

Sponsor Refresher Training Frequently Asked Questions (FAQs)



LincPass
simple. smart. secure.

**United States Department of Agriculture (USDA)
Homeland Security Presidential Directive 12 (HSPD-12)**

Version 1.0

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Revision Information

Version	Date	Revision Notes
1.0	4/11/2014	Initial Draft



General HSPD-12 FAQs can be found online at: <http://lincpass.usda.gov/faq.html>

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

Contact the USDA HSPD-12 Help Desk:

Toll Free: 1-888-212-9309

Local: 703-245-7888

Email: USDAHSPD12HELP@dm.usda.gov

General Questions

1. How do I find out who my Agency Lead is?

Agency Leads are posted on the USDA HSPD-12 website: <http://lincpass.usda.gov/>. You can also contact the USDA HSPD-12 Help Desk to verify.

2. Can I hold more than one role in USAccess?

Yes, but you must make sure to adhere to 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 must go through several steps to obtain a LincPass. This includes Sponsorship, Adjudication, Enrollment and Activation.

3. What happens if I'm not designated as a Sponsor in USAccess?

If a Sponsor is not properly designated in USAccess, records will not process into USAccess correctly from EmpowHR/Person Model.

4. What is the correct procedure when an employee transfers to a new Agency within USDA?

When an employee transfers from one Agency to another, they do not need to be terminated. There is a transfer code in EmpowHR that should be used. Security Officers should not terminate cards when an employee transfers. This causes the employee to have to re-enroll, which costs the Agencies. When the appropriate transfer code has been used, the new Agency will appear on the record so the old Agency will no longer be responsible for the card.

5. What is the difference between the 3-year expiration and the 5-year expiration for the LincPass?

Federal policy dictates that your physical LincPass card shall expire *five* years from the date it is issued. However, certificates embedded on the card, which allow you to digitally sign documents and email, are only valid for *three* years. Because of the

evolving nature of technology and encryption of certificates on the card, the three year certificate expiration ensures your card functions properly.

6. Can I change the Card Shipping Address if an applicant moves? Will there be any issues if I change it? When should I change it?

You can change the Card Shipping Address if an applicant needs to pick up their card in a different location than originally selected. However, the Card Shipping Address should not be changed when the Issuance Status is Card Printing. It is advised that you check the address prior to requesting any card actions, such as a reprint or reissue.

Card Issuance and Maintenance

1. What is the normal waiting time for card issuance once you've entered the information into EmpowHR/Person Model?

The record should appear in USAccess the following business day. Depending on each role holder's and applicant's responsiveness, as well as the scheduling availability at enrollment centers, an applicant could have their LincPass in about two days.

2. Would a person have to re-enroll due to a name change when getting married?

Yes – the procedure would be to change name in the authoritative system (Person Model or EmpowHR). Once the update flows over to USAccess within 24 hours, you would trigger a reissue in USAccess.

3. Do LincPass PINs expire? We've had numerous situations where the PIN suddenly doesn't work on the first attempt.

This is a system configuration issue that IT staffs are working on, and there are fixes published to the Connections website. However, the PIN never expires; it only changes when someone wants to change it.

4. How can I get a copy of ship-to code reports?

You can receive a copy of the most up to date ship-to codes by contacting your Agency Lead or the USDA HSPD-12 Help Desk.

5. How can I destroy a terminated card locally?

The Activator has the ability to destroy a terminated card onsite by using the card destruction tab within the Credential Inventory Tool. The Credential Inventory Tool (CIT) is on every fixed and light activation station. Please refer to the CIT Card Destruction Guide which is available through the USDA helpdesk to walk you step by step through the process.

Site Deployment

- 1. I work with contractors all over the U.S. I never know the site ID for the LincPass. How do I find it?**

All site IDs are listed in the ship-to code address report provided every two weeks on the Agency Checkpoint Meeting email. You can gain access to the full list of ship-to codes by contacting your Agency Lead, or USDA HSPD-12 Help Desk.

- 2. Whom do I contact to change the site POC for a particular location?**

Please contact Christin Kelly, HSPD-12 Deployment Lead at ckelly@cri-solutions.com.

- 3. My LAS was working fine prior to the 3.0 upgrade. Why is it not working now?**

All agencies manage LAS differently, so we can put you in contact with the person who represents your agency. Contact Christin Kelly – ckelly@cri-solutions.com.

- 4. How do you enter special instructions when you check in new cards at an LAS?**

Once you've entered your address for the LAS location using the Credential Inventory Tool (CIT), there is a special notes section where you can enter special instructions for that center, for example, if they need to check in with a security officer, you would include that information here. See the CIT guide for more information.

EmpowHR/Person Model

- 1. I'm having trouble resetting my Person Model password. When I select Reset Password, it has someone else's email and password reset information.**

This means that your user profile has not been set up for your Person Model user account. Please contact your Agency Security Officer (ASO) who provided you with your login information for assistance. Depending on your Agency's policy, you may be able to modify your profile to correct this, or request assistance from your ASO to update it.

- 2. How often are new locations updated in EmpowHR?**

A list of locations is sent to ACP recipients and Agency Leads once every two weeks. All new stations are added to the list. Any new locations are submitted to NFC to add to EmpowHR as soon as we hear of them. NFC takes about a week to get updated. If you find a card shipping address that you think is wrong, please contact the USDA HSPD-12 Help Desk so we can clarify or correct it.

Logical and Physical Access (LACS/PACS)

- 1. My Employee's card was working fine on their computer, then after her certificates were updated, the card is having issues when logging onto her desktop. Does she need a new card?**

Since new certificates were loaded onto the employees LincPass, these new certificates need to be registered with her computer. Also, it's likely her old certificates are still in her computers cache and need to be removed. Contact your Agency's IT support for further assistance with this issue.

- 2. What are the implications to an applicant's record if the "Include Digital Signature and Encryption" button is selected as "NO?" Does this impact reporting on an applicant in any way?**

When the Digital Encryption button is selected to be used on an applicant's LincPass, two additional certificates get loaded onto an applicant's card. This is the default for any record with a valid email address. These certificates provide an applicant the ability to digitally sign and encrypt documents and email. If the Digital Encryption is turned off on an applicant's record, they will not be able to digitally sign or encrypt documents. This has no impact on reporting on an applicant status/record, or other system functionalities for that particular applicant such as card renewals, card updates, or the ability for an applicant to receive reminder emails from the USAccess system. If you decide to add the Digital encryption functionality to the applicant's card, they will need to return to the activation station to have them loaded on the card. Please contact the USDA Help Desk if further instructions or clarification is needed.

- 3. We're working on getting a Light Activation Station in our building. We've completed the training and have the hardware. We were told the program will not work with Windows 7 – only XP. Since FS is migrating all computers to Windows 7 in the next couple of months, how should we set up LAS with Windows 7?**

Back in February, 2014, USAccess released a package for both LAS and LCS machines running either XP or Windows 7 32-bit **ONLY**. This package did not include Windows 7 64-bit. The most recent package, which was released on March 21st 2014, included both Windows 7 32-bit and 64-bit versions for the **LAS ONLY**. USAccess has not yet released a software package for the LCS Windows 7 64-bit. This is expected to be released in April/early May 2014. All software packages (LAS and LCS) are on the USAccess SFTP website. Please contact the USDA Helpdesk if you need information on where to the software package.

- 4. Is there a way to identify people for whom I'm a Sponsor but their LincPasses aren't working at the door/turnstile? The physical card is valid and works on the laptop but doesn't work on turnstiles.**

You can pull a report to identify the applicants you have sponsored, but the USAccess system doesn't have the capability to track whose card will work on the turnstiles within the USAccess reports. You will want to contact the Facility Administrator for that particular building to find out who has been set up with access. Please contact the USDA HSPD-12 Help Desk for further assistance.

Reporting

1. I'm having trouble running reports in Person Model.

Please refer to the Person Model Reports Guide for instructions:

http://lincpass.usda.gov/docs/PersonModel_ReportsGuide_v1.1.pdf

If you are still having difficulties, feel free to contact the USDA HSPD-12 Help Desk.

2. I'm having trouble running the Applicant Status Report (ASR) in USAccess.

Please refer to the ASR Guide for instructions:

<http://lincpass.usda.gov/docs/Applicant%20Status%20Report%20Guide%20V4.4.pdf>

You may also find this report on Gap Analysis using the ASR helpful:

http://lincpass.usda.gov/docs/GapAnalysisUsingASR_v1.2.pdf

If you are still having difficulties, feel free to contact the USDA HSPD-12 Help Desk.

3. How do you get to the reports portal in USAccess?

The reports portal is a separate link/web address than the Sponsor portal. Please ensure you have been assigned the proper roles in order to gain access to view the reports available in USAccess. Link is provided:

<https://gsa.usaccess.gsa.gov/ReportsPortal/Login.aspx?ReturnUrl=%2fReportsPortal%2fdefault.aspx>. Please contact the USDA HSPD-12 Help Desk if you still have problems accessing the Reports portal.

4. Regarding the Reports Portal - are all the reports in USAccess available to Sponsors?

All role holders except Activators have access to the Reports Portal. Activators and non-role holders may obtain access to the reports portal by being designated the "Report Viewer" role.

5. I ran a Certificate Expiration Report. Is there any way to filter the search by Sub-Agency for Certificate Expiration report?

No, but this request has been made to USAccess, so we hope in the near future the Sub-Agency field will be added to several USAccess reports. For now, the USDA HSPD-12 Help Desk can help you generate a one-time report for your Sub-Agency.

6. Is there a report that shows what date the card was checked in at the ship-to location?

The Applicant Status Report provides card check-in information such as if the card was checked in, the location of check-in, and if the pickup email was sent to the applicant.

7. Has there been any thought to putting the digital signature on the applicant status report?

The digital signature is not listed anywhere. It's now required that all 4 certs go on the card. In next few months they will eliminate this and everyone will receive the digital signature and encryption certs.

8. Is there a report that connects to a person's duty stations to the Applicant Status Report?

No. This is not captured in EmpowHR or Person Model. It is not required and not reportable – and it is not included USAccess. You could potentially filter by another field, like location or card shipping address. The USDA HSPD-12 Help Desk can assist you in determining what work location was entered by HR.

9. Is there an option to track a shipment by date in the Shipment Tracking report?

No, there is no functionality to do this. You have the capability to look up a group of applicants but there is no way to filter for a specific timeframe. There is functionality to search by date within the Shipment Tracking Report; however the user will have to pull a full excel version of the report and manipulate the date columns to generate a list of cards that were delivered within a specific time frame. The report can only be narrowed down by searching for the applicant's/applicants' name(s) or EID(s).

10. What does the red "X" mean on the Failed Issuance Rules Report (FIRR)?

An applicant record must meet a total of 36 criteria for USAccess to print the credential. If an Applicant record fails to comply with any of the issuance rules, the system puts a red X next to the Issuance Criteria field in the FIRR. If you mouse over the Issuance Criteria field, the system displays a drop-down list of all 36 issuance rules with a red X next to every rule with which the record does not comply.