

**USDA HSPD-12
Applicant Enrollment
Frequently Asked Questions (FAQs)**

Prepared for



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Office of Safety Security and Protection (OSSP)**

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Revision Information

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1.0	Unknown	Initial FAQs created
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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 will I know when it is time to enroll? How long does it take to enroll?

You will receive an e-mail with the Subject “Your Sponsorship is complete”. This will have your personal information in it, the name of your sponsor and the next steps that should be taken to register for enrollment.

2 Where can I go to schedule an enrollment appointment?

You can schedule an Enrollment appointment via the USAccess Assured Identity Scheduler. Visit <https://portal.usaccess.gsa.gov/scheduler>.

3 How do I get the phone number of my local enrollment center?

The USAccess enrollment centers do not have publicly accessible telephones. To locate a center near you, access the Find USAccess Centers tool at <https://www.fedidcard.gov/find-usaccess-centers>. The information includes the hosting Agency name, address, hours of operation and whether the site is open to all Agency personnel (Shared) or restricted to the hosting Agency only (Dedicated). You can also link to a map and directions from there.

4 What do I need to do if I want to change or cancel my appointment?

Applicants who wish to cancel an appointment can do so by going to the scheduling tool and selecting the “Find an Existing Appointment” link at the top of the home page. The Applicant would then need to input the confirmation number and follow the appropriate prompts to cancel the appointment. Please note that appointments cannot be modified. Therefore, if an appointment needs to be changed, the existing appointment should be cancelled, and a new appointment should be scheduled in the Scheduler.

5 How do I find the nearest Enrollment Station?

To locate a center near you, please access the Find USAccess Centers tool at <https://www.fedidcard.gov/find-usaccess-centers>. The information includes the hosting Agency name, address, hours of operation and whether it is open to all Agency personnel (Shared) or restricted to the hosting Agency only (Dedicated). You can also link to a map and directions from there. Please note that this list is updated frequently in order to provide the most up-to-date station information throughout the country.

6 Do I have to visit a specific enrollment station?

No. You can use any Shared or USDA Dedicated enrollment station to enroll. However, your LincPass/AltLinc will be delivered to the address your Sponsor specified in your Sponsorship record regardless of the station at which you enrolled.



7 What does “Shared” station mean?

A Shared station can be used by personnel from any agency participating in the GSA MSO USAccess program (USDA is a participating agency). Even if the station is hosted by another shared services department/agency (i.e. DOJ, DOE, GSA, etc.), you may use that station to enroll/activate (note: activation locations are pre-selected by your Sponsor). There are a number of Dedicated stations for use by the host agency only and will be noted as such in the USAccess Assured Identity Scheduler. If a station is a dedicated station hosted by a non-USDA department/agency, you should not schedule an appointment with that station as you will likely have your appointment cancelled.

8 I was forwarded an email from a colleague about enrolling for my HSPD-12 LincPass/AltLinc Credential. Should I enroll?

Please do not enroll for your HSPD-12 LincPass/AltLinc Credential until you personally receive an email from your agency sponsor stating that you have been sponsored. All personnel – employees and contractors – will receive their own communication, so do not forward any emails pertaining to your LincPass/AltLinc. If you have any questions about when you will receive your email, please contact your sponsor or the USDA HSPD-12 Help Desk (USDAHSPD12HELP@USDA.GOV).

9 What if there is not an Enrollment Station near me?

USDA’s goal is to minimize travel time to enrollment stations, but there will be some cases in which an Applicant must travel more than 2 hours to get to an enrollment station.

10 What do I need to bring with me to my Enrollment appointment?

You must present two acceptable forms of identification during your enrollment appointment. For a list of acceptable ID types please select the ‘View Acceptable Forms of ID’ link on the home page of <https://www.fedidcard.gov/>.

11 How long does it take to enroll?

To enroll, you will spend approximately 15 minutes at the USAccess Center you select. Appointments are generally scheduled in 15-minute increments. Barring any system issues (e.g. issue with your identification documents, your record in the USAccess system, etc.), the Registrar should be able to complete your enrollment in 15 minutes. Since this is such a short window, we ask you to be prompt and cancel/reschedule your appointment if you have a scheduling change.

12 What if I do not have one of the required ID documents for Enrollment?

You must have two forms of acceptable ID to enroll, therefore you will need to obtain one of the required documents from the appropriate issuing authority.



13 What if my sponsorship information does not match my ID documents?

When you are notified to enroll, you will be asked to verify your name with what is currently in USAccess. If it is incorrect and does not match your IDs, you will need to notify your sponsor to have your information updated. It may be necessary to fill out an SF-52 name change form with HR.

14 I had an appointment, but received an email saying it was cancelled. Why?

Occasionally a center requests that we cancel appointments due to equipment issues, Registrar availability or station closures. When this occurs, the center will cancel the appointment as soon as possible to alert you that you will need to reschedule.

For up to the minute information regarding the USAccess Service be sure to check the home page of the USAccess Web site as it is updated regularly with advisories regarding Center closings or system related issues that could affect appointments: <http://www.fedidcard.gov/>.

15 How long before I receive my PIV credential?

It can take anywhere from 1 to 6 weeks for your LincPass/AltLinc to be received from the time you have your enrollment appointment. There are several things that can slow or halt the process. To determine whether or not there is an issue, please contact your Sponsor. USAccess role holders can access the Applicant Status Report and determine the status of your credential. You can also contact the USDA HSPD-12 Help Desk for a status on your LincPass/AltLinc. Help Desk can be reached at USDAHSPD12HELP@USDA.GOV or 1-833-682-4675.