From: DOECAST  
Sent: Thursday, April 02, 2020 11:16 AM  
Subject: Frequently Asked Questions

The Department of Energy (DOE) continues to actively monitor COVID-19 and the health and safety of our workforce remains our number one priority. Now that the Department has transitioned to maximizing telework for employees across the DOE enterprise while maintaining operations, the Frequently Asked Questions (FAQs) below have been developed to address common questions regarding transit benefits and badging in the Washington DC area.

Additionally as the vast majority of DOE employees are teleworking in the DC area, the Parking Management Office will pause the parking permit auto-renewal/reoccurring payment feature for monthly pass holders and will waive the $5 fee associated with day pass purchases. Effective April 1, 2020, those employees who have established auto-renewal in their online pay-for-parking account will not have their account auto-debited for the month of April. This will be in effect until further notice.

Please do not disable the auto-renewal/reoccurring payment feature. The auto-renewal feature will be reactivated when we return to normal business operations. For your awareness, a notification will also be sent once this feature is reactivated. For those employees who continue to use the garage, a parking permit (daily or monthly) must be displayed. Daily pass users must establish an account in the parking management online application (https://www.doeforestalparking.com), print out a day pass, and display it on driver’s side dashboard. Please address any questions or concerns you may have to ParkingManagementOffice@hq.doe.gov.

If you have any specific questions regarding any of the below FAQs, please contact your Resource Manager. Additionally, more COVID-19 specific FAQs from TRANServe can be found here: TRANServe FAQs

**FAQs for the Washington DC Area**  
April 1, 2020

1. **Now that Maryland, DC, and Virginia have issued stay-at-home orders, what does this mean for me?**

   The Department remains in a maximum telework posture. If you are in a position that is mission essential and requires you to routinely physically report to FORS or GTN, then you need to have a letter from your Head of Departmental Element that deems you as “essential personnel”. If needed, you can provide this letter to local and state authorities if stopped. In addition, please ensure you always have your PIV card on you at all times while traveling to and from work.

   The specific stay-at-home orders that were issued can be accessed here: [Maryland, DC, and Virginia](#)
2. **What happens if I do not use my Transit Subsidy (i.e., SEET benefits) while working from home?**

   Employees may only use the transit benefit subsidy when commuting from home to work and work to home. For employees in a non-pay, leave, or telework status, use of transit benefit credit cards is prohibited. Please DO NOT use the SEET benefits for any other purpose than commuting to and from work.

   Under routine circumstances, if SEET benefits are not utilized consecutively in a three month period, the benefits are automatically suspended by the Department of Transportation (DOT) for non-use. However, DOE has requested and confirmed that DOT will turn off the automatic suspension for non-use until further notice.

3. **What happens if I am not able to complete the annual recertification of my SEET benefits? Will my SEET benefits be suspended?**

   DOE has temporarily turned off the automatic suspension function for users who do not complete the annual recertification within the required 30-day time period.

4. **Are there any changes to when SEET benefits will be loaded to SmarTrip or TranServe cards?**

   At this time, DOT has not made any changes to how funds will be transferred to SEET participants. SEET funds are available for the entire month. You may want to consider cancelling or delaying your automatic payments for Commuter Bus, MTA, MARC, etc. Those who use Commuter Direct to receive their April benefits should contact Commuter Direct to ask for a credit to your TRANServe credit card for April.

   The SEET funds are loaded each month as follows:

   **SMARTBenefits:**

   Funds are transferred to the SmarTrip card on the 1st of each month. The funds are available from the first day of the month until midnight on the last day of the month. Any remaining benefits are removed at that time, and the new month's benefits are loaded.

   **TRANServe Benefits:**

   Funds are transferred to the TRANServe cards on the 10th of the month. These funds are available for the purchase of tickets for the following month. The funds remain on the TRANServe card until midnight on the 9th of the following month, when it is removed and the new month's funds are loaded. For example, money transferred to the TRANServe card on March 10 is used to purchase a monthly MARC train ticket for the month of April since the April pass must be available by the 1st of the month.

5. **My PIV badge and/or certificates are expiring. What should I do?**
You can continue teleworking and do not have to come into the building solely to get a new badge.

You should submit a request for a RSA token through the EITS DAYS Service Catalog. If you cannot access the DAYS catalog, please email the EITS PKI Support team at dl-eitspkisupport@hq.doe.gov to request a RSA Token. You have the option of a hardware token or software token. Software tokens are installed on GFE mobile phones or personal phones with UEM installed only. The hardware token can be mailed to your home during this time. When emailing home information to EITS PKI Support, please remember to encrypt your email or call the EITS Service Desk.

Without a PIV badge, the use of an RSA token is required to authenticate through EITS Remote Access Services (e.g. Citrix Workplace, VDI, VPN). Be sure to obtain one or you will not be able to proceed with accessing the DOE network. If you need additional assistance please contact the EITS Service Desk.

If you received notice that your PIV card is expiring, and if your management has authorized you to enter the DOE Headquarters facility, the Germantown and Forrestal badge offices are open. Presently, the hours of operations at both badging facilities are Mondays and Wednesdays from 0800-1600, with the last appointment beginning at 3:30 PM. You can schedule your appointment by visiting https://www.fedidcard.gov/home, but walk-in appointments are also available. As a reminder, you are required to bring two valid Federal or Government issued forms of identification and your expiring badge with you to be issued your new credential. The forms of identification must bear matching names.

If you were unable to renew your PIV card prior to its expiration and your management has authorized you to enter the DOE Headquarters facility, you should proceed to the visitor’s desk at either of the buildings with a driver’s license, passport, or other approved form of identification to receive a paper visitor’s badge. Once received, proceed to the badge office with your identification where you will work with the badge office personnel to be issued a temporary Local Site Specific Badge (LSSO). The LSSO badge will provide you with physical access to the DOE Headquarters facility access points. You will use this badge for entry into the facilities until your new HSPD-12 credential arrives. You must contact the OCIO help desk for access to DOE IT resources.

6. **How do new employees obtain a PIV card (i.e., badge)?**

The Office of the Chief Human Capital Officer (HC) will be conducting virtual onboarding for all new hires. For HQ, the Departmental Element will be responsible for scheduling an appointment for your new employee to obtain a PIV card, if they are deemed mission essential and need physical access to the HQ buildings, by visiting https://www.fedidcard.gov/home prior to their on board date.

If the new employee is not required to be in the building (i.e., position is not mission essential and the duties can be performed remotely), then only logical access is required. Obtaining a PIV card should be delayed until the Department is out of its maximum telework posture. The
Departmental Element will need to order an RSA token for the employee to allow them to remotely work from home.

7. How do I return my badge if I am leaving the Department?

If possible, all PIV cards and Local Site Specific Badges should be returned to one of the DOE Headquarters badge offices on an employee’s last day. If the badge office is closed, you can leave your PIV card or LSSO badge with a DOE ProForce officer at one of the staffed access/egress points. Alternately, the PIV card or LSSO badge can be mailed to the DOE Forrestal badge office. It is the responsibility of the Departmental Element to email the DOE Headquarters badge office to inform them of the retirement/termination of their employee along with the employee’s termination statement. Upon receipt of the badge and/or termination statement email, the badge office will disable the physical access of the badge.