

**For:** FSA Employees

**FSA Customer Kiosk Information and Instructions**

**Approved by:** Administrator



**1 Overview**

**A Background**

The Customer Kiosk was selected as a method to streamline the customer experience in County Offices based on feedback and suggestions from customers and employees. This solution will be initially rolled out with limited, but impactful capabilities, with additional functionality in the future.

Keeping up with 21<sup>st</sup> century demands, FSA is adopting new technology enhancements to match how some customers do business. The main goal is to move toward a digital environment at FSA with the adoption of this new technology, which will also eventually promote a reduction in the paperwork burden on County Office staff and our customers.

**B Purpose**

This notice provides guidance on the following:

- device information
- device delivery information
- device support
- managing the customer kiosk
- functions of the customer kiosk
- training
- State and County Office actions.

<b>Disposal Date</b>	<b>Distribution</b>
July 1, 2024	All FSA employees; State Offices relay to County Offices

## 1 Overview (Continued)

### C Sources of Authority

The following are sources of authority:

- Extending Government Funding and Delivering Emergency Assistance Act (Pub. L. 117-43) at <https://www.congress.gov/117/plaws/publ43/PLAW-117publ43.pdf>
- Paperwork Reduction Act of 1995 at <https://digital.gov/resources/paperwork-reduction-act-44-u-s-c-3501-et-seq/>
- M-19-21 Transition to Electronic Records at <https://www.archives.gov/files/records-mgmt/policy/m-19-21-transition-to-federal-records.pdf>
- M-23-07 Update to Transition to Electronic Records at [www.whitehouse.gov/wp-content/uploads/2022/12/M\\_23\\_07-M-Memo-Electronic-Records\\_final.pdf](http://www.whitehouse.gov/wp-content/uploads/2022/12/M_23_07-M-Memo-Electronic-Records_final.pdf).

## 2 Device Information

### A How the Device Was Selected

The Kiosk Pilot Program was established in fall 2022 and tasked with selecting a “kiosk” type device that would be deployed to all County Offices throughout the country. Twelve sites were selected for this pilot program, which represents most geographic regions in the United States as well as employee association, State Office, and County Office representation. At the national level, each Deputy Area was also represented as well as the Administrator’s Office and Office of Management and Strategy. Two devices were tested, an iPad and a Chromebook.

### B Selected Device

The Chromebook, **Acer Chromebook Enterprise Spin 714 (CP714-1WN)**, has been selected as the FSA Customer Kiosk. Here are a few highlights of the device features.

- **The Power to Perform**  
With Intel vPro®, an Intel® Evo™ Design with up to a 12<sup>th</sup> Gen Intel® Core™ i7 processor, get a 20 percent improvement to performance over previous generations while also waking the Chromebook up in less than a second.
- **Vivid Visuals**  
The 16:10 14-inch WQXGA (2560 X 1600) narrow-bezel touch display with 100 percent sRGB coverage and low-blue-light TÜV certification, gives the user vibrant, highly accurate colors and an aspect ratio that boosts productivity with more vertical screen real estate.
- **All-Day, Fast-Charging Battery**  
The quick-chargeable 10-hour battery gives up to a 5-hour charge in under 30 minutes, so it can be up and running quicker than ever.

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### 2 Device Information (Continued)

#### B Selected Device (Continued)

- **Quick-Charging Stylus**

The Universal Stylus Initiative stylus features 4,096 different levels of pressure sensitivity to give the user a natural feel for precise strokes and movements. When docked, the stylus charges quickly in 15 minutes, giving the user 240 minutes of use.

- **Convenient Convertibility**

Use this 2-in-1 Chromebook in ways the user has never thought of before. Its 360-degree convertible modes give the user the flexibility to easily switch from tablet, laptop, tent, and every angle in-between at a moment's notice.

### 3 Device Delivery Information

#### A Arrival Information

Kiosk devices will begin to be shipped from the vendor **January 4, 2024**. This will be a rollout process, which will conclude by **April 5, 2024**. County Offices will receive devices before the rollout conclusion date.

Each County Office will receive a pre-determined number of kiosk devices. See the following for how many devices each office should expect to receive.

- part-time office – 1 device
- 1-5 employees – 2 devices
- 6-8 employees – 3 devices
- 9 or more employees – 4 devices.

**Note:** Headquarter County Offices may receive devices that are designated for a part-time office. **Pay attention** to the shipping label on the outside of the package for the assigned device location. Work with DD or CED to ensure that these additional devices are properly transported to the part-time office for use.

**Do not open the box until the user has reviewed this notice in its entirety.** If an office receives a quantity of devices that does **not** match the designated amounts, contact Kara Cochran, Farm Production and Conservation (FPAC) Business Center Contracting Office, by email to [kara.cochran@usda.gov](mailto:kara.cochran@usda.gov).

#### B Acceptance Instructions

After confirming the address of each device and number of kiosk devices received (subparagraph A), carefully remove the device and charger from the box and follow the instructions in **Exhibit 1**. Keep the packaging until the user has confirmed the device is working properly.

## 4 Device Support

### A Replacement Kiosk During Initial Setup

If the device is damaged, inoperable, or will not power on, the device will need to be shipped back to the vendor and a new one will be processed for shipment back to the County Office. See **Exhibit 2** for step-by-step instructions to submit an FPACNow ticket.

### B Hardware or Network Issues After Initial Setup

For hardware or network issues with the kiosk **after** the first-time initial setup; for example, the device will not power on, does not connect to the internet, or is not reacting to touch; open a Report Hardware Issues ticket with the Client Experience Center (CEC) using the [CEC Digital Workplace](#), by calling the CEC Centralized Help Desk at 1-877-873-0783, or by selecting the **OCIO Help** icon on the desktop and selecting “Email Support”.

**Note:** Information Technology (IT) staff will troubleshoot issues and provide further guidance if a new device is required.

### C Landing Page or FPAC Application Issues After Initial Setup

- For technical issues with the kiosk landing page or FPAC applications (eSignature Application Management System (eSAMS), FarmSign, Farmers.gov, eAuthentication) **after** the first-time initial setup, see **Exhibit 2** for step-by-step instructions to submit an FPACNow ticket.

## 5 Managing Customer Kiosk

### A Setting Up and Getting Started

See instructions in **Exhibit 1** to set up and get started.

### B Usage

- **Device Placement**  
It is a best practice to place the device in a location that is easily visible and accessible to customers coming into the office. Devices should remain open and ready to use. Kiosks are not designated specifically for Farm Loan Program or Farm Program needs and should be used by all customers.
- **Battery Best Practices**  
The quick-chargeable 10-hour battery gives up to a 5-hour charge in under 30 minutes, so it can be up and running quicker than ever.

## 5 Managing Customer Kiosk (Continued)

### B Usage (Continued)

The useful lifespan of a battery is adversely affected by the following behavior:

- constantly charging the battery or device when already at full capacity
- charging the battery or device at temperatures above 35 degrees C (95 degrees F) or below 0 degrees C (32 degrees F).

To prevent damage, stop charging the battery once it reaches 100 percent capacity. Regularly or frequently charging a fully charged battery for an extended period may cause battery deformation or damage. It is recommended to recharge the device **only** when the battery level is below 70 percent.

- **Stylus**

The stylus should be docked within the storage space in the device so that it is ready to use with full battery for each customer. Using the stylus is optional.

- **Convenient Convertibility**

Use this 2-in-1 Chromebook in ways the user has never thought of before. Its 360-degree convertible modes give the user the flexibility to easily switch from tablet, laptop, tent, and every angle in-between at a moment's notice.

- **Cleaning and Servicing**

When cleaning the device, follow these steps:

- turn off the computer
- disconnect the charger
- use a soft, moist cloth. Do not use liquid or aerosol cleaners.

If the computer is dropped or visibly damaged, or does not work normally, follow the instructions in subparagraph 4 B to request a new or replacement device.

### C Requesting Additional Devices

To request additional devices above the designated number in subparagraph 3 A, submit an IT Equipment Request Depot ticket through the [CEC Digital Workplace](#) by clicking Browse for Categories>Request Services>Device Request>IT Equipment Request Depot. In the "Additional Details" section of the ticket, provide a justification for the request. DAFO, Program Resource and Management Division (PRMD) will review and approve or disapprove the request before it is processed by the CEC Depot.

**Note:** Contact Ivan Suarez, DAFO, PRMD, by email to [ivan.suarez@usda.gov](mailto:ivan.suarez@usda.gov) with questions or concerns.

## 6 Functions of Customer Kiosk

### A Landing Page

The landing page is the screen where customers will arrive once they have successfully logged in to the device, in which no login credentials will be required. At the landing page, they will be able to access the following:

- eSAMS
- FarmSign
- Farmers.gov
- eAuthentication
- program deadlines
- Google search and internet browsing.

**Note:** Future enhancements are in progress.

## 7 Training

### A Live Training Events

Training will be offered for all FSA employees and other interested parties at the following dates and times:

- January 8, 2024, 1:30 to 3:00 p.m. e.t.
- January 9, 2024, 2:00 to 3:30 p.m. e.t.

**Notes:** Potential future dates will be announced for phase 2 device deliveries.

All employees will be required to attend or view at least 1 training event to successfully assist customers in using the functions in paragraph 6.

### B FSA Digital Transformation Office Hours

Training will also be offered through our **weekly FSA Digital Transformation office hours held at 12:30 p.m. e.t. on Thursdays**. These weekly office hours will feature demos, tips, and tricks on a variety of technology resources, questions and answers, and time to collaborate with colleagues across the country.

### C Training Resources

**OneUSDA** at <https://intranet.usda.gov/box-and-onespan> for:

- resources for USDA staff
- video demos
- Box and OneSpan User Guide
- FSA Special Projects SharePoint site link.

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### 7 Training (Continued)

#### C Training Resources (Continued)

**FSA Special Projects SharePoint site** (click “Digital Transformation”) at <https://usdagcc.sharepoint.com/sites/FPAC-FSA-SpecialProjects/> for:

- FSA Digital Transformation office hours presentations
- recordings
- questions and answers
- eSignature 101 recording.

**FSA Applications Page** at <https://intranet.fsa.usda.gov/fsa/applications.asp> for:

- Box Login
- OneSpan Dashboard
- eSignature Application Management System (eSAMS).

### 8 Action

#### A State Office Action

State Offices will:

- ensure that County Offices are aware of and follow the provisions of this notice
- contact either of the following with questions about this notice:
  - Caleb Gildea by email to [caleb.gildea@usda.gov](mailto:caleb.gildea@usda.gov)
  - Gina Smith by email to [gina.smith@usda.gov](mailto:gina.smith@usda.gov).

#### B County Office Action

County Offices will:

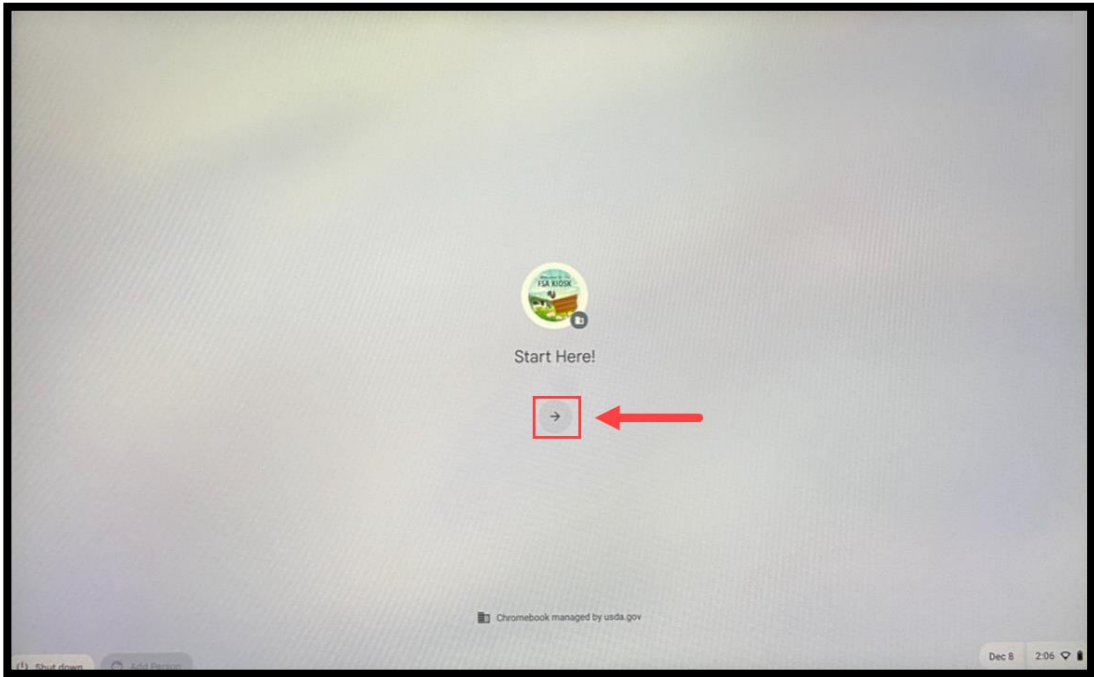
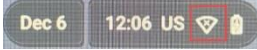
- follow the guidance in this notice on setting up and administering the Customer Kiosk
- contact their State Office with questions about this notice.

**Note:** All Service Center employees are encouraged to use these devices as a method to enhance the customer experience.

**Kiosk First-Time Startup**


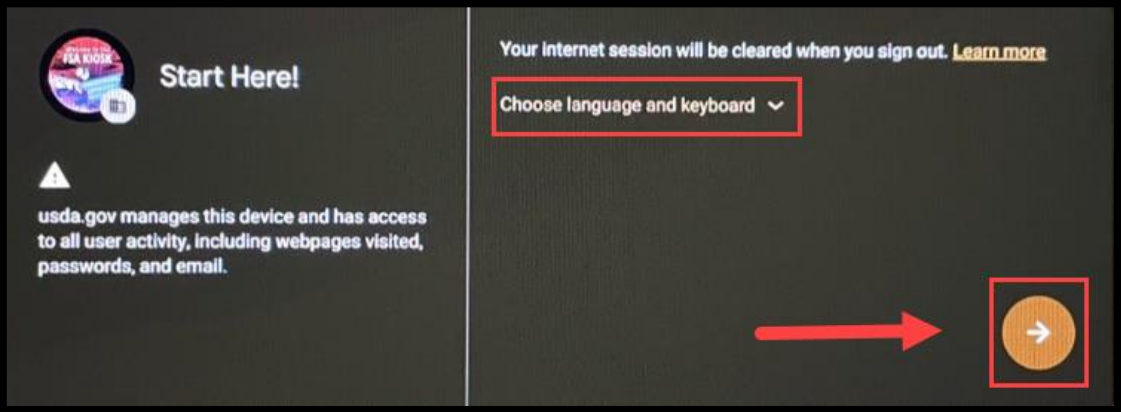
The following steps must be taken upon receiving the devices. This process must be performed to successfully activate and confirm that the device has been received and is functional.

**Important:** These steps **must** be performed on each device assigned to the user’s office for first-time activation and should not have to be repeated.

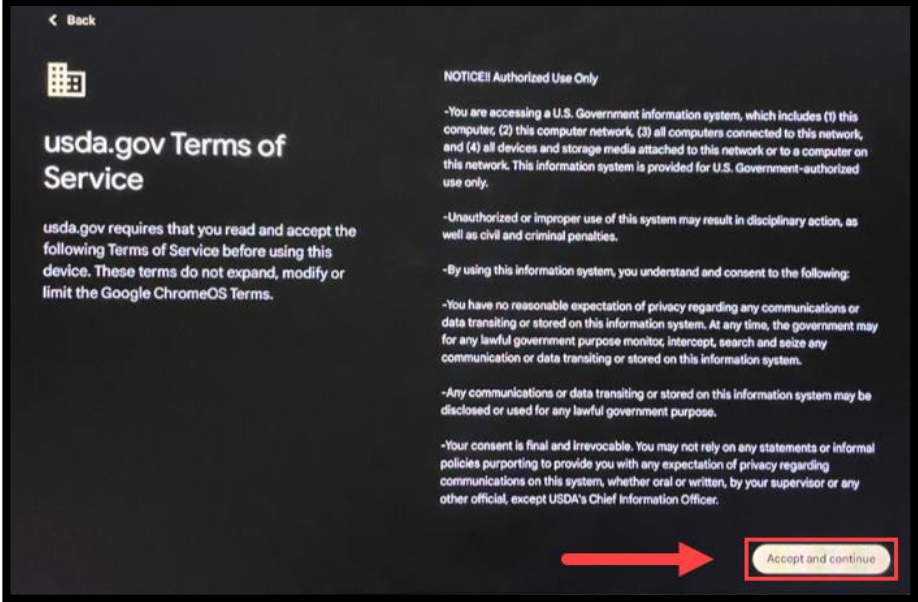
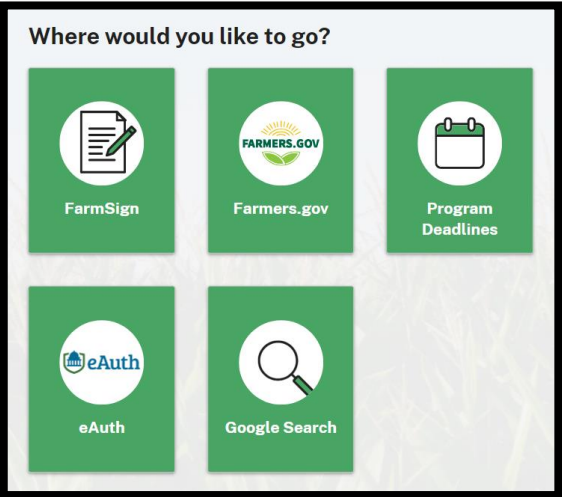
Step	Action
1	<p>Turn on the device to display the Welcome Page. <b>Do not</b> click the <b>forward arrow</b> under “Start Here!” until the user has confirmed connection to the <b>SCA-Guest-WLAN Wi-Fi</b>.</p> <p><b>Note:</b> If the automatic connection works successfully, skip to step 3.</p> 
2	<p>If the device does not automatically connect to the SCA-Guest-WLAN Wi-Fi , manually connect the device to the <b>SCA-Guest-WLAN</b> by taking the following steps:</p> <ul style="list-style-type: none"> <li>• open the settings by clicking on the time and Wi-Fi symbol in the bottom right corner</li> <li>• click the Wi-Fi icon to open the Wi-Fi network settings</li> <li>• click “<b>SCA-GUEST-WLAN</b>” if it does not automatically connect</li> <li>• click anywhere outside of the Wi-Fi box to close.</li> </ul>



Kiosk First-Time Startup (Continued)

Step	Action
<p>2 (Cntd)</p>	
<p>3</p>	<p>Once the device has been successfully connected to the SCA-Guest-WLAN Wi-Fi, click the <b>forward arrow</b> to advance to the Language and Keyboard Selection page.</p> <p><b>Note:</b> The language has been defaulted to “English”; however, if the user needs to change the language, click on the drop-down arrow to select from the available list of languages. Click the <b>forward arrow</b> to advance to the <b>usda.gov Terms of Service</b> page.</p> 
<p>4</p>	<p>Once the <b>usda.gov Terms of Service</b> page displays, click “<b>Accept and continue</b>” in the bottom right corner to advance to the Landing page.</p>

Kiosk First-Time Startup (Continued)

Step	Action
<p>4 (Cntd)</p>	
<p>5</p>	<p>After accepting the terms of service, the SCA-Guest-WLAN may need time to sync in the background and may not immediately display the Landing page.</p> <ul style="list-style-type: none"> <li>• If the device <b>successfully loads</b> the Landing page, the device is working properly and no additional action is necessary.</li> <li>• If the device <b>does not load</b> the Landing page after 2 minutes, restart the device, ensure that the device has connected to the SCA-Guest-WLAN automatically, and repeat steps 1 through 5.</li> </ul>  <p><b>Note:</b> If issues persist after 2 restarts, refer to Exhibit 2 for step-by-step instructions to submit an FPACNow ticket.</p>

**FPACNow Support Instructions**

**A Reporting Issues**

For hardware issues with the device, follow the instructions in subparagraph 4 B. For software issues with the Kiosk Landing page or accessing FPAC applications (eSAMS, FarmSign, Farmers.gov, eAuthentication), the user can contact the IT Service Desk through **FPACNow**. An “FPACNow” icon is available on the desktop. Report the issue according to this table.

Issue With Device, Applications, or Links	Application Affected (Subparagraph B, Step 5)	“Please Describe Your Issue Below” Field (Subparagraph B, Step 7)
Replacement Kiosk During Initial Setup	Kiosk	<ul style="list-style-type: none"> <li>• Service Center name and address</li> <li>• Point of contact name, email, and phone number</li> <li>• Serial number of the defective device</li> </ul>
Issues With eSAMS (employee facing application found on the FSA Applications page)	eSAMS	Provide detailed description.
Landing Page Issue With FarmSign After Initial Setup	FarmSign	
Landing Page Issue With Farmers.gov After Initial Setup	Farmers.gov	
Landing Page Issue With eAuth After Initial Setup	eAuth (eAuthentication and USDA Access Management)	
Landing Page Issue With Program Deadlines After Initial Setup	Kiosk	
Landing Page Issue With Google Search After Initial Setup	Kiosk	

**FPACNow Support Instructions (Continued)**

**B Submitting an FPACNow Ticket**

County Office employees will submit their issue through FPACNow according to the following steps.

<b>Step</b>	<b>Action</b>
1	Double left-click the <b>“FPACNow” icon</b> on the desktop or go to <a href="https://usdafpacbc.servicenowservices.com/fpacnow">https://usdafpacbc.servicenowservices.com/fpacnow</a> .
2	Select <b>“IT Service Desk”</b> from the available list of FPAC Service Tools.
3	Select <b>“Report an Issue”</b> from the Services options.
4	Enter a name in the <b>“Open Ticket for”</b> field if this request is being entered for someone else.
5	Select the <b>application affected</b> from the <b>“Choose an Available Application”</b> drop-down menu.  <b>Note:</b> Select <b>“Not Listed”</b> if the application does not display on the first drop-down menu. Select the applicable application by scrolling through the list.
6	Enter email addresses of anyone wanting to receive ticket updates, if any, in the optional <b>“Watch List”</b> field.
7	Enter a description in the <b>“Please Describe Your Issue Below”</b> field.
8	Click <b>“Add attachments”</b> to add any relevant attachments.
9	Click <b>“Submit”</b> to enter the ticket into the workflow queue. The IT Service Desk will provide a response as quickly as possible.