Q: Where do I go to activate my LincPass?
If you did not enroll at a mobile station you must visit an activation station to activate your LincPass. Currently, most activation stations are located at enrollment station centers.

See the Mobile Enrollment FAQ document for details on mobile enrollment activation.

Q: Will I receive a notification when my LincPass has been delivered?
Yes you will receive an email informing you the LincPass has been delivered. If you enrolled at a mobile station the delivery email will come from mobile distribution POC in your agency.

If you enrolled at a fixed station the email will come from USAccess (hspd12admin@eds.com) This email will contain the address of where the LincPass was delivered to, a temporary activation PIN, and instructions on scheduling an activation appointment.

Q: How long after I enroll can I expect to receive my LincPass?
You should receive your LincPass at least 2 weeks after completing enrollment assuming your adjudication information has been recorded into the system and you are an Active employee.

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.

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 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 a 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 if 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.