



## **\*HSPD-12 NEWSFLASH\***

### **SUBJECT: Credentials Inventory Tool FAQ's**

Below are common questions we've heard from users following the release of the Credential Inventory Tool (CIT). For detailed instructions on how to use the CIT, please review the Credential Inventory Tool Job Aid that is posted to the Agency Lead Portal (under USAccess Help & Training>Job Aids) and TeamRegistrar.

#### **1. What can I do if I enter the zip code incorrectly when trying to enter in a new address?**

If you enter the zip code incorrectly on this first step, you can't edit it in later screens. Please click "New Address" to take you back to the zip code page where you can start over. You'll be prompted to enter in the zip code again, proceed to the next page to fill out the rest of the address information and click Create New Address to save the address.

#### **2. I have credentials for Applicants that I know are located out-of-state. How can I contact them to ship the credential to a center closer to them?**

If you have credentials at your shared center and you don't know how to contact the Applicants, you can put a message in the Special Instructions field of your CIT address encouraging them to contact you (or someone else that your POC has identified) to have their credential shipped to another location. These instructions will appear in the email sent to Applicants letting them know where to pick up their credentials.

**NOTE:** If your address has already been created, you will need to edit the Special Instructions field of your CIT address. To edit the Special Instructions field in a CIT address, you must be the person who created the address, as only the creator of the address may edit the Special Instructions field.

#### **3. What information is sent to Applicants when I check-in a credential and decide to send an email to them?**

The email sent to Applicants includes the pick-up location for the credential, any text that was entered in the Special Instructions field when first creating the address in the CIT portal, and a link to the GSA Online Scheduling System. If fingerprints were successfully captured during enrollment, a one-time activation password will also be included.

Different email templates are used to send Credential Delivered emails, depending on whether an Applicant's fingerprints were successfully captured in the system during enrollment, and whether a valid work email address exists in the Applicant's Sponsorship record.

If the Applicant does not have an email listed in Sponsorship, then the email is sent to the Applicant's Sponsor containing the pick-up location of the credential, but will not include a one-time password. The Sponsor must then coordinate with the Applicant to pick up the credential and activate it using Attended Activation.

For Applicants that were enrolled FTE (no fingerprints), the email is sent to the Applicant, but does not contain a one-time password. The Applicant must then visit a USAccess Center to activate the card using Attended Activation.

#### **4. All of my Applicants are here in the building and I contact them when their credentials are delivered. Why should I use the CIT?**

The CIT documents in the USAccess system that a credential was delivered and provides record of where it was last checked in for tracking purposes. If you do not check it in, Sponsors and other role holders will not see that it is at your location as it will not show a Credential Check-In Address on the Applicant Status Report.

The CIT can also help detect any potential activation issues with the credential before you call the Applicant to the Center to activate the credential. At check-in, if an issue exists with the credential, CIT will display a message with instructions on how to proceed next. In most cases, you can handle the issue with the USAccess Help Desk before the Applicant comes to activate the credential.

If you have further questions please contact the USDA HSPD12 Helpdesk.

**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: [USDAHSPD12HELP@dm.usda.gov](mailto:USDAHSPD12HELP@dm.usda.gov)**

