USDA HSPD-12
Security Officer Guide

Prepared for

United States Department of Agriculture
Office of Security Services
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Revision Information

Version	Date	Revision Notes
1.0	6/5/2008	Initial Draft
2.0	8/25/2008	Updated screen shots, changed verbiage from “revoked” to “terminated”
3.0	3/25/2008	Invalid document re-issue and communication and, Duplicate Clarification.
3.1	7/27/2009	Initiate card reissue and card reprint requests, updated screen shots, updated verbiage, and defective LincPass return request.

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Introduction

This document serves as a guide to the HSPD-12 Security Officer processes and procedures. It details the Role's major responsibilities and provides instructions on performing various HSPD-12 Security Officer duties. Specifically this document covers:

- Clearing Flagged Records
  - Clearing I-9 Document Referral Flags
  - Clearing Biometric Duplicate Flags
- Changing LincPass Status
- LincPass Destruction
- Handing LincPasses
- Using the Applicant Status Report

Before proceeding, please make sure that you have met all the pre-requisites for performing HSPD-12 Security Officer Duties:

1. Sponsored in the USAccess system
2. Successfully completed the USAccess Security Officer training
3. Your Agency Role Administrator has designated you as a Security Officer in USAccess
4. Received your USAccess user ID and password

NOTE: Both a Sponsor and Security Officer have the capability to mark a LincPass destroyed in USAccess. Due to this, each agency has the flexibility to build a business process model where either the Sponsor or Security Officer is responsible for taking possession of suspended/terminated LincPasses and destroying them. Agencies should design the process to best fit the logistical needs within their agencies. This document is built on a model where the Security Officer is responsible for these tasks.

Section 1 Clearing Flagged Records

1.1 About Flagged Records

A pre-issuance duty of the HSPD-12 Security Officer is to review Applicant records that have been flagged during the Enrollment process. This system flag is in place so the Applicant cannot receive a LincPass or continue through the USAccess Credentialing process without Security Officer approval once they are flagged for review. Applicant records can be flagged for I9 document referrals and/or biometric duplicates. For either flag, it is the Security Officer's responsibility to review these records in USAccess and then clear the flag if the conditions warrant.

1.1.1 Document Referral Flags

During the Enrollment process, a Registrar marks documents for more validation when a source identity document looks fraudulent or tampered with. The Registrar may also flag the record if they believe the Applicant's I9 document is invalid. .

Previously, a Security Officer had to review and clear flagged records on-site at an Enrollment Station. Now, this functionality has been integrated into the USAccess Security Officer Web Portal.

1.1.2 Biometric Duplicate Flags

During the Enrollment process, the system may flag an Applicant's record if their fingerprints match closely to fingerprints already in the system. This check is in place to ensure that an Applicant who has already registered does not try to register again under a separate identity. The opposite holds true in re-enrollment situations (i.e. LincPass Renewals or Reissues). The system will flag applicant records if it cannot find a previous biometric match for the Applicant.

1.2 Clearing I-9 Document Referral Flags

1.2.1 Generate Applicant Status Report

Step 1. Generate an Applicant Status report and save it as an excel file on your computer.

Step 2. Filter the report to show only Applicants in your agency who have a flag on their record:

- Document Referrals: "DocumentReferral" column = "Yes"
- Biometric Duplicates: "DuplicateCheckPending" column = "Duplicate Found"

Please see the "Using the Applicant Status Report" guide on the USDA HSPD-12 website's "Training" page if you need more details on running the Applicant Status Report.

1.2.2 Review the Applicant's Record

Step 1. Log into the USAccess Security Officer web portal (https://gsa.identitymsp.com/ASSUREDIDENTITYPORTAL) with your USAccess user name and password.

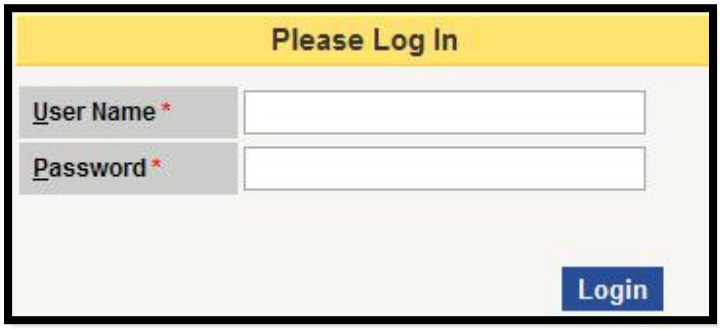


Figure 1: SO Portal Login Screen

Step 2. Search for the flagged Applicant by entering their SSN or Birth date and the Last Name and then clicking the **Search** button.

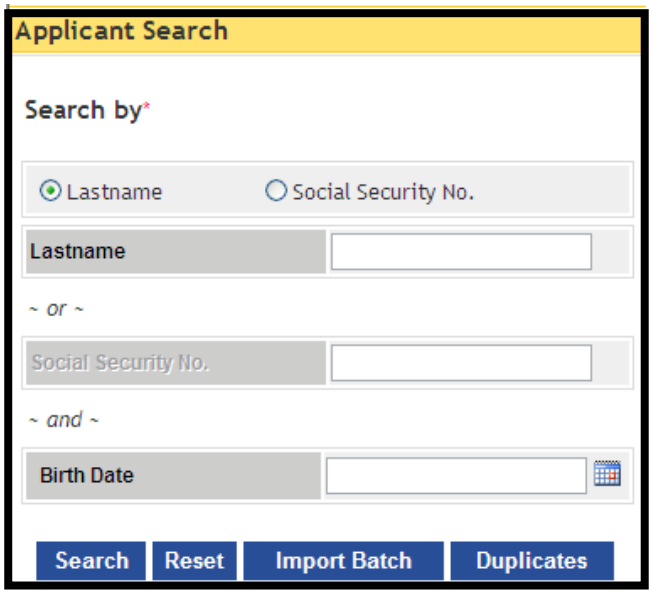
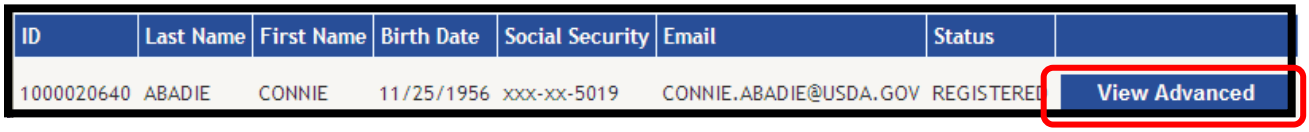


Figure 2: Applicant Search Screen

Step 3. When the Applicant's record is displayed, click the **View Advanced** button.



ID	Last Name	First Name	Birth Date	Social Security	Email	Status	
1000020640	ABADIE	CONNIE	11/25/1956	xxx-xx-5019	CONNIE.ABADIE@USDA.GOV	REGISTERED	View Advanced

Figure 3: Applicant Record

Step 4. The **Card Status** screen displays, however since a LincPass has not been issued yet for this Applicant, the Card Status screen will display with no records found. Select the **Document Validation** tab.

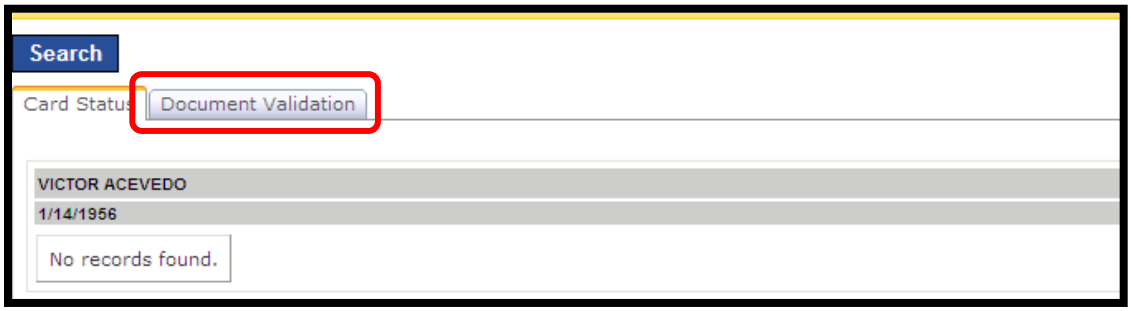


Figure 4: Card Status Screen

NOTE: When card printing is in progress, the Security Officer cannot make changes to the Applicant's record. He/she is only able to use the **Card Status** tab to terminate a card. This capability allows the Security Officer to terminate a card while the card is in printing for cases such as change in employment status, background checks, or need to do a reissuance.

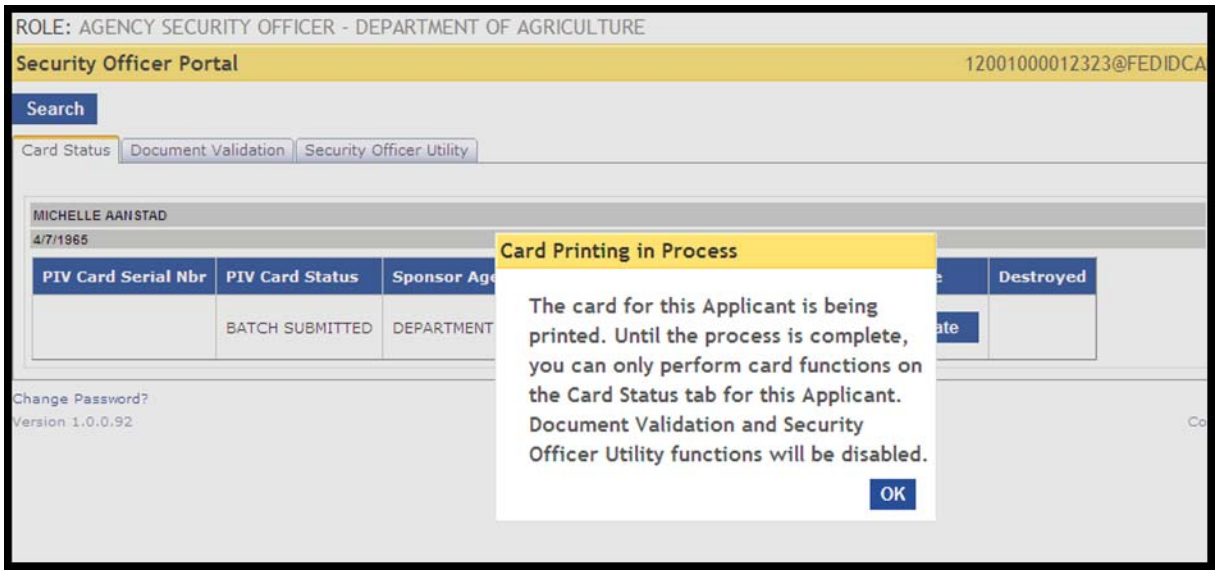


Figure 5: Security Office Portal Screen

Security Officers now see a message warning them if "card printing is in progress" for the selected Applicant. The Security Officer cannot make updates to the record.

Step 5. The **Document Validation** screen appears. Use the **Biographic Data**, **Address Data**, and **Photo** tabs to review the Applicant's record.

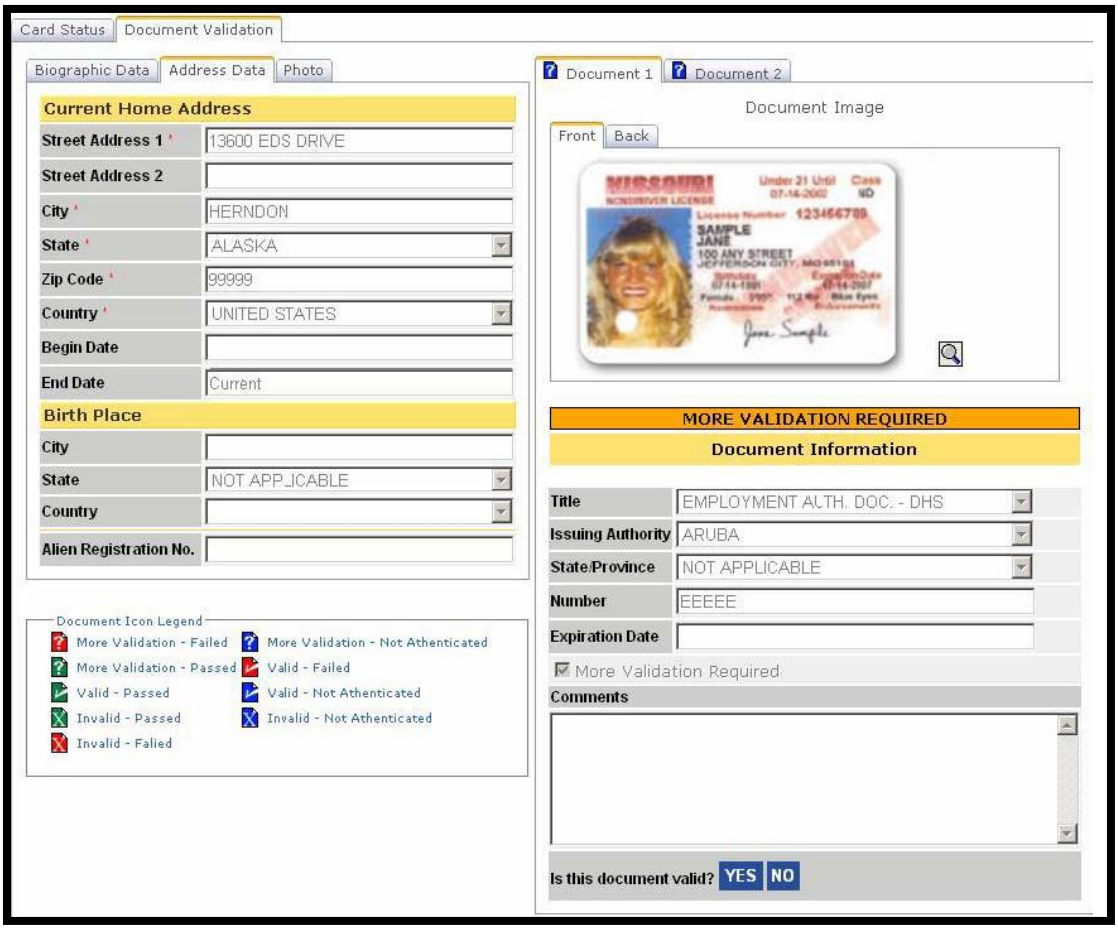


Figure 6: Document Validation Screen

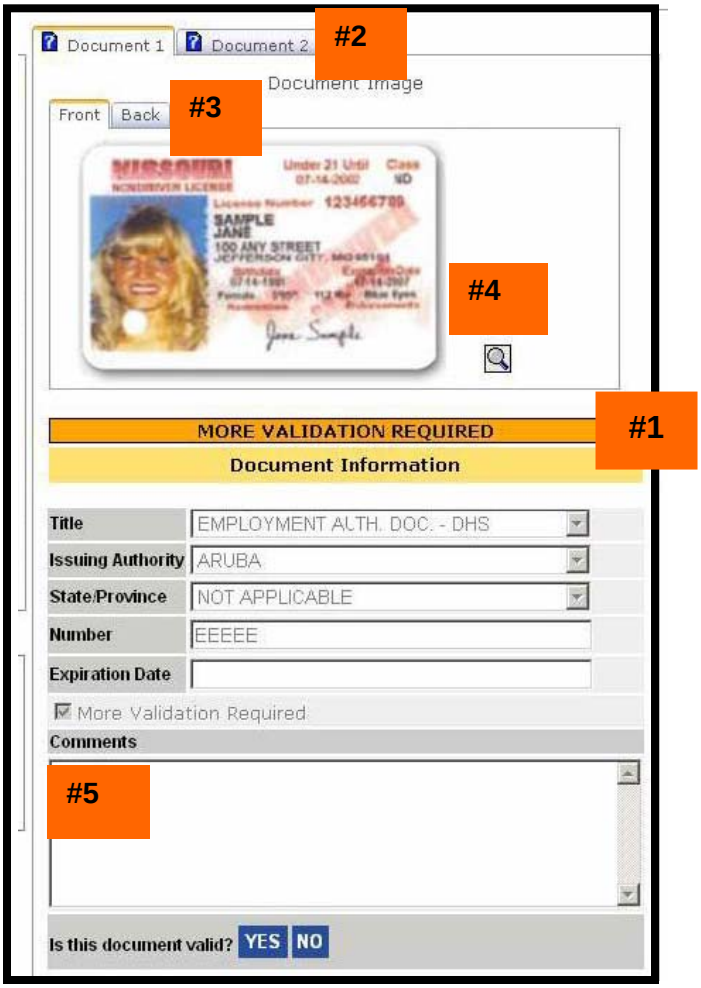


Figure 7: Document Validation Screen

Step 6. Documents marked for more validation are labeled with an orange **More Validation Required** sign (#1).

Use the **Document** (#2) tab to review the documents that were referred for more validation.

Use the **Front** and **Back** tabs (#3) to view both sides of the document.

Click the magnifying glass (#4) to enlarge the document images.

Registrar comments will display in the **Comments** field (#5).

Step 7. Icons on the **Document** tabs indicate how the document was scanned and marked for more validation. See explanation of icons in the next section.

Step 8. After reviewing the document, click **Yes** to mark the document as valid or **No** to mark the document as invalid.

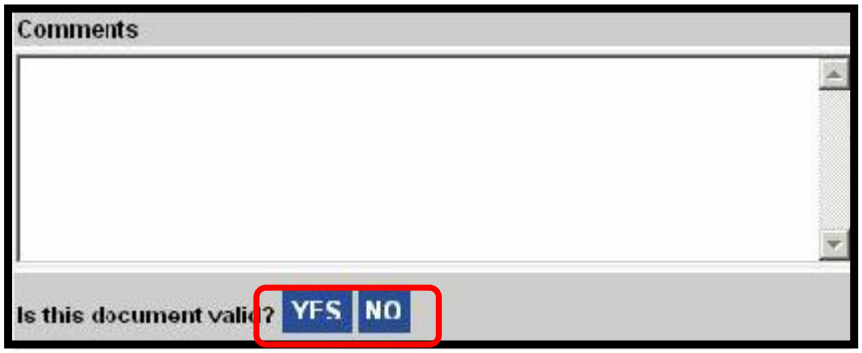


Figure 8: Document Validation

Step 9. The "Confirmation Required" message reminds you that the action you are taking will immediately go into the database and you will not be able to change it. Click the **Yes** button if you are sure about your decision; otherwise click the **No** button to revisit the Applicant's record.

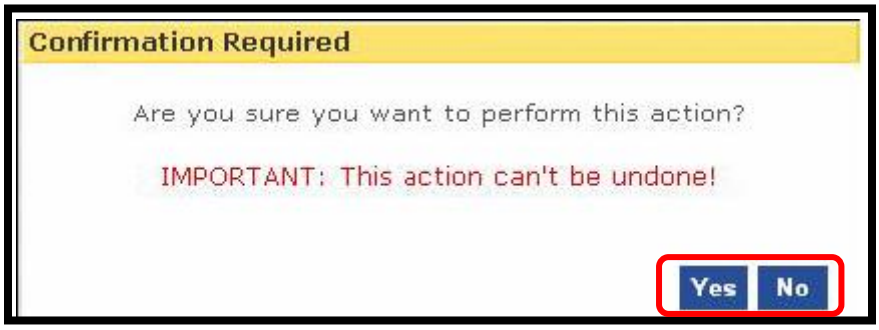


Figure 9: Confirmation Screen

NOTE: Applicants whose records are marked invalid by the Security Officer will not receive a LincPass.

1.2.3 Document Flag Icons

Icon	Label	Description
	More Validation - Failed	License failed the AssureTec scan and was marked for more validation
	More Validation – Passed	License passed the AssureTec scan and was marked for more validation
	More Validation – Not	The document was not scanned in the

	Authenticated	AssureTec scanner and was marked for more validation
	Invalid – Failed	Indicates the Security Officer has marked the Failed document invalid
	Invalid – Passed	Indicates the Security Officer has marked the Passed document invalid
	Invalid – Not Authenticated	Indicates the Security Officer has marked the Not Authenticated document invalid
	Valid – Failed	Indicates the Security Officer has marked the Failed document valid
	Valid - Passed	Indicates the Security Officer has marked the Passed document valid
	Valid – Not Authenticated	Indicates the Security Officer has marked the Not Authenticated document valid

If the Security Officer determines the document is valid, the "?" icon is replaced with the appropriate checkmark icon, depending on the document's status with regard to being scanned in the AssureTec scanner.

If the Security Officer decides the document is not valid, the "?" icon is replaced with the appropriate "X" icon, depending on the document's status with being scanned in the AssureTec scanner.

1.2.4 Invalid Document Communication

If the Security Officer marks the documents as invalid, an email will be sent to the Sponsor to direct the applicant back through enrollment.

The email reads as follows:

Dear <Sponsor Name>
The identification documents submitted during enrollment for <Applicant Name> were marked invalid by your Agency's Security Officer. As a result, this Applicant will need to return to a USAccess credentialing center to re-enroll and submit new identity documents.
To initiate the process for re-enrolling this Applicant:
-Log on to the Sponsorship Portal
-Search for the Applicant and click on the Sponsor Utility button
-Click on "Send Request" next to the "Request Card Reissue/Renewal"

The Applicant will then receive an email asking him/her to re-enroll for the card.

1.2.5 Re-Enrollment Document Validation

To re-enroll an applicant the Registrar must clear the existing documents in the system and scan the new documents presented by the applicant. If the Registrar does not clear the existing documents and re-scan the new ones, the applicant will still be marked with invalid documents in the Security Officer portal and he/she will not be cleared to have a card issued.

IF the replacement documents do not meet the requirements, the Registrar will mark the scanned I-9 document with **MORE VALIDATION REQUIRED.** The Security Officer will need to clear the replacement documents by **MARKING THE DOCUMENT VALID.** Once completed, the applicant record will move on to Issuance.

If you have any questions about this Applicant's document validation, please contact your Agency Security Officer.

1.3 Clearing Biometric Duplicate Flags

The second type of review is of possible duplicate records. This flag may be placed by the USAccess System when the Applicant enrolls and a new enrollment record is created in USAccess. The System compares the fingerprints in the new record with fingerprints in all of the other records in the system.

New Enrollment: If the record is for a new Applicant, there should be no previous record in the system. If a match is found, a link to the match is placed in the Security Officer's **Match Results** queue for review. If no duplicate is found for a new enrollment, the issuance process continues.

Re-enrollment: There should be a duplicate record in the database for a re-enrollment. If the database does not find a duplicate record, it flags the record. The value **Duplicate Found** is displayed in the Duplicates column on the Applicant Status Reports. If a duplicate is found for a re-enrollment, the issuance process continues.

1.3.1 First Time Enrollment Biometric Duplicate

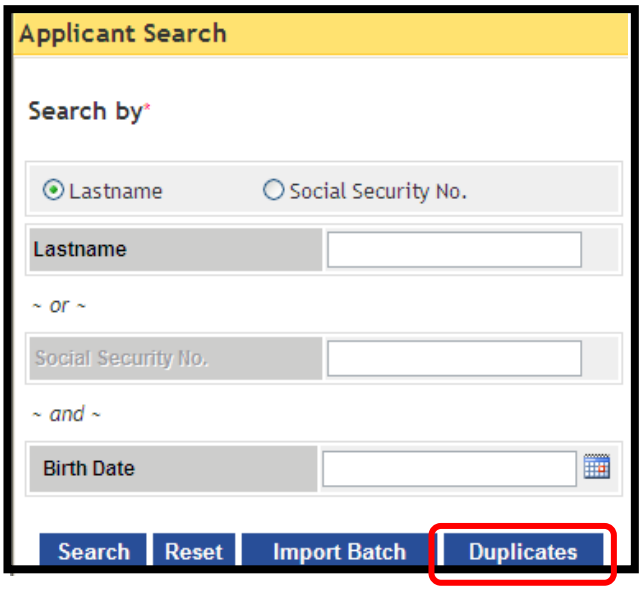


Figure 10: Applicant Search Screen

Step 1. From the Applicant Search page, click on the **Duplicates** button.

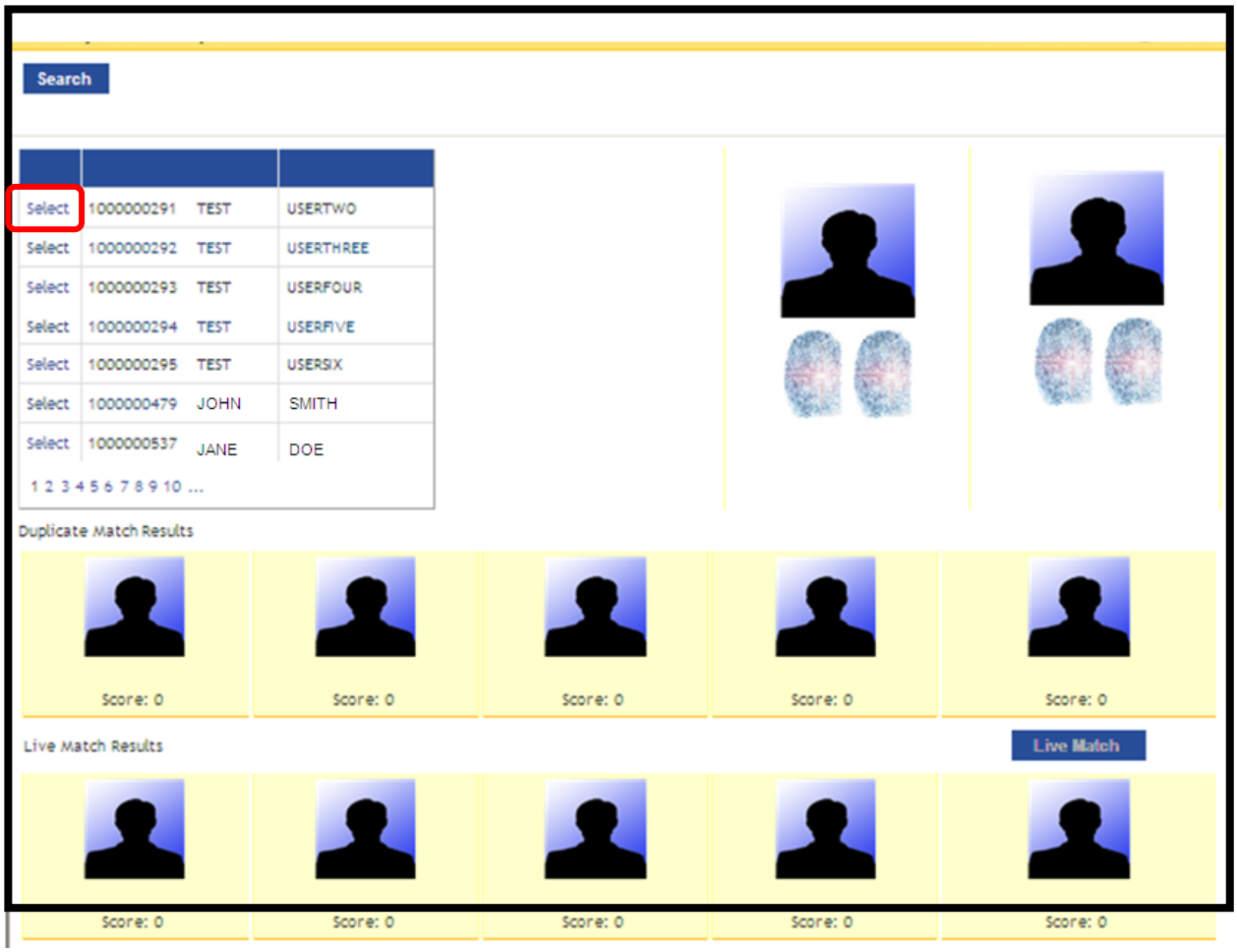


Figure 11: Duplicates Screen

Step 2 . The **Security Officer Duplicates** page will display. The oldest entry is at the top of the list on page 1 and the newest is at the bottom of the list on the last page. Click on the **Select** link next to the record to review it.

Figure 12: Duplicates

Step 3. The page will display several pieces of information:

- The Applicant (#1)
- The potential duplicate (#2)
- Duplicate decision buttons (#3)
- The match score (#4)

The system will alert you to a possible duplicate record and will provide a photo and match score to help you decide if there is a duplicate. The match score reflects how closely the fingerprints of the new enrollee match those of enrollees already in the system. A score of 5 or higher indicates the possibility of a fingerprint match. When the score is very high, for example 644 as you see on this page, it is very likely the same person. For that reason, even though the photos are different, you would probably consider this a match and investigate further. The closest match is displayed next to the enrollee and above the rows of other possible matching documents.

Figure 13: Marking the Duplicate

Step 4. Duplicate decision:

- If you find that the new Applicant already has a record in the USAccess system, click **YES** to indicate this is a duplicate. The issuance process stops. Notify the Applicant's Sponsor to research the record and request a reissue of the card so the Applicant can reenroll.
- If you believe the fingerprints are duplicates and this could be someone enrolling fraudulently, click **YES**. The issuance process stops and you may proceed with your investigation.
- If you believe this is not a duplicate, click the **NO** button and the Applicant's record continues to issuance.

NOTE: Before you make your decision, you might want to update the match results. When you click the link besides the enrollee's name to the view the match results, you will see the results from the day the duplicate search was performed. To see up-to-date results, click the **Live Match** button.

NOTE: Be very sure you are making the correct determination as it cannot be undone once submitted. Once the duplicate is confirmed, the LincPass issuance process will stop for this Applicant.

1.3.2 Re-enrollment Biometric Duplicate

For a re-enrollment, you would expect to find a duplicate record since the Applicant is being re-enrolled. If the system finds a match, but the biographical data is different, it will return the match as a duplicate for your review.

Conversely, if no records exceed the threshold of 5, there is no duplicate record for this enrollee. The duplicate will be listed for your review since this could be someone trying to re-enroll under a different name.

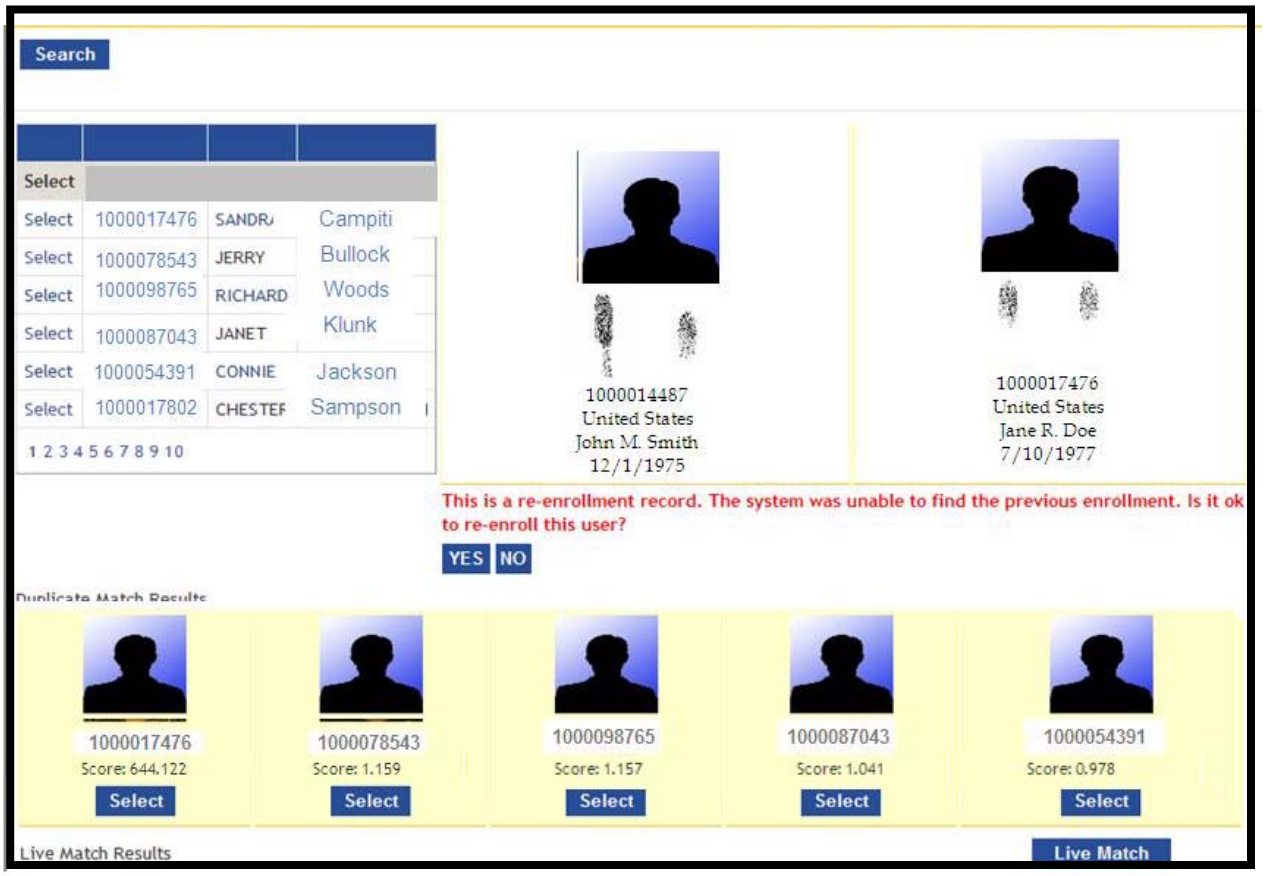


Figure 14: Re-enrollment

Step 1. The Applicant and Potential duplicate display along with Re-enrollment decision buttons. Even though the match score is very high, there is good reason to believe these are not duplicates. The name, birth date, and enrollment number are different. It is your discretion whether this is the same or a different person.

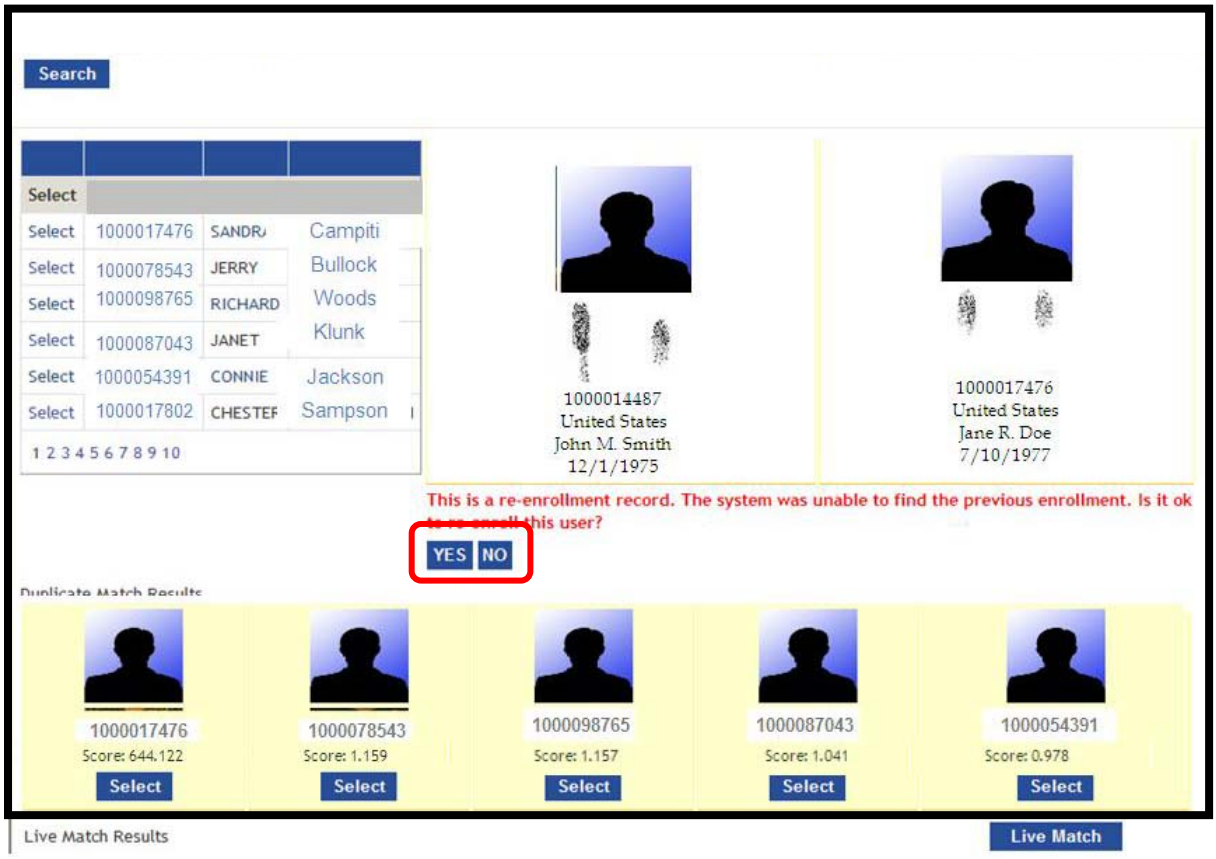


Figure 15: Deny Re-Enrollment

Step 2. Re-enrollment Duplicates

- Click **YES,** if you believe the duplicate is a previous enrollment record for the applicant and it is to enroll the user. The issuance process continues.
- Click **NO**, if you believe this is not a duplicate record for this Applicant and it is not okay to enroll the user. The issuance process stops and further investigation is needed.

1.3.3 Security Officer Utility Duplicate Check

The Security Officer Utility Tab will allow the Security Officer to re-display the Applicant in the Duplicate Check Portal. For Applicants where a duplicate decision has been previously made by the Security Office, a **Resubmit Duplicate Check** button is displayed. By clicking on this button, the applicant is re-displayed in the duplicate check portal, at which point the Security Office can re-determine if this is a duplication record.

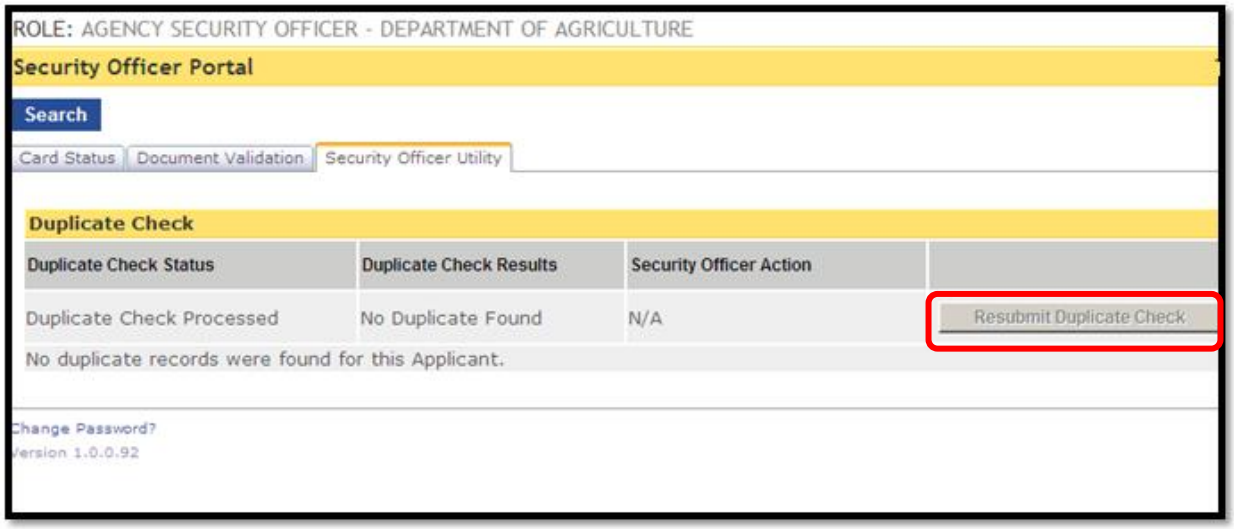


Figure 16: Resubmit Duplicate Check

Duplicate Found | Duplicate Cleared- The duplicate check was performed, a duplicate was found, and the Security Officer validated that no duplicates exist for the Applicant and cleared the record.

Figure 17: Duplicate Found/Duplicate Cleared

No Fp On Card- When an Applicant is enrolled without fingerprints, the duplicate check cannot be performed. In this case, the table displays, “Duplicate check not performed for cards without fingerprints on card.”

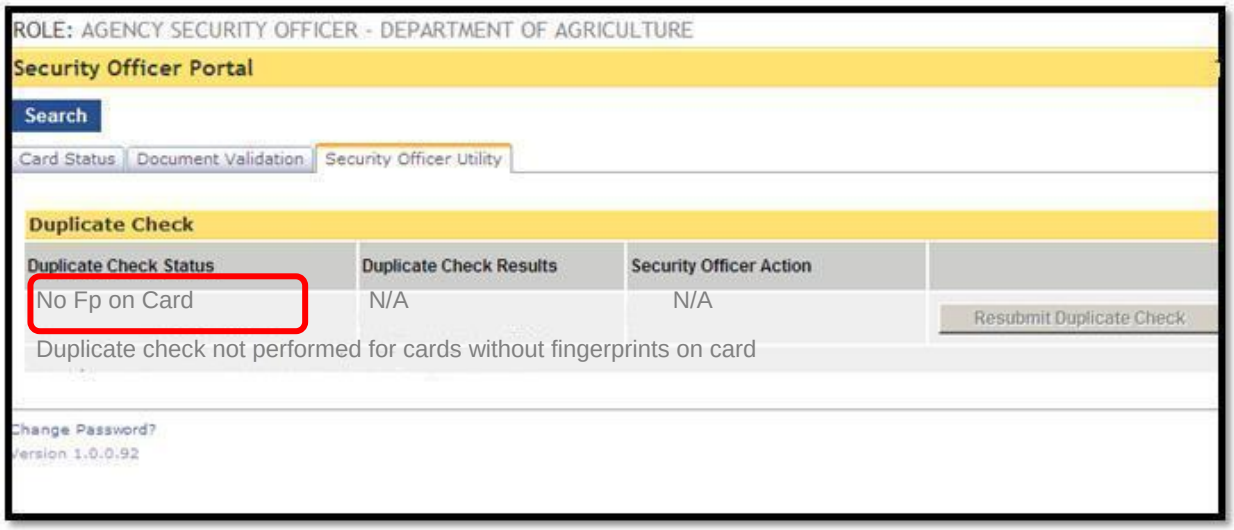


Figure 18: No Fp On Card

“**The duplicate check function has not been completed for this Applicant**“ is displayed when the Applicant has not completed the enrollment process. Duplicate checks are only completed after the Applicant has enrolled.

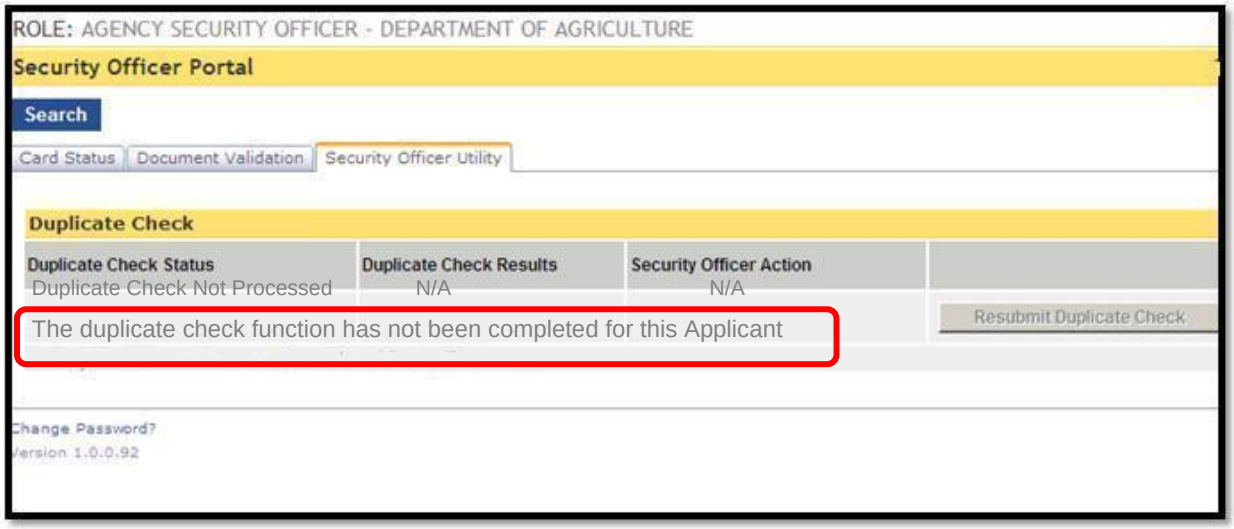


Figure 19: Duplicate Check Function Not Completed

Section 2 Changing LincPass Status

The Security Officer has the ability to change the status of LincPass independently of the Applicant's employment status. This may be necessary when someone loses a LincPass, goes on leave for a temporary period of time, is involved in a security event, or for any other event requiring a status change as defined by agency policies. The Security Officer has the capability to completely terminate a LincPass, suspend the LincPass for a period of time, or reactivate it after suspending it.

2.1 Suspending a LincPass

Certain conditions may warrant suspending the LincPass for a period of time. Suspending it turns the LincPass certificates off without terminating the LincPass completely so that it can be used again after being reactivated.

Step 1. Log into the USAccess Security Officer web portal (https://gsa.identitymsp.com/ASSUREDIDENTITYPORTAL) with your USAccess user name and password.

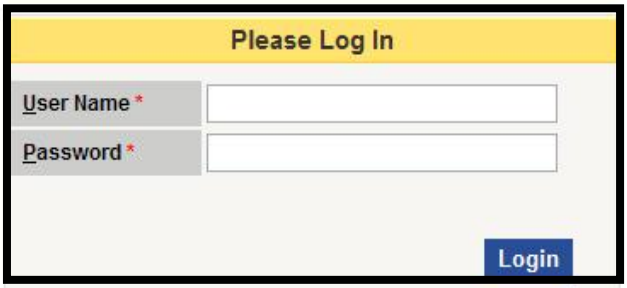


Figure 20: SO Portal Login Screen

Step 2. Search for the flagged Applicant by entering their SSN or Birth date and their Last Name and then clicking the **Search** button.

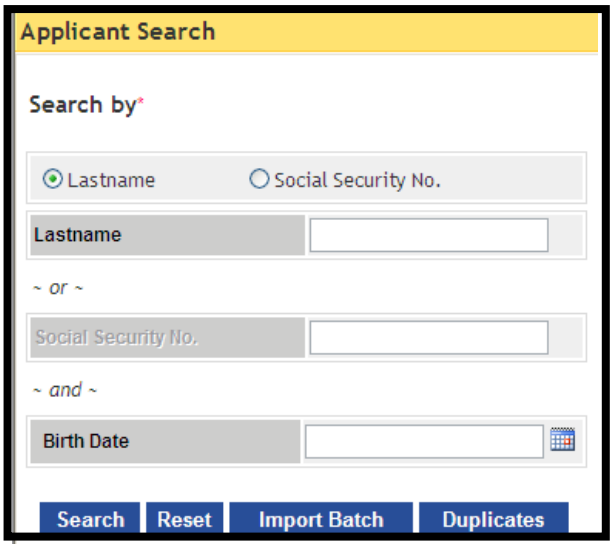


Figure 21: Applicant Search Screen

ID	Last Name	First Name	Birth Date	Social Security	Email	Status	
1000001234	SMITH	JANE	1/1/1970	xxx-xx-1234	JANE.SMITH@USDA.GOV	REGISTERED	View Advanced

Figure 22: Applicant Record

Step 3. When the Applicant's record displays, click the **View Advanced** button.

JANE SMITH
1/1/1970

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
2050500001145678912	ACTIVATED	DEPARTMENT OF AGRICULTURE	Suspend		Terminate	

Figure 23: Card Status Screen

Step 4. The Security Officer portal appears with the **Suspend** and **Terminate** buttons present in the Card Actions tab. Note the **Reactivate** button is not available until a LincPass is suspended. Click the **Suspend** button to suspend the LincPass.

Figure 24: Suspended LincPass

Step 5. The LincPass is now suspended and the Reactive button is now available. Collect the LincPass for storage until it is either reactivated or revoked.

NOTE: An individual must retain their affiliation with the federal government while inactive. If they are terminated, then the LincPass will be terminated once the employment status change is sent to USAccess.

2.2 Reactivating a LincPass

The Security Officer can reactivate a LincPass that has previously been suspended by a Security Officer. Please note that if the employment status is suspended, the LincPass cannot be reactivated by the Security Officer.

Figure 25: Card Status Screen

Step 1. Follow steps 1-3 in section 2.1 in order to access the card status screen for this cardholder.

Step 2. Click the **Reactivate** button.

Figure 26: Reactivated LincPass

Step 3. The LincPass has been successfully reactivated. Return the LincPass to the cardholder.

2.3 Terminating a LincPass

The Security Officer can terminate a LincPass thereby permanently revoking the LincPass and the certificates. The LincPass can never be turned back "on" again and the cardholder will need to be reissued a new one should one be needed. There may be several reasons to terminate a LincPass; see section 2.3.2 for details.

2.3.1 Terminating a LincPass in USAccess

Figure 27: Card Status Screen

Step 1. Follow steps 1-3 in section 2.1 in order to access the card status screen for this cardholder.

Step 2. Click the **Terminate** button.

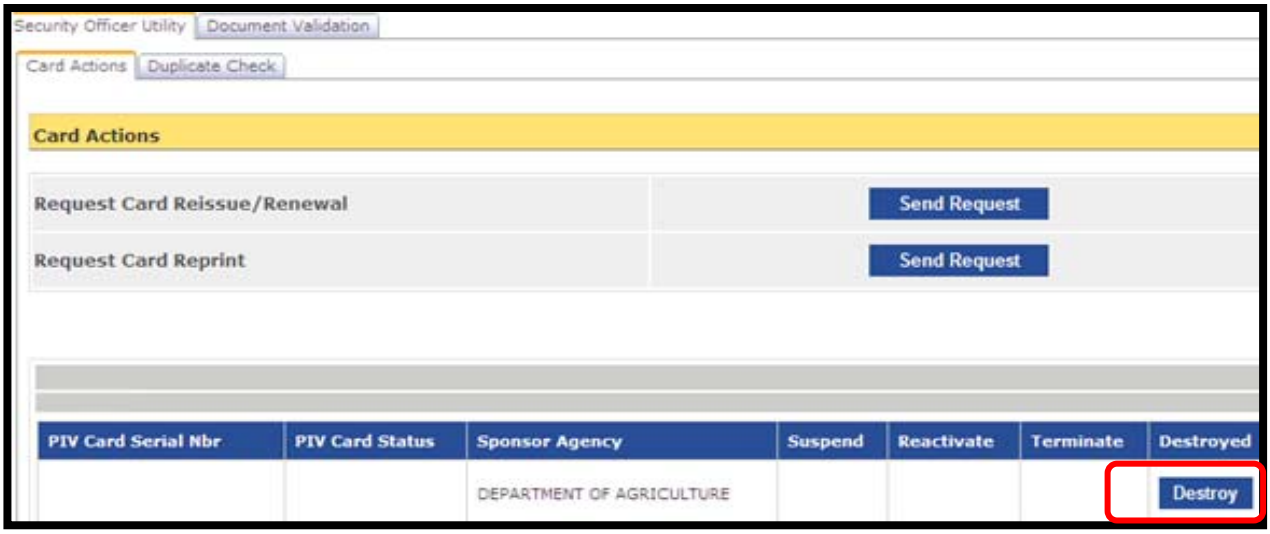


Figure 28: Terminated LincPass

Step 3. The LincPass has now been terminated and only the **Destroy** button is present.

At this point the LincPass should be collected from the Applicant, physically destroyed and then marked as such in USAccess by either the Sponsor or the Security Officer.

Step 4. Click on the **Destroy** button to mark the LincPass as destroyed in the USAccess Portal.

See **Section 4** for information on physically destroying the LincPass.

2.3.2 Termination Reasons

Below are some of the most common reasons to terminate a LincPass. There may be other situations that arise that require termination as well.

Provisional LincPass: If a LincPass was issued provisionally after a favorable fingerprint check adjudication, it may need to be terminated if there is an unfavorable NACI adjudication.

Defective LincPasses: An Activator will return LincPasses with manufacturer defects; you must then terminate these LincPasses.

Lost or Stolen LincPass: Once the determination has been made that the LincPass is permanently lost or known to be stolen, the Security Officer terminates the LincPass.

NOTE: When you terminate a LincPass, you must collect it from the employee (if available) and destroy the card according to the processes in the LincPass Destruction Guide.

Section 3 Lost/Found LincPasses

Whenever a cardholder loses their LincPass or one has been found, the Security Officer must take possession of the LincPass and review the status of the LincPass. The following workflows detail the process for handing lost and/or found LincPasses.

3.1 Lost LincPass

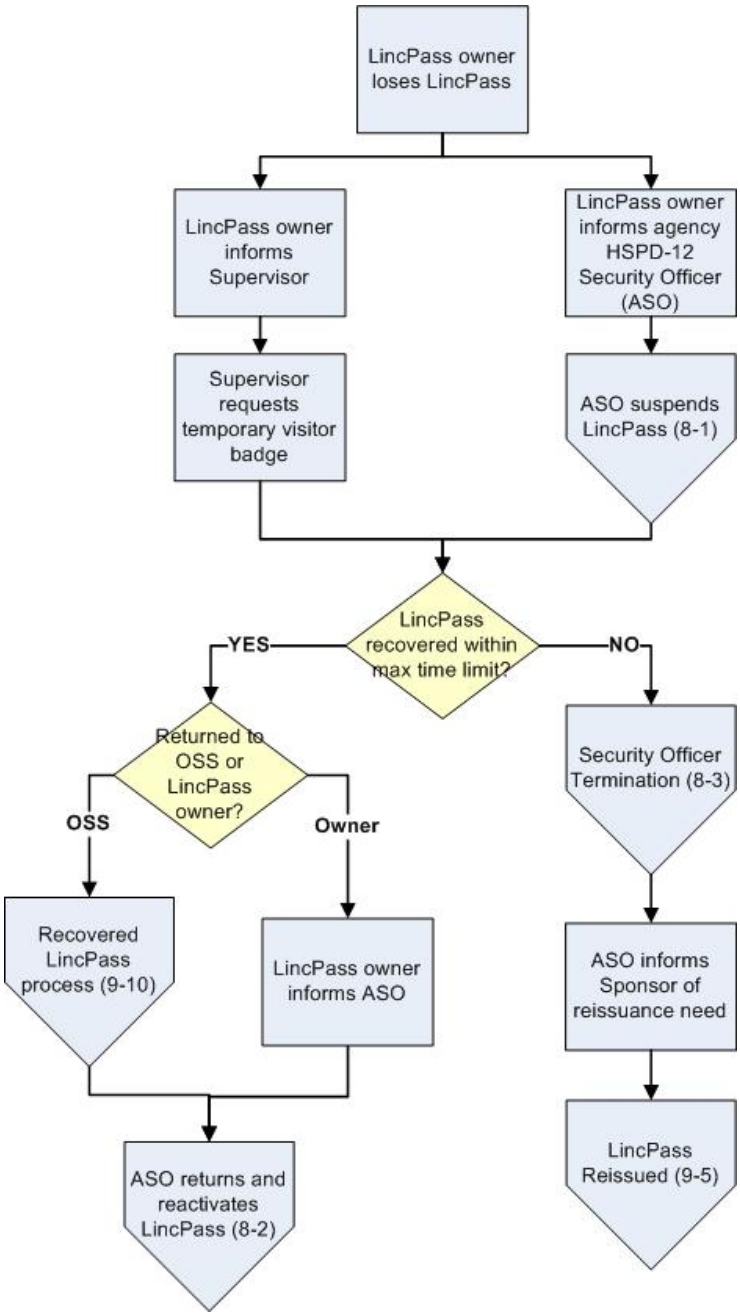


Figure 29: Lost LincPass

1. The LincPass owner loses possession of their LincPass.
2. The LincPass owner immediately informs their agency's HSPD-12 Security Officer (ASO) who will record it in a Lost LincPass log.
3. The ASO suspends the LincPass in USAccess.
4. Meanwhile, the LincPass owner informs their supervisor that they have lost their LincPass.
5. The Supervisor requests a temporary visitor badge for the LincPass owner from the appropriate local physical security personnel.
6. If the LincPass is not recovered within 3 days of being reported lost, do the following; otherwise go to step 7.
    a. The Security Officer terminates the LincPass.
    b. The Sponsor initiates a reissuance request for the LincPass owner (Termination contained within Reissuance process).
    c. The LincPass owner re-enrolls using the standard Enrollment process.
7. If the LincPass is returned to the owner directly within the maximum time limit from being reported lost do the following; otherwise go to step 8.
    a. LincPass owner informs ASO that they have received their LincPass
    b. Go to step 10
8. The LincPass is found by OSS, logged and then returned to the ASO.
9. The ASO returns the LincPass to the owner and reactivates it in USAccess.

3.2 Recovered LincPass

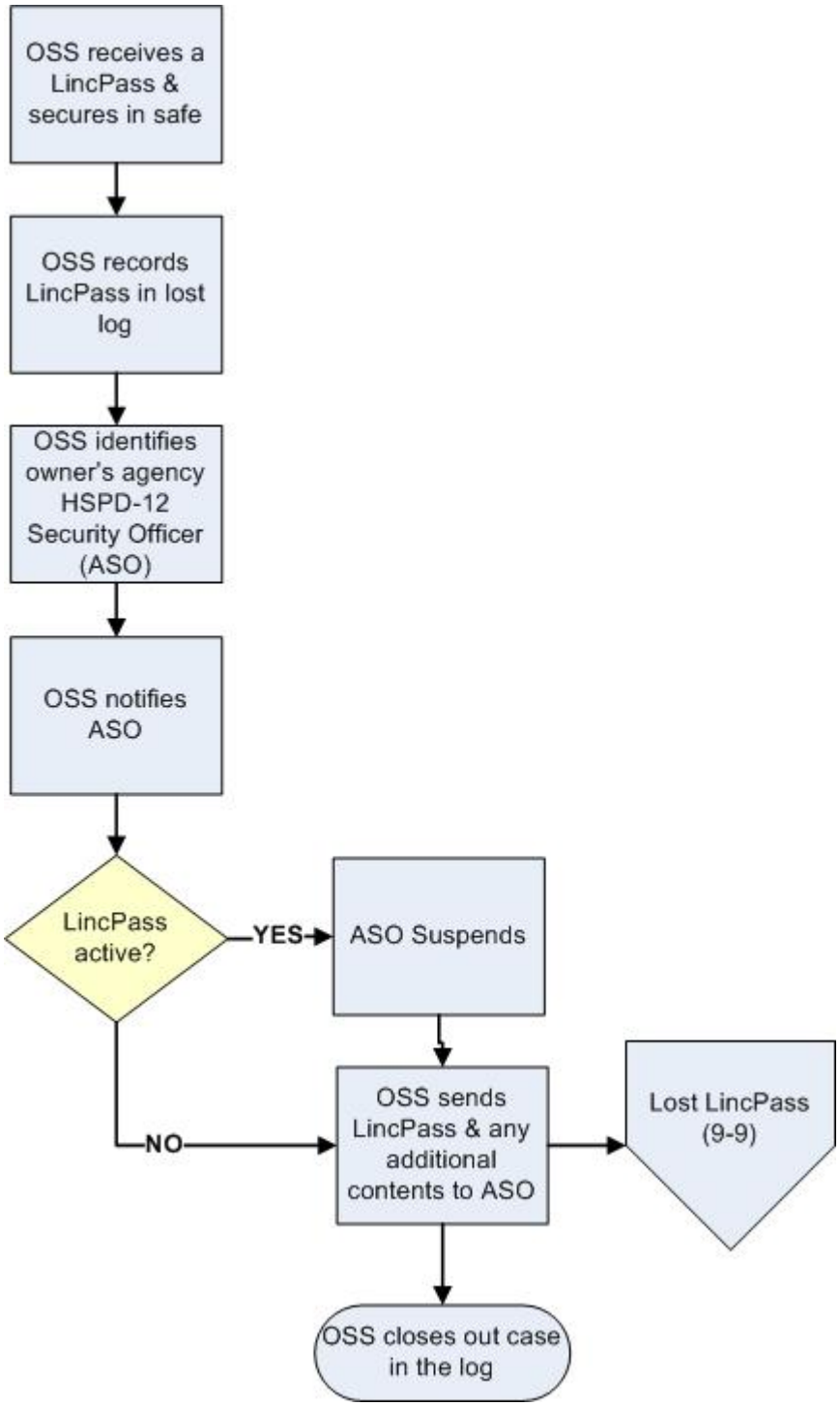


Figure 30: Found LincPass

1. OSS receives a lost LincPass and securely stores it and any additional contents returned with it (i.e. safe or other secure container).

2. OSS records a new log entry for the LincPass (including cataloguing any additional contents received with the LincPass) in the log.
3. OSS identifies the LincPass owner's agency HSPD-12 Security Officer (ASO).
4. OSS informs the ASO that a LincPass from their agency has been recovered.
5. The ASO checks the LincPass status. If the LincPass is Active, the ASO suspends it; otherwise go to step 6.
6. OSS sends the LincPass and any additional contents to the ASO.
7. OSS closes out the item in the log.
8. The ASO follows the Lost LincPass process from step 6.

3.3 Policies

3.3.1 Logging of LincPasses

Both the Agency Security Officer and OSS will keep a recorded log of all lost and recovered LincPasses and the actions taken upon them. This log should allow for documenting the following details and must be updated as events occur:

- LincPass Owner
- LincPass Owner's Agency Security Officer
- OSS officer
- Additional contents received with the LincPass
- Events and dates associated with actions taken

3.3.2 Notification of Lost/Recovered LincPass

LincPass owners must inform their Agency Security Officer within 72 hours when they realize their LincPass is lost. In accordance with DM4620-XX, Chapter 2, Section 6, the LincPass owner will also inform their Supervisor so that the Supervisor can request a temporary visitor badge from the local physical security personnel. If a LincPass is recovered by OSS, they will identify and notify the LincPass owner's Agency Security Officer within 1 business day.

3.3.3 Lost LincPass Status Review

Once the Agency Security Officer has been notified by the owner of a lost LincPass, they will immediately suspend the LincPass to prevent security issues. The LincPass can remain suspended up to a maximum of 5 business days; however the Agency can terminate the LincPass at any time during this 5 day period. After the 5 business day limit has expired, it must be terminated by the Agency Security Officer.

3.3.4 Recovered LincPass Status Review

Once OSS has recovered a LincPass, they will inform the owner's Agency Security Officer. The Agency Security Officer must review the status of the LincPass in USAccess. If the LincPass is still active, they should suspend it within 1 business day until it is returned. If it is already suspended or terminated, they do not need to take action on the status.

3.3.5 Physical Return of Recovered LincPass

OSS must send the suspended LincPass (and any additional contents) to the Agency Security Officer via registered mail, or deliver in person, within 2 business days of receiving the LincPass. The Security Officer must ensure that the LincPass is not returned or reactivated until the owner presents a photo based I-9 document in person to the Security Officer to verify their ownership of the LincPass.

3.3.6 Destruction of Terminated Recovered LincPass

If the LincPass has already been terminated prior to recovery, the Agency Security Officer will destroy the LincPass within 18 hours of receipt per FIPS201-1 requirement and according to the LincPass Destruction guidelines.

3.3.7 Reissuance of Terminated LincPass

Once the LincPass has been terminated, a new LincPass will need to be reissued and the temporary visitor badge will be surrendered to the appropriate physical security personnel after the new LincPass has been issued and activated.

Section 4 LincPass Reprint and Reissuance

4.1 Reissue/Renewal

Security Officers and Sponsors are responsible for requesting a reissue or a renewal when the situation arises. Both requests are made via a single option in the USAccess Security Officer portal in the Utilities tab. Reissuance and Renewal necessitate the employee re-enrolling at an enrollment station. A brand new LincPass will be printed and delivered, and the employee will have to go to an activation station again to activate the new LincPass.

4.1.1 Reissue/Renewal Conditions

A reissue or renewal request should be made in the following circumstances:

- The Registrar flagged applicant's I-9 documents during Enrollment and the Security Officer requests the Applicant to Re-Enroll with correct forms of I-9 documents.
- Information change that alters what is printed on the LincPass or on the chip. Exceptions are for a change in FERO designation or Employee type change; these result in a reprint.
- LincPass is permanently lost or stolen.
- Manufacturer or process defects that can only be corrected by the employee enrolling again. *
- The 5 year LincPass expiration date has been reached.

*** NOTE**: Be sure to keep track of card reissued due to a manufacturer or process defect so that proper reimbursement can be made back to USDA.

4.1.2 Reissue/Renewal Process

Step 1. Log into USAccess and search for the employee's record in USAccess.

Figure 31: Applicant Search Screen

Figure 32: Applicant Search Screen: View Advanced

Step 2. Then click on **View Advanced** when the record is found.

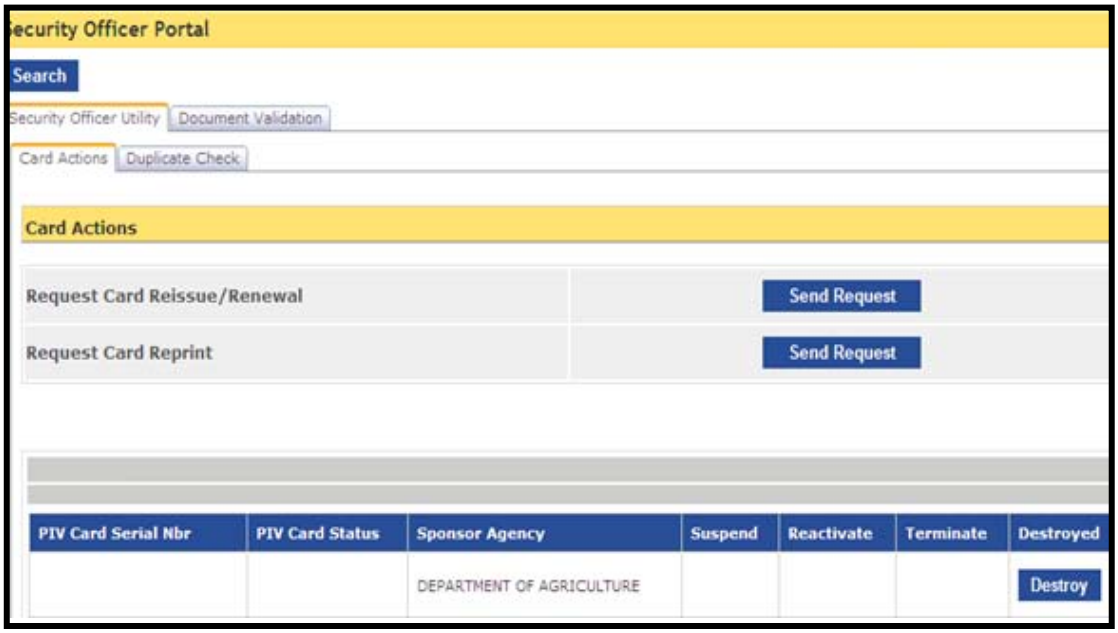


Figure 33: Security Office Utility Card Actions Screen

Step 3. The **Security Officer Utility Card Actions** screen tab appears.

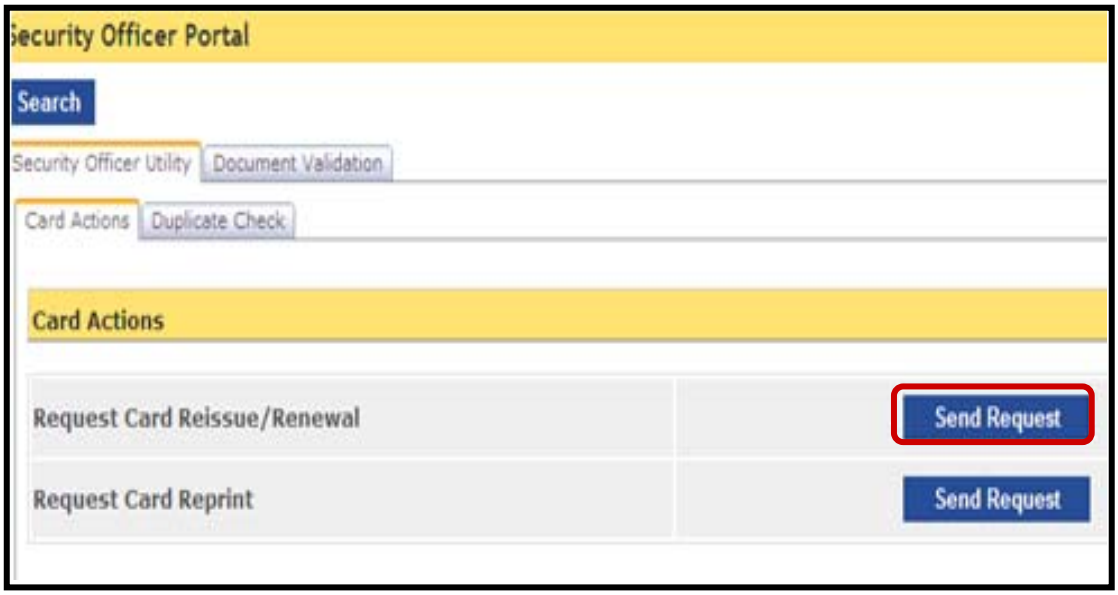


Figure 34: Card Action Screen

Step 4. Click the **Send Request** button next to **Request Card Reissue/Renewal** to request either a reissue or a renewal.

Step 5. The Reissue/Renewal request will trigger an enrollment email to the employee asking them to make an enrollment appointment.

Step 6. The request will terminate the current LincPass. Confiscate and destroy the current LincPass (if not lost or stolen).

Step 7. Mark the LincPass as destroyed in USAccess once it has been physically destroyed.

4.2 Requesting a Reprint

A reprint request is very similar to a reissue/renewal request except the Employee does not have to enroll again. Upon request, the LincPass will be printed again and the employee will just need to pick it up and activate it again.

4.2.1 Request Reprint Conditions

A reprint should be requested under the following circumstances:

- The FERO designation or Employee type has been changed
- LincPass damaged beyond repair
- Manufacturer defect (e.g. information printed wrong, card cannot activate upon delivery, etc.) that does not necessitate re-enrolling *

*** NOTE**: Be sure to keep track of card reprinted due to a manufacturer or process defect so that proper reimbursement can be made back to USDA.

4.2.2 Reprint Request Process

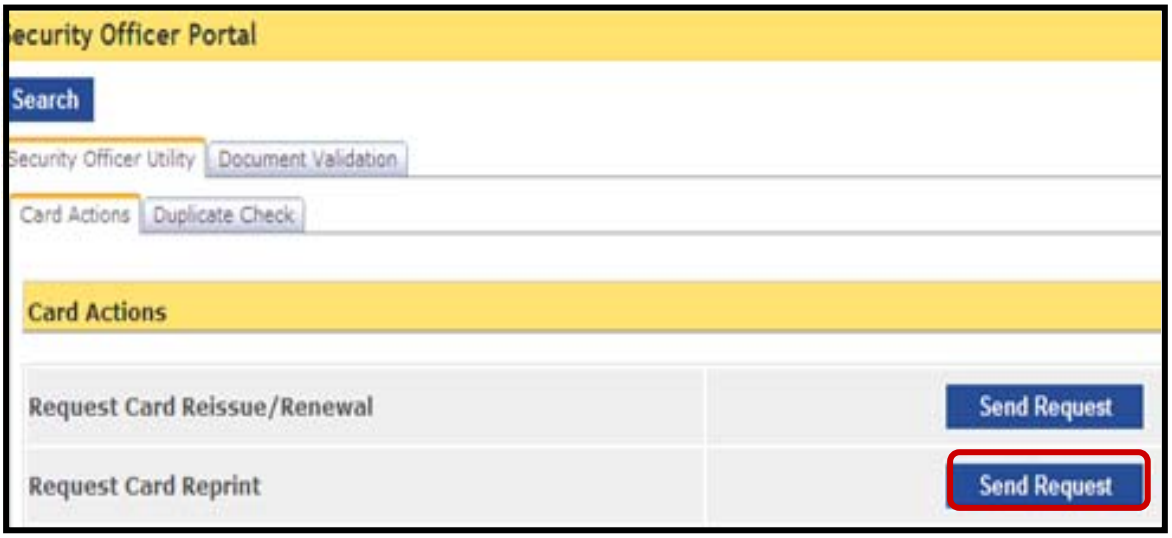


Figure 35: Security Officer Utilities Card Actions Screen

Step 1. Follow Steps 1-6 in the Reissue/Renewal process except choose the **Send Request** button next to **Request Card Reprint**.

Step 2. The request will terminate the current LincPass. Confiscate and destroy the current LincPass (if not lost or stolen).

Step 3. Mark the LincPass as destroyed in USAccess once it has been physically destroyed.

Step 4. The employee will receive an activation email when the LincPass has been delivered.

Section 5 LincPass Destruction

Whenever a LincPass is terminated either by the Security Officer or the Sponsor due to an employment termination or a cardholder obtains a new one through a reprint or reissue, the LincPass must be collected and properly destroyed.

Please see the “LincPass Destruction Guide” (http://hspd12.usda.gov/training.html) for detailed guidance on destroying the LincPass.

Section 6 LincPass Handling

6.1 Credential Management

It is important that any time a Security Officer takes possession of or gives up possession of the LincPass, that they document the event in some manner. The goal of the log sheet is to provide an audit trail for when you obtain a LincPass and when you relinquish possession of the LincPass.

An example log sheet is provided below:

Owner, Contents, Agency	Date/Method LincPass Obtained	LincPass Status	Recorded By	Owner's Agency SO	Date Owner's SO Notified	Date/Method LincPass Sent	Comments

As a Security Officer you may need to either send or receive a LincPass in situations when it has been lost and/or found or when the card has been delivered to a location other than where the cardholder works and they need it shipped to their location.

6.2 Defective Credentials

USDA HSPD-12 PMO centralizes the return of defective cards to simplify the process for Sponsors and Security Officers. The Office of Security Services will manage the defective cards and send them to GSA MSO for reimbursement.

What qualifies as a defective LincPass?

- Poor print quality
- De-lamination or an external physical defect (like manufacturing punctures)
- LincPass does not read in card reader after Activation

When returning the credentials, please do not punch holes in the card or the chip, as this will prevent an accurate assessment of the problem and may prevent the agency from being reimbursed for the cost incurred for reprints.

The LincPass Return Request is in appendix A of this document.

Section 7 Applicant Status Report

The Security Officer is one of the roles that can access the USAccess Applicant Status report. This report is a list of each USDA applicant currently in the USAccess system. It details the Applicant's progress through the issuance process and it is a valuable status tracking tool.

Note: The Applicant Status Report contains PII information and therefore it should not be distributed to non-USAccess Role Holders.

Please see the "Applicant Status Report Guide" (http://hspd12.usda.gov/training.html) for detailed guidance on using the Applicant Status Report.

Appendix- Defective LincPass Return Request

LINCPASS CREDENTIAL RETURN REQUEST

REQUESTOR: _____
EMAIL ADDRESS: _____ **PHONE NO:** _____
SITE NAME _____
SITE ADDRESS
_____

DEFECT: (please check all that apply):

☐	Poor print quality	Quantity	_____
☐	Delamination or external physical defect before Activation	Quantity	_____
☐	Card does not read during Activation	Quantity	_____
☐	Card does not read in field after Activation	Quantity	_____
☐	Other – please explain below	Quantity	_____

Comments:
_____
_____

Please write-in Names and Serial Numbers for all cards that are damaged or of poor quality that are being returned in the table below; or if more space is needed, on an attached list that includes the same 4 fields.

No.	Name	Serial Number	Re-print/Re-Issue Request Submitted? [Y/N, Y-date]
1.			
2.			
3.			

Attach list and/or Packing Slip, if necessary.

Please deliver or mail request, packing slip, and any card(s) via Certified/Signature Required Delivery

(FedEx, UPS, or USPS) to:

Justin Sotherden
Physical Security Specialist
USDA/DA/OSS
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Washington, DC 20024-2511
202-690-0230
justin.sotherden@da.usda.gov