



HSPD-12 NEWSFLASH

SUBJECT: Registrar Reminders

The role of a Registrar is essential to the HSPD-12 process. The Registrar at the enrollment station identity proofs the Applicant by collecting biographic information, and capturing biometrics (facial image and fingerprints). The LincPass credential is the same as a driver's license or passport. Thus, it is very important to perform Registrar procedures correctly by collecting and verifying personal information accurately.

Here are some tips and reminders:

Searching for an Applicant: When looking up an applicant in USAccess, make sure you select the correct record. There can be multiple applicants with the same first name and last name. Make sure their personal information in USAccess matches with their I-9 documents.

I-9 Documents: Do not accept expired I-9 documents. A list of acceptable I-9 documents is available at: <http://www.fedidcard.gov/viewdoc.aspx?id=109>.

Fingerprinting: Remember to clean your fingerprint scanners time to time for the scanners to work properly.

Technical Issues: Try to resolve a technical issue during enrollment to prevent the applicant from having to travel back to the enrollment center. USAccess needs to know what the error message is to fix the problem. The USAccess Helpdesk phone number is 1-866-493-8391.

Refresher Training Sessions: Attend all Registrar refresher training sessions held every two weeks on Fridays from 2:30-3:00 PM ET. These teleconferences provide the most up to date info regarding the USAccess system, suggestions, and a forum to ask questions. It is not necessary to RSVP to attend the training. The next session will be held on Friday, July 10, 2009.

What:	Registrar Refresher Training Conference Call
When:	Friday, July 10, 2009 from 2:30-3:00 PM ET Dial In Only: (877) 777-1968
Password:	When dialing in, Registrars will be prompted for a password (Registrar Refresher Training), as well as for their name, number of people on the phone/in the room, and center location.

Customer Service: Remember to be friendly, courteous, and helpful!

If you need more training or guidance, please contact the USDA HSPD-12 Helpdesk.

USDA HSPD-12 Website: <http://lincpass.usda.gov>

Contact the USDA HSPD-12 Help Desk:

Toll Free: 1-888-212-9309

Local: 703-245-7888

Email: hspd12@ftc.usda.gov

