

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

Prepared for



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Office of Safety Security and Protection (OSSP)**

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Revision Information

Version	Date	Revision Notes
1.0	Unknown	Initial FAQs created
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3.0	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 or 1-833-682-4675

1 What is a Sponsor?

A sponsor is the individual who substantiates the need for a PIV credential to be issued to an Applicant, enters the Applicant's required sponsorship data elements into the system, and remains aware of the Applicant's status and continuing need for holding a PIV credential. For Employees this is usually someone in HR; for Contractor Employees this may be the COR, COTR, or another designated program official.

2 How do I know who my Sponsor is?

Your sponsor will be listed in the email you receive from USAccess informing you that you have been sponsored and can schedule an enrollment appointment. If your email does not list your Sponsor name; contact the USDA HSPD-12 Help Desk at USDAHSPD12HELP@USDA.GOV.

3 What do I do if my information in my Enrollment notice is incorrect?

Contact your HR Representative/Sponsor to have them update your information before enrolling. This may include you submitting an SF-52 form to HR in order to have your name changed.

4 Can I use a nickname for my LincPass/AltLinc?

If both your sponsorship information and your IDs that you present for enrollment both show your nickname, then you can use it.

5 Can I use my maiden name as my middle name?

If your sponsorship information does not list your maiden name as your middle name but your ID shows your maiden name as your middle name, you may bring your marriage certificate to Enrollment. In this case, you do not need to change your name in your sponsorship information.

6 What if my ID does not contain a middle name?

You can still enroll if your ID does not contain a middle name, but your sponsorship information does (or vice versa).

7 When will I be Sponsored?

Sponsorship starts once all PII has been provided to HR. HR will then reach out to a Sponsor for your region to have the PII entered into EmpowHR (Federal Employees) and Person Model (Contractors/Affiliates/Interns/Volunteers). Once this information has been entered into the HR system, then your USAccess profile will be created.

8 How do I know when I have been sponsored?

You will receive an email from USAccess (HSPD12Admin@usaccess.gsa.gov) informing you that your sponsorship is complete and that you can enroll. If you do not receive this email, contact your Sponsor for your status.

9 How will I know when my sponsorship is complete, and it is time 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.

10 What do I do if my name is not correct in the sponsorship e-mail? Who do I contact?

You will need to contact your sponsor whose contact information is included in the email.

It is important that the name displayed in the system (and is included in the e-mail you received) matches the name that is on your proof of identification documents that you will need to present to enroll and pick up your LincPass/AltLinc. See the List of [Acceptable Forms of ID guide](#).