Answers to Frequently Asked Questions Regarding OASiS

Effective May 8, 2023

This document contains answers to frequently asked questions about the OASiS secure external portal and the transition from existing secure correspondence channels. Federal Reserve staff are available to answer questions regarding the OASiS account registration and verification process.[1] Users encountering any technical issues with OASiS may contact the OASiS Technical Support Team at SYSOASISSupport@dal.frb.org or 1-833-656-4638.

Account Registration and Verification

1. **How does the registration process for OASiS work?**

    Federal Reserve supervisory staff will contact your organization prior to the start of a scheduled supervisory event or activity to identify the appropriate users who require an OASiS account. The OASiS Technical Support Team will then create your OASiS user profile and a link for Login.gov registration will be sent to you via email. You will need to register through a system that uses Login.gov to verify your identity. Registration takes 15 to 30 minutes. Following registration, Login.gov will redirect you to the OASiS site to complete your account registration.

2. **OASiS requires me to establish a Login.gov account. What is that? What information do I need to provide to register on Login.gov?**

    Login.gov is a secure sign-in service created by the U.S. Government. It allows the public to use one account for secure, private access to online resources of participating government agencies. A Login.gov account is necessary to access OASiS and other Federal Reserve System Cloud tools.

    You will need to provide your name, address, email address, telephone number, a state-issued ID and Social Security number in order to register with Login.gov. Learn more about Login.gov. If identity verification fails on Login.gov, you may be able to verify your identity in person at a participating United States Postal Service (USPS) location. You can search for a participating USPS location on Login.gov. If you continue to encounter issues, you may contact the OASiS Technical Support Team for further guidance.

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[1] See http://www.federalreserve.gov/apps/contactus/feedback.aspx.

3. **I have a personal Login.gov account under my personal email. Do I need to create a new Login.gov account with my work email? Can I just add my work email to my current Login.gov account?**

   To ensure complete and secure access to the OASiS external portal, you will need to create a separate Login.gov profile that uses the same business email address that will be used to access OASiS.

4. **How will my OASiS account registration be verified?**

   Your OASiS account registration and your identity will be verified through the Login.gov registration process described in **Questions 1-3**. Login.gov will guide you through the identity verification process. All information you submit will be encrypted.

   Once you successfully create your Login.gov profile, you will be able to complete the registration for OASiS and access your account (see **Question 5** for requirements to access OASiS).

5. **What are the reasons that my request for an OASiS account might not be approved?**

   Access to OASiS is limited to authorized institutional or regulatory users strictly for the purposes of corresponding or exchanging files with the Federal Reserve related to supervisory events. If your account registration or request for an account does not meet these strict criteria, it may be denied.

Using OASiS

6. **During the transition to OASiS, how do I know when to use the OASiS external portal and when to use other existing channels?**

   Prior to the start of a supervisory event or activity, Federal Reserve supervisory staff responsible for conducting the event will contact your organization to obtain a list of contacts that require an OASiS account. As noted in **Question 1** above, the OASiS Technical Support team will create this user account and the system will generate an email to the user with instructions to complete the registration process.

   Additionally, Federal Reserve supervisory staff will also send an Entry Letter, First Day Letter or similar information request to the organization that will include instructions advising external parties of the appropriate, secure correspondence channel to use for the impending event. In certain instances where Federal Reserve staff determine that correspondence outside of OASiS is appropriate, the Federal Reserve staff's information request or initial communication may direct individuals to use secure channels other than the OASiS external portal.

7. **How do I share information with the Federal Reserve through the OASiS external portal?**

   Federal Reserve supervisory staff will provide users with a technical training guide for using OASiS. The OASiS external portal will include functionality for both secure correspondence and a secure channel to provide requested documentation directly to examination teams. Authorized external users will be able to receive and respond to secure messages, which may include attachments from Federal Reserve supervisory staff. Additionally, authorized external users of OASiS will be granted access to specific folders for supervisory events or examinations to which they are assigned. Through the external portal, and as instructed by Federal Reserve supervisory staff, these users will be able to upload files directly into these event folders.

8. **What should I do if I encounter problems or have additional questions regarding using OASiS?**

   If you have technical issues with OASiS, contact the OASiS Technical Support Team. If you have questions regarding a supervisory event, contact the Federal Reserve representative responsible for leading the event.

9. **What devices can I use to access OASiS?**

   Users can only access OASiS through a computer. The OASiS external portal has not been optimized for use on a tablet or other mobile device.

Security

10. **How does the Federal Reserve protect personal and business information from being lost or stolen?**

    The Federal Reserve uses various information security processes to protect your information. Access to OASiS is restricted to authorized Federal Reserve staff and external users such as institutional counterparts or other regulators who have been granted secure access to confidential information specific to a supervisory event. Users are classified into different roles and common access and usage rights are established for each role. Periodic audits and reviews are conducted to determine whether users still require access and have the appropriate roles.