



# How to Set Up Your Account for Conservation Client Gateway

Note: If you already have a working Level 2 eAuthentication (eAuth) account, linked to a USDA client record, you can log into the NRCS Conservation Client Gateway.

**Before  
You Get  
Started**

1. Conservation Client Gateway supports access with mobile devices, (e.g., tablets or smartphones) only AFTER your account is set up and linked. Use a computer or laptop to set up your initial eAuthentication account.
2. Individual landowners, land users and authorized representatives of business entities will need an individual USDA client record (formerly known as SCIMS) with a valid email address, primary phone and a Social Security Number (SSN) for Tax ID#.
3. The individual USDA client record must be linked to the Level 2 eAuthentication account. If you're unsure if you have an individual USDA client record, or whether it is connected to a valid email address and phone, contact your local USDA NRCS or FSA office. You can find a list of offices at <http://offices.usda.gov>

## STEPS

- 1** Sign up for a **Level 2 USDA eAuthentication (eAuth)** account by visiting [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway) and clicking "Get Started." Signing up is easy; fill out the online form and, in a few minutes, your account should be ready.

Your account must be activated/upgraded before it can be used. When you receive the email from USDA eAuthentication, click on the "**Activate My Account**" link. This step is a security measure to confirm you created the account and must be completed before you can proceed.

- 2** Verify Identity, upgrade and link account: You will need to verify your identity to ensure you are who you say you are and to prevent unauthorized access before the account can be upgraded and linked to your USDA client record.

### Option 1: Verify online (Recommended) using the USDA Online Identity Verification Application

**Step A** - Use the link provided on the webpage or in the email from USDA to access the USDA online identity verification service. Enter your SSN and answer a few background questions to verify your identity. *Note the USDA online process verifies your identity only.* If you have problems with the online verification process, visit a Local Registration Authority to verify your identity in person.

**Step B** - Once your identity is verified and your account is successfully upgraded, go to the Conservation Client Gateway at [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway), and click Login and enter your eAuth User ID and password. You will be prompted to enter your SSN to verify your identity. The system will link your eAuth account to your USDA client record. If you have problems with the link process, contact the Conservation Client Gateway Help Desk at 970-372-4200 for assistance.

### Option 2: Verify in person — Visit a Local Registration Authority (LRA)

Make an appointment to visit an LRA in person at a NRCS or FSA Service Center office to verify your identity and link your USDA client record to your activated eAuth account. Call ahead and schedule an appointment to ensure an LRA will be in the office when you visit. Bring a government-issued photo ID, such as a driver's license, with you.

- 3** Login: Once your account is upgraded and linked to your USDA client record. Go to Conservation Client Gateway at [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway) and login with your eAuth User ID and password.

## NEED HELP?

You may request help or report a problem by sending an email to the Conservation Client Gateway Help Desk at [nrcsprod@midatl.service-now.com](mailto:nrcsprod@midatl.service-now.com) or by calling the Help Desk at 970-372-4200.

For detailed information about the Conservation Client Gateway visit: [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway)

# Frequently Asked Questions

## **Do I need a separate Level 2 eAuthentication (eAuth) account for the NRCS Conservation Client Gateway and FSA Farm+?**

No, you can use the same Level 2 eAuth account for both applications. A single public USDA Level 2 eAuth account allows you access to multiple USDA applications and services.

## **I already have an eAuthentication Account. Do I need to register for a new one?**

You may not need to register for a new account. Before registering for a new account, make sure your current account is not usable. Your account may be disabled if you have not used it for a year or so. Contact the USDA eAuthentication Help Desk at 1-800-457-3642 (select Option 1, when prompted) for assistance. They will confirm if the account can still be used. If you have forgotten the password, use the self-service password recovery features.

## **Can I use a mobile device to sign-up for my eAuthentication account?**

No, a mobile device cannot be used to sign-up for your Level 2 eAuthentication Account, the online identify verification, or the online link of the USDA client record. A mobile device can be used to access Conservation Client Gateway, after your eAuth account is linked to your USDA client record.

## **Can I verify my identity online?**

Yes, in most cases, you will not need to visit a Local Registration Authority (LRA) at a USDA Service Center office to verify your identity. After you have used the "Activate My Account" link in the first USDA eAuthentication email, click the link on the web page or the link in the subsequent email for Option 1, the Online Self-Service Identity Verification Application. Enter your SSN to complete the online identity verification and upgrade. Note that if you encounter issues with the online process, you will need to visit an LRA in person. Ask the LRA to manually link your eAuth account to your USDA client record.

After the successful online verification and upgrade of your account, it must be linked to your USDA client record. This can be done online by logging into the NRCS Conservation Client Gateway at [www.nrcs.usda.gov/clientgateway](http://www.nrcs.usda.gov/clientgateway). You will be prompted to enter your SSN to verify your identity. The system will work to link your eAuth account to your USDA client record. If you have problems with this process contact the Conservation Client Gateway Help Desk at 970-372-4200.

## **How are the questions used to prove my identity generated?**

The questions and identity verification services are provided by a nationally known, third-party identify proofing service. The information is not based on NRCS or USDA records, nor is it stored or retained by NRCS or USDA in any way.

## **Can I use my mobile device or tablet with Conservation Client Gateway?**

The Conservation Client Gateway is a desktop application with dynamic screen sizing for mobile devices. However, it is not a mobile application; therefore, your user experience may be slightly different on the mobile devices. A new Mobile Payments App will be released this year and will allow you to track your conservation payments from a smartphone or tablet.

## **Does Conservation Client Gateway facilitate business representative access?**

Yes, authorized representatives of business entities, consistent with USDA's entity categories, can now access Conservation Client Gateway. The authorized representative of business entity will need or have an individual USDA client record with a valid email address, primary phone, and a SSN for Tax ID Number. The individual USDA client record must be linked to the Level 2 eAuthentication Account. At initial login to Conservation Client Gateway, members with signature authority will need to request the assignment of Full Authority Access from NRCS. At initial login, members without signature authority must request their access assignment from a member who has already logged in and who has their Full Authority access assigned. Contact your local NRCS office for more information on this process.

## **What browsers can I use with Conservation Client Gateway?**

The Conservation Client Gateway works with most standard Web browsers (e.g., Internet Explorer, Chrome, Firefox and Safari). The system will notify you if you have an older browser versions that may not function properly.

## **How do I get help or report problems with Conservation Client Gateway?**

You may request help, or report a problem by email to Client Gateway Help Desk at [nrcsprod@midatl.service-now.com](mailto:nrcsprod@midatl.service-now.com). You may call the Help Desk at 970-372-4200 to request help or report a problem, 24 hours a day, 7 days a week.