



General Sponsor FAQ

Q: Where can a Sponsor find instructions on performing Data Preparation?

See the On-board guides on the “Training” page (<http://hspd12.usda.gov/training.html>) on the USDA LincPass website.

Q: Is the record considered “Sponsored” when I validate it in the Agency Certification Portal?

No, the record is not sponsored as soon as you validate it in the Agency Certification Portal. Validating the record in the ACP indicates that you are ready for the record to be sent to USAccess for Sponsorship. The record must first be sent to the USAccess system before it can be fully sponsored. You can check this via the “At GSA” column on the ACP’s Validated Records page.

For EmpowHR records, the record generally becomes sponsored once the status in the “At GSA” column on the Validated Records page in the ACP changes to “True”.

For PayPers records, the record becomes Sponsored after it has been sent to GSA and the Sponsor has logged into USAccess and “Completed” sponsorship by supplying the Card Shipping, PIV Card Required, Emergency Response Official, and Birth Place (if initiating the BI) info.

Q: At what point does the Applicant receive the enrollment email?

The Applicant will receive the email shortly after being sponsored (see previous FAQ).

Q: How does a Sponsor determine who needs a LincPass?

If the employee is a full time Federal employee they need a LincPass. If they are part-time reference the Risk Assessment (see Business Process doc) to determine if a LincPass is required. If they submitted their retirement paperwork and will retire within 6 months of submission they do not need a LincPass.

Q: I cannot access USAccess

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

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

Sponsors can now resend the email through USAccess. Search for the applicant in USAccess and then click “Sponsor Utility” to access these functions.

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

Look up the individual record in the USAccess Sponsor portal:

- “New Enrollment” = Sponsored and not enrolled yet
- “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

Q: 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 whatever is in the HR systems every 4 hours. The only exceptions are the fields PayPers Sponsors and Adjudicators manually enter themselves along with the digital sig and encryption certificate radio buttons.

Q: 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 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 an 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.

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.

Q: When do you request a Reprint?

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

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

Be sure to keep a log of cards that were reprinted due to manufacturer defects to ensure you are receiving the proper reimbursement for the cost of the reprint.

Q: When you request a Reissuance?

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

- Applicant information change that would change what is printed on the LincPass or on the chip
- Lost/Stolen LincPass
- Manufacturer/Process defect that can only be corrected by re-enrolling (e.g. Registrar input wrong)



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Be sure to keep a log of cards that were reissued due to manufacturer/process defects to ensure you are receiving the proper reimbursement for the cost of the reissue.

EmpowHR Specific General FAQ

Q: Does an Applicant need both the NACI and Fingerprint Check Adjudication results entered in EmpowHR in order to be issued a LincPass?

An applicant is eligible to enroll for a LincPass after the successfully adjudicated FBI Fingerprint Check results have been entered into EmpowHR. Enrollment for a LincPass is not contingent upon a BI (NACI or higher) being completed, however the LincPass will have a provisional status until the BI results are entered.

Q: An Applicant was certified and sent to GSA, but why does USAccess state the Applicant sponsorship is still incomplete?

1. Ensure that the two different role holders sponsored and adjudicated the Applicant. If the same role holder performed both actions, then USAccess will mark the record as sponsorship incomplete.
2. Check that both the Sponsor and Adjudicator who sponsored/adjudicated the Applicant were designated within USAccess by a Role Administrator. Any record that is sponsored and/or adjudicated by someone that is not designated as a Sponsor or Adjudicator in USAccess will be marked as Sponsorship Incomplete.
3. Check the home address information in both EmpowHR and USAccess. If the USAccess record does not contain the home address information, check that EmpowHR contains all the home address information. If it does not, update the home address in EmpowHR. If, after updating the home address in EmpowHR, USAccess still does not contain the home address info contact the EmpowHR help desk at NFCEmpowHR@nfc.usda.gov and inform them the home address information is not properly updating the HSPD-12 pivot server.
4. If all of the above checks out, log into USAccess and bring up this Applicant's record. Then click on the "Edit Sponsorship" button and go to the last page of the sponsorship information pages. Click save to re-save the record (DO NOT CHANGE ANY INFORMATION IN ANY OF THE FIELDS). This may flip the sponsorship status over to complete.

Data Preparation FAQ

Q: Do I need to re-certify an employee if their information has been updated in the HR system since the first time they were sent to USAccess?

No, you only need to use the certification portal the very first time you send a record to USAccess. All updates to records will be pushed automatically to USAccess during one of the 4 hour data pushes.

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

1. **EmpowHR:** Update the business email address in EmpowHR or via eAuthentication if EmpowHR does not contain the email address. If that does not work, have the employee update the email address through EmpowHR's "My System Profile" module.

PayPers: Update the business email address in eAuthentication.

It may take at least a day for information updated via eAuthentication to appear in the Agency Certification Portal.



2. If using eAuth to make the update, verify the employee has an Employee eAuth user account type and only has one eAuth account. The portal will not pull information from non-employee type accounts. When the user logs into eAuth’s Identity Minder (see Part 2, Section C, Step 5), it should display “Modify My Employee Profile – Level 2” in the upper left corner. If it does not say “Employee”, it is not an employee eAuth account type. If the Employee has multiple accounts, the email address may not come from the one you intend it to come from.
3. **For EmpowHR Only** - After it is confirmed the email address has been updated through EmpowHR, the self-service portal/My System Profile, and via eAuthentication, contact the NFC EmpowHR helpdesk at NFCEmpowHR@nfc.usda.gov . Inform them of the specific examples where HR is updating the business emails addresses and they are not properly updating to the HSPD-12 pivot server.

Q: 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. See the previous FAQ for entering the email address information.

If the Applicant does not have and *should not* have a work email address (i.e. meaning they will never need to use digital signatures and encryption), you can leave the email off of the record. However, you must access the record in USAccess and change the “Requires digital signature and encryption” field to “NO”. The Sponsor will receive all emails that would normally have gone to the applicant and the Sponsor will need to inform the applicant when they can enroll and when they can pick up and activate their LincPass.

Q: Where is the email address pulled from for the Applicant’s record?

EmpowHR: If EmpowHR contains the email address that email address will be used. If EmpowHR does not contain the email address, the eAuthentication email address will be used.

PayPers: The eAuthentication email address will be used.

Q: 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



Mary Louise Smith”	name “Mary Blake Smith”	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

Q: 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) 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
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 include “John Smith II”	
Alternate Suffix “John Smith Jr.”	Alternate Suffix “John Smith II”	Registrar enrolls Applicant; no SSN needed.

EmpowHR Specific Data Prep FAQ

Q: Why are only EmpowHR records held back due to work location?

EmpowHR records are considered complete as soon as they are sent to GSA and therefore the Applicant will receive an Enrollment notice email. If there is no station around, they cannot enroll so the records are held until there is so that the Applicant can act on the enrollment notice.

The exception to this is for mobile enrollment. Any Applicant assigned the Mobile Shipping Code or is in a work location that will be serviced by a mobile station and has been added to the throttle will receive the enrollment notice even if the mobile station has yet to open.

PayPers Specific Data Prep FAQ

Q: What are the additional fields in USAccess that a PayPers Sponsor must supply in order to complete the record?

- PIV Card Required
- Emergency Response Official (if Applicable)
- Work Email
- Card Shipping Address
- Birth Place Info (if initiating the BI)



Agency Certification Portal (ACP) FAQ

Q: What is the URL for the Agency Certification Portal?

<https://hspd12p.sc.egov.usda.gov/hspd12preparedness/>

Q: How do I get access to the Agency Certification Portal?

Make sure you have met the following pre-requisites:

- You have a Level 2 eAuthentication ID
- You have been designated as the individual for your agency for the submittal process
- You have been designated as Sponsor in USAccess by your agency Role Administrator

Send an email to the USDA HSPD-12 Help Desk with the following information

- Subject line: Access Request for the HSPD-12 Agency Certification Portal
- Name (First, Middle, Last) of the certifier
- Email address for the certifier
- Phone number for the certifier
- eAuthentication Username of the certifier
- Agency(ies) that this certifier should be granted

Q: I cannot find an Employee's record in the Certification Portal

1. Verify the following:

- Verify the Employee is still an active Employee in the HR system (i.e. not Terminated or Suspended).
- Check how long ago they were entered into the HR system; if they are new they may not show up until after the next pay period
- Check the Validated records to see if the record has already been submitted.
- Verify that the Employee did not transfer from another agency at some point. They will most likely show up in the previous agency's employee list.
- Make sure you haven't selected incompatible data, for example, a city of Kansas City and a state of District of Columbia.
- Make sure you haven't accidentally left filters on that would exclude that record, (e.g., looking for an employee from Puerto Rico in records filtered to show USA employees).
- If the applicant has two last names on record (ex. Bob Jones Smith), make sure to search under both names (ex. Look under 'J' and 'S').

2. If all this fails, send an email to the USDA HSPD-12 Help Desk and provide the following information:

- In the subject line of the email, please say "HSPD-12 Agency Certification problem – missing record"
- Agency
- Employee full name (first, middle, last),
- Month and day of birth only (**no year**)
- **DO NOT PROVIDE** any privacy data such as the social security number or the full data of birth.

Q: What if an individual's record is in the Certification Portal and shouldn't be?

1. Verify this person's record in the HR system first. If they should not be in the list due to being terminated, they must be terminated in the HR system first.



2. If all information is correct in the HR system, and the employee is showing up in the portal when they should not be send an email to USDA HSPD-12 Help Desk and provide the following information:
- In the subject line of the email, please say “HSPD-12 Agency Certification problem – record shouldn’t be on list”
 - Agency
 - Employee full name (first, middle, last),
 - Month and day of birth only (**no year**)
 - **DO NOT PROVIDE** any privacy data such as the social security number or the full data of birth.

Q: How can you tell if a record has been pushed to USAccess from the ACP?

Look for them in the Applicant Status Report in USAccess or lookup the Applicant’s record in the ACP (must check “Display Validated” first). If the “At GSA” column says “True”, the record has moved over.

Q: How often is information sent from the Certification Portal to USAccess?

Records are pushed to USAccess every 4 hours

Q: What if 4 hours has passed and a record has not been sent to USAccess (“At GSA” = FALSE)?

- Check that they are a US Citizen; non-US Citizens will not be sent to USAccess
- Check the employee’s work location and verify that the enrollment station it is mapped to is open. See the HR Schedules on the USDA HSPD-12 website’s Sponsor page (<http://hspd12.usda.gov/Sponsor.html>) to determine what enrollment station they should map to.

Q: Can I submit groups of records at once in the Agency Certification Portal?

You can submit multiple records at once, but they must be in the group of 25 records displayed on the screen. As described in the warning message below the page numbers, if you make selections on one page, then navigate to another page before clicking the **Submit Changes** button, your selections will be lost.

Q: How do I select more than one record at a time for submission via the Agency Certification Portal?

You can select all the records on the displayed page by clicking the Select All checkbox in the column header. To unselect them, click the Unselect All checkbox, which only appears after the Select All checkbox has been clicked.