

**USDA HSPD-12  
Credential Renewal  
Frequently Asked Questions (FAQ's) for Applicants**

Prepared for



**United States Department of Agriculture  
Office of Safety Security and Protection (OSSP)**

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## Revision Information

Version	Date	Revision Notes
1.0	Unknown	Initial FAQs created
2.0	June 2020	Revised FAQs to make current for 2020

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For any questions not covered by this FAQ, please contact the HSPD-12 Helpdesk at [usdahspd12help@usda.gov](mailto:usdahspd12help@usda.gov) or **1-833-682-4675**

As part of your LincPass Card holder responsibilities, please review these tips below in order to prepare for a card renewal, when the need arises.

**1 What is a card renewal?**

A card renewal pertains to the physical expiration date on the front of the LincPass. A LincPass will physically expire every five years and will need to be renewed prior to the date of expiration. When an applicant goes through a card renewal, a new card will be printed and shipped to the selected ship-to address, which is selected by the applicants Sponsor. When printed, the new card will contain the new physical card expiration date on the front of the card, and the applicant will have to activate the card upon receipt.



**2 What is the difference between a card rekey (aka certificate update) a card renewal, and a card update?**

A card rekey deals with an applicant’s certificates within the LincPass, which expires every 3 years. These certificates are an encrypted set of electronic credentials loaded on the chip (the part that makes the card a “smart” card). They include digital signature PIV Authentication Key, Digital Signature Key, Key Management Key, and Card Authentication Key.

Your LincPass will physically expire 5 years after the issue date (the expiration month and year are shown on the face of your card). This is a card renewal. You will keep you old LincPass until your new one arrives and is activated, then turn in your old card to your designated HSPD-12 Security Officer for disposal.



A card update can include any type of data such as ship-to code, physical address, or email address, that needs to be updated in the system. Name updates will require a re-enrollment.

### **3 How do I know if I am ready to have my LincPass renewed?**

You will receive a message from [HSPD12Admin@usaccess.gsa.gov](mailto:HSPD12Admin@usaccess.gsa.gov) stating your new LincPass has been printed and is ready for pick up and Activation.

### **4 What if I did not receive an email and my card is about to expire?**

It could be a couple different reasons, for example, the email may have ended up in your junk mail box, your email address on your record is incorrect and needs to be updated, or your Sponsor needs to start the renewal process. Please contact either the USDA HSPD-12 helpdesk or your Sponsor ASAP.

### **5 What if I need a card renewal and my name has changed?**

Since your name has changed, most likely your I-9 documents have been updated to reflect your new name. A name change will require a re-enrollment, which would be a different process than card renewal. You will need to contact your Sponsor and ensure they are aware of the name change in order to start your re-enrollment process. When you receive the email that you need to re-enroll, please bring with you to the appointment your new I-9 documentation along with a linking document such as a marriage certificate in order to link your old documents with your new documents.

### **6 How early can I have my card renewed?**

A card renewal can be done up to a year in advance of the physical expiration date on the card. While many agencies are in the habit of processing applicant's month-to-month, please note the volume of cards may vary throughout the year. It is advised to start looking ahead and preparing records earlier to avoid any card terminations. Preparing records in advance can help prevent the possibility of additional costs to the agencies and help avoid applicants having to re-enroll due to card termination.

### **7 Will I be able to use the card that I currently have if my Sponsor requests a card renewal?**

Yes, your current card will stay active and you can continue to use the current card until you activate your new card. However, if your card has been printed, it is highly encouraged to pick up your new card as soon as possible. If your current card expires, the Non-Activated renewal card will be terminated 60 days after prior card expiration (reissue will be required for new card).

### **8 Will I be notified when my new card is available?**

Yes, you will receive an email from [HSPD12Admin@usaccess.gsa.gov](mailto:HSPD12Admin@usaccess.gsa.gov) that your LincPass is ready for pick up and Activation.



**9 I received an email that my card has been delivered to a location that is too far for me to drive. How do I go about getting the card sent to a closer Activation station?**

Please contact the USDA HSPD-12 helpdesk in order to assist with a card reroute.

**10 What do I do with my old LincPass once my new LincPass has been activated?**

Depending on your location, you must turn in your old LincPass to your Security Officer, Registrar, or Sponsor for destruction. Please do not hold onto it.

**11 My Sponsor performed a card renewal but I have not received any emails to pick up my new LincPass. Whom should I contact?**

Please contact either your Sponsor or the USDA HSPD-12 Helpdesk.

**12 How do I find my Sponsor?**

Contact the USDA HSPD-12 Helpdesk.

**13 My current card has physically expired. Can I still go through the card renewal process and receive a new card?**

No, a renewal request cannot be created after card expiration (Requests must be made 1 day prior to expiration). The applicant will need to re-enroll.

Please contact the USDA HSPD-12 Helpdesk for further instructions and guidance on the renewal process.