HSPD-12 NEWSFLASH

SUBJECT: NON-EMPLOYEE IDENTITY SYSTEM (NEIS) USER HELP DESK NOTIFICATION—NO. 2

The NEIS Help Desk will periodically send helpful tips to assist NEIS users in the non-Federal employee credentialing process. Below are a few items that will help you in this process.

NEIS Upgrade
The new version of NEIS will go live on August 13, 2009. Enhanced functionalities include unmasking of non-required fields and Contracting Company Information. Reporting capabilities are expected to be available the following week. Updated training materials and documentation have been posted on http://lincpass.usda.gov.

Data Entry into NEIS
Do not enter non-employee information directly into USAccess. NEIS is the authoritative database for non-employee information required by HSPD-12. NEIS feeds non-employee information into USAccess for subsequent credentialing. This includes all sponsorship and adjudication information.

Date Of Birth (DOB) and Social Security Number (SSN) Data Entry Errors
Please contact the Help Desk for any DOB or SSN data entry errors in NEIS records. Any updates made to those records will not flow over to USAccess and require specific actions by our technical team.

New and Updated NEIS Record Processing
Please allow at least a full day for new and updated NEIS records to appear in the USAccess system. If the applicant record does not appear in the Applicant Status Report (ASR) within a few days, please contact the NEIS Help Desk for further assistance.

Enrollment
Applicants must receive a Sponsorship email before scheduling enrollment appointments. If un-sponsored applicants appear for an appointment, they will not be able to enroll and must reschedule their appointments after being sponsored. If needed, Sponsors can resend sponsorship emails using USAccess Sponsor Utility.

QUESTIONS ABOUT THIS NEWSFLASH OR HSPD-12?
USDA HSPD-12 Website: http://lincpass.usda.gov
Contact the USDA HSPD-12 Help Desk:
Toll Free: 1-888-212-9309
Local: 703-245-7888
Email: HSPD12HelpDesk@usda.gov