USDA HSPD-12
Security Officer Guide

Prepared for

United States Department of Agriculture
Office of Security Services
300 7th Street SW, Washington DC 20024

Version 3.0

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Revision Information

Version	Date	Revision Notes
1.0	6/5/2008	Initial Draft
2.0	8/25/2008	Updated screen shots, changed verbiage from “revoked” to “terminated”
3.0	12/01/2008	Invalid document communication, Duplicate Clarification

Table of Contents

Introduction

This document serves as a guide to the HSPD-12 Security Officer processes and procedures. It details the role's major responsibilities and provides instructions on performing various HSPD-12 Security Officer duties. Specifically this document covers:

- Clearing Flagged Records
  - Clearing I-9 Document Referral Flags
  - Clearing Biometric Duplicate Flags
- Changing LincPass Status
- LincPass Destruction
- Handing LincPasses
- Using the Applicant Status Report

Before proceeding, please make sure that you have met all the pre-requisites for performing HSPD-12 Security Officer Duties:

1. Sponsored in the USAccess system
2. Successfully completed the USAccess Security Officer training
3. Your Agency Role Administrator has designated you as a Security Officer in USAccess
4. Received your USAccess user ID and password

NOTE: Both a Sponsor and Security Officer have the capability to mark a LincPass destroyed in USAccess. Due to this, each agency has the flexibility to build a business process model where either the Sponsor or Security Officer is responsible for taking possession of suspended/terminated LincPasses and destroying them. Agencies should design the process to best fit the logistical needs within their agencies. This document is built on a model where the Security Officer is responsible for these tasks.

Section 1 Clearing Flagged Records

1.1 About Flagged Records

A pre-issuance duty of the HSPD-12 Security Officer is to review Applicant records that have been flagged during the Enrollment process. This system flag is in place so the Applicant cannot receive a LincPass or continue through the USAccess Credentialing process without Security Officer approval once they are flagged for review. Applicant records can be flagged for I9 document referrals and/or biometric duplicates. For either flag, it is the Security Officer's responsibility to review these records in USAccess and then clear the flag if the conditions warrant.

1.1.1 Document Referral Flags

During the Enrollment process, a Registrar marks documents for more validation when a source identity document looks fraudulent or tampered with. The Registrar may also flag the record if the Applicant indicates in some way that they are not who they say they are.

Previously, a Security Officer had to review and clear flagged records on-site at an Enrollment Station. Now, this functionality has been integrated into the USAccess Security Officer Web Portal.

1.1.2 Biometric Duplicate Flags

During the Enrollment process, the system may flag an Applicant's record if their fingerprints match closely to fingerprints already in the system. This check is in place to ensure that an Applicant who has already registered does not try to register again under a separate identity. The opposite holds true in re-enrollment situations (i.e. LincPass Renewals or Reissues). The system will flag applicant records if it cannot find a previous biometric match for the Applicant.

1.2 Clearing I-9 Document Referral Flags

1.2.1 Generate Applicant Status Report

Step 1. Generate an Applicant Status report and save it as an excel file on your computer.

Step 2. Filter the report to show only Applicants in your agency who have a flag on their record

- Document Referrals: "DocumentReferral" column = "Yes"
- Biometric Duplicates: "DuplicateCheckPending" column = "Duplicate Found"

Please see the "Using the Applicant Status Report" guide on the USDA HSPD-12 website's "Training" page if you need more details on running the Applicant Status Report.

1.2.2 Review the Applicant's Record

Step 1. Log into the USAccess Security Officer web portal (https://gsa.identitymsp.com/ASSUREDIDENTITYPORTAL) with your USAccess user name and password.

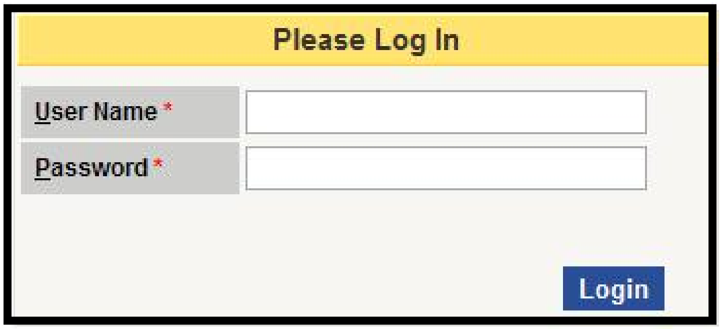


Figure 1: SO Portal Login Screen

Step 2. Search for the flagged Applicant by entering their SSN or Birth date and the Last Name and then clicking the **Search** button.

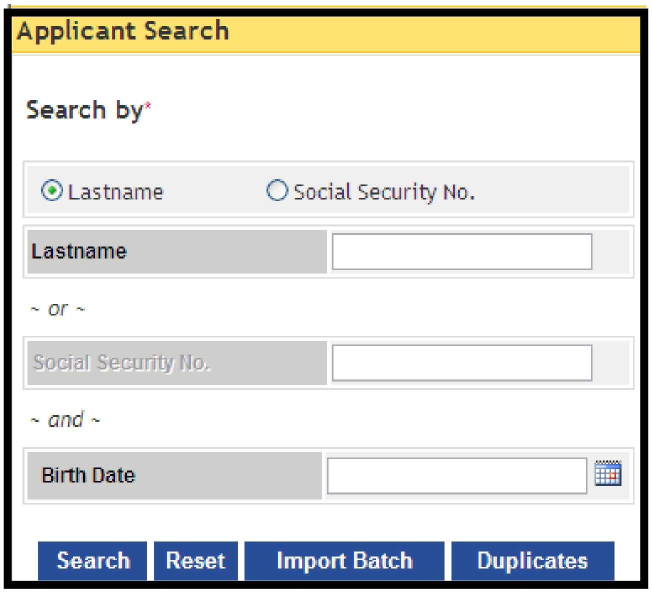
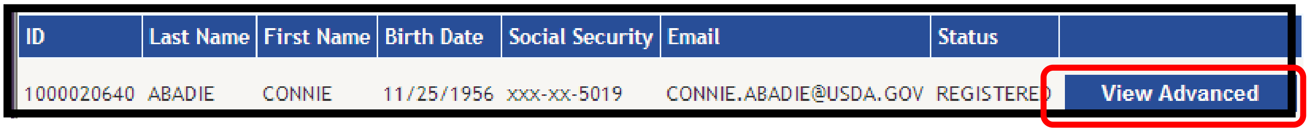


Figure 2: Applicant Search Screen

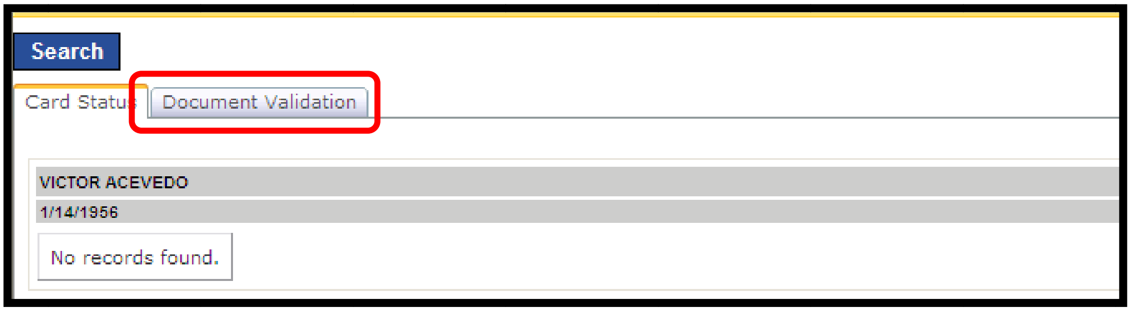
Step 3. When the Applicant's record displays, click the **View Advanced** button.



ID	Last Name	First Name	Birth Date	Social Security	Email	Status	
1000020640	ABADIE	CONNIE	11/25/1956	xxx-xx-5019	CONNIE.ABADIE@USDA.GOV	REGISTERED	View Advanced

Figure 3: Applicant Record

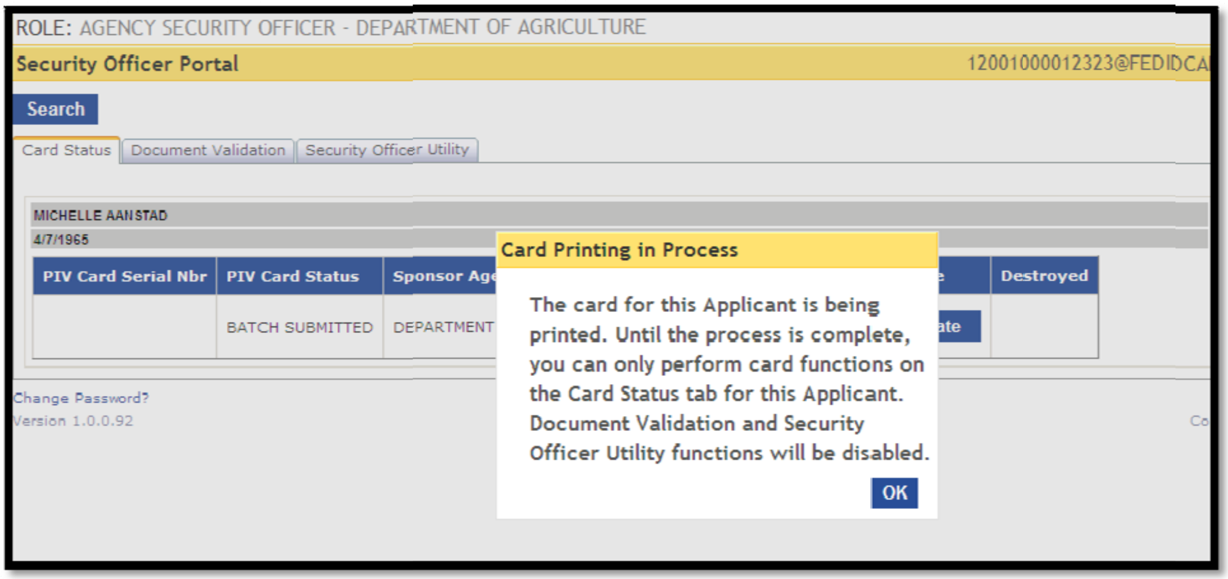
Step 4. The **Card Status** screen displays, however since a LincPass has not been issued yet for this Applicant, the Card Status screen will display with no records found. Select the **Document Validation** tab.



VICTOR ACEVEDO
1/14/1956
No records found.

Figure 4: Card Status Screen

NOTE: When card printing is in progress or the selected Applicant, the Security Officer cannot make changes to the Applicant's record. He/she is only able to use the *Card Status* tab to terminate a card. This capability allows the Security Officer to terminate a card while the card is in printing for cases such as change in employment status, background checks, or need to do a reissue.



MICHELLE AANSTAD
4/7/1965

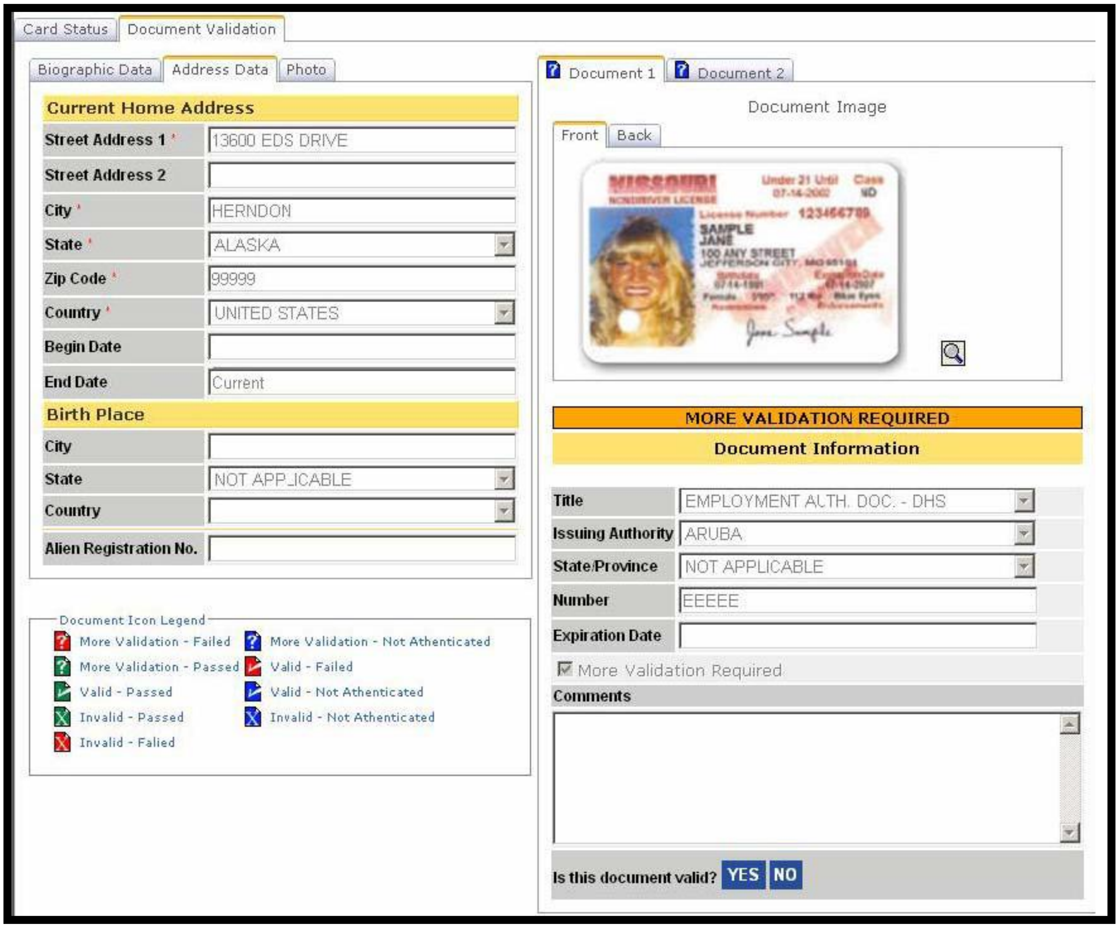
PIV Card Serial Nbr	PIV Card Status	Sponsor Ag	e	Destroyed
	BATCH SUBMITTED	DEPARTMENT		

Card Printing in Process

The card for this Applicant is being printed. Until the process is complete, you can only perform card functions on the Card Status tab for this Applicant. Document Validation and Security Officer Utility functions will be disabled.

Security Officers now see a message warning them if "card printing is in progress" for the selected Applicant, the Security Officer cannot make updates to the record

Step 5. The **Document Validation** screen appears. Use the **Biographic Data**, **Address Data**, and **Photo** tabs to review the Applicant's record.



Current Home Address

Street Address 1 *	13600 EDS DRIVE
Street Address 2	
City *	HERNDON
State *	ALASKA
Zip Code *	99999
Country *	UNITED STATES
Begin Date	
End Date	Current

Birth Place

City	
State	NOT APPLICABLE
Country	
Alien Registration No.	

Document Icon Legend

- More Validation - Failed
- More Validation - Not Athenticated
- More Validation - Passed
- Valid - Failed
- Valid - Passed
- Valid - Not Athenticated
- Invalid - Passed
- Invalid - Not Athenticated
- Invalid - Falied

MORE VALIDATION REQUIRED

Document Information

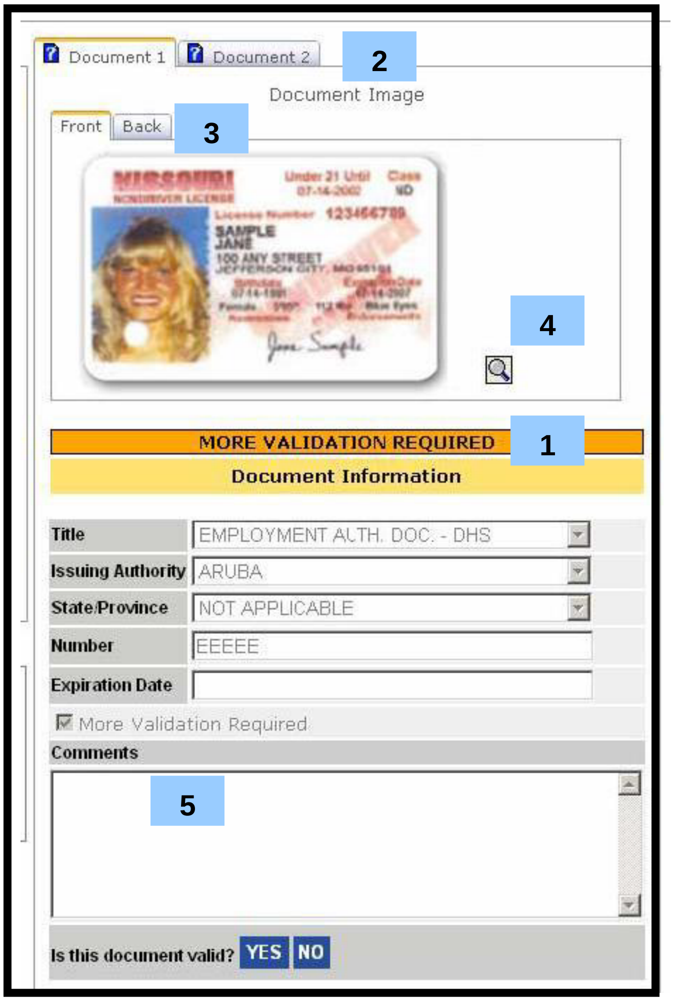
Title	EMPLOYMENT AUTH. DOC. - DHS
Issuing Authority	ARUBA
State/Province	NOT APPLICABLE
Number	EEEEE
Expiration Date	

☑ More Validation Required

Comments

Is this document valid? YES NO

Figure 5: Document Validation Screen



Title	EMPLOYMENT AUTH. DOC. - DHS
Issuing Authority	ARUBA
State/Province	NOT APPLICABLE
Number	EEEEE
Expiration Date	

☑ More Validation Required

Comments

Is this document valid? YES NO

Figure 6: Document Validation Screen

Step 6. Documents marked for more validation are labeled with an orange **More Validation Required** sign (#1).

Use the **Document** (#2) tab to review the documents that were referred for more validation.

Use the **Front** and **Back** tabs (#3) to view both sides of the document.

Click the magnifying glass (#4) to enlarge the document images

Registrar comments will display in the **Comments** field (#5)

Step 7. Icons on the **Document** tabs indicate how the document was scanned and marked for more validation. See explanation of icons in the next section.

Step 8. After reviewing the document, click **Yes** to mark the document as valid or **No** to mark the document as invalid.

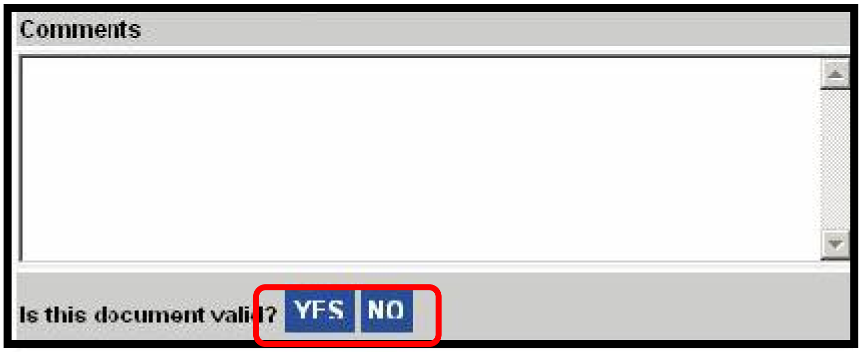
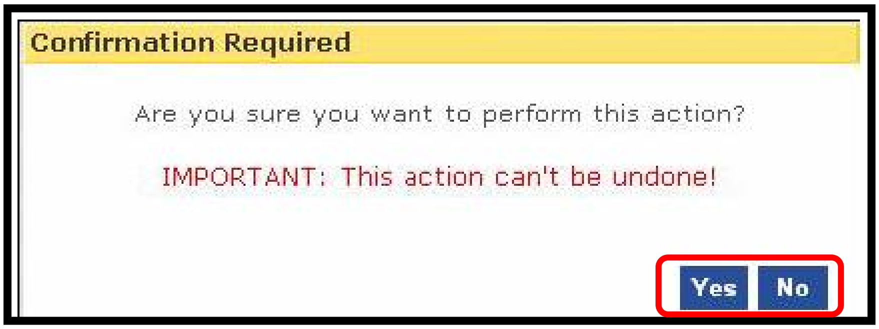


Figure 7: Document Validation

Step 9. The "Confirmation Required" message reminds you that the action you are taking will immediately go into the database and you will not be able to change it. Click the **Yes** button if you are sure about your decision; otherwise click the **No** button to revisit the Applicant's record.


Confirmation Required

Are you sure you want to perform this action?

IMPORTANT: This action can't be undone!

Figure 8: Confirmation Screen

NOTE: Applicants whose records are marked invalid by the Security Officer will not receive a LincPass.

1.2.3 Document Flag Icons

Icon	Label	Description
?	More Validation - Failed	License failed the AssureTec scan and was marked for more validation
?	More Validation – Passed	License passed the AssureTec scan and was marked for more validation
?	More Validation – Not Authenticated	The document was not scanned in the AssureTec scanner and was marked for more validation
X	Invalid – Failed	Indicates the Security Officer has marked the Failed document invalid
X	Invalid – Passed	Indicates the Security Officer has marked the Passed document invalid
X	Invalid – Not Authenticated	Indicates the Security Officer has marked the Not Authenticated document invalid
✓	Valid – Failed	Indicates the Security Officer has marked the Failed document valid
✓	Valid - Passed	Indicates the Security Officer has marked the Passed document valid
✓	Valid – Not Authenticated	Indicates the Security Officer has marked the Not Authenticated document valid

If the Security Officer determines the document is valid, the "?" icon is replaced with the appropriate checkmark icon, depending on the document's status with being scanned in the AssureTec scanner.

If the Security Officer decides the document is not valid, the "?" icon is replaced with the appropriate "X" icon, depending on the document's status with being scanned in the AssureTec scanner.

1.2.4 Invalid Document Communication

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 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 will then receive and email asking him/her to re-enroll for the card. If you have any questions about this Applicant's document validation, please contact your Agency Security Officer.

NOTE: 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 will still be marked with invalid documents in the Security Officer portal and he/she will not be cleared to have a card issued.

1.3 Clearing Biometric Duplicate Flags

The second type of review is of possible duplicate records. This flag may be placed by the USAccess System when the Applicant enrolls and a new enrollment record is created in USAccess. The System compares the fingerprints in the new record with fingerprints in all of the other records in the system.

New Enrollment: If the record is for a new Applicant, there should be no previous record in the system. If a match is found, a link to the match is placed in the Security Officer's **Match Results** queue for review. If no duplicate is found for a new enrollment, the issuance process continues.

Re-enrollment: There should be a duplicate record in the database for a re-enrollment. If the database does not find a duplicate record, it flags the record. The value **Duplicate Found** is displayed in the Duplicates column on the Applicant Status Reports. If a duplicate is found for a re-enrollment, the issuance process continues.

1.3.1 First Time Enrollment Biometric Duplicate

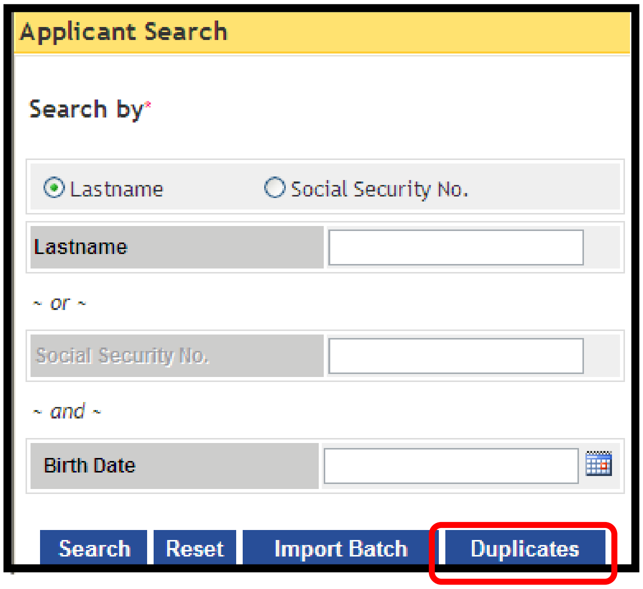
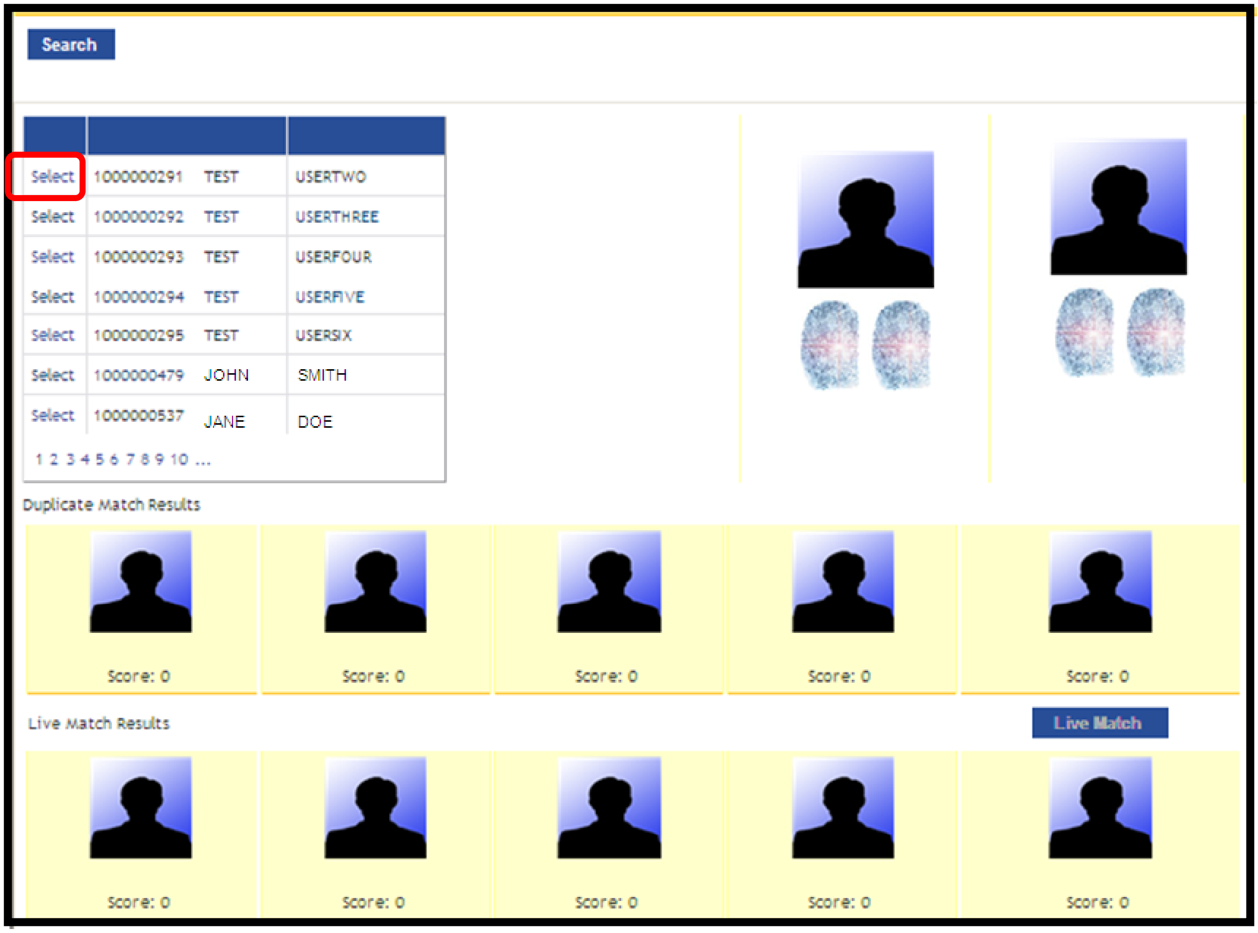


Figure 9: Applicant Search Screen

Step 1. From the Applicant Search page, click on the **Duplicates** button



Select	1000000291	TEST	USERTWO
Select	1000000292	TEST	USERTHREE
Select	1000000293	TEST	USERFOUR
Select	1000000294	TEST	USERFIVE
Select	1000000295	TEST	USERSIX
Select	1000000479	JOHN	SMITH
Select	1000000537	JANE	DOE

1 2 3 4 5 6 7 8 9 10 ...

Duplicate Match Results

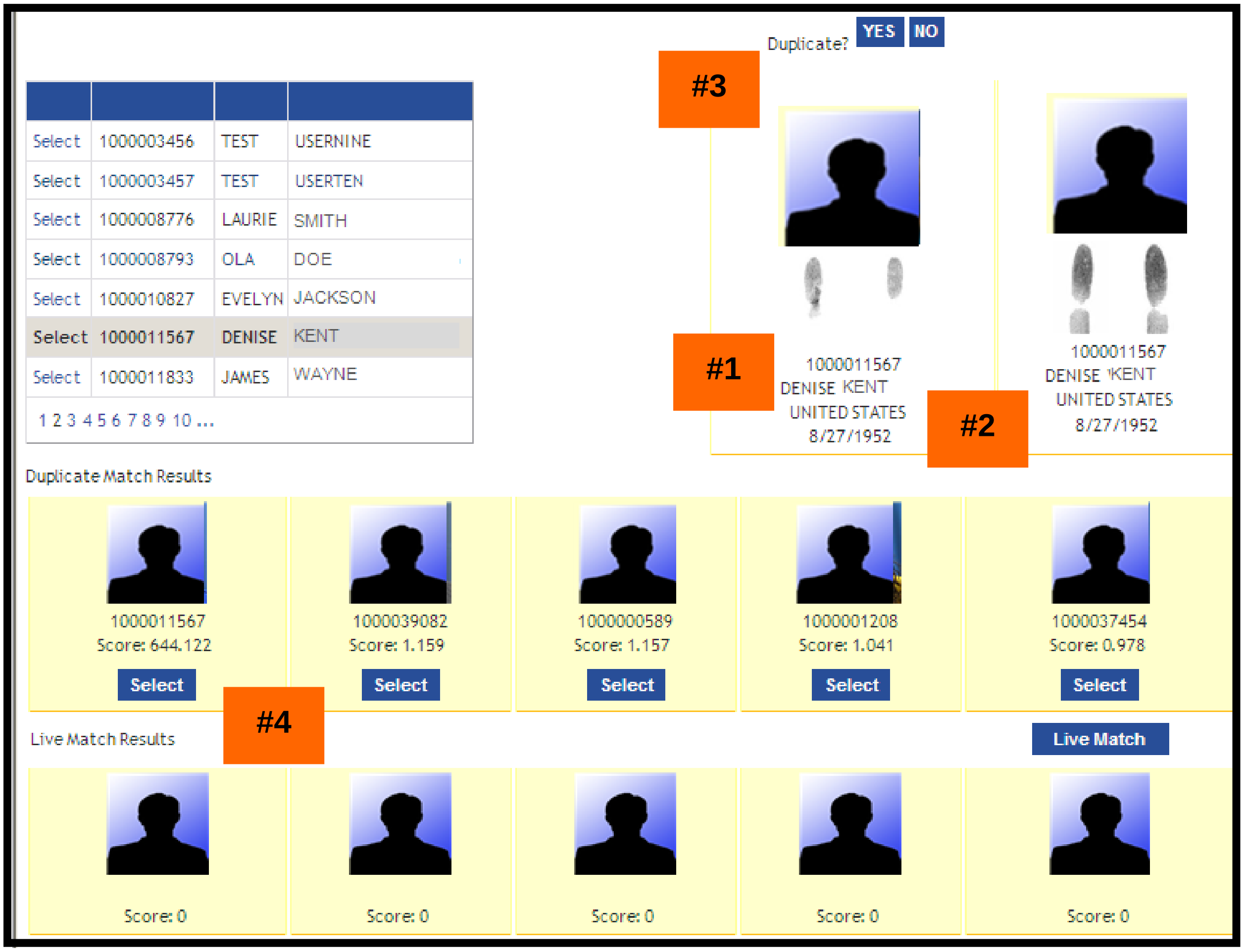
Score: 0 Score: 0 Score: 0 Score: 0 Score: 0

Live Match Results

Score: 0 Score: 0 Score: 0 Score: 0 Score: 0

Figure 10: Duplicates Screen

Step 2 . The **Security Officer Duplicates** page will display. The oldest entry is at the top of the list on page 1 and the newest is at the bottom of the list on the last page. Click on the **Select** link next to the record to review it.



Select	1000003456	TEST	USERNINE
Select	1000003457	TEST	USERTEN
Select	1000008776	LAURIE	SMITH
Select	1000008793	OLA	DOE
Select	1000010827	EVELYN	JACKSON
Select	1000011567	DENISE	KENT
Select	1000011833	JAMES	WAYNE

1 2 3 4 5 6 7 8 9 10 ...

1000011567
DENISE KENT
UNITED STATES
8/27/1952

1000011567
DENISE 'KENT
UNITED STATES
8/27/1952

Duplicate Match Results

1000011567
Score: 644.122

1000039082
Score: 1.159

1000000589
Score: 1.157

1000001208
Score: 1.041

1000037454
Score: 0.978

Live Match Results

Score: 0

Score: 0

Score: 0

Score: 0

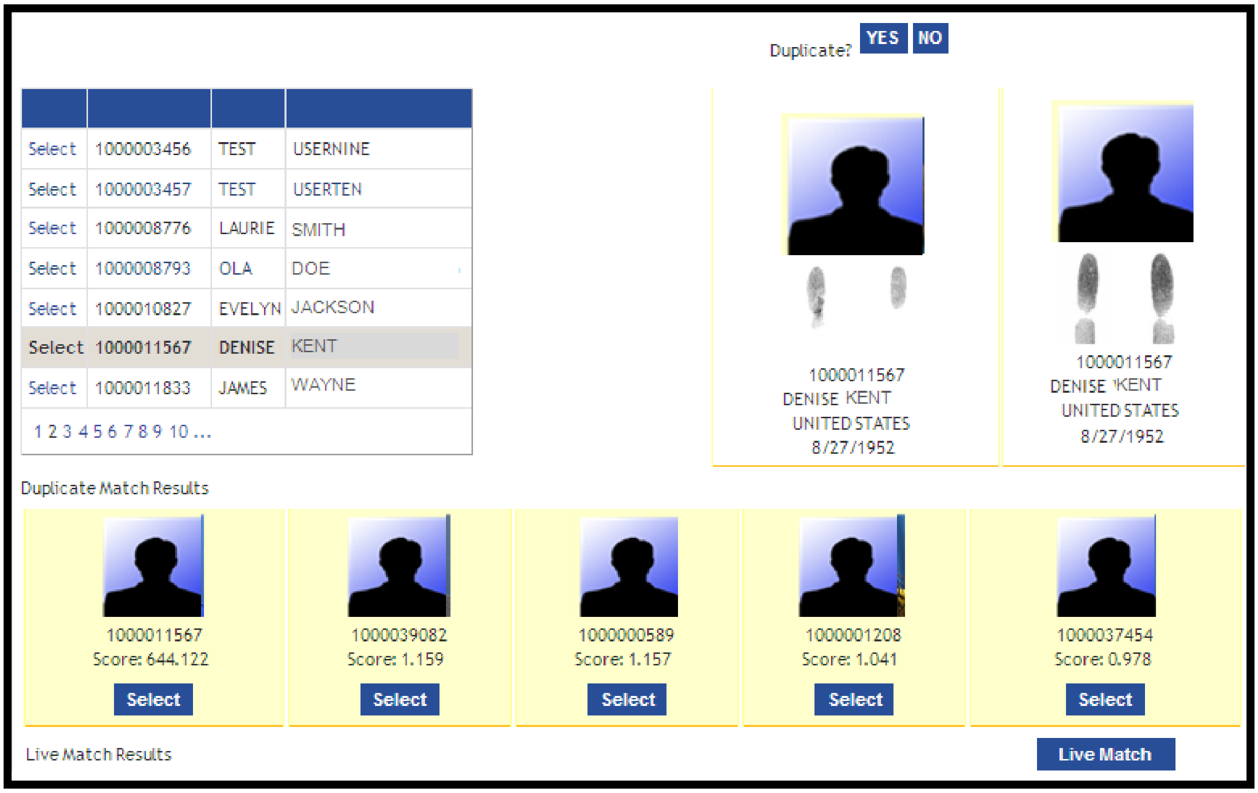
Score: 0

Figure 11: Duplicates

Step 3. The page will display several pieces of information:

- The Applicant (#1)
- The potential duplicate (#2)
- Duplicate decision buttons (#3)
- The match score (#4)

The system will alert you to a possible duplicate record and will provide a photo and match score to help you decide if there is a duplicate. The match score reflects how closely the fingerprints of the new enrollee match those of enrollees already in the system. A score of 5 or higher indicates the possibility of a fingerprint match. When the score is very high, for example 644 as you see on this page, it is very likely the same person. For that reason, even though the photos are different, you would probably consider this a match and investigate further. The closest match is displayed next to the enrollee and above the rows of other possible matching documents.



Select	1000003456	TEST	USERNINE
Select	1000003457	TEST	USERTEN
Select	1000008776	LAURIE	SMITH
Select	1000008793	OLA	DOE
Select	1000010827	EVELYN	JACKSON
Select	1000011567	DENISE	KENT
Select	1000011833	JAMES	WAYNE

1 2 3 4 5 6 7 8 9 10 ...

1000011567
DENISE KENT
UNITED STATES
8/27/1952

1000011567
DENISE 'KENT
UNITED STATES
8/27/1952

Duplicate Match Results

1000011567
Score: 644.122

1000039082
Score: 1.159

1000000589
Score: 1.157

1000001208
Score: 1.041

1000037454
Score: 0.978

Live Match Results

Figure 12: Marking the Duplicate

Step 4. Duplicate decision

- If you find that the new Applicant already has a record in the USAccess system, click **YES** to indicate this is a duplicate. The issuance process stops. Notify the Applicant's Sponsor to research the record and request a reissue of the card so the Applicant can reenroll.
- If you believe the fingerprints are duplicates and this could be someon enrolling fraudulently, click **YES**. The issuance process stops and you may proceed with your investigation.
- If you believe this is not a duplicate, click the **NO** button and the Applicant's

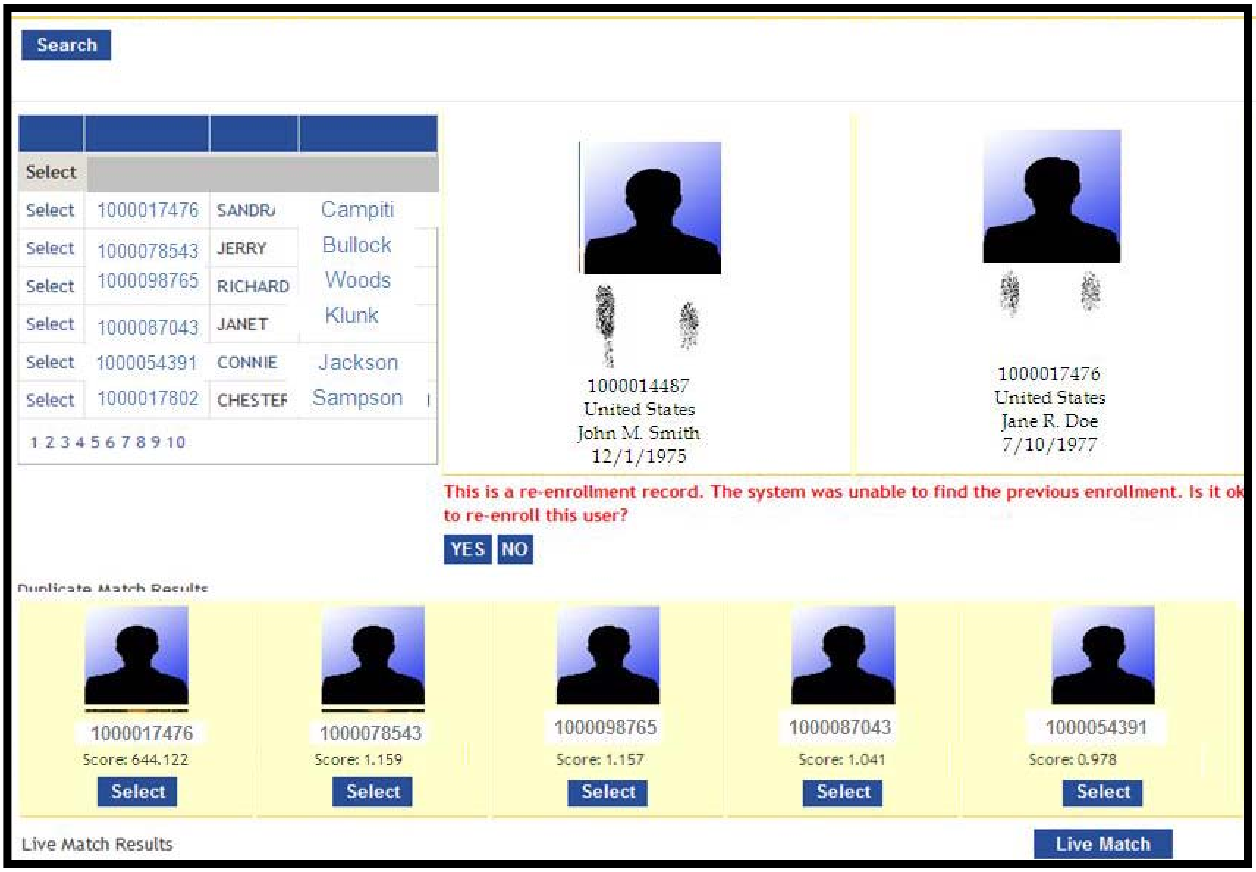
NOTE: Before you make your decision, you might want to update the match results. When you click the link besides the enrollee's name to the view the match results, you will see the results from the day the duplicate search was performed. To see up-to-date results, click the **Live Match** button.

NOTE: Be very sure you are making the correct determination as it cannot be undone once submitted. Once the duplicate is confirmed the LincPass issuance process will stop for this Applicant.

1.3.2 Re-enrollment Biometric Duplicate

For a re-enrollment, you would expect to find a duplicate record since the Applicant is being re-enrolled. If the system finds a match, but the biographical data is different, it will return the match as a duplicate for your review.

Conversely, if no records exceed the threshold of 5, there is no duplicate record for this enrollee. The duplicate will be listed for your review since this could be someone trying to re-enroll under a different name.



Select			
Select	1000017476	SANDR	Campiti
Select	1000078543	JERRY	Bullock
Select	1000098765	RICHARD	Woods
Select	1000087043	JANET	Klunk
Select	1000054391	CONNIE	Jackson
Select	1000017802	CHESTEF	Sampson

1 2 3 4 5 6 7 8 9 10

1000014487
United States
John M. Smith
12/1/1975

1000017476
United States
Jane R. Doe
7/10/1977

This is a re-enrollment record. The system was unable to find the previous enrollment. Is it ok to re-enroll this user?

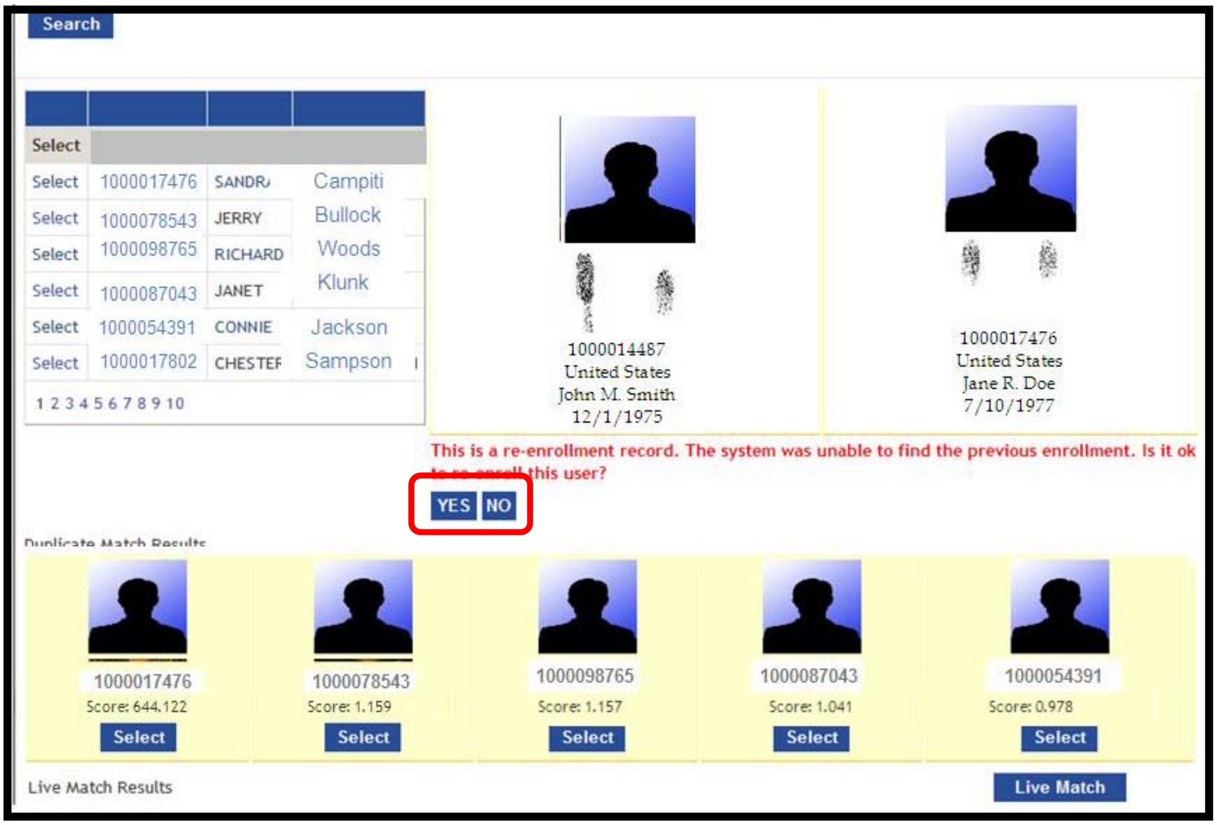
Duplicate Match Results

1000017476	Score: 644.122	Select
1000078543	Score: 1.159	Select
1000098765	Score: 1.157	Select
1000087043	Score: 1.041	Select
1000054391	Score: 0.978	Select

Live Match Results

Figure 13: Re-enrollment

Step 1. The Applicant and Potential duplicate display along with Re-enrollment decision buttons. Even though the match score is very high, there is good reason to believe these are not duplicates. The name, birth date, and enrollment number are different. It is your discretion whether this is the same or a different person.



Select			
Select	1000017476	SANDR/	Campiti
Select	1000078543	JERRY	Bullock
Select	1000098765	RICHARD	Woods
Select	1000087043	JANET	Klunk
Select	1000054391	CONNIE	Jackson
Select	1000017802	CHESTEF	Sampson

1000014487
United States
John M. Smith
12/1/1975

1000017476
United States
Jane R. Doe
7/10/1977

This is a re-enrollment record. The system was unable to find the previous enrollment. Is it ok to re-enroll this user?

Duplicate Match Results

1000017476
Score: 644.122

1000078543
Score: 1.159

1000098765
Score: 1.157

1000087043
Score: 1.041

1000054391
Score: 0.978

Live Match Results

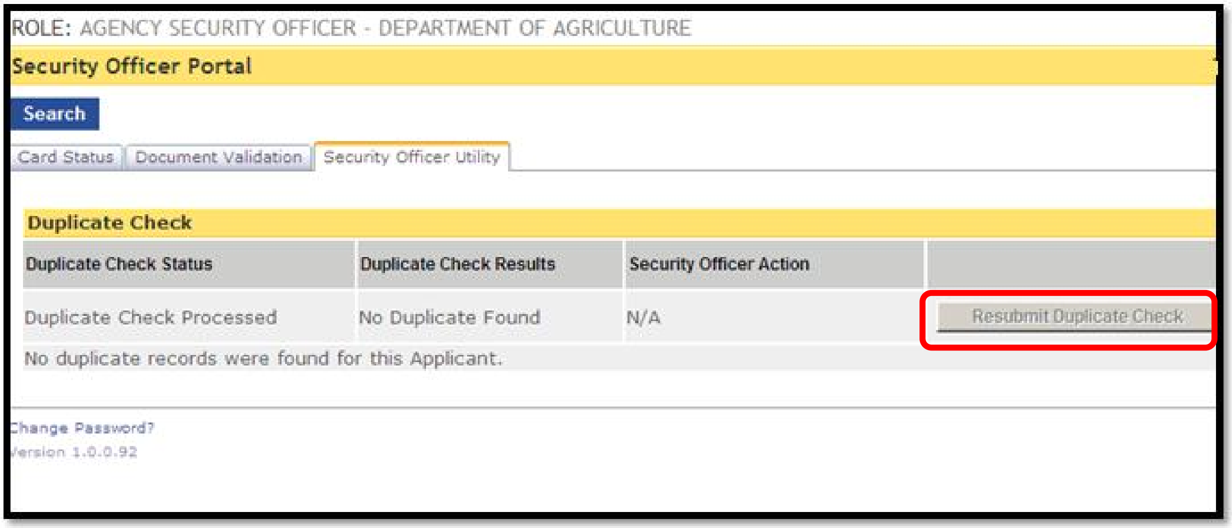
Figure 14: Deny Re-Enrollment

Step 2. Re-enrollment Duplicates

- Click **YES,** if you believe the duplicate is a previous enrollment record for the applicant and it is to enroll the user. The issuance process continues.
- Click **NO**, if you believe this is not a duplicate record for this Applicant and it is not okay to enroll the user. The issuance process stops and further investigation is needed.

1.3.3 Security Officer Utility Duplicate Check

The Security Officer Utility Tab will allow the Security Officer to re-display applicant in the Duplicate Check Portal. Applicants where a duplicate decision has been previously made by the Security Office, a Resubmit Duplicate Check button is displayed. By clicking on this button, the applicant is re-displayed in the duplicate check portal, at which point the Security Office can re-determine if this is a duplication record.

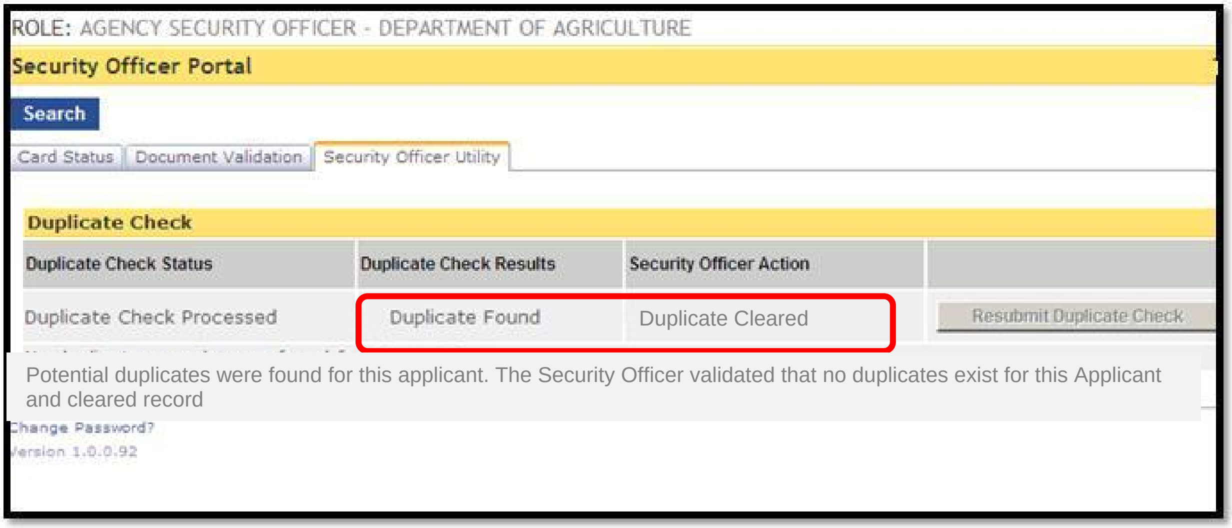


Duplicate Check

Duplicate Check Status	Duplicate Check Results	Security Officer Action	
Duplicate Check Processed	No Duplicate Found	N/A	Resubmit Duplicate Check

No duplicate records were found for this Applicant.

Duplicate Found | Duplicate Cleared- The duplicate check was performed, a duplicate was found, and the Security Officer validated that no duplicates exist for the Applicant and cleared the record.

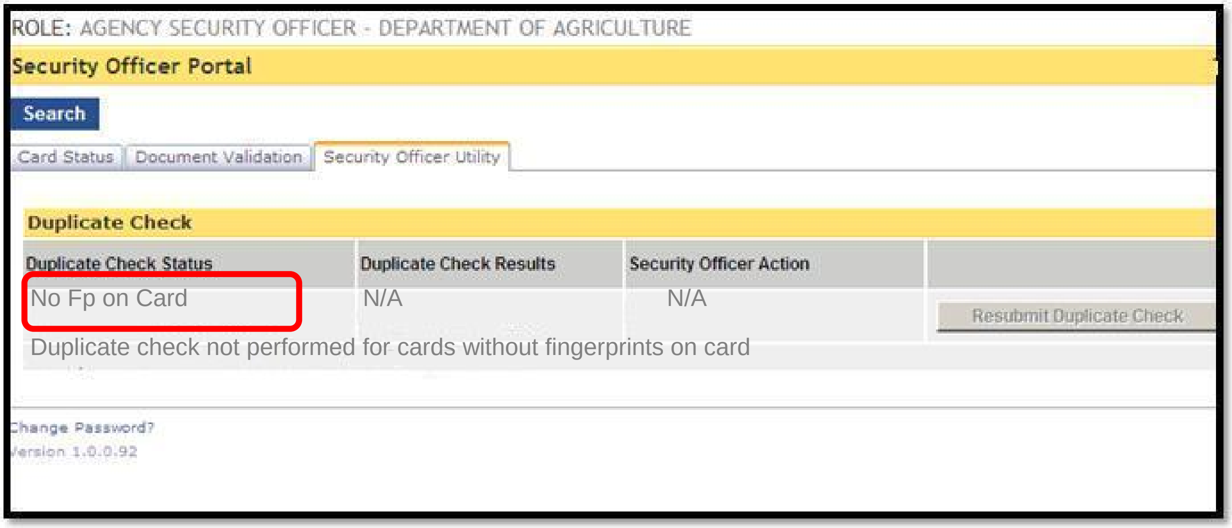


Duplicate Check

Duplicate Check Status	Duplicate Check Results	Security Officer Action	
Duplicate Check Processed	Duplicate Found	Duplicate Cleared	Resubmit Duplicate Check

Potential duplicates were found for this applicant. The Security Officer validated that no duplicates exist for this Applicant and cleared record

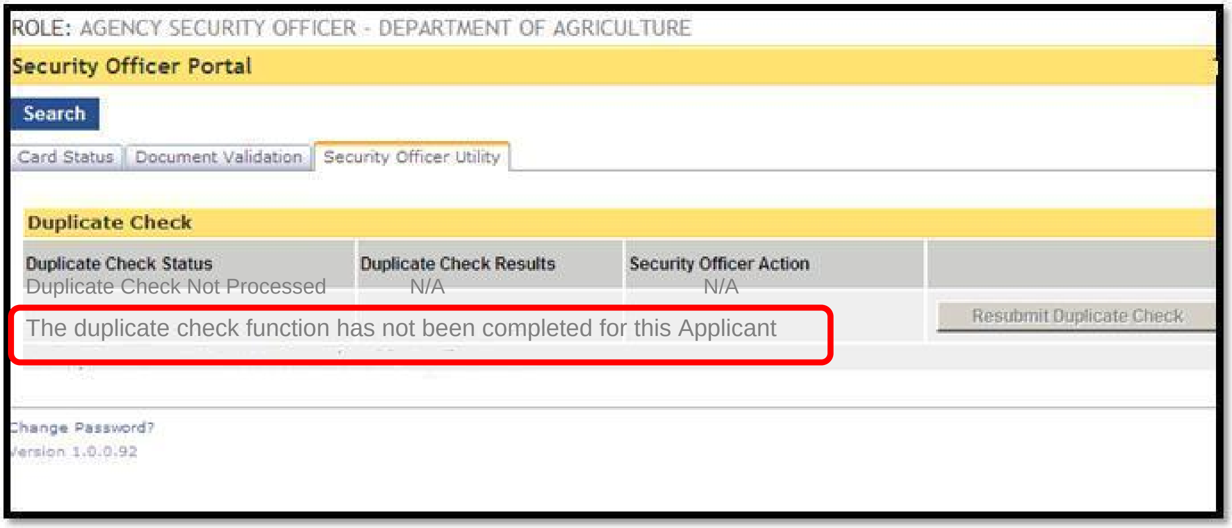
No Fp On Card- When an Applicant is enrolled without fingerprints, the duplicate check cannot be performed. In this case, the table displays, “Duplicate check not performed for cards without fingerprints on card.”



Duplicate Check Status	Duplicate Check Results	Security Officer Action
No Fp on Card	N/A	N/A

Duplicate check not performed for cards without fingerprints on card

“**The duplicate check function has not been completed for this Applicant**“ is displayed when the Applicant has not completed the enrollment process. Duplicate checks are only completed after the Applicant has enrolled.



Duplicate Check Status	Duplicate Check Results	Security Officer Action
Duplicate Check Not Processed	N/A	N/A

The duplicate check function has not been completed for this Applicant

Section 2 Changing LincPass Status

The Security Officer has the ability to change the status of LincPass independently of the Applicant’s employment status. This may be necessary when someone loses a LincPass, goes on leave for a temporary period of time, is involved in a security event, or for any other event requiring a status change as defined by agency policies. The Security Officer has the capability to completely terminate a LincPass, suspend the LincPass for a period of time, or reactivate it after suspending it.

2.1 Suspending a LincPass

Certain conditions may warrant suspending the LincPass for a period of time. Suspending it turns the LincPass certificates off without terminating the LincPass completely so that it can be used again after being reactivated.

Step 1. Log into the USAccess Security Officer web portal (https://gsa.identitymsp.com/ASSUREDIDENTITYPORTAL) with your USAccess user name and password.

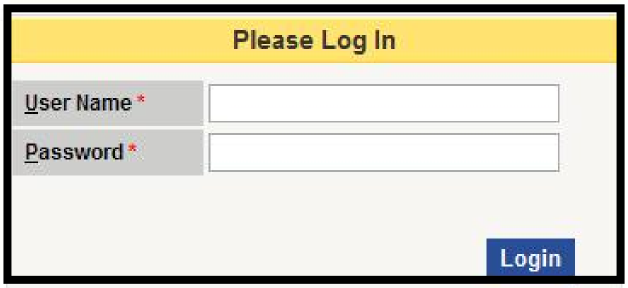


Figure 15: SO Portal Login Screen

Step 2. Search for the flagged Applicant by entering their SSN or Birth date and the Last Name and then clicking the **Search** button.

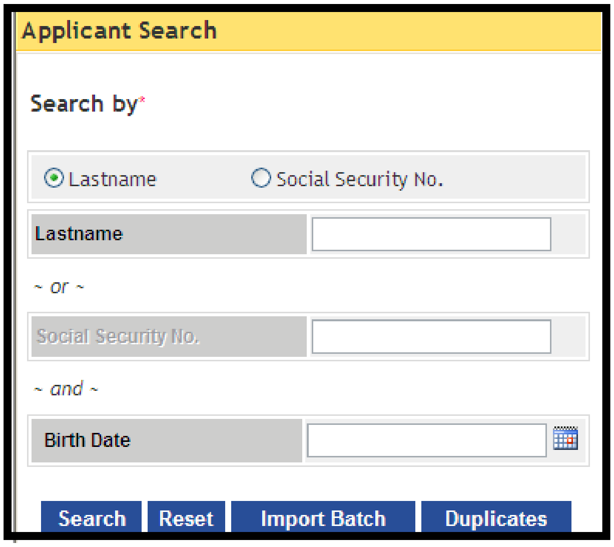
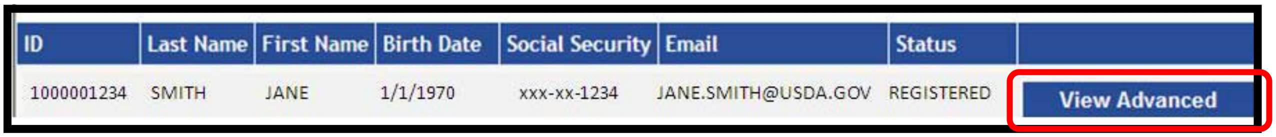


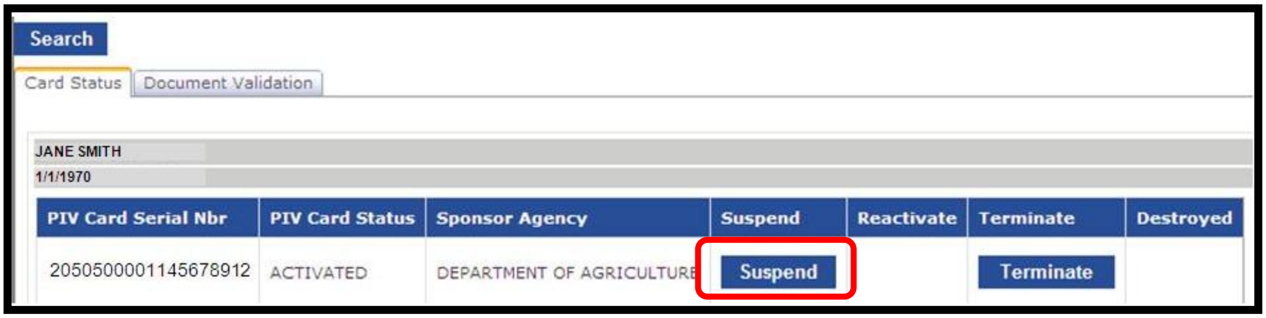
Figure 16: Applicant Search Screen



ID	Last Name	First Name	Birth Date	Social Security	Email	Status	
1000001234	SMITH	JANE	1/1/1970	xxx-xx-1234	JANE.SMITH@USDA.GOV	REGISTERED	View Advanced

Figure 17: Applicant Record

Step 3. When the Applicant's record displays, click the **View Advanced** button.

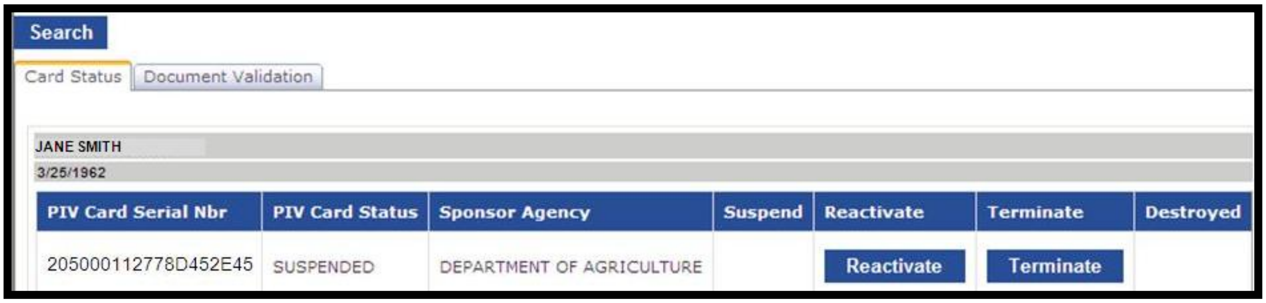


JANE SMITH
1/1/1970

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
2050500001145678912	ACTIVATED	DEPARTMENT OF AGRICULTURE	Suspend		Terminate	

Figure 18: Card Status Screen

Step 4. The Security Officer portal appears with the **Suspend** and **Terminate** buttons present. Note the **Reactivate** button is not available until a LincPass is suspended. Click the **Suspend** button to suspend the LincPass.



JANE SMITH
3/25/1962

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
205000112778D452E45	SUSPENDED	DEPARTMENT OF AGRICULTURE		Reactivate	Terminate	

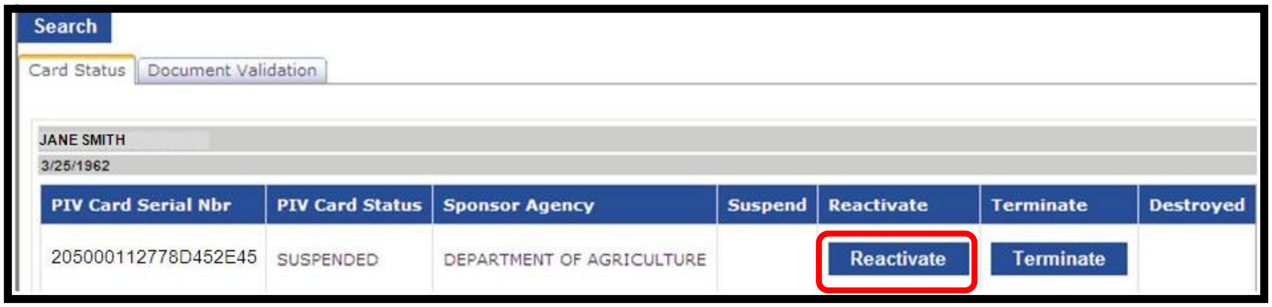
Figure 19: Suspended LincPass

Step 5. The LincPass is now suspended and the Reactive button is now available. Collect the LincPass for storage until it is either reactivated or revoked.

NOTE: An individual must retain their affiliation with the federal government while inactive. If they are terminated, then the LincPass will be terminated once the employment status change is sent to USAccess.

2.2 Reactivating a LincPass

The Security Officer can reactivate a LincPass that has previously been suspended by a Security Officer. Please note that if the employment status is suspended, the LincPass cannot be reactivated by the Security Officer.



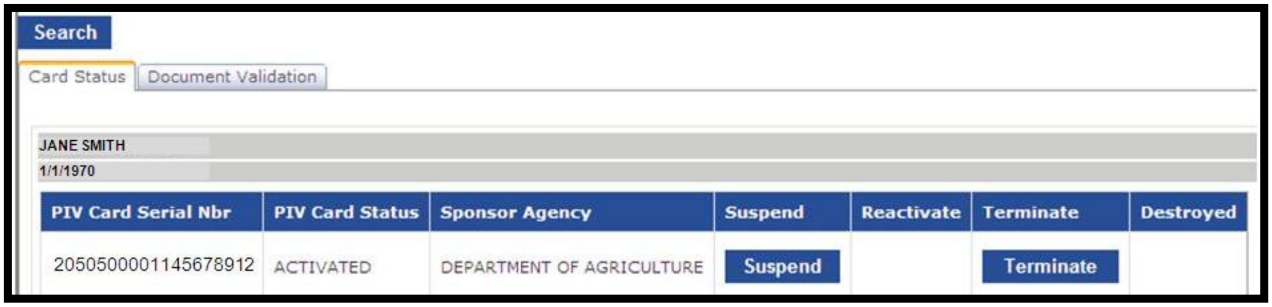
JANE SMITH
3/25/1962

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
205000112778D452E45	SUSPENDED	DEPARTMENT OF AGRICULTURE		Reactivate	Terminate	

Figure 20: Card Status Screen

Step 1. Follow steps 1-3 in section 2.1 in order to access the card status screen for this cardholder.

Step 2. Click the **Reactivate** button.



JANE SMITH
1/1/1970

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
2050500001145678912	ACTIVATED	DEPARTMENT OF AGRICULTURE	Suspend		Terminate	

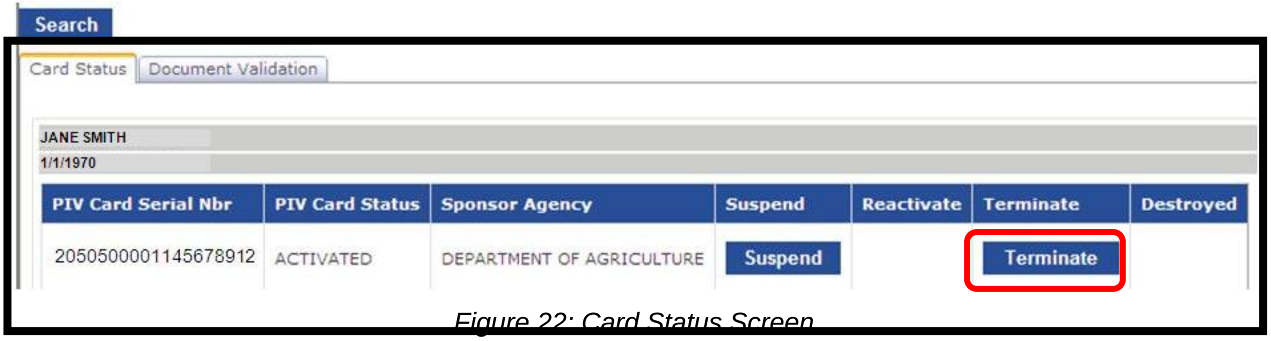
Figure 21: Reactivated LincPass

Step 3. The LincPass has been successfully reactivated. Return the LincPass to the cardholder.

2.3 Terminating a LincPass

The Security Officer can terminate a LincPass thereby permanently revoking the LincPass and the certificates. The LincPass can never be turned back "on" again and the cardholder will need to be reissued a new one should one be needed. There may be several reasons to terminate a LincPass; see section 2.3.2 for details

2.3.1 Terminating a LincPass in USAccess



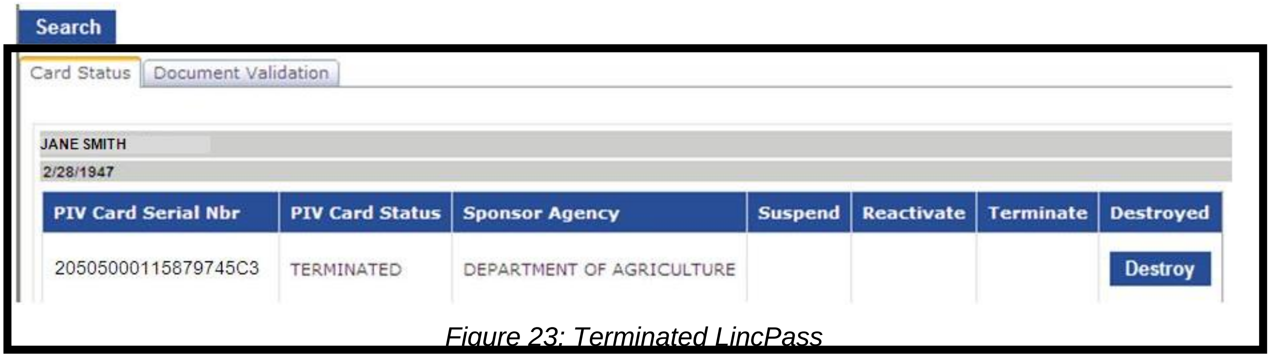
JANE SMITH
1/1/1970

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
2050500001145678912	ACTIVATED	DEPARTMENT OF AGRICULTURE	Suspend		Terminate	

Figure 22: Card Status Screen

Step 1. Follow steps 1-3 in section 2.1 in order to access the card status screen for this cardholder.

Step 2. Click the **Terminate** button.



JANE SMITH
2/28/1947

PIV Card Serial Nbr	PIV Card Status	Sponsor Agency	Suspend	Reactivate	Terminate	Destroyed
20505000115879745C3	TERMINATED	DEPARTMENT OF AGRICULTURE				Destroy

Figure 23: Terminated LincPass

Step 3. The LincPass has now been terminated and only the **Destroy** button is present.

At this point the LincPass should be collected from the Applicant, physically destroyed and then marked as such in USAccess by either the Sponsor or the Security Officer. See section 4 for information on destroying the LincPass.

2.3.2 Termination Reasons

Below are some of the most common reasons to terminate a LincPass. There may be other situations that arise that require termination as well.

Provisional LincPass: If a LincPass was issued provisionally after a favorable fingerprint check adjudication, it may need to be terminated if there is an unfavorable NACI adjudication.

Defective LincPasses: An Activator will return LincPasses with manufacturer defects; you must then terminate these LincPasses.

Lost or Stolen LincPass: Once the determination has been made that the LincPass is permanently lost or known to be stolen, the Security Officer should terminate it

NOTE: When you terminate a LincPass, you must collect it from the employee (if available) and destroy the card according to the processes in the LincPass Destruction Guide.

Section 3 Lost/Found LincPasses

Whenever a cardholder loses their LincPass or one has been found, the Security Officer must take possession of the LincPass and review the status of the LincPass. The following workflows detail the process for handing lost and/or found LincPasses.

3.1 Lost LincPass

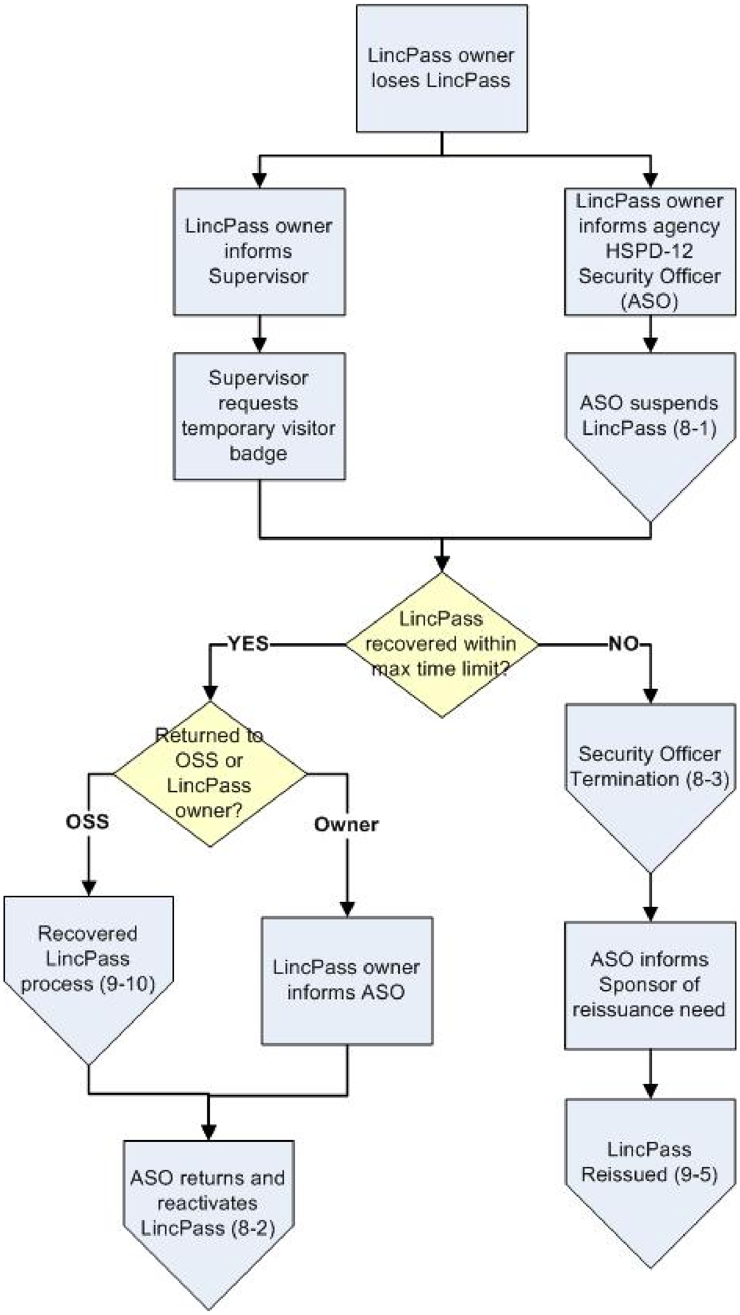

LincPass owner loses LincPass
LincPass owner informs Supervisor
LincPass owner informs agency HSPD-12 Security Officer (ASO)
Supervisor requests temporary visitor badge
ASO suspends LincPass (8-1)
LincPass recovered within max time limit?
YES
NO
Returned to OSS or LincPass owner?
OSS
Owner
Security Officer Termination (8-3)
Recovered LincPass process (9-10)
LincPass owner informs ASO
ASO informs Sponsor of reissuance need
ASO returns and reactivates LincPass (8-2)
LincPass Reissued (9-5)

Figure 24: Lost LincPass

1. The LincPass owner loses possession of their LincPass.
2. The LincPass owner immediately informs their agency's HSPD-12 Security Officer (ASO) who will record it in a Lost LincPass log.
3. The ASO suspends the LincPass in USAccess.
4. Meanwhile, the LincPass owner informs their supervisor that they have lost their LincPass.
5. The Supervisor requests a temporary visitor badge for the LincPass owner from the appropriate local physical security personnel.
6. If the LincPass is not recovered within 72 hours of being reported lost, do the following; otherwise go to step 7.
    a. The Security Officer terminates the LincPass.
    b. The Sponsor initiates a reissuance request for the LincPass owner (Termination contained within Reissuance process).
    c. The LincPass owner re-enrolls using the standard Enrollment process.
7. If the LincPass is returned to the owner directly within the maximum time limit from being reported lost do the following; otherwise go to step 8.
    a. LincPass owner informs ASO that they have received their LincPass
    b. Go to step 10
8. The LincPass is found by OSS, logged, and then returned to the ASO.
9. The ASO returns the LincPass to the owner and reactivates it in USAccess.

3.2 Recovered LincPass

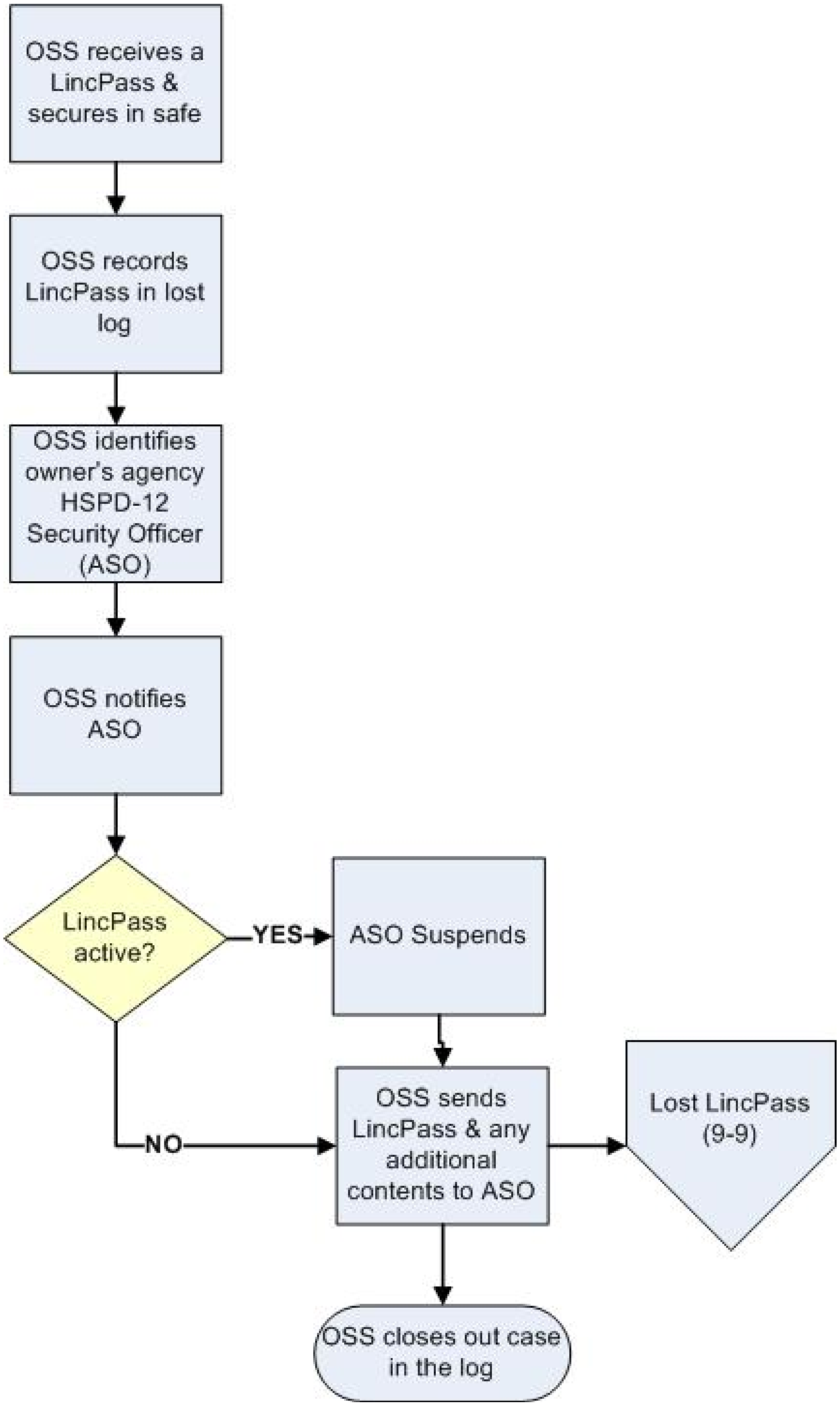

OSS receives a LincPass & secures in safe
OSS records LincPass in lost log
OSS identifies owner's agency HSPD-12 Security Officer (ASO)
OSS notifies ASO
LincPass active?
YES
ASO Suspends
NO
OSS sends LincPass & any additional contents to ASO
Lost LincPass (9-9)
OSS closes out case in the log

Figure 25: Found LincPass

1. OSS receives a lost LincPass and securely stores it and any additional contents returned with it (i.e. safe or other secure container).
2. OSS records a new log entry for the LincPass (including cataloguing any additional contents received with the LincPass) in the log.
3. OSS identifies the LincPass owner's agency HSPD-12 Security Officer (ASO).
4. OSS informs the ASO that a LincPass from their agency has been recovered.
5. The ASO checks the LincPass status. If the LincPass is Active, the ASO suspends it; otherwise go to step 6.
6. OSS sends the LincPass and any additional contents to the ASO.
7. OSS closes out the item in the log.
8. The ASO follows the Lost LincPass process from step 6.

3.3 Policies

3.3.1 Logging of LincPasses

Both the Agency Security Officer and OSS will keep a recorded log of all lost and recovered LincPasses and the actions taken upon them. This log should allow for documenting the following details and must be updated as events occur:

- LincPass Owner
- LincPass Owner's Agency Security Officer
- OSS officer
- Additional contents received with the LincPass
- Events and dates associated with actions taken

3.3.2 Notification of Lost/Recovered LincPass

LincPass owners must inform their Agency Security Officer within 72 hours when they realize their LincPass is lost. In accordance with DM4620-XX, Chapter 2, Section 6, the LincPass owner will also inform their Supervisor so that the Supervisor can request a temporary visitor badge from the local physical security personnel. If a LincPass is recovered by OSS, they will identify and notify the LincPass owner's Agency Security Officer within 1 business day.

3.3.3 Lost LincPass Status Review

Once the Agency Security Officer has been notified by the owner of a lost LincPass, they will immediately suspend the LincPass to prevent security issues. The LincPass can remain suspended up to a maximum of 5 business days; however the Agency can terminate the LincPass at any time during this 5 day period. After the 5 business day limit has expired, it must be terminated by the Agency Security Officer.

3.3.4 Recovered LincPass Status Review

Once OSS has recovered a LincPass, they will inform the owner's Agency Security Officer. The Agency Security Officer must review the status of the LincPass in USAccess. If the LincPass is still active, they should suspend it within 1 business day until it is returned. If it is already suspended or terminated, they do not need to take action on the status.

3.3.5 Physical Return of Recovered LincPass

OSS must send the suspended LincPass (and any additional contents) to the Agency Security Officer via registered mail, or deliver in person, within 2 business days of receiving the LincPass. The Security Officer must ensure that the LincPass is not returned or reactivated until the owner presents a photo based I-9 document in person to the Security Officer to verify their ownership of the LincPass.

3.3.6 Destruction of Terminated Recovered LincPass

If the LincPass has already been terminated prior to recovery, the Agency Security Officer will destroy the LincPass within 18 hours of receipt per FIPS201-1 requirement and according to the LincPass Destruction guidelines.

3.3.7 Reissuance of Terminated LincPass

Once the LincPass has been terminated, a new LincPass will need to be reissued and the temporary visitor badge will be surrendered to the appropriate physical security personnel after the new LincPass has been issued and activated. The Security Officer must inform the Sponsor within 1 business day that a LincPass has been terminated and a reissuance is required. The Sponsor will reissue the LincPass using the standard Reissuance process within 1 business day.

Section 4 LincPass Destruction

Whenever a LincPass is terminated either by the Security Officer, by the Sponsor due to an employment termination, or whenever a cardholder obtains a new one through a reprint or reissue the LincPass must be collected and properly destroyed.

Please see the “LincPass Destruction Guide” (http://hspd12.usda.gov/training.html) for detailed guidance on destroying the LincPass.

Section 5 LincPass Handling

It is important that any time a Security Officer takes possession of or gives up possession of the LincPass, that they document the event in some manner. The goal of the log sheet is to provide an audit trail for when you obtain a LincPass and when you relinquish possession of the LincPass.

An example log sheet is provided below:

Owner, Contents, Agency	Date/Method LincPass Obtained	LincPass Status	Recorded By	Owner’s Agency SO	Date Owner’s SO Notified	Date/Method LincPass Sent	Comments

As a Security Officer you may need to either send or receive a LincPass in situations when it has been lost and/or found or when the card has been delivered to a location other than where the cardholder works and they need it shipped to their location.

Section 6 Applicant Status Report

The Security Officer is one of the roles that can access the USAccess Applicant Status report. This report is a list of each USDA applicant currently in the USAccess system. It details the Applicant’s progress through the issuance process and it is a valuable status tracking tool.

Note: The Applicant Status Report contains PII information and therefore it should not be distributed to non-USAccess Role Holders.

Please see the “Applicant Status Report Guide” (http://hspd12.usda.gov/training.html) for detailed guidance on using the Applicant Status Report.