

**USDA HSPD-12**  
**Non-Employee and Person Model**  
**Frequently Asked Questions (FAQs)**

Prepared for



**United States Department of Agriculture**  
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For any questions not covered by this FAQ, please contact the HSPD-12 Helpdesk at [usdahspd12help@usda.gov](mailto:usdahspd12help@usda.gov) or 1-833-682-4675

## 1 Person Model

### 1.1 What is Person Model?

Person Model is a module within EmpowHR. Person Model maintains a single identity for non-employee personnel in the system and tracks their relationship history with USDA over time. Person Model stores and maintains the identities of non-Federal employees. Person Model feeds non-employee information required for LincPass/AltLinc enrollment to USAccess, the General Services Administration (GSA) credentialing system.

### 1.2 How do I get access to Person Model?

Person Model login requests should be sent to one of your agency Security Officers (SOs) for submittal to NFC. If you do not know who your ASOs are, contact your Agency Lead for non-employee credentialing or the USDA HSPD-12 Help Desk.

### 1.3 What role should I request on my Person Model login request?

Person Model roles are based on screen views. You may require multiple roles. Please note that while roles include “NEIS” in the title, roles correspond to Person Model screens. The following is an overview of the Person Model roles and screen views associated with those roles:

- Data\_Entry - Screen View: Non-Employee Identity, Organizational Relationships, Company/Organization Information and Contract/Grant/Agreement Information.
- Sponsor - Screen View: Sponsorship only. Note: this does not include data entry screens.
- Adjudicator - Screen View: Adjudication and read-only access to Person Information.
- Read Only – Screen View: Reports ONLY.

### 1.4 What should I do if I forget my Person Model login?

Send a request for a password reset along with your Person Model User ID to your Agency Security Officer (ASO). If your system profile is current, you may reset your own password. For complete step-by-step instructions on profile updates, contact your ASO.

### 1.5 Can I reset my own password in Person Model?

Person Model provides users with the capability to reset their own passwords. Your profile must be updated to allow you to do so. Contact your SO for more information.



### **1.6 What are the data fields in Person Model?**

Refer to the Person Model Sponsor and Adjudicator training and Data Entry Guides for a complete list of all data fields for your role (<https://hspd12.usda.gov/training.html>).

### **1.7 Why am I not able to enter information in some Person Model fields?**

Some fields in Person Model are masked or “grayed-out” because they are not required, or they are pre-populated with a system-generated value.

### **1.8 When I enter a Contract/Grant/Agreement Number on the Assignment tab, I get an error message. Why is the system not recognizing the number?**

You must use the lookup function (magnifying glass) to locate a Contract, Grant or Agreement number that is already in the system.

### **1.9 I am trying to assign a Contract to an Affiliate, but it is not pulling up the Contract ID. I already entered the Contract into the system. What am I doing wrong?**

A Contract can only be assigned to someone with a Contractor non-employee type selected for their Organizational Relationship. Conversely, a Grant/Agreement can only be assigned to someone with one of the four other non-employee types (Affiliate, Fellow, Intern, Volunteer). If you have selected the wrong Organizational Relationship, you can go to the Add a New Relationship link in the menu to add the appropriate Organizational Relationship.

### **1.10 Do I have to enter Company/Organization information?**

No, Company/Organization information is optional in Person Model. While Company/Organization information is not required, it is recommended to enter as much information as possible as it can be helpful for reporting and organizational purposes.

### **1.11 What if some non-employees do not have their own email address?**

It is strongly encouraged that you enter a unique and valid email address when possible. If this is not possible, data entry personnel or Sponsors are instructed to enter the email for a supervisor or other point of contact. Please note that if more than one person shares the same email address, non-employees will not receive automatic enrollment notifications from USAccess upon Sponsorship. Further action is required by the Sponsor in USAccess to complete the process. Detailed instructions are included in the Person Model Sponsor training and Person Model Sponsor Data Entry Guide.



**1.12 I am trying to add a former Federal employee into Person Model, but I keep getting an error message that their Social Security Number already exists in the system. What do I do?**

This means that the person already has a record in the system. The Federal employee record cannot be accessed by non-employee role holders. You need to add a Person of Interest relationship to their existing Federal employee record. Go to Add a New Relationship, enter the former Federal employee’s EmplID (provided in the error message) or their name, and then add a non-employee relationship to the person (affiliate, contractor, volunteer, etc.). Once you assign a non-employee relationship to them, the record will be visible and they can be sponsored as a non-employee.

**1.13 Does designating someone as an Emergency Response Official change the enrollment process in any way?**

No. The enrollment process will not change. If a non-employee is identified as an Emergency Response Official, there will be an additional label added to their LincPass/AltLinc. Check with your Agency’s HSPD-12 Security Officer before selecting this option in Person Model.

**1.14 I entered the wrong information in a non-employee record. How do I correct it?**

Select “Correct History” on the bottom right hand side of the screen and edit the record. However, if you need to edit the Date of Birth or Social Security Number, you must call the USDA HSPD-12 Help Desk. Additional steps are required by the technical team to allow these updates to process.

**1.15 Why would a non-employee appear to be “Terminated” on their Person Model record? How do I change this?**

When a non-employee record says “Terminated” in the Non-Employee Status field, it means the non-employee does not have an active organizational relationship assigned to them in Person Model. To change their status to Active, you must ensure the contract, grant or agreement associated with that organizational relationship is active.

**1.16 I have updated the non-employee record in Person Model. Why does the record not appear in USAccess?**

The record has not been processed and is pending transmittal to USAccess. Please allow one full day for new and updated Person Model records to process to USAccess. If you have verified that the Person Model record is complete and it is still not appearing in USAccess after a few days, contact the USDA Help Desk at ([USDAHSPD12HELP@USDA.GOV](mailto:USDAHSPD12HELP@USDA.GOV)) or 833-682-4675.

**1.17 Can I run reports in Person Model?**

Yes. Person Model generates several canned reports. Please refer to the Person Model Reports Guide for detailed instructions on running reports. This guide is available on the USDA HSPD-12 website at <https://hspd12.usda.gov/training.html>.



### **1.18 Can non-employees perform data entry in Person Model?**

No. Non-employees are not eligible for system access to the Person Model. You must be a Federal Employee to obtain system access.

### **1.19 Is there a SORN/SA&A that covers Person Model?**

Yes, the EmpowHR SORN and SA&A cover Person Model.

### **1.20 When I search for a user by their name that I created an EmplID for, it is not showing up by Person Information – how do I proceed?**

If you have not added a contract/grant or agreement to the non-employees record, you will not be able to view the applicant in Person Information until a contract/grant/or agreement has been added to the applicant's Maintain Persons Assignment screen.

### **1.21 How do I change the POI type on a person who is switching from Contractor to Affiliate?**

The POI type of Affiliate must be added to the person's profile via Add a Relationship screen. That will move you to Maintain Person Assignment screen where you will enter in the Grant or Agreement.

### **1.22 I misspelled a person's name. Do I create a new record for them?**

No, access the person's record in the Person Information Screen. Click Correct History and update the person's name. You will want to ensure the name is corrected in Person Model, or this process could create a Duplicate Record issue that will need to be provided to the USDA HSPD-12 Help Desk (([USDAHSPD12HELP@USDA.GOV](mailto:USDAHSPD12HELP@USDA.GOV)) or 833-682-4675) for resolution of the name correct issue.

### **1.23 How do I search for an existing contract? In addition, what happens if I cannot find that one – how can I add a new one?**

Navigate to Contract Information screen, use the drop down to search via Contract or Grant/Agreement, and then enter in the number for which you are searching. If this number is not in the system, use the Add a New Value Tab to create your contract/grant/ or agreement.

## **2 USAccess**

### **2.1 Can I enter information directly into USAccess?**

No. Non-employee information must be entered into Person Model and that information will flow over to USAccess. Person Model and EmpowHR are the authoritative systems for inputting identity and sponsorship data for personnel. If data is input in USAccess only, there will be no record of that information in the USDA authoritative data systems. This process must be followed to allow the appropriate information to be linked to each card assigned to use their LincPass/AltLinc cards for logical or physical access.



## **2.2 I sponsored a non-employee, but he/she has not received a sponsorship or enrollment email. What should I do?**

Sponsored non-employees should appear in the Applicant Status Reports (ASR) within 24-48 hours from the time of sponsorship. If they do not receive an email within a few days of sponsorship, make sure the applicant has a record in Person Model and all required fields (name, DOB, email address, etc.) are entered accurately. Verify that the non-employee has an active assignment and that the Card Shipping Information is entered. Check the USAccess Applicant Status Report (ASR) to verify the record has been processed. If they are still not showing up in the ASR, contact the USDA HSPD-12 Help Desk to verify the applicant has been processed. ([USDAHSPD12HELP@USDA.GOV](mailto:USDAHSPD12HELP@USDA.GOV) or 833-682-4675).

## **2.3 How do I send a reminder to applicants that have not enrolled or who need to re-enroll for their LincPass/AltLinc?**

This can be completed by using the Sponsor Utility section of the Sponsorship role holder portal in USAccess. Please see the [Sponsor Post Sponsor Training](#) for complete instructions.

## **2.4 How do I re-issue a non-employee LincPass/AltLinc?**

To re-issue credentials, the Sponsor must take action in USAccess. Please refer to the [Sponsor Post Sponsor Training](#).

## **2.5 What if the Registrar is not able to find an applicant's record at the time of enrollment?**

It is possible that the record has not processed into the USAccess system or the identification documents that the non-employee provided during the attended enrollment do not match the information entered in the system. Applicants should not enroll until they have received an official sponsorship email instructing them to enroll.

## **2.6 How do I determine when a non-employee's certificate on the card will expire?**

Each card will be set with four (4) certificates unless designated by the Sponsor of record. Role holders with the Report Viewer role can generate a Certificate Expiration Report in USAccess to determine cards that have certificates expiring within 180 days.

## **2.7 Can a Sponsor verify when a non-employee card was suspended and/or destroyed?**

USAccess has not issued a specific audit report at this time. However, the information can be tracked by using the USAccess Card History report.

# **3 HSPD-12 Policy/Business Process**

## **3.1 Who would be considered a non-employee?**

A non-employee is anyone who supports USDA that is not a Federal employee. Contractors and other USDA cooperators, such as interns, volunteers, fellows and affiliates, are non-employees.



### **3.2 How long is the process for non-employees to obtain a LincPass/AltLinc?**

In order for a person to receive a LincPass/AltLinc, they must have their identity information and other required data elements entered into the authoritative HR System (Person Model/EmpowHR). Then a Sponsor must input the required sponsorship information. The completion of sponsorship will kick off the enrollment process by generating an enrollment email for the end user. Once enrollment is complete, successfully adjudicated non-employees should receive their LincPass/AltLinc within 5-10 business days.

### **3.3 What are LACS and PACS?**

LACS stands for Logical Access Control Systems, which represents access to federal computer systems. PACS stands for Physical Access Control Systems, which means systems that regulate access to federal facilities.

### **3.4 How would a cardholder perform their job between the time a credential expires or is lost, and when a new credential is issued and activated?**

For logical access, a person would need to obtain a username/password exemption from their agency IT to obtain access to federal computer systems. For physical access into a federal facility, the person would need to obtain a temporary site badge issued.

### **3.5 How often would individuals need to go through the enrollment process?**

Enrollments must be redone every 12 years, however typically they are completed at the 10 year mark in order for the applicant to receive a full 5 year credential.

### **3.6 How does the printed LincPass/AltLinc expiration date apply to non-employees? Which would affect a non-employee, the five-year credential expiration or the period of performance end date in Person Model?**

Both dates affect the LincPass/AltLinc expiration. The printed date on the LincPass is five years from the date of issuance. The printed date on the AltLinc is 7 months from the date of sponsorship. If a period of performance end date is reached in Person Model, any associated LincPass/AltLinc will automatically deactivate impacting access to electronic systems or facilities. If a non-employee is assigned to multiple contracts, grants or agreements in the Person Model, the credential will be active as long as the non-employee is active on at least one contract, grant or agreement.

### **3.7 Can Foreign Nationals be sponsored for a LincPass/AltLinc?**

Yes. For a foreign national to be sponsored for a LincPass/AltLinc they must meet specific documentation requirements to be eligible as defined in section 3.8.



### **3.8 What are the requirements for Foreign Nationals to be eligible for a LincPass/AltLinc issuance?**

For Foreign Nationals to be eligible for LincPass/ AltLinc issuance, they must provide sufficient identification. For a complete list of acceptable documents, please visit the fedidcard.gov website.

## **4 Contracts, Grants and Agreements**

### **4.1 What role does the Contracting Officer (CO) have?**

The CO is responsible for ensuring that the applicable Federal Acquisition Regulation/Agriculture Acquisition Regulation (FAR/AGAR) clauses are included in the contract. When issuing appointment letters to the Contracting Officer Representative (COR) or Contracting Officer Technical Representative (COTR), the CO should ensure all Sponsor duties are included in the letter. The CO may need to provide any pertinent contract information to the COR/COTR for data entry into the Person Model, such as PIID/Contract Number and period of performance..

### **4.2 If a COR/COTR does not complete the Sponsor training, should they be removed from the contract?**

No. A COR/COTR is not required to be a Sponsor. The Sponsor role is a collateral duty for the COR/COTR. If the COR/COTR cannot perform sponsorship duties, another Sponsor will need to be designated to sponsor applicable non-employees on the contract.

### **4.3 Should I include AGAR clauses in old/existing contracts?**

Yes, it is recommended that as long as the period of performance is still valid, AGAR clauses should be included in all contracts.

### **4.4 What if a PIID/Contract, Grant or Agreement ID number changes on an existing contract, grant or agreement number entered in the system?**

When you have a new contract, you can simply extend the expiration date of the existing contract to the new date or enter a new contract and assign the appropriate non-employees from the previous contract.



**4.5 If a non-employee is here intermittently (e.g., attends work for one day and does not return for a few weeks), what type of identification do they need?**

This is an agency decision that should be based on the USDA Credential Matrix. The Sponsor should use the USDA Credential Matrix to determine what type of credential a person requires:

IT and Physical Access Rights Required	LincPass	AltLinc	Site Badge	Visitor Badge	No Badge
IT & Unaccompanied Physical Access Required > 6 Months	✓				
IT & Unaccompanied Physical Access Required < 6 Months		✓			
No IT Access Required & Unaccompanied Physical Access Required			✓		
No IT Access Required & Accompanied Physical Access Required				✓	
No IT or Physical Access Required					✓

**4.6 How do non-employees start performing when there is a lag between the award or start date and getting a fingerprint initiated/returned?**

Non-employees can be issued a site badge and/or obtain a username/password exemption for logical access to IT systems.

**4.7 What if non-employee flashes a LincPass/AltLinc that has not reached the printed five-year expiration date but the contract, grant or agreement is expired?**

CORs/COTRs should follow exit procedures to ensure that site badges and LincPass/AltLinc are turned in at the end of the period of performance.

**4.8 Should I insert AGAR clauses in a Memorandum of Understanding (MOU) or other type of grant or agreement?**

You can include AGAR clauses in MOUs, grants or agreements, although no revision to the AGAR is planned to include specific reference to MOUs, grants or agreements.

**4.9 How is a Sponsor notified when a Contract/Grant/Agreement in Person Model will expire soon?**

Person Model sends automatic expiration notices via email to the Sponsor. If a non-employee is not sponsored, the notification will be sent to the Data Entry Person. These notifications are sent 30 calendar days prior to expiration, and again 48 hours prior to expiration. To ensure proper delivery of these emails, the Sponsor should make sure their profile is current. The Sponsor may also run a Period of Performance report in Person Model to view recent or future contract expirations

## **5 Role Holders**

### **5.1 What is Separation of Duties?**

An integral part of HSPD-12 is the separation of duties, which ensures that no individual has the capability to issue a PIV credential without the cooperation of other HSPD-12 role holders. As a result, each non-employee who requires a LincPass/AltLinc must go through several steps to obtain a LincPass/AltLinc. This includes Sponsorship, Adjudication, Enrollment and Activation.

### **5.2 Role Administrator**

#### ***1. What is a Role Administrator?***

The HSPD-12 Role Administrator is responsible for coordinating the training of HSPD-12 Role Holders and verifying certification requirements are met. Agency Role Administrators are responsible for the designation of the HSPD-12 role holders within their agency. Additionally, Agency Role Administrators must verify appropriate separation of duties.

#### ***2. Should the Agency Role Administrator be involved when identifying Sponsors and Adjudicators for non-Employees?***

Yes, the Role Administrator manages assignment of all role holders for their agency.

### **5.3 HSPD-12 Security Officer**

#### ***1. What is the role of the HSPD-12 Security Officer?***

The HSPD-12 Security Officer is responsible for maintaining credential security within USDA. Please note the HSPD-12 Security Officer should not be confused with ASO.

### **5.4 Agency Security Officer (ASO)**

#### ***1. What is the role of the Agency Security Officer?***

ASOs are responsible for ensuring security access is properly requested and submitted in compliance with Agency Security policy. ASOs are responsible for coordinating all security access activities between the agency and NFC. Please note the ASO should not be confused with the HSPD-12 Security Officers.

### **5.5 Sponsor**

#### ***1. What is the role of a Sponsor?***

Non-employee Sponsors are responsible for coordinating data gathering and data entry into Person Model. The Sponsor coordinates with the Adjudicator to initiate a background investigation BI and authorizes individuals for a LincPass/AltLinc.

**2. *Would a new Sponsor need to take action if they are taking over a former Sponsor's role holder duties?***

Yes, the new designated Sponsor would need to take action in order to properly complete the role re-assignment for any active contracts and non-employee sponsorships.

**3. *Who acts as the Sponsor?***

Each agency must determine who will act as a Sponsor for non-employees and ensure they are designated by the Role Administrator in USAccess. The Sponsor is a program point of contact, e.g. a COR/COTOR or Grants and Agreement specialist, who is familiar with the work being performed and the logical and physical access involved.

**4. *Are Sponsors required to do all the data collection and data entry?***

No. While the tasks of data collection and data entry fall under sponsorship, sponsors can delegate portions of the process to the data entry personnel or support staff. However, the official act of sponsorship in Person Model must be performed by the Sponsor.

**5. *Do Sponsors need to be designated in USAccess?***

Yes. If a Sponsor is not designated in USAccess by the Role Administrator, associated non-employee records in Person Model will appear as incomplete in USAccess.

**6. *Are Sponsors for non-employees required to be Federal Employees?***

Yes, All Sponsors are required to be Federal Employees and must hold an active LincPass.

**5.6 Adjudicator**

**1. *What is the role of an Adjudicator?***

Non-Employee Adjudicators are responsible for recording fingerprint check and BI results in system.

**2. *Do Adjudicators need to be designated in USAccess?***

Yes. If Adjudicators are not designated in USAccess by the Role Administrator, non-employees' records in Person Model will appear as incomplete in USAccess.

**3. *Are Adjudicators for non-employees required to be a Federal Employee?***

Yes. All Adjudicators are required to be a Federal Employee and must hold an active LincPass.



#### 4. *Who acts as the Adjudicators?*

Each agency must determine who will act as the Adjudicators for non-employees and ensure they are designated by the Role Administrator in USAccess. Agencies should follow existing adjudication procedures for non-employees.

## 6 Training

### 6.1 What kind of training is there?

HSPD-12 Sponsor and Adjudicator Training is located on AgLearn and should be taken prior to having these roles assigned by the Role Administrator. The Role Administrator is responsible for validating that training is complete.

### 6.2 I completed the USAccess training. Is Person Model training the same thing?

No. USAccess training provides instructions on how to perform your designated role directly in USAccess. USDA Sponsors and Adjudicators should take all training via AgLearn as USDA and USAccess training have been combined there. The HSPD-12 Sponsor and Adjudicator trainings in AgLearn provide USDA HSPD-12 policy and step-by-step instructions and screenshots of the Person Model system, as well as additional business process information related to non-employee LincPass/AltLinc implementation.

### 6.3 How do I provide evidence of training completion, and to whom?

For AgLearn training, the results will be recorded in AgLearn upon completion and accessible by your Agency Role Administrator.

### 6.4 I am performing data entry and will not sponsor or adjudicate in Person Model. Should I take the Person Model training?

Yes. Data Entry personnel should take the Person Model role holder training.

## 7 Background Investigations

### 7.1 What is a Tier 1 Investigation?

Tier 1 Investigation (T1) formerly National Agency Check and Inquiries (NACI) this is the **basic and minimum investigation required on all new Federal employees and many contractors**. It consists of a NAC with written inquiries and searches of records covering specific areas of a person's background during the past five years. A T1 is the minimum background investigation (BI) required for LincPass issuance.



**7.2 How does the fingerprint check for HSPD-12 differ and/or replace the current non-employee fingerprint check?**

The fingerprint check must be a Federal Bureau of Investigations (FBI) National Criminal History Check (NCHC). It does not replace any other fingerprint checks but is the only one accepted for LincPass/AltLinc issuance.

**7.3 If a non-employee needs to start work immediately but does not have a BI, can the Sponsor expedite the process to issue the non-employee a LincPass?**

Yes. Non-employees may enroll after a positively adjudicated fingerprint check is returned, and a BI is initiated.

**7.4 What happens if the non-employee's BI is unfavorably adjudicated?**

If a BI is unfavorably adjudicated, the non-employee's LincPass/AltLinc will be revoked and confiscated. The non-employee will not be able to work.

**7.5 What is the time limit by which a non-employee must be removed from the facility if their BI is negatively adjudicated?**

The non-employee must be removed from the facility as soon as possible. The maximum amount of time allotted is 72 hours.

**7.6 If a non-employee holds an existing and active BI, are they required to get a new one?**

No. If the non-employee holds a valid BI recognized by the Office of Personnel Management (OPM), a new investigation will not be necessary. Previous or existing investigations can be verified in PIPS (Personnel Investigations Processing System).

**7.7 If a non-employee's BI was processed by a third-party company, is that considered a valid BI?**

No. OPM must conduct the investigation to be considered valid. Private companies are not able to enter their investigation results into the OPM system.

**7.8 How is a national security clearance handled?**

If someone has a national security position that warrants a clearance, e.g. Secret or Top Secret, the BI is processed through DOD. DOD processes the investigation and determines suitability. Results can be verified in PIPS.