



Q. A role holder has not received his/her login and password information after being designated in the system, what can I do?

You can try to re-designate the role holder in the system by un-checking the role designation check box, save the changes, and logout of the system. Log in to the system again and designate the individual to the specific role. If the role holder does not receive the system generated email after the attempt, please have the role holder contact USAccess Helpdesk.

Q: I (or other designated role holders) cannot access USAccess

1. Make sure you or the role holder is designated in USAccess.
2. If you have been designated, make sure USAccess sent you an email with your user name and password. If you did not get the email, re-designate the role holder (or get yourself re-designated). If that still does not work, contact the GSA help desk at 202-501-4740.
3. If you have your user name and password and it doesn't seem to be working, contact the GSA help desk. Your password has likely expired and the GSA help desk can reset it for you.

Q. As a Role Administrator in the USAccess System (GSA), I cannot designate other Role Administrators. Why is this?

The system currently does not allow this to happen. Please contact the Department Role Administrator to have the role administrator designated.

Q. A Role Holder is having problems with the training module. The course will not mark complete or the training course is freezing.

Please make sure they have downloaded the necessary system requirements. The training modules need the most recent version of Adobe Flash 9 and Java Script 1.6. They will need to contact their IT support to download these applications onto their USDA desktop or laptop.

Q. The Agency Training Officer cannot see the training modules when they search for the course. What should I do?

Please make sure the Agency Training Officer has administrator access to USDA training modules. It is possible the Agency Training Officer has a different level of AgLearn administrator access limiting them to view the HSPD-12 training modules.

Q. In the USAccess System (GSA) which role holders can perform dual roles?

- Sponsors can be Adjudicators, but not for the same person
- Registrars can be Issuer/Activators
- Role Administrator and Security Officer cannot hold any other roles