USDA HSPD-12 Sponsor
Frequently Asked Questions (FAQs)

Prepared for

United States Department of Agriculture
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Version	Date	Revision Notes
1.0	Unknown	Initial FAQs created
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3.0	June 2020	Revised FAQs to make current for 2020

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> For any questions not covered by this FAQ, please contact the HSPD-12 Helpdesk at
> **usdahspd12help@usda.gov** or **1-833-682-4675**

1 General Sponsor FAQs

1.1   How do I find out who my Agency Lead is?

Please contact the USDA HSPD-12 Help Desk at 1-833-682-4675 or USDAHSPD12HELP@USDA.GOV for the most up to date point of contact.

1.2   Where can a Sponsor find instructions on performing Data Preparation?

See the training guides on the "Role Holder" page (https://hspd12.usda.gov/training.html) on the USDA HSPD-12 website.

1.3   Is the record considered "Sponsored" when I validate it in EmpowHR or Person Model?

The record is considered sponsored in EmpowHR/Person Model when the card type is selected and the ship to site is updated for records that have a card type of LincPass or AltLinc. The system will then send the updated Sponsorship information automatically to USAccess creating/updating an applicant LincPass record.

1.4   At what point does the Applicant receive the enrollment email?

Once the Sponsorship is complete, the Applicant receives an email from USAccess notifying the Applicant that Sponsorship is complete. The Sponsorship complete email provides instructions on the next steps to obtain a LincPass/AltLinc.

1.5   How does a Sponsor determine who needs a LincPass/AltLinc?

The Sponsor should use the USDA Credential Matrix to determine what type of credential a person requires:

IT and Physical Access Rights Required	LincPass	AltLinc	Site Badge	Visitor Badge	No Badge
IT & Unaccompanied Physical Access Required > 6 Months	✓				
IT & Unaccompanied Physical Access Required < 6 Months		✓			
No IT Access Required & Unaccompanied Physical Access Required			✓		
No IT Access Required & Accompanied Physical Access Required				✓	
No IT or Physical Access Required					✓

1.6   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 employee who requires a LincPass/AltLinc must go through several steps to obtain a LincPass/AltLinc. This includes Sponsorship, Adjudication, Enrollment and Activation. The Separation of Duties Chart is depicted below:

	Role Administrator	Sponsor	Adjudicator	Security Officer	Activator	Registrar	Report Viewer	CIT Operator
Role Administrator	X						X	X
Sponsor		X	X				X	X
Adjudicator		X	X				X	X
Security Officer				X			X	X
Activator					X	X	X	X
Registrar					X	X	X	X
Report Viewer	X	X	X	X	X	X	X	X
CIT Operator	X	X	X	X	X	X	X	X

1.7   What happens if I am 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. If you should be designated as a Sponsor, contact your agency Role Administrator to assign the role.

1.8   Why can I not access USAccess?

Please validate the following requirements for USAccess:

1. You must have an active LincPass/AltLinc to access USAccess
2. Make sure the Role Administrator has designated you as a Sponsor. If they have not, contact your Role Admin for your agency.
3. If you are having troubles logging into USAccess, ensure you have no other USAccess portal browsers open. Close out your browser completely and reopen in a new browser if you are receiving USAccess error messages while logging in.
4. If you continue to have issues, you can contact the USDA HSPD-12 Help Desk for further assistance.

1.9 My Applicant did not receive one of the system emails (either the enrollment or card delivery notice).

Sponsors can re-send the email through USAccess via the Sponsor portal. Search for the Applicant in USAccess and click 'Sponsor Utility' and then 'System Notifications' to access these functions. The options for re-sending email notification are 'Applicant needs to Enroll or Re-Enroll' and 'Credential Checked-in and Ready for Pick Up'.

1.10 How do you know when looking at an individual Applicant record if it is complete and the Applicant is ready to enroll?

In the Sponsor portal, search for the user via PII to view the current issuance status of your Applicant's record.

- **"New Enrollment"** = Sponsored and not enrolled
- **"Registered"** = Sponsored and has enrolled
- **"Pre-Enrollment"** = Incomplete Sponsorship

Alternatively, look in the Applicant Status report:

- **If Sponsorship Status** = Sponsored and Enrollment Status = Incomplete; the Applicant is sponsored but has not enrolled.
- **If Sponsorship Status** = Sponsored and Enrollment Status = Complete, the Applicant is sponsored and has enrolled.
- **If the Sponsorship Status** = Incomplete, the Applicant is not fully sponsored yet and cannot enroll and the record will show as 'Pre-Enroll'.

1.11 Can a Sponsor update fields directly in USAccess?

With a few exceptions, no. USAccess pulls Applicant information directly from the authoritative HR systems. If you change something in USAccess, it will be overwritten by authoritative data fed from the USDA HR system. The only exceptions are the certificate update, email address update and card profile type. Other than an update to an email address, no PII should be entered into USAccess manually. All applicant information should be updated in EmpowHR and Person Model, which will feed the updates to USAccess.

1.12 Why did I receive an email regarding Invalid Documents?

If the Security Officer marks the documents as invalid, an email will be sent to the Sponsor to direct the Applicant back through Enrollment. The email subject line will reference:

'REENROLLMENT_NOTIFICATION_INVALID_DOCUMENTS'.

The email reads as follows:

Dear <Sponsor Name>

The identification documents submitted during enrollment for <Applicant Name> were marked invalid by your Agency's Security Officer. As a result, this Applicant will need to return to a USAccess credentialing center to re-enroll and submit new identity documents.

To initiate the process for re-enrolling this Applicant:

-Log on to the Sponsorship Portal

-Search for the Applicant and click on the Sponsor Utility button

-Click on "Send Request" next to the "Request Card Reissue/Renewal"

The Applicant receives an email asking them to re-enroll for the card. If you have any questions about this Applicant's document validation, please contact your Agency Security Officer.

To re-enroll an applicant, the Registrar must clear the existing documents in the system and scan the new documents presented by the Applicant. If the Registrar does not clear the existing documents and rescan the new ones, the Applicant documents are flagged as invalid documents in the Security Officer portal, and they will have to re-enroll and provide new documentation before a LincPass is issued.

1.13 When do you request a Reprint?

Sponsors should request a reprint if the Employee needs a new LincPass/AltLinc but does not have to re-enroll. Situations that may require a reprint are:

- Manufacturer caused defect with the LincPass/AltLinc (e.g., information printed wrong on the card, the card cannot activate)
- Change to the Federal Emergency Response Official designation
- Change to the Employee Type
- LincPass/AltLinc Damaged
- LincPass/AltLinc Lost

1.14 When do you request a Reissuance?

Sponsors should request a reissue if the Employee needs a new LincPass/AltLinc and must re-enroll. Situations that may require a reissue are:

- Applicant information change that would change what is printed on the LincPass/AltLinc or on the chip
- If the Applicant is up for a 10-year LincPass card renewal and has not enrolled within 10 years, it is required to re-enroll to obtain a 5-year lifecycle LincPass. A Reissue card action needs to be triggered for the Applicant to re-enroll. Enrollment data is valid for 12 years. If re-enrollment is not completed at the 10-year mark, any new LincPass for that Applicant will print a two-year expiration date.

1.15 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 or a new card to be printed, 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.

1.16 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.

1.17 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 cannot be updated 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.

2 EmpowHR/Person Model Specific General FAQ

2.1 Does an Applicant need completed Adjudication results entered in EmpowHR in order to enroll for a LincPass/AltLinc?

An applicant is eligible to enroll for a LincPass/AltLinc once Sponsorship is complete. However, a successfully adjudicated FBI Fingerprint Check result must be entered into EmpowHR/Person Model before a card can be printed/issued.

- LincPass: Enrollment is not contingent upon a BI (Tier-1 (Low Risk) investigation or higher) being completed, however the LincPass will have a provisional status until the BI results are entered.
- AltLinc: Enrollment is not contingent upon completed FBI fingerprint check; however, the FBI fingerprint check must be successfully completed/input into EmpowHR/Person Model prior to the card printing.

2.2 An Applicant record was sent to USAccess but why does USAccess state the Applicant sponsorship is still incomplete?

1. Ensure that two different role holders sponsored and adjudicated the Applicant. If the same role holder performed both actions, then USAccess marks the record as Sponsorship incomplete due to not meeting the requirement for separation of duties.
2. Check that both the Sponsor and Adjudicator who sponsored/adjudicated the Applicant were designated within USAccess by a Role Administrator. Any record sponsored and adjudicated by someone that is not designated as a Sponsor or Adjudicator in USAccess, is marked as Sponsorship Incomplete.
3. Check the home address information in both EmpowHR/Person Model and USAccess. If the USAccess record does not contain the home address information, check that EmpowHR/Person Model contains all the home address information. If it does not, update the home address in EmpowHR/Person Model. If, after updating the home address in EmpowHR/Person Model, USAccess still does not contain the home address info, reach out to the USDA HSPD-12 Help Desk to ensure there is not a data transmission issue preventing the EmpowHR/Person Model data updates into USAccess.

2.3 I am 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.

2.4 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 update EmpowHR. 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. Designated agency HSPD-12 leads also have access to a master deployment listing located on the HSPD-12 SharePoint site which is updated on a daily basis.

3 Data Preparation Technical Issues

3.1 What is a PID Binding Issue?

Direct data entry into USAccess Sponsor portal without being processed via HR system is classified as a binding issue. Data entered directly into USAccess bypasses the automated data feed which prevents any data transmitting between the HR system and USAccess records, should future updates need to be made. It is imperative to ensure no direct data entry is completed in USAccess.

3.2 What is a PID Binding/Duplicate Records Issue?

If erroneous PII is entered into EmpowHR/Person Model when a correct HR or USAccess record already exists for an applicant, this will cause the creation of two profiles for one applicant in the HR system and/or USAccess. Resolution for a PID binding/duplicate record issue requires assistance from the USDA HSPD-12 Help Desk to resolve. As a general rule, search for the applicant before entering the applicant into the HR system:

- **EmpowHR**: In the PAR Processing Screen, search via HR Processing by name, last name and Social Security Number (SSN). Sponsors should ensure that all required information is present and correct for the Employee
- **Person Model**: Search via Person Organizational Tab by last name/first name, date of birth (DOB), and SSN.

3.3 What if the record has a missing or incorrect business email address?

- **EmpowHR**: Update the business email address in PAR Processing Screen. The update will transmit into USAccess.
- **Person Model**: Update the business email address in the Person Information screen and that will transmit into USAccess.

3.4 What if the Applicant does not have a work email address?

If the Applicant has a work email address, it must be included with their record or they will not be able to utilize the digital signature and encryption features.

If the Applicant does not have and _should not_ have a work email address and will not need access to a Digital Signature, a personal email address can be utilized.

Note: A personal email address still needs to be entered for the Applicant to receive email notifications regarding card actions such as when they need to Enroll/Re-Enroll and when the card is ready for Pick-Up. In addition, you must access the record in USAccess and change the certificate options to only require Two Certificates; Card Authentication and PIV Authentication.

3.5 What are the guidelines for putting in Middle Names?

Sponsorship Record	I-9 Document	Registrar Action
Blank Middle Name "Mary Smith"	Contains Middle Name or Middle Initial "Mary B. Smith" "Mary Beth Smith"	Registrar enrolls applicant; no document referral flag
Middle Initial Only "Mary B Smith"	Full Middle Name "Mary Beth Smith"	Registrar enrolls applicant; no document referral flag
Full Middle Name "Mary Beth Smith"	Middle Initial Only "Mary B Smith"	Registrar enrolls applicant; no document referral flag

Compressed Middle Name "Heewan"	Expanded Middle Name "Hee-wan"	Registrar enrolls applicant; no document referral flag
Expanded Middle Name "Hee-wan"	Compressed Middle Name "Heewan"	Registrar enrolls applicant; no document referral flag
MI or full middle name	Different MI or full middle	Applicant presents driver's license with new married name of "Mary Blake Smith", a birth certificate with maiden name of "Mary Louise Blake" plus a linking document (in this case marriage certificate) showing her maiden and married name
MI or full middle name "Mary Louise Smith"	Different MI or full middle Name "Mary B. Smith"	Registrar enrolls applicant but flags for a document referral
"NMN" for No Middle Name "John NMN Smith"	Blank Middle Name "John Smith"	Registrar enrolls applicant; no document referral flag

3.6 What are the guidelines for suffixes?

You should strive to be as accurate as possible so that the Employee's record matches their I-9 documentation. The suffix must be in the suffix field (EmpowHR/Person Model) and cannot be part of the last name field. However, the suffix can be left off all together.

The following exceptions are allowed if an Employee can produce a secondary I-9 document with their SSN during enrollment:

Sponsorship Record	I-9 Document	Registrar Action
Name: "Mary Louise Smith"	Name "Mary Blake Smith" with included documents: 1. license with new married name of "Mary Blake Smith", 2. a birth certificate with maiden name of "Mary Louise Blake" 3. plus a linking document (in this case marriage certificate) showing her maiden and married name	Registrar enrolls Applicant.
MI or full middle name "Mary Louise Smith"	Different MI or full middle name "Mary B. Smith"	Registrar enrolls Applicant but flags for a document referral.
"NMN" for No Middle Name	Blank Middle Name	Registrar enrolls Applicant; no document referral flag.

"John NMN Smith"	"John Smith"	
Suffix included "John Smith II"	No Suffix "John Smith"	Verifies last 4 digits of SSN on either ID document. If there is a match, Applicant can enroll.
No Suffix "John Smith"	Suffix included "John Smith II"	Verifies last 4 digits of SSN on either ID document. If there is a match, Applicant can enroll.
Alternate Suffix "John Smith Jr."	Alternate Suffix "John Smith II"	Registrar enrolls Applicant; no SSN check needed.

4 Card Issuance and Maintenance

4.1 What is the normal waiting time for card issuance once you have 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/AltLinc in about 3-5 days after enrollment assuming the adjudication is complete. If the applicant has any failed issuances within their profile, the failed issuances must be resolved before a LincPass/AltLinc will move into print status.

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

Yes – the procedure would be to change the 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.

4.3 Do LincPass PINs expire? We have had numerous situations where the PIN suddenly does not work on the first attempt.

The UPN of the applicant must be populated in the cardholders Enterprise Active Directory (EAD) profile for the card to allow access into the computer. The PIN never expires; it only changes when someone wants to change it a credentialing station.

4.4 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.

4.5   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 (CIT). The CIT is on every credentialing unit 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.

5 Logical and Physical Access Control Systems (LACS/PACS)

5.1   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/AltLinc, these new certificates need to be registered with her computer. Ensure the computer is connected to the network and that the new certificate is selected when presented. In addition, it is likely her old certificates are still in her computers cache and need to be removed. Contact the USDA HSPD-12 Help Desk for troubleshooting. The Help Desk will escalate to agency IT if unable to resolve the issue.

5.2   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?

When the Digital Encryption button is selected to be used on an applicant's LincPass/AltLinc, 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 <u>no</u> 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 HSPD-12 Help Desk if you require further instructions or clarification.

5.3   Is there a way to identify people for whom I am a Sponsor but their LincPass is not working at the door/turnstile? The physical card is valid and works on the laptop but does not work on turnstiles.

You can pull a report to identify the applicants you have sponsored, but the USAccess system does not 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.

6 Reporting

6.1   I am having trouble running reports in Person Model.

Please refer to the Person Model Reports Guide located on the following training page for guidance: https://hspd12.usda.gov/training.html

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

6.2   I am having trouble running the Applicant Status Report (ASR) in USAccess.

Please refer to the ASR Guide located on the following training page for guidance: https://hspd12.usda.gov/training.html

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

6.3   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 by your agency Role Administrator in order to gain access to view the reports available in USAccess. Link is provided: https://portal.usaccess.gsa.gov/aisso. Please contact the USDA HSPD-12 Help Desk if you still have problems accessing the Reports portal.

6.4   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.

6.5   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. The applicant status report can be narrowed down to one applicant search versus running an ASR export format report that provides all USDA employees, contractors, etc.

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

On the ASR, there is a field on page 4 showing the certificate option for the applicant. You will see **Sponsorship Cert Set** value that will show the certificate options for that applicant.

6.7   Is there a report that connects to a person's duty station to the Applicant Status Report?

In Person Model, there is a **Location Report** that will provide all applicant duty locations and can be filtered based on first name, last name, and duty location. Please note that this field is not a required field and is often not updated by data entry personnel when a person moves.

6.8   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 timeframe. The report can only be narrowed down by searching for the applicant(s) name(s) or EID(s).

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

An applicant record must meet 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.

7 LincPass Renewal

Please review these common LincPass Card Renewal questions related to the Sponsor role. The card renewal process can also be found in the [Sponsor Post-Sponsor Training](#).

7.1   What is a card renewal?

A card renewal pertains to the physical expiration date on the front of the LincPass. A LincPass will physically expire every five years and will need to be renewed prior to the date of expiration. When an applicant goes through a card renewal, a new card will be printed and shipped to the selected ship-to address which is selected by the applicants Sponsor. When printed, the new card will contain the new physical card expiration date on the front of the card and the applicant will have to activate the card at an enrollment or activation station.

7.2 What is the difference between a card rekey (aka certificate update), a card renewal, and a card update?

A card rekey deals with an applicant's certificates within the LincPass, which expire every 3 years. Certificates are an encrypted set of electronic credentials loaded on the chip (the part that makes the card a "smart" card). They include the PIV Authentication Key (for accessing the network), Digital Signature Key, Key Management Key (for encryption), and Card Authentication Key (for validating Card Authenticity).

The LincPass will physically expire five years after the issue date (the expiration month and year are shown on the face of the card). This is a card renewal. The current LincPass card should be kept until the new one arrives and is activated, then turn in the old card to your designated HSPD-12 Security Officer, or personnel in the USAccess Credentialing center for disposal.

A card can be updated with any type of data such as ship-to code, physical address, or email address that needs to be updated in the system. Name updates will require a re-enrollment.

7.3 How do I know which applicants are ready to have their LincPass renewed?

There are a couple ways you can check to see who is qualified for a LincPass renewal. The **first** option is by using the Card Renewal tab within the Sponsor Tool in the USAccess system.

The **second** option is to search for applicants that require a renewal by pulling the Card Expiration Report within the USAccess Reports portal. If you plan to view a large number of applicants at a time, it is recommended to use the second option.

The Card Renewal Sponsor Tool is available in the Sponsor Tools section of the Assured Identity Portal:
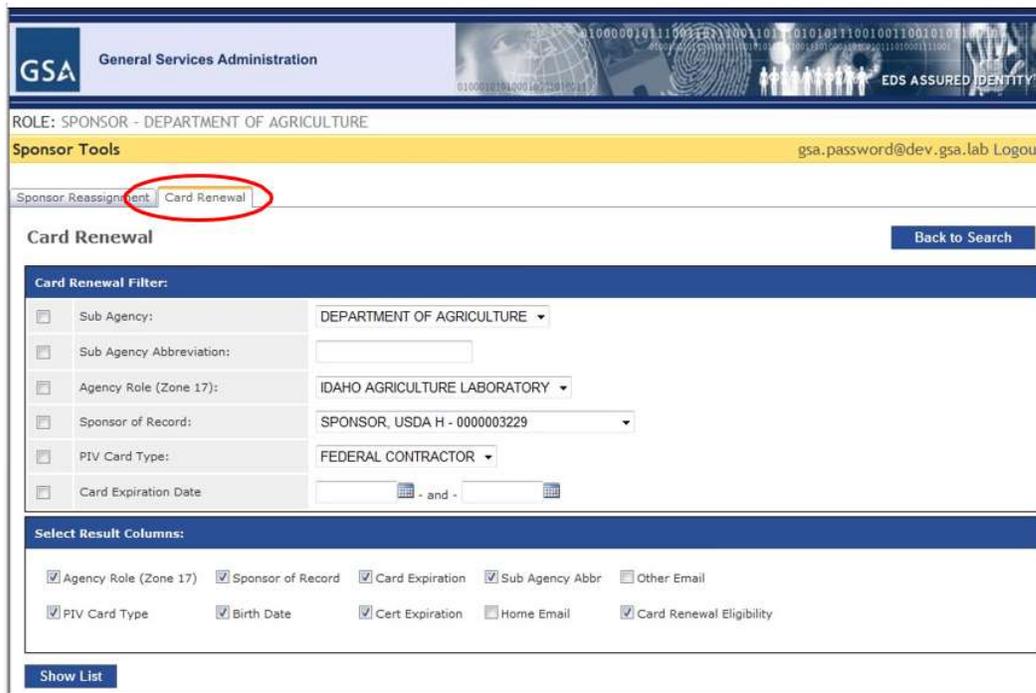
Select "Sponsor tools", then select "Card Renewal" tab.

NOTE:

- **You can view applicants who need to renew their LincPass up to one year from their expiration date; however, you can only select a data range of 32 days due to the size of the information being generated.**
- **Applicants with a pending Reissue request will not be listed.**
- **Result column visibility can be configured by selecting the "Show list" box at the bottom of the page.**
- **Applicant will not be listed if card expiration is greater than 1 year or expired.**

Once processed, Results will appear and Card Renewal eligibility will appear as indicated in the right column with a green arrow, or red "X".

At this point you can request a renewal for applicants that appear with the green arrow by selecting "Submit Request".

NOTE: It is important that you verify the Sponsorship information in the HR authoritative system (EmpowHR/Person Model as well as the applicant's record data and ensure ship-to information is up to date; otherwise the card may not print until the record is fixed or inaccurate information will be found on the record or LincPass card. If any data in the users USAccess profile is incorrect or not valid, this will prevent the card from printing.

Once the request has been submitted, a new Card Action Request Reason will be created which will walk you through the Card Action wizard tool.

Sponsor will need to select "Card Renewal" as reason for new card to be printed.

Note: Card Reprint request will allow Card Renewal reason when requested with less than 1 year until card expiration; Card Action Request cannot be created after expiration (requests must be made 1 day prior to expiration).

This option is available for Sponsors and NOT Security Officers.

The **second** way is to search for applicants that require a renewal by pulling the Card Expiration Report within the USAccess Reports portal. You can start the renewal process up to one year out for your agency applicants. This will be important to look at in order to prepare records for the coming months.

The report will have the following filters

- Agency – restricted to the role holder's selected scope
- Sub-agency – restricted to the role holder's selected scope
- Pending Reissues
- Current Renewal Status – Yes or no
- Card Issuance status – Active, Suspended, Terminated
- Renewal Status
- Card Expiration Date Range (user defined range) not to exceed Card Renewal Windows (180 days)

From Date		*(MM/DD/YYYY)
To Date		*(MM/DD/YYYY)

7.4   What information is included in the Card Expiration Report?

You can find the following fields in the card renewal report*:*

Agency	Date of Birth
Sub-agency	User Principal Name
Enrollment ID	Agency Text (Zone 4)
First Name	Ship – To Address
Middle Name	Ship – To Address End Date
Last Name	Require Digital Signature and Encryption Certificates
Suffix	PIV Card Type (Color Bar)
Agency Role (Zone 17 - Agency Specific Data)	Sub Agency Abbreviation
Work Email	Renewal Status
Card Expiration Date	Not Requested
Pending Card Action Request	Requested
Issuance Status	Failed
Sponsor of Record	Not Activated
Employee Type	

7.5   What if an applicant needs a card renewal and their name has changed?

Since the applicant's name has changed it will require a re-enrollment for the applicant, which is a different process then card renewal.

7.6   What should I verify on the applicants record before submitting a card renewal in USAccess?

There are several items you should verify before processing a card renewal:

- Did you verify that the Sponsorship information is accurate in the authoritative HR system (EmpowHR/Person Model)?
- Did you verify the shipping address is still valid?
- Did you verify that your name is listed as the Sponsor of Record? If the notifications cannot reach the applicant, the system will email the current Sponsor of Record. This will allow the correct Sponsor to receive the notification. A Sponsor can use the Card Expiration Report found in the USAccess reports portal in order to view all Sponsor of Record applicants listed under a particular Sponsor.
- Did you verify that the applicant's record data such as name, address, agency, etc. all appear correct in the system?
- Did you verify if the applicant is a "Federal Emergency Response Official (FERO)" and if the "Require Digital Signature" fields are set correctly?
- Did you verify that the applicant falls within the timeframe window of when a card renewal needs to be processed?
- Did you verify the applicant is still in good standing and employed by USDA? If you have questions about verification please contact the USDA helpdesk for further analysis.

7.7   How early can I perform a card renewal for an applicant?

You can process a card renewal up to a year in advance of the physical expiration date on the card up to a day before the card expires. While many agencies are in the habit of processing applicant's month–to-month, please note the volume of cards may vary throughout the year. It is advised to start looking ahead and preparing records earlier to avoid any card terminations. Preparing records in advance can help prevent the possibility of additional costs to the agencies.

Please note: Non-Activated renewal cards will be terminated 60 days after prior card expiration (A reissue will be required for new card).

7.8   Where do I start the card renewal process in the USAccess system?

Please read through the Sponsor Post-Sponsor Training in order to guide you through the steps of a renewal. The Card Renewal Sponsor Tool is available in the Sponsor Tools section of the Assured Identity Portal.

7.9   Will an applicant be able to use the card that they currently have in hand?

Yes, an applicant's current card will stay active and the applicant can continue to use the current card until they activate their new card. However, if an applicant's card has been printed, please encourage your applicants to pick up their new card as soon as possible. The Non-Activated renewal card will be terminated 60 days after prior card expiration (reissue will be required for new card).

7.10   I performed a card renewal, but the record is not processing. What could be wrong?

There are a couple of things you should check if the record appears "stuck" in the system.

- Did you verify that the record is sponsored for a LincPass/AltLinc?
- Did you verify the shipping address is still valid?
- Did you verify the record is active and not "suspended" or "terminated"?

If you have checked the previous and still have questions, please contact the USDA HSPD-12 helpdesk for further   guidance.

7.11   What if an applicant's current card has an expired physical expiration date on the front of the card? Can I still request a card renewal?

Card Action Request for the renewal request cannot be created after card expiration (Requests must be made 1 day prior to expiration). A Sponsor will need to re-Sponsor the applicant and an applicant will need a reprint or reissue to re-enroll once the card is fully terminated due to expiration date.

Please contact the USDA HSPD-12 helpdesk for further instructions or guidance on the renewal process.