GENERAL SO FAQ

Q: Does an SO have to have a LincPass to perform their duties?
No, but they must be Sponsored, have taken the training and been certified, designated as a Security Officer by their Role Administrator, and received their USAccess user name and password.

Q: If a cardholder lost their LincPass, what will be used as a supplement in the mean time?
A site badge can be issued for physical access.   Applicants should contact their agency for instructions on obtaining logical access.

Q: What should SO do with a found LincPass?
1. Lock it in a safe
2. Log the found LincPass
3. Identify owner
4. Return directly if the owner is in same building or within their agency; otherwise securely send to the address on back of the LincPass
5. Log the return action

Q: How should a LincPass be sent?
Via certified, registered mail or via FedEx, UPS, etc.

Q: Can the Applicant Status Report be distributed to an EmpowHR Sponsor/Adjudicator or anyone else?
No, due to PII issues, you cannot electronically or physically transmit information from the Applicant Status Report to someone else

Q: Who is responsible for destroying the LincPass?
It is the Security Officer's responsibility to physically destroy the LincPass and mark it as destroyed in USAccess. However the Sponsor is also able to mark it as destroyed in USAccess. Each agency should discuss options with the Security Officer and Sponsor and then develop procedures to properly destroy and log the destruction of the LincPass.

Q: Who do we contact if we have any suggestions or recommendations for the USAccess Security Officer portal or procedures?
 You can contact the USDA Security Officer, Justin Sotherden if you have any questions, suggestions, concerns, or issues that you would like to address.

Q: I cannot access USAccess

1. Make sure the role administrator has designated you. If they have not, contact your Role Admin for you agency.

2. If you have been designated, make sure USAccess sent you an email with your user name and password. If you have not received it and are sure you have been designated, have your agency role admin re-designate you.   If you still have not gotten it after that, contact the USAccess help desk.

3. If you have your user name and password and it doesn't seem to be working, contact the GSA help desk at 202-501-4740. Your password has likely expired and the GSA help desk can reset it for you.

LINCPASS STATUS CHANGES

Q: What are the differences between the Suspending and Revoking a LincPass?
Suspending a LincPass disables it temporarily so that the LincPass can be used again after being reactivated. Revoking a LincPass permanently revokes the card so that it can never be used again. Should the Applicant require a LincPass again, they will need to be re-Sponsored and re-enroll for their LincPass.

Q: What is the timeframe to suspend a LincPass, versus immediately revoking it?
If the cardholder knows their LincPass was stolen, the Security Officer should revoke it immediately. If it was lost or misplaced, it should be suspended within 1 business day of being notified by the cardholder

Q: How do we know when to suspend an applicant who is on leave or left the agency for a period of time? Is there a time frame we should go by?
This is left up to the agency. If you have seasonal employees that you know will return, you may want to suspend the card, and then reactivate it when the employee returns. If a card is suspended for an employee you will want to have the LincPass in your possession.

Q: If an applicant is suspended, what should we do with the physical LincPass?
The LincPass needs to be kept by the Security Officer in a secure area. The Security Officer will need to keep a log of all collected LincPasses. A good practice would be to keep inventory every six months of the suspended LincPass/'s to make sure the cards have been accounted for.

DOCUMENT REFERRAL AND BIOMETRIC DUPLICATE FLAGS

Q: Where does the Security Officer go to clear records flagged for ID doc referrals or biometric duplicates?
The Security Officer can clear flagged records within the USAccess Security Officer web portal (https://gsa.identitymsp.com/ASSUREDIDENTITYPORTAL) .

Q: What if there is a discrepancy between the biographical data and ID documents of an applicant, such as no middle name?
If I-9 documents are flagged for issues related to middle name discrepancies, such as, No Middle Name (NMN), then the flagged issues can be cleared. The documents are valid regarding middle name flags, as long as the applicant's first and last name match.

Q: How can you tell if a driver's license looks fraudulent?
Contact your Agency's lead security officer. USDA has purchased manuals that help identify IDs from different states and distributed them to each of the agencies' lead security officers.

Q: Can a flag be placed on the secondary I-9 document?
Yes, either of the I-9 documents presented at Enrollment can be flagged and therefore the Security Officer should be careful to check both documents when the record is flagged.

Q: What is the live match update mean when clearing a duplicate record?
Live match updates the system so you can see the most current results. 1st page will show the most recent, the last page shows which records have been flagged the longest.

Q: Are all registrars entering comments in the document referral comment section?
At this time no, but we are meeting with EDS to discuss the importance of this information when flagging an applicant's record. Our goal is to have all Registrars provide comments when flagging an applicant's record going forward.

Q: What is the meaning of the "Duplicate?" question in the biometric duplicate clearing screen?
This is asking if the record you are reviewing is indeed a valid duplicate. If it is, click the "Yes" button; if it is not a valid duplicate, check the "No" button. Be VERY sure of the answer you submit as there is no way to "undo" the action once submitted.

Q: What is the meaning of the "This is a re-enrollment…" note in the duplicate screen?
This indicates that the applicant has re-enrolled due to a reissue request. The system wants you to verify that they DO have a duplicate in the system as their biometric record was entered into the system upon initial enrollment. If they are re-enrolling, then they SHOULD have a duplicate in the system.

Q: How do you know if this is the initial enrollment versus a re-enrollment?
If this is the initial enrollment, you will not see the "This is a re-enrollment…" note. Also, if you reference the CARD_ID column in the Applicant Status Report, it will be blank for this applicant. If this was a re-enrollment, the CARD_ID column will display a number. This number corresponds to the number of cards issued to the Applicant thus far.

Q: What happens to a record if you validate that the flag is valid?
The issuance process will stop for this applicant and their record will not be accessible for further review. Therefore, it is very important that you are absolutely sure that a flag is valid before recording it in the system. If you validate a flag in error, you must call the USAccess help desk to have them "unlock" the record.

Q: What are the meanings of the various statuses listed in the "Duplicate Check" column of the Applicant Status Report?
- Unknown – Applicant has not enrolled yet
- Duplicate Cleared – Flagged applicant record has already been cleared; no further action required
- Duplicate Confirmed – Flagged applicant record has been confirmed as a duplicate by the Security Officer; no further action required
- Duplicate Found – Applicant record has been flagged; Security Officer needs to review it
- No Duplicate Found – Applicant enrolled and there were no flags found; no action required

Q: How do I re-determine a duplicate flag?
In the Security Officer portal there is a Security Officer Utility tab. If there was a previous duplicate decision made, the Security Officer can click on the resubmit duplicate. Once it is clicked, the applicant's record will go back to the duplicates section to make a re-determination.