

USDA HSPD-12 Role Administrator Frequently Asked Questions (FAQs)

Prepared for



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Revision Information

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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 or 1-833-682-4675

1 Why can I not access USAccess?

Please validate the following requirements for USAccess:

1. You must have an active LincPass/AltLinc to access USAccess
2. Make sure the Department Role Administrator has designated you as a Role Administrator. If they have not, contact your Department Role Admin.
3. If you are having trouble logging into USAccess, ensure you have no other USAccess portal browsers open. Close out your browser completely and reopen in a new browser if you are receiving USAccess error messages while logging in.
4. If you continue to have issues, contact the USDA HSPD-12 Help Desk for further assistance.

2 Can I designate other Role Administrators in USAccess?

The system does not allow this to happen. Please contact the Department Role Administrator to have the role administrator designated to a person.

3 I am trying to assign a Sponsor role in USAccess, but the system is not allowing this. Why?

You will not be able to apply an employee with a USAccess Role if this person has a Terminated/Suspended LincPass/AltLinc Issuance status.



4 In the USAccess System, which role holders can perform dual roles?

- Registrars can be Issuer/Activators
- Role Administrator and Security Officer cannot hold any other roles
- Sponsors can be Adjudicators, but not for the same person
- The Separation of Duties Matrix is detailed below:

	Role Administrator	Sponsor	Adjudicator	Security Officer	Activator	Registrar	Report Viewer	CIT Operator
Role Administrator	X						X	X
Sponsor		X	X				X	X
Adjudicator		X	X				X	X
Security Officer				X			X	X
Activator					X	X	X	X
Registrar					X	X	X	X
Report Viewer	X	X	X	X	X	X	X	X
CIT Operator	X	X	X	X	X	X	X	X

5 How do I view the employees for whom I have assigned USAccess Roles?

In the USAccess Reports portal, the Role Assignment Report will list all USDA employees who have an assigned USAccess Role. This report output is a CSV excel spreadsheet that can be filtered by:

- First Name/Last Name
- USAccess Role
- USAccess EID
- USDA Sub-agency

6 A USAccess Role Holder account is locked, why is this?

As the Role Admin for your agency, you are required to unlock role holder accounts who have not logged in to USAccess within the past 90 days. Please proactively communicate with your Agency Role Holders to ensure that they log in to USAccess to avoid being locked out.

In the event that a Role Holder is locked out, the **Agency Role Admin** must perform the following steps to unlock their account:



1. Log in to the **Roles Admin Portal** to reset the role holder's account.
 - a. A message appears after selecting the role holder from the **Roles Admin Portal** indicating the person cannot log in.
 - b. The **Agency Role Admin** will see the last log in in the **Last Login Date** field. If the role holder has never logged in, value displays as **NEVER**.
2. To reset **the Login Unlock Date** to today and allow role holder to log in, click **Reset Date**.
3. A confirmation message will display. The **Agency Role Admin** clicks **YES** to set Login Unlock Date to today's date, or **No** to exit and not unlock/reset the date.