



HSPD-12 Sponsor Refresher Training



LincPass

simple. smart. secure.

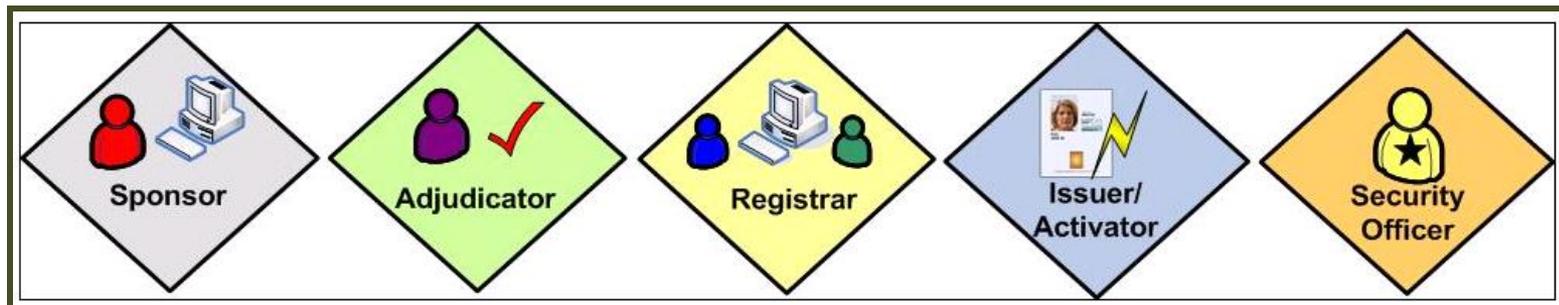
February 2014

Welcome to the USDA HSPD-12 Sponsor Refresher Training.

Your roles as PIV Credential Holder and Sponsor are vitally important to the security of the nation, its assets, and its people. Each of us has an important personal role to fulfill in the Credentialing process. By establishing an identity verification chain of trust, we will be working together to achieve a safer work environment.

Your presenters today represent the USDA HSPD-12 Program Management Office (PMO):

- Maj Jafari – Program Manager, USDA HSPD-12 Program
- Melissa Goss -- USDA HSPD-12 Communications and Outreach Officer
- Christine Lopez – USDA HSPD-12 Help Desk Manager



The purpose of this training is to provide an overview of new features and functionality for the Sponsor role, and to clarify processes so Sponsors can assist USDA in meeting the 80% card issuance goal for FY14.

What we'll cover:

- The Sponsor Role
- EmpowHR as the authoritative system
- Sponsoring an Applicant
- Credentialing Centers:
 - Fixed-Site Credentialing Centers
 - Light Credentialing Stations
 - Light Activation Stations
- Changing card shipping addresses
- USAccess Reports



Given the mandate to fight terrorism by keeping unauthorized persons from entering government buildings or obtaining sensitive government information, the role of a Sponsor is very important in the identity verification process.

The Sponsor is the gatekeeper, standing in as our first line of defense against identity fraud among those seeking to impersonate government employees or contractors.

The Sponsor must be a U.S. Government official and be authorized in writing by the agency to Sponsor Applicants. He or she must be in a position of responsibility at his or her agency.

The Sponsor validates the need for a PIV Credential to be issued to the Applicant, and provides sponsorship to the Applicant. The Sponsor's role consists of validating Applicant records and managing Applicant accounts.

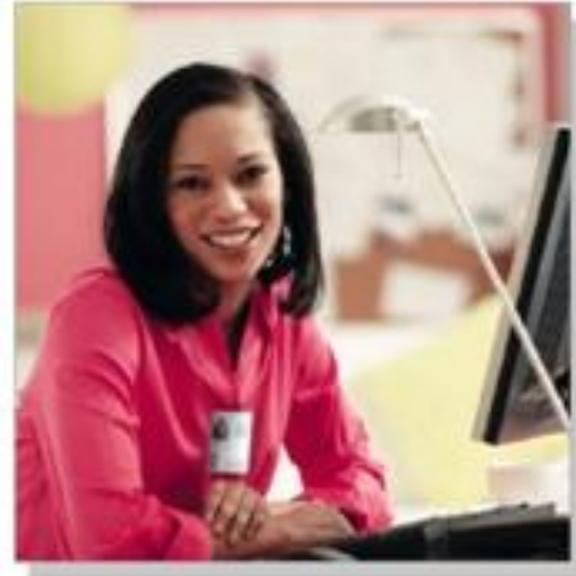
Surrounding HSPD-12 are a number of policies that govern the LincPass process. These include FIPS 201-2, M 05-24, M 11-11, and the President's Cybersecurity policy, among others.



The Sponsor must be a U.S. Government official.
The Sponsor is assigned to this role by the Agency Role Administrator in the USAccess portal.

You must receive USAccess Sponsor training and have an active sponsorship in USAccess before you can be assigned the Sponsor role in USAccess.

If a Sponsor is not properly designated in USAccess, records will not process into USAccess correctly.



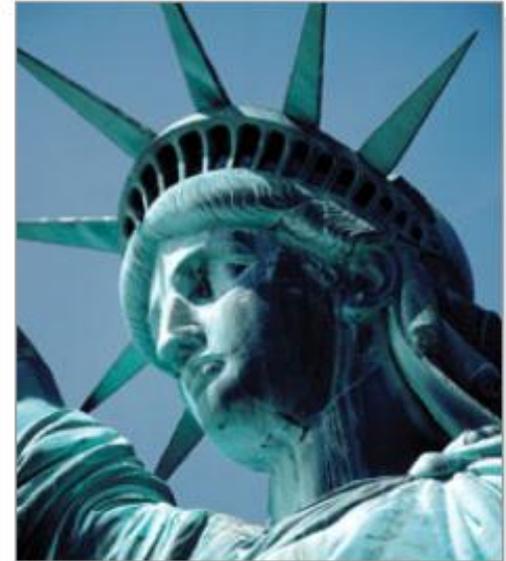
The FIPS 201 control objective that ensures separation of duties in the system plays an important part in the chain of trust and the security of the entire PIV program. The control objective enhances security by limiting powers.

Here are some examples of how this occurs in the USAccess system:

- Role Administrators cannot hold any other role. They cannot access their own record to assign a role.
- Only the Sponsor can edit a PIV record.

Authorizing an Applicant, registering his or her data, and issuing the Credential must be performed by persons occupying a variety of roles, adding a layer of quality checks during the entire process.

Separation of duties such as these ensure that no single corrupt official in the process may issue a Credential with an incorrect identity or to a person not entitled to the Credential, making fraudulent use of the system much more difficult.



Now that most agencies have moved over to EmpowHR as the authoritative HR system, Sponsors should be completing sponsorship actions in EmpowHR. USDA's LincPass system has a direct connection to USAccess, making it possible to sponsor Applicants without having to go into the USAccess system.

A change to any data element in EmpowHR that is stored in USAccess triggers an update, including identity attributes or sponsorship information. Data is fed from EmpowHR to USAccess daily at 7 am CST.



Identity information, such as:

- Last Name
- Date of Birth
- Home Address

Sponsorship information, such as:

- LincPass required
- Card Shipping Address code
- FERRO designation



Card-related functions, such as:

- Reprints
- Reissues

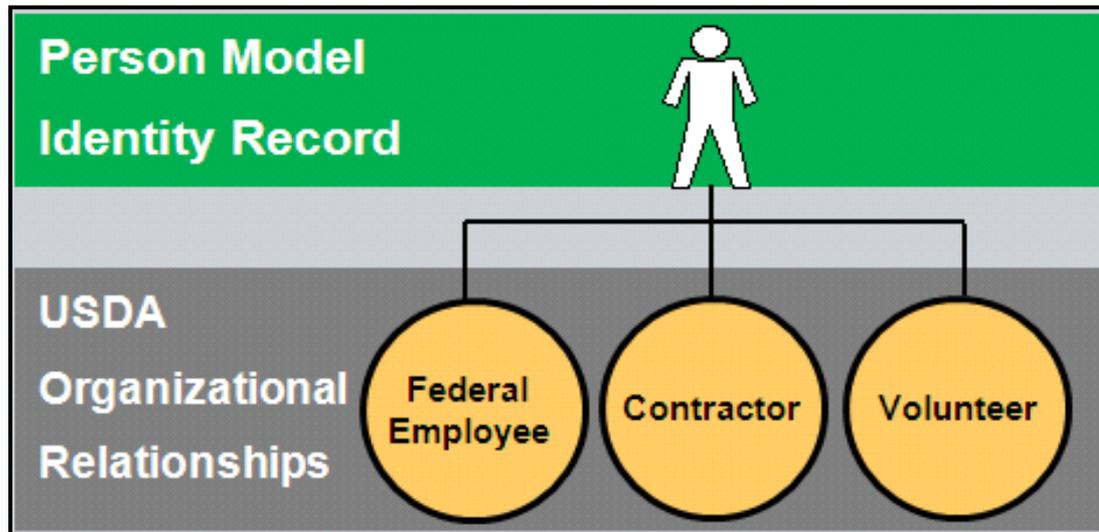
Oversight functions, such as:

- Reporting

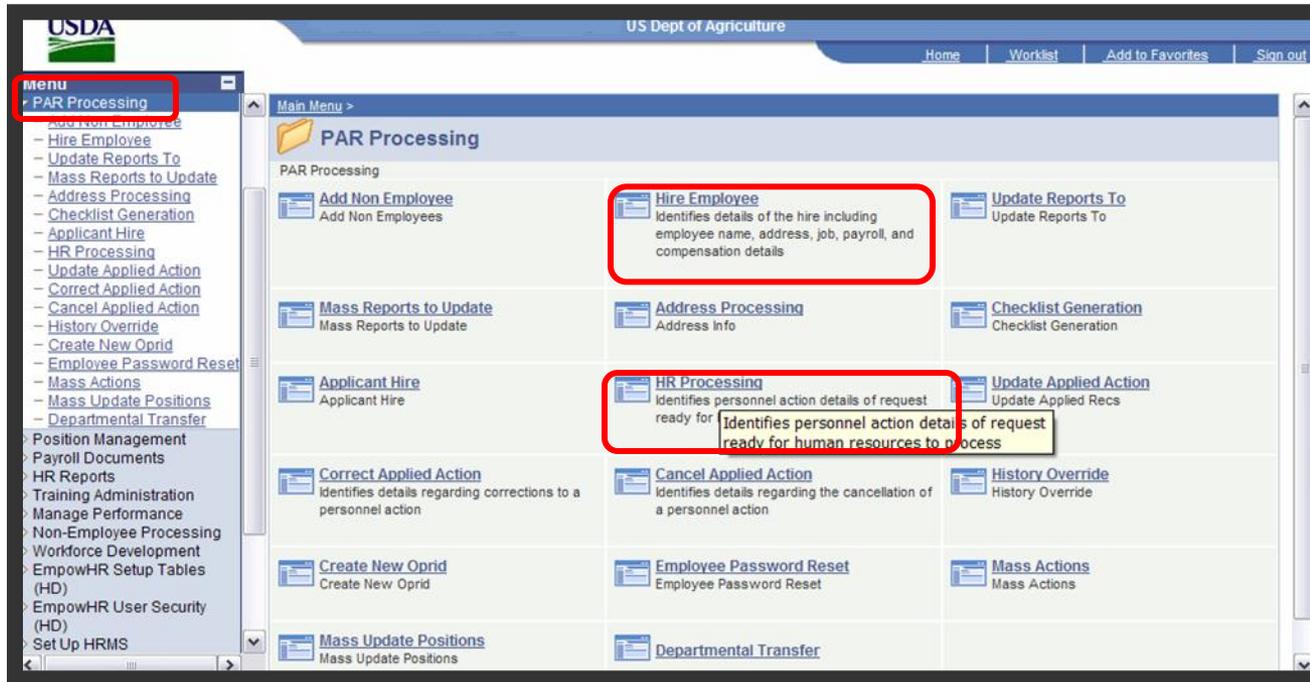
Person Model is a new module of EmpowHR that allows USDA to track individuals with Federal and non-Federal relationships with USDA. Person Model is used for non-Federal employee sponsorship, which we will not cover in detail during this training.

For example, a USDA Federal employee who works for NRCS may also be a Volunteer with the Forest Service. Alternatively, a person who previously performed under a contractual agreement with USDA as a Contractor may become a Federal employee.

For details on Person Model sponsorship, please refer to the Person Model training at <http://lincpass.usda.gov/training.html>.



Once logged in you will be directed to the main page of EmpowHR. The left-side menu and icons in the center of the page link you to the required processes.



Click on PAR Processing.

- To Sponsor a *New Employee*, click on **Hire Employee**.
- To Sponsor an *Existing Employee*, click on **HR Processing**, then search for the Employee to pull up the record.

Click on the **Personal Data** tab, then enter the following fields or verify that they are correct:

- Employee Status
- Last Name
- Business Email Address
- SSN
- Suffix
- Business Phone Number
- First Name
- Date of Birth
- Middle Name
- Citizenship Status

The screenshot shows the USDA HRMS interface. The top navigation bar includes 'Home', 'Worklist', 'Add to Favorites', and 'Sign out'. The left sidebar contains a 'Menu' with various options, including 'Employee Security Clearance'. The main content area is titled 'PAR Processing' and displays a grid of action cards. The 'Employee Security Clearance' card is highlighted with a red box and has a tooltip that reads 'Employee Security Clearance'.

PAR Processing		
Hire Employee Identifies details of the hire including employee name, address, job, payroll, and compensation details	Update Reports To Update Reports To	Mass Reports to Update Mass Reports to Update
Address Processing Address Info	Adjudication Information Adjudication Information	HR Processing Identifies personnel action details of request ready for human resources to process
Update Applied Action Update Applied Recs	Correct Applied Action Identifies details regarding corrections to a personnel action	Cancel Applied Action Identifies details regarding the cancellation of a personnel action
History Override History Override	Create New Oprid Create New Oprid	Employee Password Reset Employee Password Reset
Mass Actions Mass Actions	Departmental Transfer	Employee Security Clearance Employee Security Clearance

Go back to the PAR Processing screen and click the link for **Employee Security Clearance**.

The screenshot shows the USDA HRMS interface for 'Employee Security Clearance'. The left sidebar contains a 'Menu' with various options, including 'Employee Security Clearance'. The main content area has a search form with the following elements:

- Section: **Employee Security Clearance**
- Instruction: Enter any information you have and click Search. Leave fields blank for a list of all values.
- Section: **Find an Existing Value**
- Search by: EmpID (dropdown) begins with (text input)
- Options: Include History, Correct History
- Buttons: Search, [Advanced Search](#)

Use the search field to locate the employee's record.

Employee Security Clearance

Chevy, Martin EmpID: 060606 Empl Rcd#: 0

Investigation

LincPass Required Notes

Submitting Office Number

Security Office Identifier OPAC/ALC Number

Position information

Position Number 90108326 ASSISTANT TO MARKET ADMINISTRATOR

Emergency Response Official

In the Investigation block, click the **LincPass Required** checkbox.

Note: A new card activation information field will be added. This field is to indicate the card activation shipping location.

Card Shipping Information

EmplID: 060608 Empl Rcd#: 0 Royce, Joni E SSN: 999-06-0608
 Effective Date: 01/11/2004 Effective Sequence: 11

Card Shipping information Find First ◀ 1 of 1 ▶ Last

Card Shipping information

Card Ship Addr

Cd

Addr Header

Address Line 1

Address Line 2

City

State Postal Code Country

Use the lookup function to select the Card Shipping Address.

Note: Only the first **300 results** will be displayed. If you do not see the shipping code you are looking for, key in the five-digit code directly in the search field. Once you enter the code, the address information will be populated.

A spreadsheet containing all shipping codes is distributed to Agency Leads and Lead Sponsors every other week. Please refer to this list to locate the appropriate Card Shipping Location. If you have any questions, please contact the USDA HSPD-12 Help Desk.

Employee Security Clearance

Chevy, Martin EmpID: 060606 Empl Rcd#: 0

Investigation

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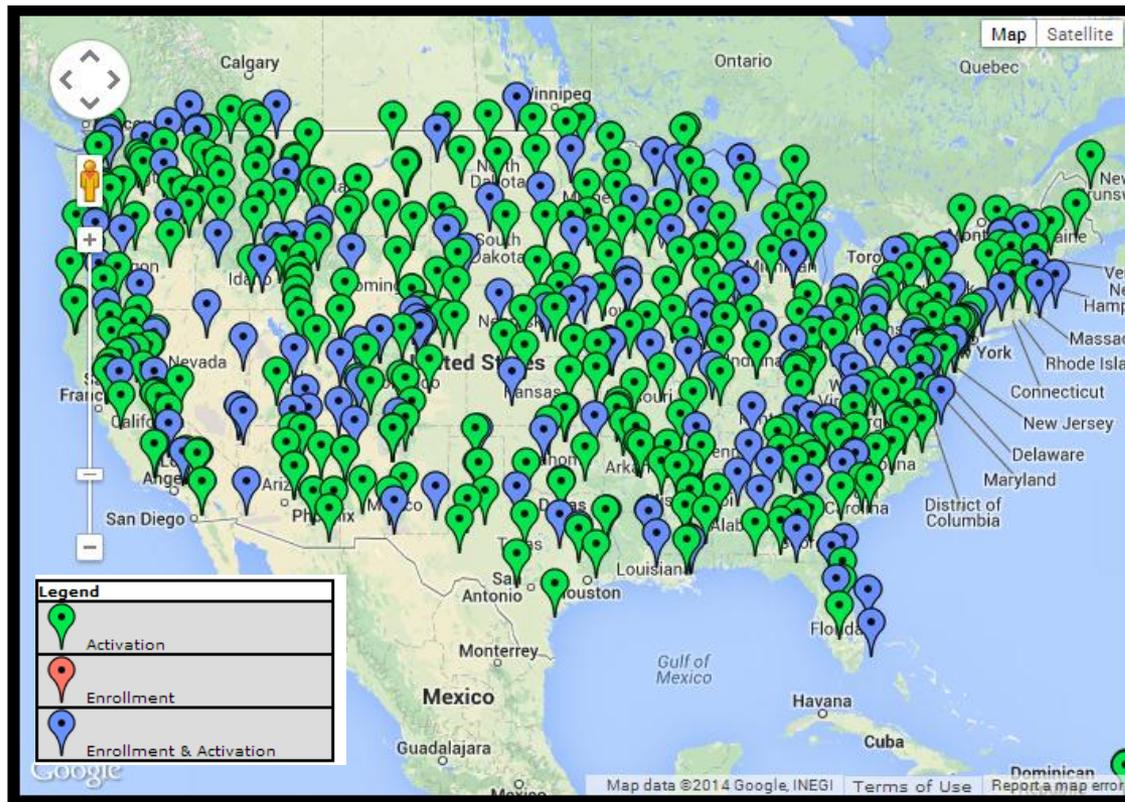
Click on **Emergency Response Official** check box if applicable. Other fields on this screen pertain to Adjudication, and may be completed per your Agency process.

Save the updates by clicking the **Save** button.

When an applicant receives an *enrollment* email, they are notified to find a location to enroll, then schedule their enrollment.

When cards are *delivered and checked in*, the applicant is sent an email with the address where the credential is located. Please note that this may be a different location from where the applicant enrolled.

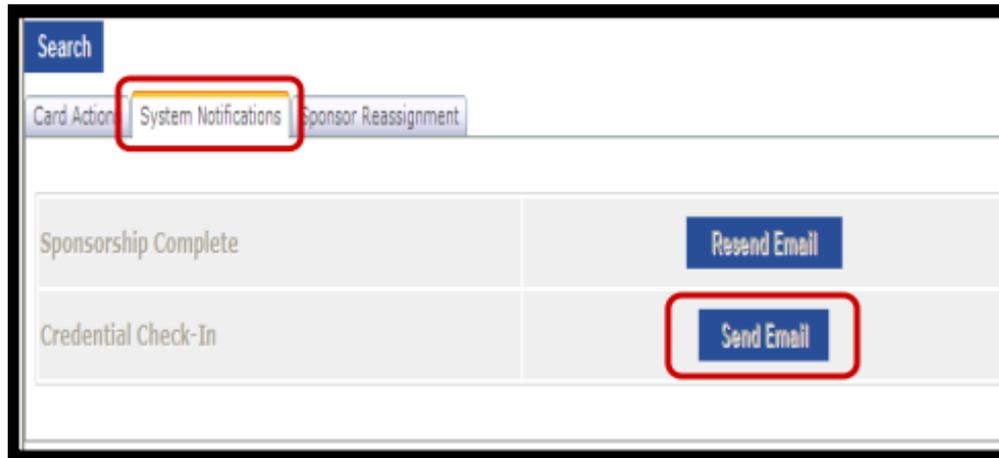
USDA has a number of different types of credentialing centers to support its large and geographically-dispersed population. Visit the Site Utility Map at: <http://hspd12.usda.gov/stationsutil/allStations.aspx>



Sponsors have the capability to resend enrollment and card delivery emails from USAccess to individual applicants. This may be necessary when Applicants did not receive the email from USAccess initially, they lost/deleted the email, or they forgot their activation PIN number (in the case of the card delivery email).

- Sponsors can send an enrollment email to anyone with a complete sponsorship and incomplete enrollment status.
- The card delivery email can be sent to any Applicant with an Issuance Status of “Card Delivered.”

For instructions on resending system notifications in USAccess, refer to the HSPD-12 Sponsor Guide on the USDA HSPD-12 website: http://lincpass.usda.gov/docs/HSPD12_SponsorGuide_v3.2.pdf



Fixed-site Credentialing Centers house sets of enrollment and activation workstations leased from the GSA HSPD-12 Managed Services Office (MSO) that are located in agency-provided space and managed by agency points of contact (POCs). Some of these Centers are agency-specific or dedicated, while others operate as shared services centers. In the future, this map will be updated with all light stations as well.

To locate fixed-site credentialing centers, visit <http://fedidcard.gov>.

GSA
Subscribe to Alerts

Contact Information

Find a USAccess Center

City:

State:

Zip:

Activity:

Type:

Within:

Find USAccess Centers

Search Again

Shared Center
 Dedicated Center

The following are USAccess Centers found within 250 miles of Burlington, VT.

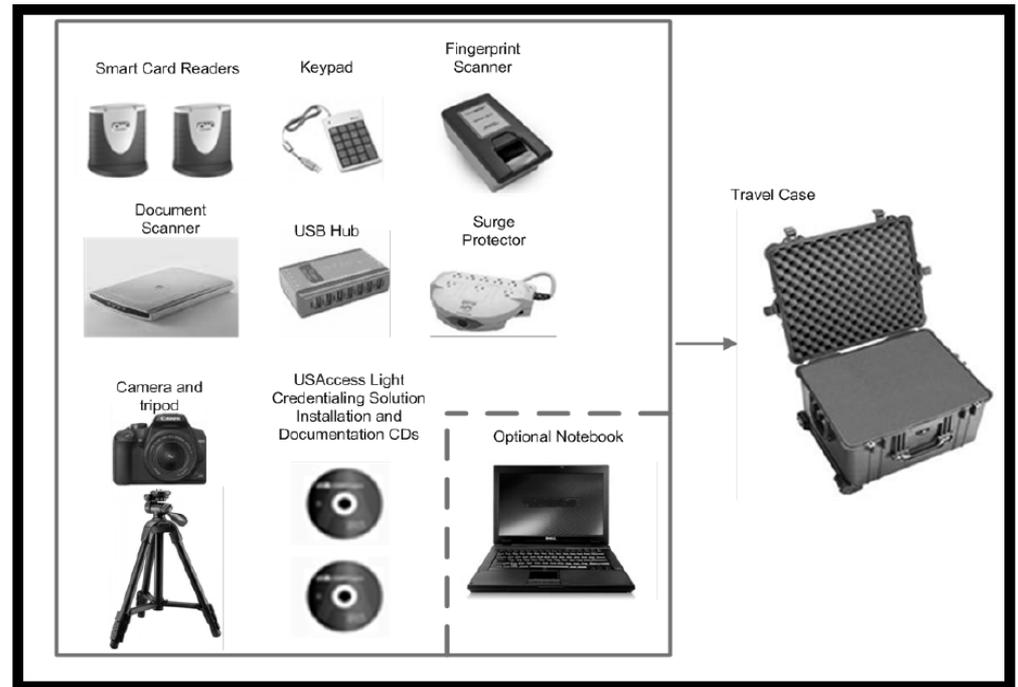
USDA Credentialing Center
 231 North Main Street
 Rutland, VT 05701 [View Map](#)

The Light Credentialing Station (LCS) capability enables government employees and contractors in remote locations to be enrolled and credentials activated in the USAccess system without having to travel great distances to do so, from an Internet Web portal.

The LCS is a mobile kit that enables enrollment and activation of USAccess Credentials and post issuance activities. The kit can be moved as Agencies deem necessary.

Supported functions: Enrollment, Re-Enrollment, Attended Activation, Attended Activation without Fingerprints, Unattended Activation, Activation Error Messages, Credential [Card] Updates and the Self-Service Password Reset portal.

The Department has provided fifteen LCS that the Agencies control. Additional LCS are available for purchase.



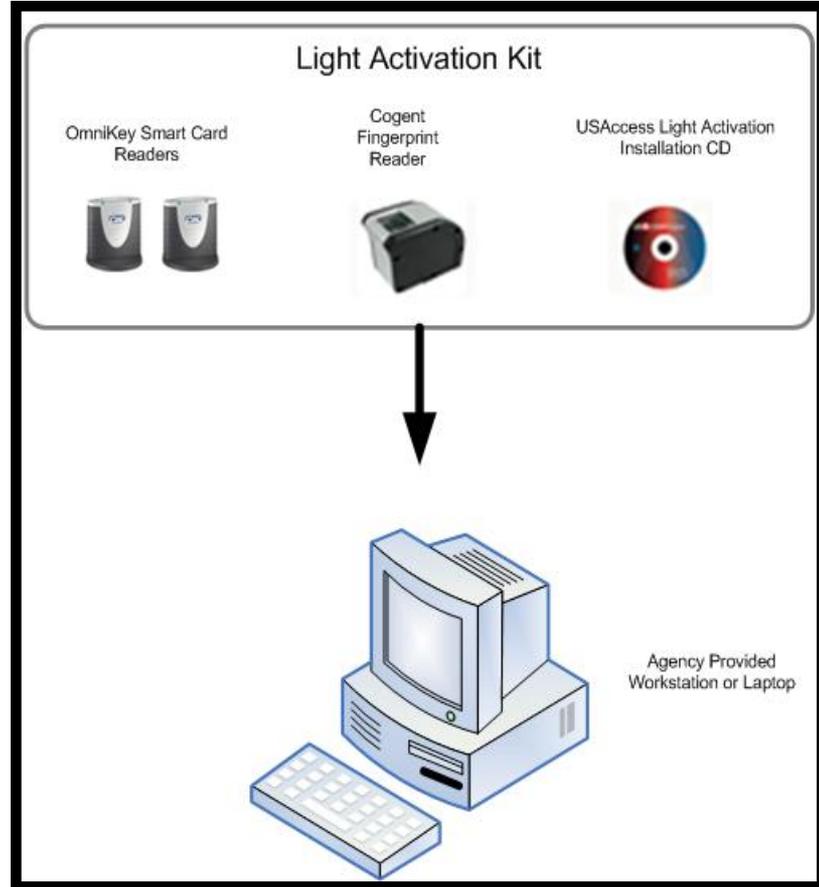
The Light Activation Station (LAS) enables activation of LincPass Credentials and post issuance activities from an Internet web portal, from any computer meeting the minimum requirements.

LAS also enables the freedom to move the equipment at any time to other locations.

The Light Activation capability accommodates ALL existing attended and unattended use cases including:

- Attended/ Unattended Activation
- Attended/ Unattended PIN Unlock
- Attended/ Unattended Certificate Updatee

The Department has additional LAS available for purchase.



A report of all USDA HSPD-12 locations for LAS, LCS and FIXED Operational Shared Stations is sent every other week to the Agency Leads and Lead Sponsors.

USDA		United States Department of Agriculture		USDA HSPD-12 LAS, LCS, and FIXED Operational Shared Stations						LincPass	
				Operational Locations as of 1.21.2014						simple. smart. secure.	
<p>Quick Stats: 388 LAS kits have been installed and are reporting operational. Quick Stats: 16 LCS kits have been installed and are reporting operational. Full Credentialing capabilities offered with these stations. Quick Stats: 200 Fixed credentialing centers are available nationwide.</p> <p>* Notates a station is mobile, please call before making appointment to verify location of station. **For Fixed centers, please use Time Trade scheduling tool to make an appointment: https://app3.timetrade.com/to/login.do?url=usaccess ***For LAS and LCS stations, please contact Activators to make appointment</p>											
Site Type	Site ID	City	State	Address	Zip Code	Agency	Activator	Activator Phone	Activator Email		
LAS		ANCHORAGE	AK	161 E. 1st Avenue Door 8	99501	FS	Rick Turcic	907-743-9554	rturcic@fs.fed.us		
LAS		ANCHORAGE	AK	161 E. 1st Avenue Door 8	99501	FS	William Fischer	907.743.9422	wgfischer@fs.fed.us		
FIXED	10121	ANCHORAGE	AK	US Bureau of Land Management 222 W 7th Ave	99513	DOI	Contact USDA Helpdesk	888-212-9309	usdahspd12help@dm.usda.gov		
LAS		CORDOVA	AK	Chugach NF Cordova RD 612 2nd Street	99574	FS	Nancy Obrien Tanya Zastrow	907.42.4722 907-424-4741	nobrien@fs.fed.us tzastrow@fs.fed.us		
LAS		CRAIG	AK	Tongass NF Craig RD 504 9th Street	99921	FS	Katherine Kruse	907.826.1615	kkruise@fs.fed.us		
LAS	10795	DELTA JUNCTION	AK	MilePost 1420.5 Jarvis Building Alaska Hwy	99737	FSA	Lloyd Wilhelm	907-894-4242 x 104	lloyd.wilhelm@ak.usda.gov		
FIXED	10164	DENALI PARK	AK	Milepost 237 Parks Highway	99755	DOI	Contact USDA Helpdesk	888-212-9309	usdahspd12help@dm.usda.gov		
LAS	10796	DILLINGHAM	AK	Herman Schroder Bldg 134 1st Ave. West	99576	RD	William Williams	907-842-3921	william.william@ak.usda.gov		
FIXED	10128	FAIRBANKS	AK	BIA Fairbanks 101 12th Ave Room 166	99701	DOI	Contact USDA Helpdesk	888-212-9309	usdahspd12help@dm.usda.gov		
FIXED	100162	JUNEAU	AK	USDA Forest Service 709 W 9th Street	99801	USDA/FS	Joe Calderwood Charlotte Malacus Nick Paguio	9075867966 907-586-8700 907-586-8873	jcalderswood@fs.fed.us cmalacus@fs.fed.us npaguio@fs.fed.us		
LAS	10797	KENAI	AK	110 Trading Bay Road Ste. 160 Ketchikan Supervisor's Office	99611	RD	Wylie Chandler	907-283-6640	wylie.chandler@ak.usda.gov		

If an applicant has moved since the Card Shipping Information was originally entered, Sponsors should change the Card Shipping Address in EmpowHR to make sure the cards are shipped to the correct location.

If you need to expedite shipping of the card, you can select the new Card Shipping Address directly in USAccess, but be sure to update EmpowHR as well. Any changes made in USAccess will be overwritten with data from EmpowHR the next day.

Remember that Credentialing Centers and locations where cards can be shipped often change. They may move to a new location or be decommissioned and permanently closed. Make sure to check the USDA HSPD-12 listing of locations for LAS, LCS and FIXED Operational Shared Stations that is sent every other week for updated locations.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Sponsor Applicant gsa.sponsor@dev.gsa.lab Logout

JAMIE POLLARD, 1/1/1980 Issuance Criteria: 5 X Show Applicant Status

Sponsor Info Card Address Info Save	Card Shipping Address	
	Shipping Method	FEDEX STANDARD
	Select Address*	State: MARYLAND
		Site: DOI - ASSATEAGUE ISLAND NATL SEASHORE Expires: 8/20/2010
	Street Address 1	Street Address 2
	City	State
	Zip Code	Country

Change Password?

Shipping Address Expiration

This site is set to be decommissioned on 8/20/2010. To allow enough time for the card to be printed and shipped before the site is decommissioned, issuance requests must occur before 7/30/2010 for this site. Please select a different Shipping address.

OK

The USAccess Reports Portal offers Sponsors and other designated role holders several reports for tracking the status of their Applicants. All designated role holders have access to the following reports:

- Applicant Status: displays status and sponsorship data for individual applicants in a report style format on screen
- Applicant Status Export: same as above but in an Excel exportable format
- Applicant Status Supplemental Report: shows the certificate expiration date and the card expiration date for each applicant.
- Bulk Upload Information: does not apply to USDA; provides information for formatting the bulk upload
- Card Action Wizard Activity: provides information on what card actions (reprint, renewal, reissue, cert update or cert re-key).
- Card History Report: shows full credential history for a single applicant.
- Card Location Report: shows the last known location of a credential.
- Certificate Expiration Report: displays complete list of Credential Holders with certificates set to expire within 180 days

Select A Report to View

Applicant Status.rpt
 Applicant Status Export Format.rpt
 Applicant Status Supplemental Report.rpt
 Bulk Upload Information.rpt
 Card Action Wizard Activity.rpt
 Card Expiration Report.rpt
 Card History Report.rpt
 Card Location Report.rpt
 Certificate Expiration Report.rpt
 CMS Activity Report.rpt
 Destroyed Credentials.rpt
 Failed Issuance Rules.rpt
 Flash Badge Report.rpt
 Invalid Sponsor of Record.rpt
 Role Assignment Report.rpt
 Shipment Tracking.rpt
 Site Inventory Report.rpt

Select Report



- **CMS Activity:** provides information on what card actions (reprint, renewal, reissue, cert update or cert re-key) have been triggered for an applicant, the date and time the action was triggered and by whom.
- **Destroyed Credentials:** provides a list of credentials marked in the CIT as destroyed, including applicant name, EID, card serial number, and UPN of the person who marked it as destroyed.
- **Failed Issuance Rules:** shows reasons that an applicant's cards did not print
- **Flash Badge Report:** lists revoked PIV Credentials that are not marked as destroyed.
- **Invalid Sponsor of Record:** lists all Applicants that have a Sponsor of Record who no longer holds the Sponsor role
- **Role Assignment Report:** lists who has been designated as a role in USAccess and what role they hold
- **Shipment Tracking:** provides tracking information for credential shipments
- **Site Inventory Report:** lists all credentials checked in via the Credential Inventory Tool (CIT) at a particular location

Select A Report to View

Applicant Status.rpt

Applicant Status Export Format.rpt

Applicant Status Supplemental Report.rpt

Bulk Upload Information.rpt

Card Action Wizard Activity.rpt

Card Expiration Report.rpt

Card History Report.rpt

Card Location Report.rpt

Certificate Expiration Report.rpt

CMS Activity Report.rpt

Destroyed Credentials.rpt

Failed Issuance Rules.rpt

Flash Badge Report.rpt

Invalid Sponsor of Record.rpt

Role Assignment Report.rpt

Shipment Tracking.rpt

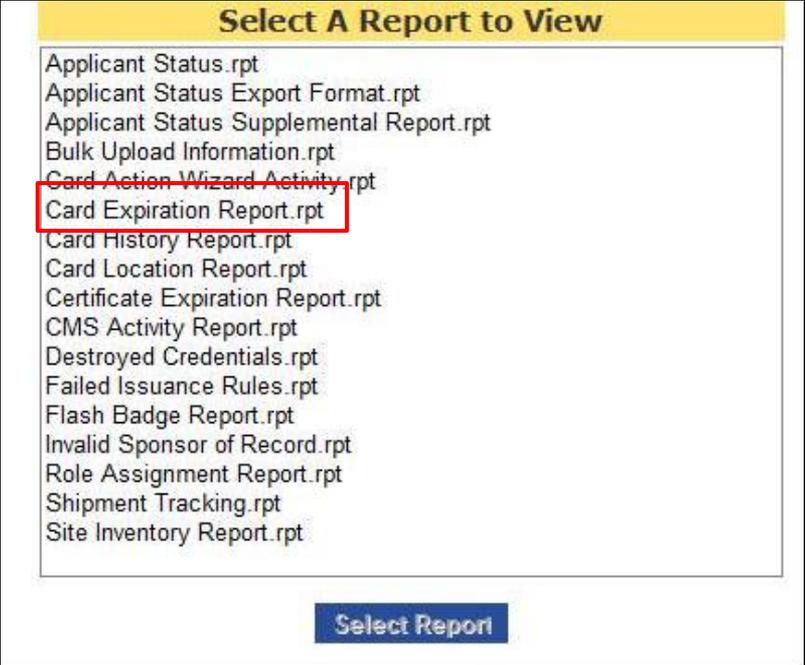
Site Inventory Report.rpt

Select Report

Sponsors can run a Card Expiration Report in USAccess to identify individuals whose cards are set to expire within a given timeframe. The report can be filtered by Agency.

Prior to completing a bulk renewal in USAccess, Sponsors should **check Card Shipping locations** to make sure they are still current, and update in EmpowHR/Person Model as appropriate. Credentialing Centers and locations where cards can be shipped often change.

Remember that the Work Location of an applicant may not always be the same as the Card Shipping location. These are two separate sets of fields in EmpowHR.



Select A Report to View

- Applicant Status.rpt
- Applicant Status Export Format.rpt
- Applicant Status Supplemental Report.rpt
- Bulk Upload Information.rpt
- Card Action Wizard Activity.rpt
- Card Expiration Report.rpt**
- Card History Report.rpt
- Card Location Report.rpt
- Certificate Expiration Report.rpt
- CMS Activity Report.rpt
- Destroyed Credentials.rpt
- Failed Issuance Rules.rpt
- Flash Badge Report.rpt
- Invalid Sponsor of Record.rpt
- Role Assignment Report.rpt
- Shipment Tracking.rpt
- Site Inventory Report.rpt

Select Report

An applicant record must meet a total of 36 criteria for USAccess to print the credential. There are two ways to check on any failed issuance criteria:

1. Sponsorship Record > View Applicant screen > Issuance Criteria field.

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. 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.

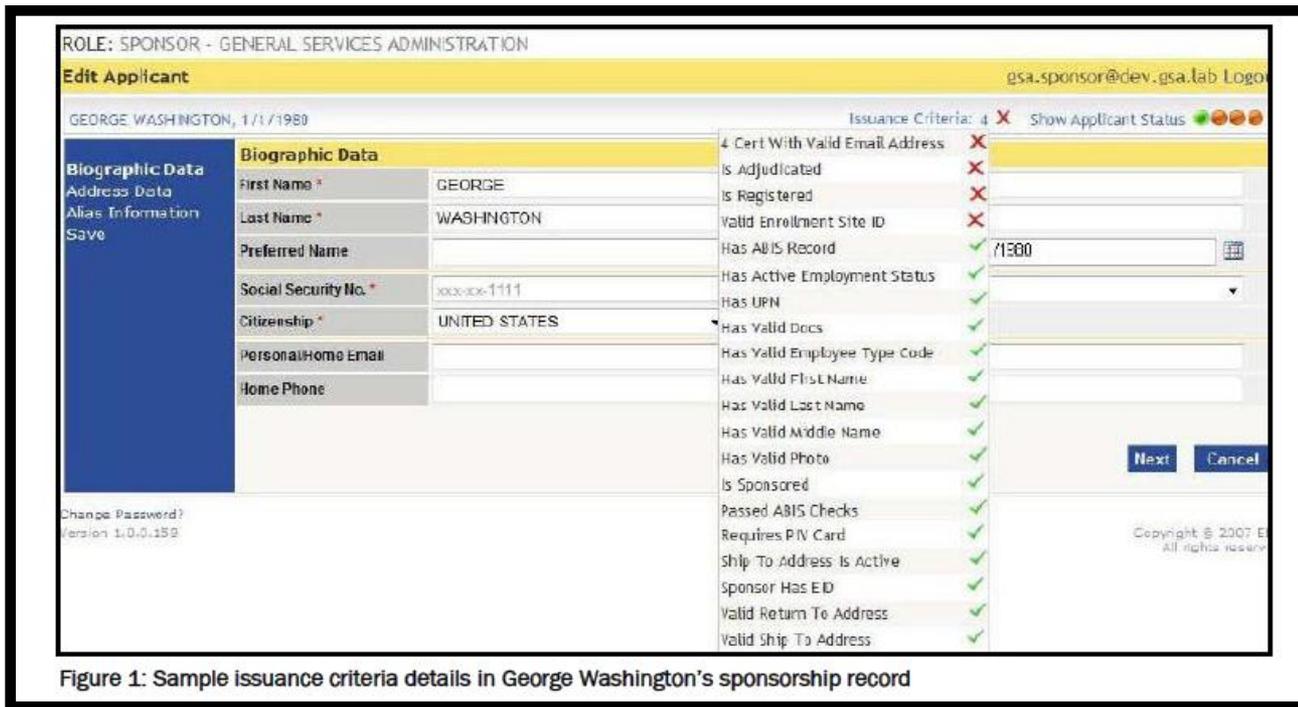


Figure 1: Sample issuance criteria details in George Washington's sponsorship record

2. Failed Issuance Rules Report (FIRR)

If an Applicant record fails to comply with any of the issuance rules, the system lists the record on the Failed Issuance Rules Report (FIRR). All designated role holders can view and download the FIRR using the Reports Portal.

Last Name	First Name	Middle Name	Name Suffix	Issuance Pending ID	Is Registered	Is Sponsored	Is Adjudicated	Has Valid First Name	Has Valid Middle Name	Has Valid Last Name	Has ABIS Record	Passed ABIS Check
REGISTRAR	SUPER	TEST		131534	FAIL		FAIL			FAIL		
LAMBERTONE	JACK	A		131535	FAIL		FAIL					
DATABASE	TEST	T		131536			FAIL					FAIL

Figure 2: Sample FIRR

The FIRR contains Applicant Name, DOB, Agency/Sub-Agency, an Issuance Pending ID, and all 36 Issuance Rules. If an Applicant has failed one or more rules, the report viewer will see a “FAIL” noted in the column associated with the issuance rule(s) that requires resolution.

For a complete list of all 36 Issuance rules, please refer to the **Failed Issuance Rules Report Job Aid**.

The HSPD-12 Program Management Office (PMO) also manages the Enterprise Physical Access Control System (ePACS) program.

ePACS is an enterprise system that houses the head end components of the PACS (Physical Access Control System) at a single centralized location.

More than 200 USDA facilities have now been migrated into ePACS for automated provisioning and de-provisioning to allow entry into the buildings and doors using the LincPass.



If you need help or additional information, please see the contact list below:

USDA HSPD-12 LincPass Website Sponsor page: <http://hspd12.usda.gov/Sponsor.html>

USDA HSPD-12 Help Desk (all role holder/applicant questions; ePACs related issues)

Toll Free: 888-212-9309

Email: usdahspd12help@dm.usda.gov

USAccess Help Desk (for USAccess system questions/issues)

Toll Free: 866-493-8391

Email: usaccess.helpdesk@hp.com

GSA MSO Help Desk (general policy questions)

Phone: 202-501-4740

Email: hspd12@gsa.gov

eAuthentication Help:

Phone: 800-457-3642, Option 1

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