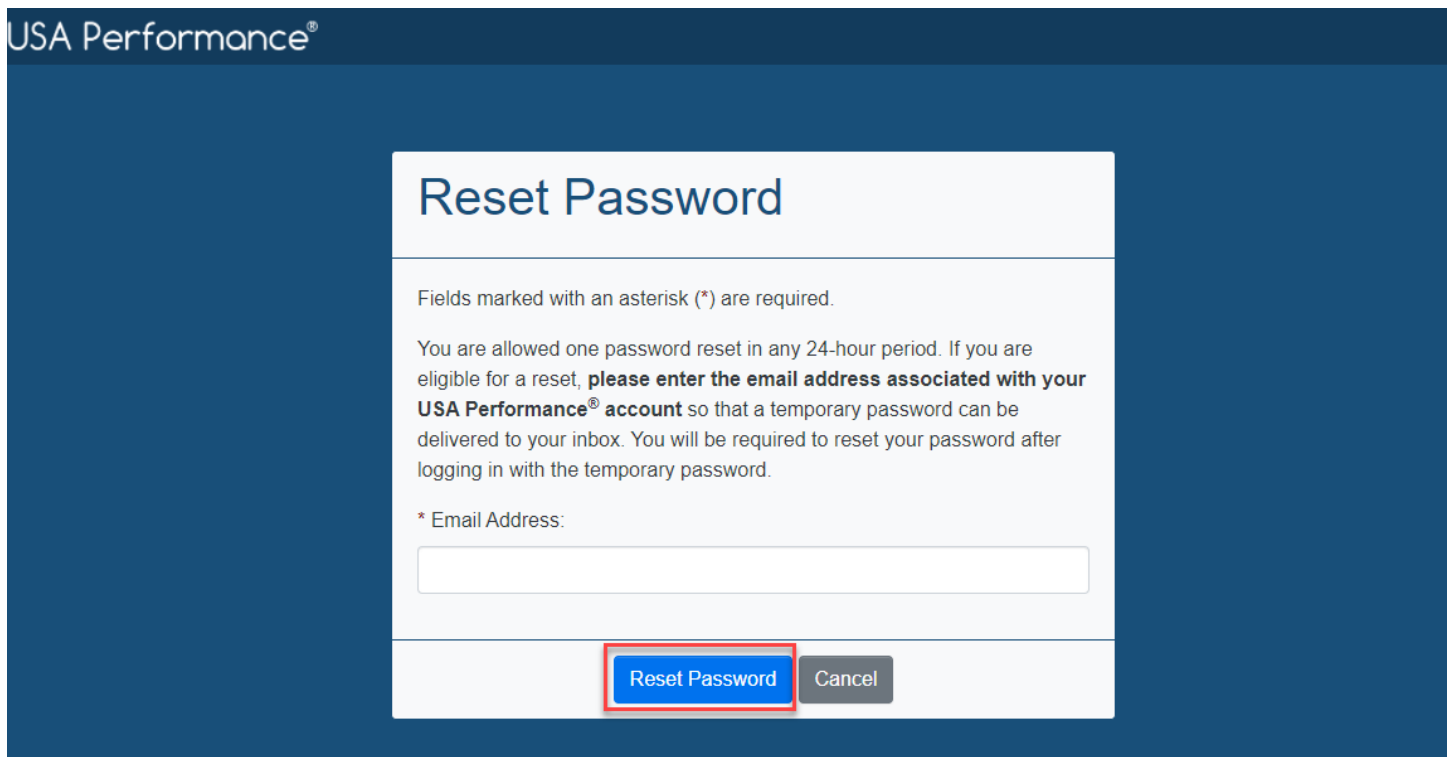
This is a United States Office of Personnel Management website.

3. Click **Reset Password**.



The image shows the USA Performance login page. On the left, there is a logo for the United States Office of Personnel Management and the text "USA Performance® Manage Performance, Ensure Success". Below this is a login section with a smart card icon and a person icon, followed by the text "Log in with smart card" and "Select the Authentication Certificate when prompted". There are input fields for "Email:" and "Password:", a "Log In" button, a "Login Help" link, and a "Reset Password" link which is highlighted with a red box. At the bottom, it says "USA Performance® supports Microsoft Edge and Google Chrome." On the right, there is a dark blue sidebar with white text. It contains a disclaimer about the system being for authorized users only, a statement about user consent, and a list of prohibited unauthorized actions. At the bottom of the sidebar, it says "The following three links open in a new tab." followed by links for "OPM Privacy Policy", "Rules Of Behavior", and "Login Help". It also states "This is a United States Office of Personnel Management website."

4. Enter your full email address and click **Reset Password**. USA Performance will email you a new temporary password that will be valid for 60 days.

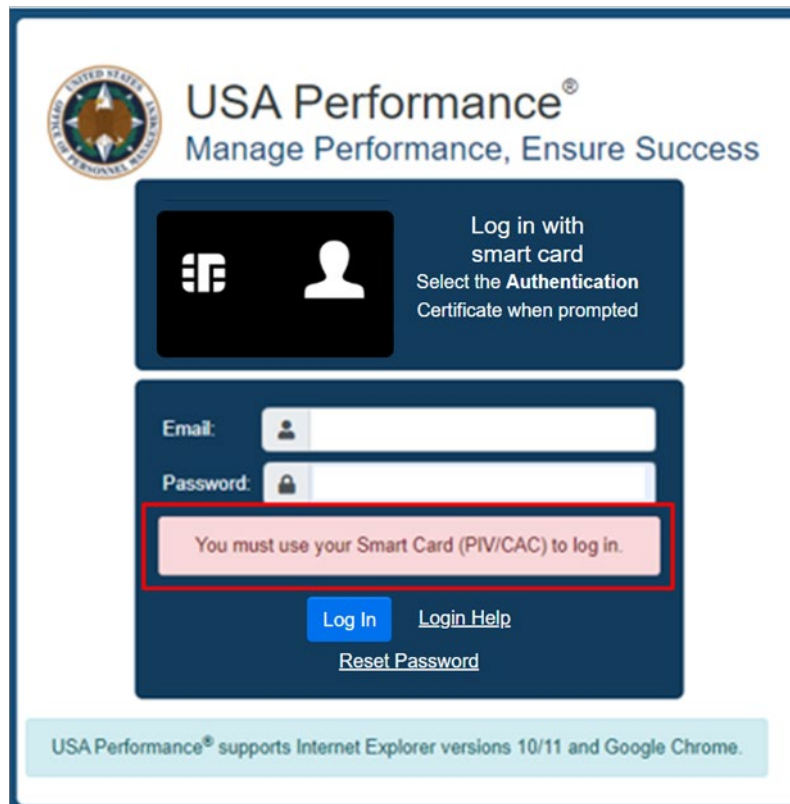


The image shows the "Reset Password" form. At the top, it says "USA Performance®". The form has a title "Reset Password" and a note "Fields marked with an asterisk (*) are required." Below this, it says "You are allowed one password reset in any 24-hour period. If you are eligible for a reset, please enter the email address associated with your USA Performance® account so that a temporary password can be delivered to your inbox. You will be required to reset your password after logging in with the temporary password." There is a label "* Email Address:" followed by an empty input field. At the bottom, there are two buttons: "Reset Password" (highlighted with a red box) and "Cancel".

Common Errors

Below are examples of the two most common errors users may encounter when attempting to access USA Performance.

1. For agencies that are smart card enforced, users must use their smart card to login to USA Performance. If you see this error and do not have a valid smart card, contact your agency administrators to request a smart card exception to use the alternate email and password login.



2. Users must be logged into their agency network or VPN to gain access to USA Performance or this error will appear. If you have confirmed you are logged into your agency VPN, send an email to USAPHelp@OPM.gov and provide your current IP Address for further troubleshooting.

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You must be logged into your agency's network or VPN to access USA Performance.

If you are logged into a VPN, please try to log in with another VPN or Gateway.

If you continue to experience this issue, please contact the USA Performance Help Desk at usaphelp@opm.gov and provide either a screenshot of this message, or send the complete information listed below.

Reference ID: 18.4d2b3417.1625859469.1a8ee085

ClientIP: 136.37.210.170

Time: Fri, 09-Jul-2021 19:37:49 GMT

URL: usapuat.opm.gov/Login.aspx

User-Agent: Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4472.124 Safari/537.36 Edg/91.0.864.64