

SELECTING THE CORRECT APPOINTMENT TYPE IN THE USACCESS SCHEDULER GUIDE

It is important that users select the correct appointment type when scheduling an appointment in USAccess. Each appointment type has a different duration. Following correct appointment specifications will help prevent delays in receiving USAccess cards and cancellation of appointments. Please follow this document to see which appointment option is correct for your user. The link to the USAccess Scheduler can be found [here](#).

1

Selecting the **ENROLLMENT** Option in USAccess Scheduler

Users should select the **Enrollment** option in the USAccess for the following scenarios:

1. They are replacing the applicant's Legacy PIV card.
2. They are new to the VA.
3. They need to redo an enrollment after an update to their name and or employment type.

Enrollment - Take photo and fingerprints, present ID documents

Select this appointment type if you received a Sponsorship Complete email, a Credential Renewal/Re-Issue Notification, or other notice to enroll or re-enroll for a credential. You will have your photo and fingerprints taken, and your identity documents verified and scanned.

Picture of the "Enrollment" activity in the USAccess Scheduler.

Enrollments in USAccess usually take 30-45 mins, so sites will have appointment durations set to accommodate that amount of time. It is important that users know if they are going in for an **enrollment** or not, so they don't accidentally select the **Enrollment** option when they are really scheduling for something else. Sponsors will be able to look at a user's records and tell them if they should be going in for an **enrollment** appointment or not.

2

Selecting the **CARD PICK UP** Option in USAccess Scheduler

Users should select the **Card Pick-up** option in the USAccess for the following scenarios:

1. They are replacing their current USAccess V7 card with the new V8.1 card due to the June 2024 cliff event.
2. They are replacing a card due to their original card being lost, stolen, damaged, or expiring.

Card Pick Up appointments usually consist of just a card activation, which usually takes no longer than 10-15 mins. Since these appointments are so short, sites will have more of these available, but it's important for users to know if this is the correct option they should be choosing.

Choosing the **Card Pick Up** option when a user needs an **enrollment** may lead to delays when they arrive at the site or the possibility of the site cancelling the appointment and having a user reschedule with the correct appointment type. Again, Sponsors will be able to look at a user's record and see if they should be selecting the **Card Pick Up** option.

Card Pick Up - Pick up/activate your NEW credential

Select this appointment type if you received a Credential Ready for Pick Up email or other notice to pick up/activate your new credential.

Picture of the "Card Pick Up" activity in the USAccess Scheduler.