



## \*HSPD-12 NEWSFLASH\*

### **SUBJECT: Credential Renewal Process Q&A for Sponsors**

Please review these common LincPass Card Renewal questions related to the Sponsor role. The card renewal process can also be found in the USAccess Sponsor Quick Reference Guide, dated July 2012.

#### ***1. What is a card renewal?***

A card renewal pertains to the physical expiration date on the front of the LincPass. A LincPass will physically expire every five years and will need to be renewed prior to the date of expiration. When an applicant goes through a card renewal, a new card will be printed and shipped to the selected ship-to address which is selected by the applicants Sponsor. When printed, the new card will contain the new physical card expiration date on the front of the card, and the applicant will have to activate the card upon receipt.



#### ***2. What is the difference between a card rekey (aka certificate update), a card renewal, and a card update?***

A card rekey deals with an applicant's certificates within the LincPass, which expires every 3 years. Certificates are an encrypted set of electronic credentials loaded on the chip (the part that makes the card a "smart" card). They include digital signature PIV Authentication Key (for accessing the network), Digital Signature Key (future use, for digitally signing emails and files), Key Management Key (for encryption), and Card Authentication Key (for validating Card Authenticity).

The LincPass will physically expire five years after the issue date (the expiration month and year are shown on the face of the card). This is a card renewal. The current LincPass card should be kept until the new one arrives and is activated, then turn in the old card to your designated HSPD-12 Security Officer, or personnel in the enrollment center for disposal.

A card can be updated with any type of data such as ship-to code, physical address, or email address that needs to be updated in the system. Name updates will require a re-enrollment.

### 3. How do I know which applicants are ready to have their LincPass renewed?

There are a couple ways you can check to see who is qualified for a LincPass renewal. The first option is by using the Card Renewal tab within the Sponsor Tool in the USAccess system.

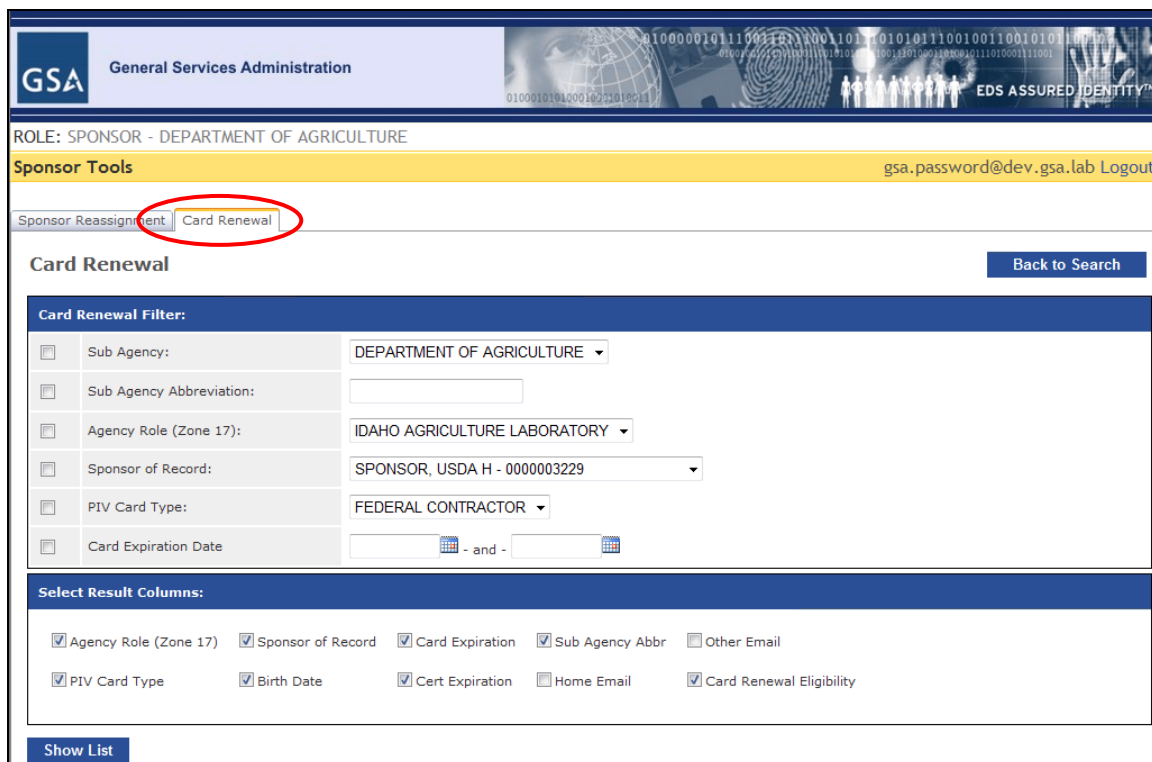
The second option is to search for applicants that require a renewal by pulling the Card Expiration Report within the USAccess Reports portal. If you plan to view a large number of applicants at a time, it is recommended to use the second option.

The Card Renewal Sponsor Tool is available in the Sponsor Tools section of the Assured Identity Portal:



The screenshot shows the GSA Applicant Search interface. At the top, it says 'GSA General Services Administration' and 'ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION'. Below this is the 'Applicant Search' section with a 'Search by:' label. There are three search criteria: 'Lastname', 'Social Security No.', and 'Birth Date'. Each has a corresponding input field. At the bottom of the search section, there are three buttons: 'Search', 'Reset', and 'Sponsor Tools'. The 'Sponsor Tools' button is circled in red. Below the buttons, there is a small text area that says 'Change Password?' and 'Version: 1.0.0.205'.

Select "Sponsor tools", then select "Card Renewal" tab.



The screenshot shows the GSA Sponsor Tools interface. At the top, it says 'GSA General Services Administration' and 'ROLE: SPONSOR - DEPARTMENT OF AGRICULTURE'. Below this is the 'Sponsor Tools' section with a yellow header. There are two tabs: 'Sponsor Reassignment' and 'Card Renewal'. The 'Card Renewal' tab is circled in red. Below the tabs is the 'Card Renewal' section with a 'Back to Search' button. There is a 'Card Renewal Filter' section with several filters: 'Sub Agency' (DEPARTMENT OF AGRICULTURE), 'Sub Agency Abbreviation', 'Agency Role (Zone 17)' (IDAHO AGRICULTURE LABORATORY), 'Sponsor of Record' (SPONSOR, USDA H - 0000003229), 'PIV Card Type' (FEDERAL CONTRACTOR), and 'Card Expiration Date'. Below the filters is a 'Select Result Columns' section with several checkboxes: 'Agency Role (Zone 17)', 'Sponsor of Record', 'Card Expiration', 'Sub Agency Abbr', 'Other Email', 'PIV Card Type', 'Birth Date', 'Cert Expiration', 'Home Email', and 'Card Renewal Eligibility'. At the bottom left, there is a 'Show List' button.

**NOTE:**

- You can view applicants who need to renew their LincPass up to one year from their expiration date; however you can only select a data range of 32 days due to the size of the information being generated.
- Applicants with a pending Reissue request will not be listed.
- Result column visibility can be configured by selecting the “Show list” box at the bottom of the page.
- Applicant will not be listed if card expiration is greater than 1 year or expired (requests must be made 1 day prior to expiration).

Once processed, Results will appear and Card Renewal eligibility will appear as indicated in the right column with a green arrow, or red “X”.

The screenshot shows the GSA EDS Assured Identity Card Renewal List interface. At the top, there is a header with the GSA logo and the text "General Services Administration". Below the header, there is a navigation bar with "Sponsor Tools" and a "Logout" link. The main content area is titled "Card Renewal List" and includes a "Filter Criteria" section with "GENERAL SERVICES ADMINISTRATION : FEDERAL EMPLOYEE". There are "Back to Filter" and "Back to Search" buttons. A "Sort Results by:" dropdown menu is set to "Sort". The main table displays a list of applicants with columns for PIV Card Type, Sponsor of Record, Birth Date, Card EXP, and Card Renewal Eligibility. The table contains four rows of data, with the first and third rows marked with a red "X" and the second and fourth rows marked with a green checkmark.

	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Card Renewal Eligibility
<b>0000000218 SHIPPING A ADDRESS-FIVE Jr GENERAL SERVICES ADMINISTRATION</b>					
<input type="checkbox"/>	FEDERAL EMPLOYEE	USDAUSER, TEST - 0000002339	1/1/1980	8/13/2012	X
<b>0000000214 SHIPPING A ADDRESS-ONE GENERAL SERVICES ADMINISTRATION</b>					
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	FRANCIS, JIMMY - 0000000241	1/1/1980	8/13/2012	✓
<b>0000004069 JAMES E BEVERAGE GENERAL SERVICES ADMINISTRATION</b>					
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSORA, GSA - 1000000001	12/22/1975	3/19/2013	X
<b>0000003693 H R BLADES SR. GENERAL SERVICES ADMINISTRATION</b>					
<input checked="" type="checkbox"/>	FEDERAL EMPLOYEE	SPONSORA, GSA - 1000000001	1/1/1980	2/7/2013	✓

At this point you can request a renewal for applicants that appear with the green arrow by selecting “Submit Request”.

**NOTE: It is important that you verify the applicant’s record data and ship-to information are up to date; otherwise the card may not print until record is fixed or inaccurate information will be found on the record or LincPass card!!!**

Filter Criteria: GENERAL SERVICES ADMINISTRATION : FEDERAL EMPLOYEE

**Card Renewal List** Back to Filter Back to Search

Sort Results by:  Sort

	PIV Card Type	Sponsor of Record	Birth Date	Card EXP	Card Renewal Eligibility	
0000000218 <b>SHIPPING A ADDRESS-FIVE Jr</b> GENERAL SERVICES ADMINISTRATION						
<input type="checkbox"/>	FEDERAL EMPLOYEE	USDAUSER, TEST - 0000002339	1/1/1980	8/13/2012	<b>X</b>	
0000000214 <b>SHIPPING A ADDRESS-ONE</b> GENERAL SERVICES ADMINISTRATION						
<input type="checkbox"/>	FEDERAL EMPLOYEE	FRANCIS, JIMMY - 0000000241	1/1/1980	8/13/2012	<b>CARD ELIGIBILITY</b> <span>✕</span> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Employment Status</li> <li><input checked="" type="checkbox"/> Issuance Status</li> <li><input checked="" type="checkbox"/> Pending Data Changes</li> <li><input checked="" type="checkbox"/> Separation of Duties</li> <li><input checked="" type="checkbox"/> Sponsor Specified Card Expiration</li> <li><input checked="" type="checkbox"/> Valid Enrollment</li> </ul>	
0000004069 <b>JAMES E BEVERAGE</b> GENERAL SERVICES ADMINISTRATION						
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSORA, GSA - 1000000001	12/22/1975	3/19/2013		
0000003693 <b>H R BLADES SR.</b> GENERAL SERVICES ADMINISTRATION						
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSORA, GSA - 1000000001	1/1/1980	2/7/2013		
0000003357 <b>JOSEPH H ENROLLEE</b> GENERAL SERVICES ADMINISTRATION						
<input type="checkbox"/>	FEDERAL EMPLOYEE	SPONSORA, GSA - 1000000001	6/1/1980	1/4/2013		

Prev Next

Submit Request

Once request has been submitted, a new Card Action Request Reason will be created which will walk you through the Card Action wizard tool.

Sponsor will need to select “Card Renewal” as reason for new card to be printed.

Card Actions | **System Notifications** | **Sponsor Reassignment**

**Request Card Action** Start

**Card Action Request Wizard**

Please select a reason for this Card Action:

Card Renewal is an available reason for this Card Action

Previous Next Cancel

**Card Action Request Wizard**

**Select An Action**

The recommended action is **REPRINT**

The selected reason is **CARD RENEWAL**

You can select an Upgrade Action from this list

**On Completion**

Return to the Applicant Search page

Return to the Sponsor Utilities page

Please click Finish to complete the request.

Previous Finish Cancel



**Note: Card Reprint request will allow Card Renewal reason when requested with less than 1 year until card expiration; Card Action Request cannot be created after expiration (requests must be made 1 day prior to expiration).**

**This option is available for Sponsors and NOT Security Officers.**

The **second** way is to search for applicants that require a renewal is by pulling the Card Expiration Report within the USAccess Reports portal. You can start the renewal process up to one year out for your agency applicants. This will be important to look at in order to prepare records for the coming months.

The report will have the following filters

- Agency - restricted to the role holder's selected scope
- Sub-agency - restricted to the role holder's selected scope
- Card Expiration Date Range (user defined range) not to exceed Card Renewal Windows (180 days)

<b>From Date</b>	<input type="text"/>		*(MM/DD/YYYY)
<b>To Date</b>	<input type="text"/>		*(MM/DD/YYYY)

#### **4. What information is included in the Card Expiration Report?**

You can find the following fields in the card renewal report:

Agency	Date of Birth
Sub-agency	User Principal Name
Enrollment ID	Agency Text (Zone 4)
First Name	Ship - To Address
Middle Name	Ship - To Address End Date
Last Name	Require Digital Signature and Encryption Certificates
Suffix	PIV Card Type (Color Bar)
Agency Role (Zone 17 - Agency Specific Data)	Sub Agency Abbreviation
Work Email	Renewal Status
Card Expiration Date	Not Requested
Pending Card Action Request	Requested
Issuance Status	Failed
Sponsor of Record	Not Activated
Employee Type	

#### **5. What if an applicant needs a card renewal and their name has changed?**

Since the applicants name has changed it will require a re-enrollment for the applicant, which is a different process then card renewal.

## **6. What should I verify on the applicants record before submitting a card renewal in USAccess?**

There are several items you should verify before processing a card renewal:

- Did you verify that your name is listed as the Sponsor of Record? If the notifications cannot reach the applicant, the system will email the current Sponsor of Record. This will allow the correct Sponsor to receive the notification. A Sponsor can use the Card Expiration Report found in the USAccess reports portal in order to view all Sponsor of record applicants listed under a particular Sponsor.
- Did you verify the shipping address is still valid?
- Did you verify that the applicant's record data such as name, address, agency, etc. all appear correct in the system?
- Did you verify if the applicant is a "Federal Emergency Response Official (FERO)" and if the "Require Digital Signature" fields are set correctly?
- Did you verify that the applicant falls within the timeframe window of when a card renewal needs to be processed?
- Did you verify the applicant is still in good standing and employed by USDA? If you have questions about verification please contact the USDA helpdesk for further analysis.

## **7. How early can I perform a card renewal for an applicant?**

You can process a card renewal up to a year in advance of the physical expiration date on the card up to a day before the card expires. While many agencies are in the habit of processing applicant's month-to-month, please note the volume of cards may vary throughout the year. It is advised to start looking ahead and preparing records earlier to avoid any card terminations. Preparing records in advance can help prevent the possibility of additional costs to the agencies and help avoid applicants having to re-enroll due to card termination.

**Please note:** A Non Activated renewal cards will be terminated 60 days after prior card expiration (A reissue will be required for new card).

## **8. Where do I start the card renewal process in the USAccess system?**

Please read through the USAccess Sponsor Quick Reference Guide in order to guide you through the steps of a renewal. The Card Renewal Sponsor Tool is available in the Sponsor Tools section of the Assured Identity Portal.

## **9. Will an applicant be able to use the card that they currently have in hand?**

Yes, an applicant's current card will stay active and the applicant can continue to use the current card until they activate their new card. However, if an applicant's card has been printed, please encourage your applicants to pick up their new card as soon as possible. The Non-Activated renewal card will be terminated 60 days after prior card expiration (reissue will be required for new card).

## **10. I performed a card renewal but the record is not processing. What could be wrong?**

There are a couple of things you should check if the record appears "stuck" in the system.

- Did you verify the shipping address is still valid?
- Did you verify the record is active and not "suspended" or "terminated"?

If you have checked the previous and still have questions, please contact the USAccess or USDA helpdesk for further analysis.

**11. What if an applicant's current card has an expired physical expiration date on the front of the card? Can I still request a card renewal?**

Card Action Request for the renewal request cannot be created after card expiration (Requests must be made 1 day prior to expiration). A Sponsor will need to re-Sponsor and applicant and an applicant will need to re-enroll.

Please contact the USDA HSPD-12 helpdesk for further instructions or guidance on the renewal process.

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: [USDAHSPD12HELP@dm.usda.gov](mailto:USDAHSPD12HELP@dm.usda.gov)

