USDA HSPD-12

Applicant Activation

Frequently Asked Questions (FAQs)

Prepared for

United States Department of Agriculture

Office of Safety Security and Protection (OSSP)

Version 3.0

June 2020

Revision Information

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

Table of Contents

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

1   How long before I receive my LincPass/AltLinc?

Generally, from the time you have your enrollment appointment until you receive your badge, it can take anywhere from 1 to 6 weeks for your LincPass/AltLinc to be received. There are several things that can slow or halt the process. To determine whether there is an issue, please contact your Sponsor or Security Officer. USAccess role holders can access the Applicant Status Report and determine the status of your credential. If your Sponsor is unable to track down your new LincPass, please contact the HSPD-12 Help Desk at 1-833-682-4675 or USDAHSPD12HELP@USDA.GOV for further assistance.

2   Will I receive a notification when my LincPass/AltLinc has been delivered?

Once your card is delivered and "checked in" at a credentialing site, the USAccess system will send a delivery email notification out to the applicant in order for the applicant to schedule a pick-up/activation appointment. This email will contain the location of where your LincPass/AltLinc was delivered.

3   Where do I go to activate my LincPass/AltLinc?

You must visit a credentialing station to obtain and activate your LincPass/AltLinc. Once your card is checked in at the site designated by your sponsor, you should receive an email to make an appointment to pick up and activate your card.

If you have not received your activation email, please contact your Sponsor. If your card has been delivered to a Credentialing Center that is different from the Credentialing Center that you would like to go to, notify your Sponsor that you would like to reroute your card to a different activation station.

4   Whom do I contact if I do not receive my LincPass/AltLinc?

Please contact your sponsor if you do not receive your LincPass/AltLinc. If you do not know who your Sponsor is, please contact the USDA HSPD-12 Help Desk at 1-833-682-4675 or USDAHSPD12HELP@USDA.GOV and they will assist you on locating your Sponsor.

5   Do I need to schedule an Activation Appointment?

Yes, you need to schedule an activation appointment via the USAccess Assured Identity Scheduler (https://portal.usaccess.gsa.gov/scheduler) just as you scheduled an enrollment appointment. If your card has been delivered to a Light Activation station and it is not listed on the Assured Identity Scheduler, please work with the local POC who manages the station in order to schedule an appointment for activation.

6   What is an Unattended Activation?

This is a self-service process where the Applicant can activate his or her own LincPass/AltLinc at an activation station without the assistance of an Issuer/Activator. This is the default method of activation and you must have the temporary password contained in the email that was sent to inform you that your credential was ready for pick-up to complete unattended activation. If you encounter problems, you should have an Issuer/Activator perform an Attended Activation.

7   What is an Attended Activation?

In an attended activation, the Issuer/Activator assists you with activating your LincPass/AltLinc (as opposed to unattended activation where you perform the activation yourself at an activation station). Use attended activation if your fingerprints could not be captured during enrollment, you do not have/forgot the temporary activation PIN, or if unattended activation failed.

8   What happens if the LincPass/AltLinc was delivered to a location other from where I work?

There may be cases where your LincPass/AltLinc is delivered to a location other than where you work. If this applies to you, please follow the steps below:

1. Contact your Sponsor inform them the LincPass/AltLinc needs to be shipped to another location closer to where you work.
2. The Sponsor will arrange for the card to be sent to the activation station closest to where you work.
3. The Issuer/Activator at the updated credentialing station will inform you that your LincPass/AltLinc can be picked up when it has been delivered.

9   What do I need to bring with me to activate my LincPass/AltLinc?

You will need to bring identification with you, preferably one or all of the documents that you presented at the time of enrollment. You should also bring the temporary password contained in the email that was sent to inform you that your credential was ready for pick-up. The system will prompt you to enter this password when you insert your credential into the card reader during Activation.

10   How long does it take to activate the LincPass/AltLinc?

The LincPass/AltLinc activation appointment takes approximately 15 minutes.

11   What should I do if my LincPass/AltLinc is damaged at delivery?

If your PIV Credential is damaged at any time, you will need to contact your Sponsor or your Agency's Security Officer. In the case where your LincPass/AltLinc is damaged when you first pick it up, the Issuer/Activator will process the LincPass/AltLinc accordingly and send the credential to your Agency's Security Officer for destruction. Contact your Sponsor and provide details on what was damaged. Your

Sponsor will need to request a reprint. You will be notified by email to return to the enrollment center to activate the new LincPass/AltLinc once it is received.

12 What happens if there is incorrect information on the LincPass/AltLinc when I receive it?

Inform the Issuer/Activator that there is a problem. They will process the LincPass/AltLinc accordingly and send the credential to your Agency's Security Officer for destruction. Contact your Sponsor and provide details on what information was incorrect. The Sponsor will then update your information accordingly and process a reprint/reissue request. You will be notified by email to return to the enrollment center to activate the new LincPass/AltLinc once it is received or to complete a re-enrollment. Please be patient as it may take several weeks for the process to be complete.

Please note that there is a character limit of 15 characters for First and Last names. If your name is longer, it may be truncated when printed on the card.

13 What happens if I am unable to complete the activation process?

If the Applicant is unable to complete the activation process, the USAccess logs the event, and the Applicant will be directed to see an Issuer/Activator. The Issuer/Activator flags that the LincPass/AltLinc activation failed, notes the reason why it failed, and aborts the activation process.

The Issuer/Activator will attempt to resolve the problem; if the problem cannot be resolved, they will give the LincPass/AltLinc to your Agency's Security Officer for destruction. You will need to contact your Sponsor and ask that they submit a reprint request. You will be notified by email to return to the enrollment center to activate the new LincPass/AltLinc once it is received