

PSC REMOTE ACCESS PROCEDURES

Introduction This business process guide provides procedures for requesting, canceling, and processing Common Access Card Remote Access Service (CAC RAS) accounts.

Discussion RAS tokens are no longer issued by OSC Account Management. The Coast Guard has transitioned from using RAS tokens to using a CAC reader with a CAC RAS account.

OSC will assist members to configure their home computers/laptops once a CAC RAS account is established. Telephone support is provided by OSC via their 1-800-821-7081 toll free line. Additional information on RAS can be found on TISCOM's Remote Access page located on CG Portal at: <https://cgportal.uscg.mil/delivery/Satellite/TISCOM/REMOTEACCESS>

PSC currently has 96 CAC RAS accounts, which cost \$363 each per year. Divisions will be required to fund any new accounts beyond these 96. The CAC RAS accounts currently assigned are listed below. Division CAC RAS Coordinators can provide a detailed list of names upon request.

- BOPS – 6
- EPM – 28
- OPM – 22
- RPM – 20
- Command Staff – 3
- HR&A - 2
- PSD – 15

Division Points of Contact

Office	CAC RAS Coordinators Primary/Alternate	Funds Managers Primary/Alternate
BOPS	Mr. Curtis Jones/Mr. Lehtinen	SKC Morere/CWO Alvarez
BOPS-R	ACO Authority	SKC Morere/CWO Alvarez
EPM	OS1 Lloyd/ET1 Braver	LT Brass/YNC Dean
RPM	YN2 Zak/YN2 Libstaff	Mr. Nunnery/CDR Hanley
OPM	Mr. Baldwin/LCDR Hardgrave	LT Cameron/YNC Canty
HRA/CMD STAFF	CWO Turner/ YNC Cain	CWO Turner/LT LiBrando
PSD	CWO Petro/CWO Rudd	YNCS Fernandez/CWO Petro

PSC REMOTE ACCESS PROCEDURES

Member Requirements and Procedures

Requirement	Action																
Request CAC RAS Account	<table border="1"> <thead> <tr> <th data-bbox="451 338 548 375">Step</th> <th data-bbox="548 338 1408 375">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="451 375 548 453">1</td> <td data-bbox="548 375 1408 453">Send email to your CAC RAS Coordinator to request a CAC RAS Account.</td> </tr> <tr> <td data-bbox="451 453 548 863" rowspan="3">2</td> <td data-bbox="548 453 1408 863"> <table border="1"> <thead> <tr> <th data-bbox="565 491 889 529">If Account...</th> <th data-bbox="889 491 1391 529">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 529 889 638">is available</td> <td data-bbox="889 529 1391 638">Download the AIS Security Brief and turn it in to your CAC RAS Coordinator.</td> </tr> <tr> <td data-bbox="565 638 889 716">is not available</td> <td data-bbox="889 638 1391 716">STOP ... see Fund New CAC RAS Account procedures below.</td> </tr> </tbody> </table> <p data-bbox="565 753 1370 863">Note: Your CAC-RAS Coordinator will determine availability of CAC-RAS account by comparing the number of accounts issued to the number authorized for your division</p> </td> </tr> <tr> <td data-bbox="451 863 548 972">3</td> <td data-bbox="548 863 1408 972">Obtain a CAC reader from your CAC RAS Coordinator and request a RAS software CD from the IT Help Desk using CG Help (if required).</td> </tr> <tr> <td data-bbox="451 972 548 1081">4</td> <td data-bbox="548 972 1408 1081">Follow the instructions contained in the email to configure your PC for remote access upon receipt of an email from OSC with access verification.</td> </tr> </tbody> </table>	Step	Action	1	Send email to your CAC RAS Coordinator to request a CAC RAS Account.	2	<table border="1"> <thead> <tr> <th data-bbox="565 491 889 529">If Account...</th> <th data-bbox="889 491 1391 529">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 529 889 638">is available</td> <td data-bbox="889 529 1391 638">Download the AIS Security Brief and turn it in to your CAC RAS Coordinator.</td> </tr> <tr> <td data-bbox="565 638 889 716">is not available</td> <td data-bbox="889 638 1391 716">STOP ... see Fund New CAC RAS Account procedures below.</td> </tr> </tbody> </table> <p data-bbox="565 753 1370 863">Note: Your CAC-RAS Coordinator will determine availability of CAC-RAS account by comparing the number of accounts issued to the number authorized for your division</p>	If Account...	Then...	is available	Download the AIS Security Brief and turn it in to your CAC RAS Coordinator.	is not available	STOP ... see Fund New CAC RAS Account procedures below.	3	Obtain a CAC reader from your CAC RAS Coordinator and request a RAS software CD from the IT Help Desk using CG Help (if required).	4	Follow the instructions contained in the email to configure your PC for remote access upon receipt of an email from OSC with access verification.
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4	Follow the instructions contained in the email from OSC to configure your PC for remote access.																

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Member Requirements and Procedures (continued)

PSC REMOTE ACCESS PROCEDURES

Cancel CAC RAS Account	Step	Action
	1	Send an email to your CAC RAS Coordinator requesting your CAC RAS account be canceled.
	2	Turn in your CAC reader to your CAC RAS Coordinator.

STOP – Following instructions are for CAC-RAS Coordinators only!

CAC RAS Coordinator Procedures

Requirement	Action							
Add CAC RAS Account	Step	Action						
	1	Determine if an account is available to issue upon receipt of request from member,						
	2	<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">If Account...</th> <th style="text-align: center;">Then...</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">is available</td> <td>proceed to Step 4.</td> </tr> <tr> <td style="text-align: center;">is not available</td> <td>inform member that no account is available and recommend they contact their Division Funds Manager to get funding approval.</td> </tr> </tbody> </table>	If Account...	Then...	is available	proceed to Step 4.	is not available	inform member that no account is available and recommend they contact their Division Funds Manager to get funding approval.
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	is available	proceed to Step 4.						
	is not available	inform member that no account is available and recommend they contact their Division Funds Manager to get funding approval.						
	3	Proceed with requesting a new CAC RAS account upon notification from the BOPS-R Branch that funding has been transferred from your Division.						
	4	Submit an online CAC RAS Subscription Request memo . See Sample Add New Account CAC RAS Subscription Request Memo on page 4.						
5	Collect and file the member's signed AIS Security Brief.							
6	Issue a CAC reader to the member (if required).							
7	Update your records to reflect current division CAC RAS users.							
Remove CAC RAS Account	Step	Action						
	1	Submit an online CAC RAS Subscription Request memo upon notification from the member (or Division) requesting a CAC RAS account be canceled. See Sample Remove Account CAC RAS Subscription Request Memo on page 5.						
	2	Collect CAC reader from the member if one was issued.						
	3	Update your records to reflect current division CAC RAS users.						

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PSC REMOTE ACCESS PROCEDURES

Sample Add New Account CAC RAS Subscription Request Memo

U.S. Department of
Homeland Security

United States
Coast Guard



Commander
United States Coast Guard

Tuesday, June 08, 2010

MEMORANDUM

Person w/ACO Authority:

From: First Name: Last Name: Work Phone: CC:
 Email:
 Unit:

To: CG OSC
 Subject: CAC RAS SUBSCRIPTION REQUEST
 Ref: (a) COMDT COGARD Washington DC 121556Z AUG 09/ALCOAST 461/09
 (b) COMDT COGARD Washington DC 311622Z Oct 02/ALCOAST 510

1. Per references (A) and (B) request CAC RAS Access:

A. The personnel are USCG Regular, Reserve, Auxiliary, Civilian, or On-Site Contractor assigned to:

(Click here copy the information from section 1.A. into section 1.B.)
 (Click here copy the information from section 1.A. into section 1.C.)

B. The Remote Access User Acknowledgement Brief has been executed and retained on file by:

C. Recurring OE funds are available from the following unit's budget to cover the annual \$500.00 cost per CAC Access Account:

D. Users:

Action	Name (Last, First Rank/Rate)	Email Address	Employee Status	
<input type="text" value="Add"/>	Coastie, Joe YN3	joseph.p.coastie@uscg.mil	<input type="text" value="Active Duty"/>	\$500.00
<input type="button" value="Add Row"/>				

E. Additional Comments:

2. My POC for further information is (if blank, ACO information will be used):

Name: Work Phone:

Checking this box indicates digitally signing this document.

//s//

If you have any questions or concerns regarding this form,
 please send an email to [OSC-Account Management](#) or call 1-800-821-7081.

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Revised 1/25/2012

PSC REMOTE ACCESS PROCEDURES

Sample Remove Account CAC RAS Subscription Request Memo

U.S. Department of
Homeland Security



Commander
United States Coast Guard

Tuesday, June 08, 2010

**United States
Coast Guard**

MEMORANDUM

Person w/ACO Authority:

From: First Name: Last Name: Work Phone: CC:
 Email:
 Unit:

To: CG OSC
 Subject: CAC RAS SUBSCRIPTION REQUEST
 Ref: (a) COMDT COGARD Washington DC 121556Z AUG 09/ALCOAST 461/09
 (b) COMDT COGARD Washington DC 311622Z Oct 02/ALCOAST 510

1. Per references (A) and (B) request CAC RAS Access:

A. The personnel are USCG Regular, Reserve, Auxiliary, Civilian, or On-Site Contractor assigned to:

(Click here copy the information from section I.A. into section I.B.)
 (Click here copy the information from section I.A. into section I.C.)

B. The Remote Access User Acknowledgement Brief has been executed and retained on file by:

C. Recurring OE funds are available from the following unit's budget to cover the annual \$500.00 cost per CAC Access Account:

D. Users:

Action	Name (Last, First Rank/Rate)	Email Address	Employee Status
<input type="text" value="Remove"/>	Coastie, Joe YN3	joseph.p.coastie@uscg.mil	<input type="text" value="Active Duty"/>
<input type="button" value="Add Row"/>			

E. Additional Comments:

2. My POC for further information is (if blank, ACO information will be used):

Name: Work Phone:

Checking this box indicates digitally signing this document.

//s//

If you have any questions or concerns regarding this form...