

**Q: How long before I receive my LincPass?**

Generally, from the time you have your enrollment appointment until you receive your badge, it can take anywhere from 2 to 6 weeks for your LincPass to be received. There are several things that can slow or halt the process. To determine whether or not there is an issue, please contact your Sponsor or Security Officer. USAccess role holders can access the Applicant Status Report and determine the status of your credential.

**Q: Where do I go to activate my LincPass?**

You must visit an activation station to activate your LincPass. If you currently have your LincPass on hand you can visit a USAccess credentialing center or a Light Activation station. If your card has been delivered to a specific Credentialing center, please make an appointment at that specific center, or notify your Sponsor that you would like to reroute your card to a different activation station.

**Q: Will I receive a notification when my LincPass has been delivered?**

Once your card has been delivered and "checked in" by an Activator, they will send the delivery email notification out to the applicant in order for the applicant to schedule a pick-up/activation appointment. This email will contain the location of where your LincPass was delivered.

**Q: Who do I contact if I do not receive my LincPass?**

Please contact your sponsor if you do not receive your LincPass.

**Q: Do I need to schedule an Activation Appointment?**

Yes, you need to schedule an activation appointment via the GSA Scheduling Tool just as you scheduled an enrollment appointment. If your card has been delivered to a Light Activation station please work with the local POC who manages the station in order to schedule an appointment for activation.

**Q: What is an Unattended Activation?**

This is a self-service process where the Applicant can activate his or her own LincPass at an activation station without the assistance of an Issuer/Activator. This is the default method of activation, but if you encounter problems you should have an Issuer/Activator perform an Attended Activation.

**Q: What is Attended Activation?**

In an attended activation, the Issuer/Activator assists you with activating your LincPass (as opposed to unattended activation where you perform the activation yourself at an activation station). Use attended activation if your fingerprints could not be captured during enrollment, you do not have/forgot the temporary activation PIN, or if unattended activation failed.

**Q: What happens if the LincPass was delivered to a location that is different than where I work?**

There may be cases where your LincPass is delivered to a location other than where you work. If this applies to you, please follow the steps below:

1. Contact your Sponsor inform them the LincPass needs to be shipped to another location closer to where you work.
2. The Sponsor will arrange for the card to be sent to the activation station closest to where you work.
3. The Issuer/Activator at the station closest to where you work will inform you that your LincPass can be picked up when it has been delivered.



**Q: What do I need to bring with me to activate my LincPass?**

You will need to bring identification with you, preferably one or all of the documents that you presented at the time of enrollment. You should also bring the temporary password contained in the email that was sent to inform you that your credential was ready for pick-up. You will be prompted to enter this password when you insert your credential into the card reader during Activation.

**Q: How long does it take to activate the LincPass?**

The LincPass activation appointment takes approximately 15 minutes.

**Q: What should I do if my LincPass is damaged at delivery?**

If your PIV Credential is damaged at any time, either when you first pick it up or after using it, you will need to contact your Agency Sponsor or your Agency's Security Officer. In the case where your LincPass is incorrect or damaged when you first pick it up, a replacement may take some time depending on where you picked up your LincPass. If you picked up your LincPass at a Credentialing Center, the LincPass will have to be returned to your Agency Sponsor or Security Officer. Then the Sponsor will request a reprint. You will be notified by email to return to the enrollment center to activate the new LincPass. Please be patient as it may take several weeks for the process to be complete.

**Q: What happens if there is incorrect information on the LincPass when I receive it?**

Inform the Issuer/Activator (or Registrar) that there is a problem. They will give the LincPass to the Security Officer for return to USAccess. Contact your Sponsor and ask that a re-print request be initiated. You will be issued a new LincPass at a later date.

Please note that there is a character limit of 15 characters for First and Last names. If your name is longer, it may be truncated when printed on the card.

**Q: What happens if I am unable to complete the activation process?**

If the Applicant is unable to complete the activation process, the USAccess logs the event, and the Applicant will be directed to see an Issuer/Activator. The Issuer/Activator flags that the LincPass activation failed, notes the reason why it failed, and aborts the activation process. The Issuer/Activator will attempt to resolve the problem, but it may take several days. If the problem cannot be resolved they will give the LincPass to your Agency's Security Officer for destruction. You will need to contact your Sponsor and ask that they submit a reprint request. You will be issued a new LincPass at a later date.