

# **USDA HSPD-12 Role Administrator Guide**

Prepared for



**United States Department of Agriculture  
Office of Homeland Security and Emergency  
Coordination  
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## Section 1: Introduction

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

- Training Control
  - Initiating Placement of Training on AgLearn Training Plans
  - Verify Successful Completion of Training
- Role Holder Designation
  - Assigning New Roles
  - Editing Existing Roles
- Maintaining Role Separation within Domain
- Generate Role Administrator Reports

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

1. An active LincPass
2. Successfully completed the USAccess Role Administrator training in AgLearn
3. Certified and designated in USAccess by the USDA Department Role Administrator via GSA MSO
4. Received your USAccess user ID and password

## Section 2: Training Control and Verification

### 2.1 Training Overview

Part of the HSPD-12 Role Administrator responsibilities is to coordinate the training and to verify the certification requirements are met. This is critical to the designation of role holders because Role Administrators must first establish that potential role holders have successfully completed training. For AgLearn hosted training modules, the Role Administrator communicates with the AgLearn Training Officer to ensure that training is placed on the role holder's learning plan in AgLearn and then verify that the role holder completed the assigned training. Visit the AgLearn Website (<http://www.aglearn.usda.gov/>) to find more information about specific courses and AgLearn Training Officers. For GoLearn training modules, the potential role holder can register on their own to take the training online.

### 2.2 Assign Training

Follow the subsequent steps to ensure training is placed on the role holder's learning plan:

#### Step 1.

Identify the role holders who require training and which Learning Management System they need to take it on depending on the HR System your agency uses. (See below for chart)

#### Step 2.

**AgLearn:** Contact the Agency specific AgLearn Training Officer. Provide a list of the identified role holders and the particular training modules to be completed. Provide the first name, last name, and email address of the role holder to the Training Officer.

**GoLearn:** The role holder can register for his own account and take the training through the website: <https://piv.golearnportal.org/>. To begin the registration process, enter your email address and use the temporary password: 12345678. This will bring you to the new user registration screen.

#### Step 3.

**AgLearn:** The Role Administrator must contact the role holder via email that the training is available. Be sure to use the standard email notification template, as shown in Figure 1a (pg. 6).

**GoLearn:** The Role Administrator must contact the role holder via email that the training is available. Be sure to use the standard email notification template, as shown in Figure 1b. (pg. 6).



| Role Holder        | Payroll Personnel Users | EmpowHR Users | NEIS Users |
|--------------------|-------------------------|---------------|------------|
| Role Administrator | GoLearn                 | GoLearn       |            |
| Sponsor            | GoLearn                 | AgLearn*      | AgLearn*   |
| Adjudicator        | GoLearn                 | AgLearn       | AgLearn    |
| Security Officer   | GoLearn                 | GoLearn       |            |
| Registrar          | GoLearn                 | GoLearn       |            |
| Activator          | GoLearn                 | GoLearn       |            |

\* It is highly recommended for Sponsors to take the USAccess Sponsor Training in GoLearn for Email Notification, Re-issue, and Reprint instructions.

### 2.3 Verify Training Completion

#### AgLearn

For the Role Administrator to verify that role holders have completed the assigned training in AgLearn, the AgLearn Training Officer supplies a Training Completion Report. Take note that this report is agency specific, so ensure that the corresponding role holder agency is correct when requesting the report. Scheduled Training Completion Reports can also be automatically sent to the Role Administrator. It is up to the Agency to determine a consistent reporting schedule between the Agency Role Administrator and the AgLearn Training Officer. Adhere to the following steps:

**Step 1.**

Role Administrator should contact the AgLearn Training Officer to request a Training Completion Report for the specific agency. See a sample of the report below.

**Step 2.**

Identify which role holders have successfully completed the required courses.

**Step 3.**

Proceed to designate those identified role holders in USAccess. The next section details USAccess role designation.

#### GoLearn

Role Administrator has the ability to access a training completion report for GoLearn. The Department Role Administrator will grant Role Administrators access. Provide the Department Role Administrator your Name, Email, Phone Number, and Sub Agency.

**Step 1.**

Submit your Name, Email, and Phone Number to the Department Role Administrator. Once Access is granted, you will receive an email from the GSA Training Coordinator, Jim Schoening (703-605-3486).

**Step 2.**

Identify which role holders have successfully completed the required courses.

**Step 3.**

Proceed to designate those identified role holders in USAccess. The next section details USAccess role designation.

XXXXXXX.

The HSPD-12 (enter here the specific course) Training Module has been assigned to your learning plan. Please complete this training by XX/XX/XXXX.

Please check your system requirements. The training modules require you to have the latest versions of

- Internet Explorer 6.0
- Windows 2000, XP (Home, Professional, Media Center) and later.
- Flash 7.0 or higher
  - <http://www.macromedia.com/software/flash/about/>
- Java 1.8 or higher
  - <http://www.java.com/en/download/installed.jsp>

Please contact your IT support to install these applications to your computer.

The instructions are also in the Training Online Content Structure in the minimum system requirements document (the first link).

If you have any questions regarding the training module please contact (Enter your AgLearn Training Officer Information).

Thank you,

**NAME**  
Agency Role Administrator

*Figure 1a: AgLearn Role Holder Training Notification Email Template*

XXXXXXXXX.

Each user will be required to create an account to become an HSPD-12 Role Holder. No Agency licenses are needed.

1. Log on the Learning Management System at:  
<https://piv.golearnportal.org/>
2. To begin the registration process, enter your email address and use the temporary password: 12345678. This will bring you to the new user registration screen.
3. Fill out all information selecting your agency from the list. If your agency is not listed please contact Jim Schoening at 703-605-3486.
4. After you have filled in the required information click submit. This will create your account at which point you will be able to log in.
5. Remember to turn off pop-up blockers.
6. Take the training pertaining to your role.

After the training, there is a quiz at the end. Please print out the certificate for your records and notify your Role Administrator that you have completed the training. The Role Administrator will designate you as a role holder and you will receive system generated emails regarding your access information.

*Figure 1b: GoLearn Role Holder Training Notification Email Template*

| Item Status  |   |                        |                    |
|--------------|---|------------------------|--------------------|
| Items        |   |                        |                    |
| Item:        | Web Based USDA-HSPD12-RoleAdmin-01 (Rev 9/12/2007 04:52 PM EST) |                        |                    |
| Description: | HSPD-12: PIV Role Administrator Training                        |                        |                    |
| Users        |   |                        |                    |
| User ID      | User Name   | Completion Date        | Status             |
| MXI1234      | JOHN DOE  | 9/19/2007 05:17 PM EST | Web Based Complete |
| AVC1234      | MARY POPPINS  | 9/20/2007 10:50 AM EST | Web Based Complete |
| BCC1234      | SNOW WHITE  | 9/25/2007 01:54 PM EST | Web Based Complete |
| DEE1234      | JACK BAUER  | 10/1/2007 03:40 PM EST | Web Based Complete |
| RRR1234      | ELVIS PRESLEY   | 10/1/2007 11:43 AM EST | Web Based Complete |
| GGG1234      | MARSHA BRADY  | 9/28/2007 09:41 AM EST | Web Based Complete |
| HOL1234      | PARIS HILTON  | 9/26/2007 03:51 PM EST | Web Based Complete |
| JKL1234      | JULIA ROBERTS   | 9/25/2007 12:52 PM EST | Web Based Complete |

*Figure 1c: Sample Training Completion Report*

## Section 3: USAccess Role Administration

### 3.1 Overview

HSPD-12 Role Administrators are responsible for overseeing the role hierarchy within their domain. USDA has two domain levels: the USDA Department Role Administrator, and beneath that, the Agency Role Administrator. The Department Role Administrator is responsible for the designation of Agency Role Administrators. The 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 roles. For example, a Sponsor cannot be a Registrar, too. It is important for the Role Administrator to keep an updated log of their current role holders to maintain and secure the Agency's role hierarchy. This guide only describes Agency Role Administrator procedures and responsibilities.

#### 3.1.1 HSPD-12 Roles

For every step in the LincPass issuance process, there is a corresponding role held by role holders. These roles are assigned to role holders when they are designated in USAccess. Some role holders can be assigned multiple roles, however, keep in mind that the separation of duties rules must be upheld. The separation rules are detailed in Section 3.4. The following list briefly describes each the roles:

- **Sponsor**: Sponsor the employee in the USAccess System.
- **Adjudicator**: Determine if Applicant is eligible to receive LincPass based on Background Investigation results, records the BI results in USAccess.
- **Registrar**: Identity proofs Applicants via ID document validation, fingerprints, and photo capture at an enrollment station.
- **Issuer/Activator**: Stores and physically issues LincPass to the Applicant. Performs activation of LincPass in an attended activation.
- **Security Officer**: Maintains LincPass status for security events, clears flagged enrollment records, and runs reports.
- **Role Administrator**: Responsible for designating role holders and ensuring the separation of duties.
- **Report Viewer**: Only possesses the ability to view reports similar to the Sponsor role.
- **Credential Inventory Tool Operator**: Inventories credentials when they arrive at a credentialing center or activation location.

Agency Role Administrators can designate seven other non-Role Administrator roles in USAccess. Agency Role Administrators cannot designate new Role Administrators. To designate a new Role Administrator, the Agency Role Administrator must make a request to the Department Role Administrator, who then designates the new Role Administrator.

## 3.2 Designating New Role Holders

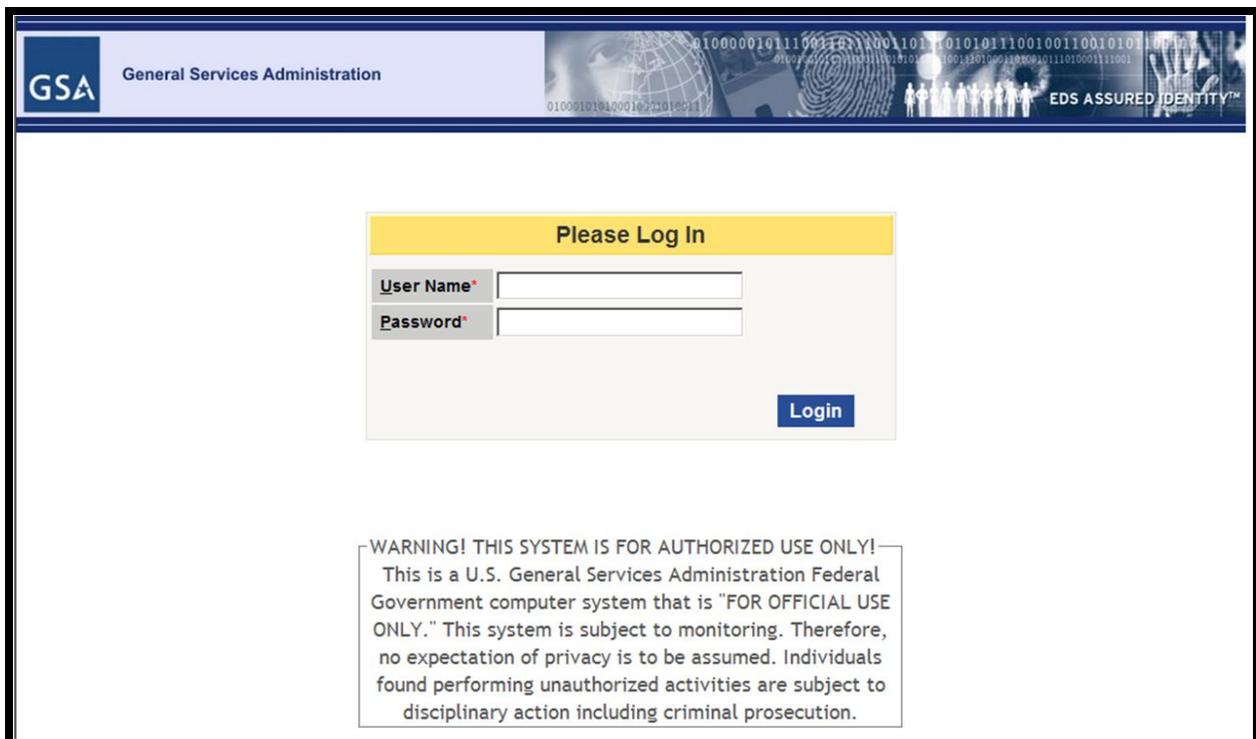
Before starting their HSPD-12 duties, role holders must be designated as a role holder by the Role Administrator via the USAccess Role Administrator portal. This can only occur after all the role specific prerequisites are satisfied. Each of the HSPD-12 roles has certain criteria to meet. Mainly, each role holder must be sponsored and successfully complete the appropriate training. The Role Administrator must ensure that all prerequisites are met before continuing with role designation.

### 3.2.1 Assign Roles in USAccess

The Agency Role Administrator normally assigns roles to their corresponding Agency staff. However, Role Administrators can obtain permission to assign roles across different Agencies or sub-agencies.

#### Step 1.

To begin designating role holders, log into the Role Administration Portal:  
<https://gsa.identitymsp.com/rolesadmin>.



The screenshot shows the login interface for the Role Administration Portal. At the top, there is a header for the General Services Administration (GSA) with the text "GSA General Services Administration" and "EDS ASSURED IDENTITY™". Below the header is a yellow box with the text "Please Log In". Underneath this box are two input fields: "User Name\*" and "Password\*", each with a corresponding text box. To the right of these fields is a blue "Login" button. Below the login fields is a warning box with the following text: "WARNING! THIS SYSTEM IS FOR AUTHORIZED USE ONLY! This is a U.S. General Services Administration Federal Government computer system that is 'FOR OFFICIAL USE ONLY.' This system is subject to monitoring. Therefore, no expectation of privacy is to be assumed. Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution."

Figure 2: RA Portal Login Screen

### Step 2.

Search for the employee who will be assigned as the role holder. You can search by Exact Name (Exact Last Name, Exact First Name), Partial Name (Exact Last Name, Partial First Name), or UPN (User Principle Name). Click the **Search For User** button.

The screenshot shows the 'User Search' interface. At the top right, it displays the user's email '4700000006706@fedidcard.gov' and the role 'Agency Role Admin' with a 'Logout' link. Below this is a 'Search by\*' dropdown menu with three options: 'Exact Name (Exact Last Name, Exact First Name)', 'Partial Name (Exact Last Name, Partial First Name)', and 'UPN'. The first option is selected. To the right of the dropdown are two input fields: 'Enter a Last Name' and 'Enter a First Name'. Below the search options is a yellow bar labeled 'Results'.

*Figure 3: Card Holder Search Screen*

### Step 3.

If more than one name displays, be sure to choose the correct person. Click **Assign Roles** to display the Role Assignment Home page.

The screenshot shows the 'User Search' interface with search results. The 'Search by\*' dropdown is set to 'Exact Name (Exact Last Name, Exact First Name)'. The 'Enter a Last Name' field contains 'pats' and the 'Enter a First Name' field is empty. A blue 'Search For Users' button is visible. Below the search fields is a yellow bar labeled 'Results'. Underneath, there is a table with three columns: 'Name', 'UPN', and 'Agency'. The first row contains the following data: 'PATS, RAYMOND MICHAEL', '47000000128656@FEDIDCARD.GOV', and 'GENERAL SERVICES ADMINISTRATION'. To the right of the table is a blue 'Assign Roles' button.

| Name                  | UPN                          | Agency                          |
|-----------------------|------------------------------|---------------------------------|
| PATS, RAYMOND MICHAEL | 47000000128656@FEDIDCARD.GOV | GENERAL SERVICES ADMINISTRATION |

*Figure 4: Card Holder Search Screen*

**Note:** You will not be able to assign a role to an Applicant record with a Terminated or Suspended employment status. In addition, once the employee's Credential status is changed to Terminated or Suspended, all roles assigned to that Applicant are automatically removed. Employees who are returned to Active status after suspension will need to have roles reassigned.

The screenshot shows the 'User Search' interface with an error message. The 'Search by\*' dropdown is set to 'Exact Name (Exact Last Name, Exact First Name)'. The 'Enter a Last Name' field contains 'Cardholder' and the 'Enter a First Name' field is empty. A blue 'Search For Users' button is visible. Below the search fields is a yellow bar labeled 'Results'. Underneath, there is a table with three columns: 'Name', 'UPN', and 'Agency'. A red error message is displayed: 'Role Assignment cannot be made. Employment Status is Terminated.'

| Name   | UPN | Agency |
|--|-----|--------|
| Role Assignment cannot be made. Employment Status is Terminated. |     |        |

*Figure 5: Card Holder Search Screen*

### Step 4.

Click the **Edit Scope** button next to the role you want to assign.

| Role Assignment Home   |                                    |  |
|--|------------------------------------|--|
| User   |                                    | 4700000006706@fedidcard.gov (Agency Role Admin) Logout |
| PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATION |                                    |  |
| Role   | Role Scope                         |  |
| <a href="#">Assign Role</a>  | SYSTEM ROLE ADMIN                  | NONE   |
| <a href="#">Assign Role</a>  | SYSTEM SECURITY OFFICER            | NONE   |
| <a href="#">Edit Scope</a>   | ACTIVATOR                          | NONE   |
| <a href="#">Edit Scope</a>   | ADJUDICATOR                        | NONE   |
| <a href="#">Edit Scope</a>   | AGENCY ROLE ADMIN                  | NONE   |
| <a href="#">Edit Scope</a>   | AGENCY SECURITY OFFICER            | NONE   |
| <a href="#">Assign Role</a>  | PIV REGISTRAR                      | NONE   |
| <a href="#">Edit Scope</a>   | REPORT VIEWER                      | NONE   |
| <a href="#">Edit Scope</a>   | SPONSOR                            | NONE   |
| <a href="#">Assign Role</a>  | CREDENTIAL INVENTORY TOOL OPERATOR | NONE   |
| <a href="#">Back</a>   |                                    |  |

Figure 6: Role Assignment Home Screen

**NOTE:** The System Role Admin and System Security Officer Roles are not available for assignment. Disregard these two roles.

### Step 5.

Select the role scope assignment for the role holder. There will never be a sub-agency available. Select both **check boxes** to assign the role scope. Click the **Next** button to view the role assignment.

General Services Administration

Role Scope Assignment

12001000000000@FEDIDCARD.GOV (Agency Role Admin) Logout

User TESTSMITH, MICHAEL - 12001000010000@FEDIDCARD.GOV - DEPARTMENT OF AGRICULTURE

Role - ACTIVATOR

- DEPARTMENT OF AGRICULTURE (Click check box to select all)
- NO SUB-AGENCY

[Back](#) [Next](#)

Figure 7: Role Scope Assignment Screen

**Note:** If multiple roles will be assigned to the same user, click Edit Scope button to designate the additional role and repeat step 5. Make sure the separation of duty rules are upheld. The separation rules are detailed in Section 3.4.

If the current role assignment is incorrect, click the Edit Scope button of the role that needs to be corrected. Uncheck the role scope assignment check boxes and select **Next**.

**Step 6.**

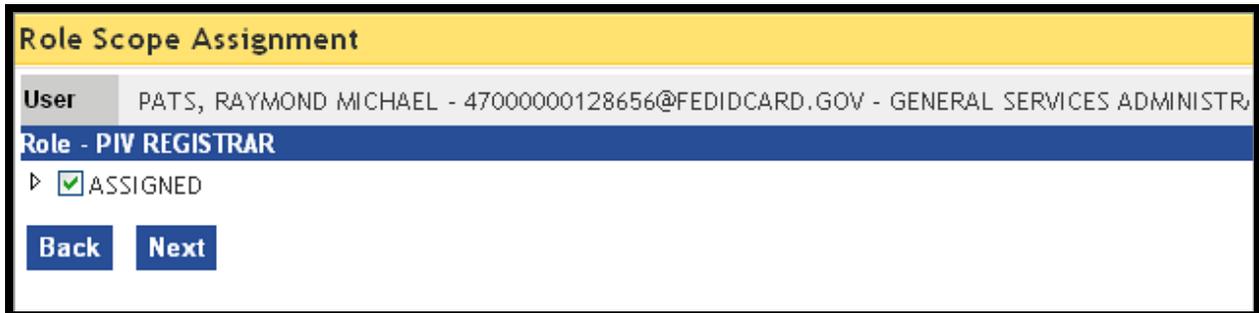
The new role assignment is displayed for review. On the Role Assignment Home page, click **Assign Role** next to the PIV Registrar Role.

| Role Assignment Home   |                                    | 47000000006706@fedidcard.gov (Agency Role Admin) Logout |
|--|------------------------------------|---|
| <b>User</b> PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATION |                                    |   |
|  | Role                               | Role Scope  |
| Assign Role  | SYSTEM ROLE ADMIN                  | NONE  |
| Assign Role  | SYSTEM SECURITY OFFICER            | NONE  |
| Edit Scope   | ACTIVATOR                          | NONE  |
| Edit Scope   | ADJUDICATOR                        | NONE  |
| Edit Scope   | AGENCY ROLE ADMIN                  | NONE  |
| Edit Scope   | AGENCY SECURITY OFFICER            | NONE  |
| Assign Role  | PIV REGISTRAR                      | NONE  |
| Edit Scope   | REPORT VIEWER                      | NONE  |
| Edit Scope   | SPONSOR                            | GENERAL SERVICES ADMINISTRATION<br>NO SUB-AGENCY        |
| Assign Role  | CREDENTIAL INVENTORY TOOL OPERATOR | NONE  |
| Back   |                                    |   |

*Figure 8: Role Assignment Home Screen*

**Step 7.**

On the Role Scope Assignment page, click the **Assigned** check box and hit **Next**.



| Role Scope Assignment |   |
|-----------------------|---|
| User                  | PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATOR |
| Role                  | PIV REGISTRAR   |
|                       | <input checked="" type="checkbox"/> ASSIGNED  |
| <a href="#">Back</a>  | <a href="#">Next</a>  |

*Figure 9: Role Scope Assignment Screen*

**Step 8.**

USAccess will then automatically send the role holder an email with their name and password. This will notify the role holder that they have been successfully designated. The provided name and password will permit the role holder access to the Role Holder Portal and the Reports Portal.

### 3.3 *Editing Designated Role Holders*

There may be situations that arise where a current role holder’s designation needs to be changed. Perhaps a second role needs to be added, or the primary role needs to be switched. Furthermore, the role holder may need to be completely removed from the current role. To carry out these role alterations, the basic process is identical to designating a new role holder.

#### 3.3.1 **Modify Roles in USAccess**

**Step 1.**

Follow Steps 1–3 in the Section 3.2.1 - Assign Roles in USAccess.

**Step 2.**

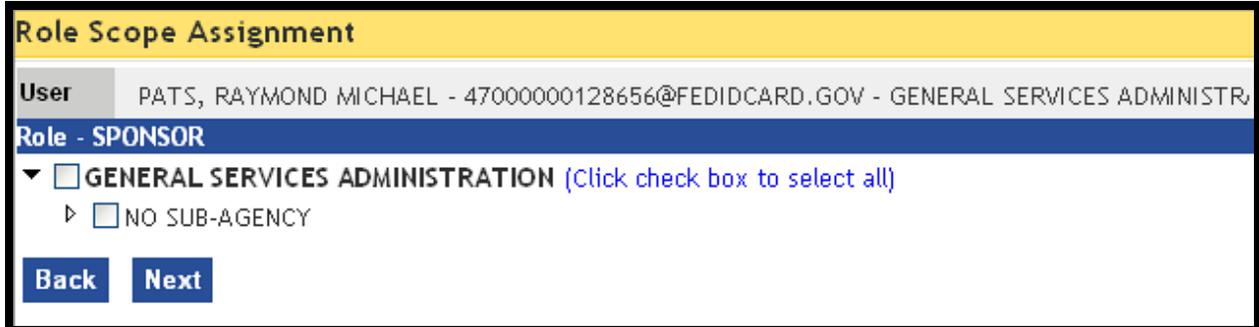
Chose the Card Holder’s role to modify from the list. Click the **Edit Scope** button next to the role that will **no longer be in use**.



*Figure 10: View Role Assignment Home Screen*

**Step 3.**

Uncheck the **check boxes** on the Role Scope Assignment page. Click the **Next** button to return to the Role Assignment Home page.



*Figure 11: Role Scope Assignment Screen*

**Step 4.**

On the Role Assignment Home page, click the **Edit Scope** button next to the role you want to assign. Repeat steps 5 – 8 in section 3.2 *Designating new role holders*. The modified role assignment is displayed for review. Make sure the correct role was designated.



*Figure 12: View Role Assignment Home Screen*

### 3.4 Role Holder Separation of Duties

#### 3.4.1 Separation Rules Overview

The Role Administrator has the important responsibility of maintaining the appropriate separation of roles within their domain by assessing the impact of assigning new roles. The intention of keeping certain duties separate is to ensure that no single official in the LincPass process may issue a credential.

Some roles can be held in combination with other roles by a single role holder. The role of Sponsor and Adjudicator can be held by a single role holder. The role of Activator and Registrar can be held by a single role holder.

However, the duty separation rules dictate that no single role holder can perform multiple roles for an individual applicant. For example, the same person who sponsored an applicant cannot adjudicate that applicant, and visa versa. The chart below indicates which role holders can hold multiple roles simultaneously in the system:

|                    | Role Administrator | Sponsor  | Adjudicator | Security Officer | Activator | Registrar | Report Viewer | CIT Operator |
|--------------------|--------------------|----------|-------------|------------------|-----------|-----------|---------------|--------------|
| Role Administrator | <b>X</b>           |          |             |                  |           |           | <b>X</b>      | <b>X</b>     |
| Sponsor            |                    | <b>X</b> | <b>X</b>    |                  |           |           | <b>X</b>      | <b>X</b>     |
| Adjudicator        |                    | <b>X</b> | <b>X</b>    |                  |           |           | <b>X</b>      | <b>X</b>     |
| Security Officer   |                    |          |             | <b>X</b>         |           |           | <b>X</b>      | <b>X</b>     |
| Activator          |                    |          |             |                  | <b>X</b>  | <b>X</b>  | <b>X</b>      | <b>X</b>     |
| Registrar          |                    |          |             |                  | <b>X</b>  | <b>X</b>  | <b>X</b>      | <b>X</b>     |
| Report Viewer      | <b>X</b>           | <b>X</b> | <b>X</b>    | <b>X</b>         | <b>X</b>  | <b>X</b>  | <b>X</b>      | <b>X</b>     |
| CIT Operator       | <b>X</b>           | <b>X</b> | <b>X</b>    | <b>X</b>         | <b>X</b>  | <b>X</b>  | <b>X</b>      | <b>X</b>     |

*Figure 13: Role Holder Duty Separations Chart*

#### 3.4.2 Report Viewer Role

Role Administrators can assign the Report Viewer Role to anyone in the USAccess system. Role Holders automatically has access to the Reports Portal to view reports. The reports can be accessed at <https://gsa.identitymsp.com/reportsportal>. The role holders use the same login and password as their designated role holder portal.

## Section 4: Role Administrator Reports

The USAccess Reports Portal offers Role Administrators several reports for role designation tracking. (<https://gsa.identitymsp.com/reportsportal>) A Role Administrator has access to the following reports:

- Role Assignment Report - shows the current role holders within the system for a particular agency. It is useful for viewing which personnel have been assigned roles within the Role Administrator's scope. The report includes role, name, email address, and the date the role was assigned.

If Role Administrators are assigned the additional Report Viewer role, the following reports will be accessible:

- Applicant Status Report - displays several status and sponsorship information data elements for individual applicants in a report style format.
- Bulk Upload Information Report – this report is not applicable to USDA.
- Certificate Expiration Report – display's the complete list of Credential Holders with certificates set to expire within 180 days. It will also display only those credentials that were terminated as a result of certificates not being rekeyed in time (i.e. certificates expired). Role Administrator's can use this report to send reminders to LincPass applicants to update their certificates prior to expiration.
- Invalid Sponsor of Record Report - The Invalid Sponsor of Record report will list all Applicants (within the role holder's scope) that have a Sponsor of Record who no longer holds the Sponsor role. Sponsors can use the report to re-assign Applicants within their scope to themselves and allow for several Applicant records to be updated at once. The reassignment of Sponsorship is completed in the USAccess Sponsorship Portal under the "Sponsor Reassignment" tab on the Sponsor Utility page for a particular applicant OR under "Sponsor Tools" tab on the "Applicant Search" page for more than one applicant.

\*NOTE: After the reassignment tool is used, if another Sponsor makes an update to the record and saves it, that person becomes the new Sponsor of Record. Using the Sponsor Reassignment feature does not make a Sponsor the default Sponsor of Record; instead that person becomes the "present" Sponsor of Record. Any subsequent changes made by a person other than the present Sponsor of Record changes Sponsorship to this new person.

- Shipment Tracking Report - To track a credential shipment, check the Shipment Tracking Report. Once you find the Applicant's credential on the list, you'll also see a Shipment Tracking ID. You can then visit the FedEx Web site and use their package tracking system to track the package containing the credential

**NOTE:** Role holders will see only the reports within their role's scope. When role holders log in to the Reports Portal, they will need to select their role and then select the report that they would like to run.

## Appendix A: Help Resources

### USDA HSPD-12 LincPass Website

- Sponsor page: <http://hspd12.usda.gov/Sponsor.html>
- FAQ Page: <http://hspd12.usda.gov/faq.html>
- Training Page: <http://hspd12.usda.gov/training.html>

### USDA HSPD-12 Help Desk (for business process or Agency Certification portal)

- Toll Free: 888-212-9309, Local: 703-245-7888
- Email: [USDAHSPD12Help@dm.usda.gov](mailto:USDAHSPD12Help@dm.usda.gov)

### USAccess Help Desk (for USAccess system questions/issues)

- Toll Free: 866-493-8391
- Email: [usaccess.helpdesk@hp.com](mailto:usaccess.helpdesk@hp.com)

USAccess Website: <http://www.fedidcard.gov>

### GSA MSO Help Desk (for USAccess password resets or general policies)

- Phone: 202-501-4740
- Email: [hspd12@gsa.gov](mailto:hspd12@gsa.gov)

eAuthentication Help: <http://www.eauth.egov.usda.gov/eauthHelp.html>

EmpowHR help desk: [NFCEMPOWHR@usda.gov](mailto:NFCEMPOWHR@usda.gov)

Payroll Personnel Operations and Security Center (OSC) Help Desk: 1-800-767-9641