

**USDA HSPD-12 SECURITY OFFICER
Frequently Asked Questions (FAQs)**

Prepared for



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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 General Security Officer FAQs

1.1 Does a Security Officer (SO) have to have a LincPass to perform their duties?

Yes. USAccess is mandatory PIV login. The Security Officer must take the GSA Online Training, along with the EmpowHR Adjudicator training on AgLearn. Once the training has been completed, the Role Administrator will grant the Security Officer role.

1.2 If a cardholder lost their LincPass/AltLinc, what will be used in the mean time?

A site badge can be issued for physical access. Applicants should contact their agency's IT group for instructions on obtaining logical access.

1.3 What should the SO do with a found LincPass/AltLinc?

1. Log the found LincPass/AltLinc
2. Identify owner
3. Return directly if the owner is in same building or within their agency; otherwise securely send to the address on back of the LincPass/AltLinc
4. Log the return action

1.4 How should a LincPass/AltLinc be sent?

Via certified, registered mail or via FedEx, UPS, etc.

1.5 Can the Applicant Status Report be distributed?

No, due to PII issues, you cannot electronically or physically transmit information from the Applicant Status Report to someone else unless the PII is redacted or removed.

1.6 Who is responsible for destroying the LincPass/AltLinc?

It is the Security Officer's responsibility to physically destroy the credential and mark it as destroyed in USAccess. However, the Sponsor is also able to mark it as destroyed in the USAccess Sponsor portal by triggering a Card Action with the reason for the Card Action is LOST. Each agency should discuss options with the Security Officer and Sponsor and then develop procedures (using the LincPass destruction guide as a reference at <https://hspd12.usda.gov/training.html>) to properly destroy and log the destruction of the credentials.



1.7 Who do we contact if we have suggestions for the USAccess Security Officer portal or procedures?

You can contact the USDA HSPD-12 Help Desk if you have any questions, suggestions, concerns, or issues that you would like to address.

1.8 Why can I not access USAccess?

Please validate the following requirements for accessing USAccess:

1. You must have an active LincPass/ AltLinc to access USAccess.
2. Make sure the role administrator has designated you as a Security Officer. If they have not, contact your Role Admin for your agency.
3. If you are having troubles 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, you can contact the USDA HSPD-12 Help Desk for further assistance

2 LincPass Status Changes

2.1 What are the differences between the Suspending and Revoking a LincPass/AltLinc?

Suspending a LincPass/AltLinc disables it temporarily so that the credential can be used again after reactivation. Revoking a LincPass/AltLinc permanently revokes the card so that it can never be used again. Should the Applicant require a LincPass/AltLinc after card termination, the Sponsor of record should trigger a card Reprint action.

2.2 What is the timeframe to suspend a LincPass/AltLinc, versus immediately revoking it?

If the cardholder knows their LincPass/AltLinc was stolen, the Security Officer should revoke it immediately. If it was lost or misplaced, the Security Officer should suspend it within 1-2 business day of being notified by the cardholder. If the LincPass is not recovered within 3 days of being reported lost, the Security Officer will terminate the credential.

2.3 How do we know when to suspend an applicant who is on leave or left the agency for a period of time?

This is up to agency discretion. If you have seasonal employees that you know will return, you may want to suspend the card, and then reactivate it when the employee returns.

2.4 If an applicant is suspended, what should we do with the physical LincPass/AltLinc?

The LincPass/AltLinc needs to be kept by the Security Officer in a secure area. The Security Officer will need to keep a log of all collected LincPass/AltLinc credentials. A good practice would be to keep inventory every six months of the suspended LincPass/AltLinc credentials to make sure the cards have been accounted for.

3 Document Referral and Biometric Duplicate Flags

3.1 Where does the Security Officer go to clear records flagged for ID doc referrals or biometric duplicates?

The Security Officer can clear flagged records within the USAccess Security Officer web portal <https://portal.usaccess.gsa.gov/aisso/> under the Security Officer Tools screen. Once this screen is accessed, search the list of names for the applicant who has the flagged documents notice on the applicant's profile. Documents can also be reviewed in the applicant's record.

3.2 What if there is a discrepancy between the biographical data and ID documents of an applicant, such as no middle name?

If I-9 documents are flagged for issues related to middle name discrepancies, such as No Middle Name (NMN), then the flagged issues can be cleared. The documents are valid regarding middle name flags, as long as the applicant's first and last name match.

3.3 How can you tell if a driver's license looks fraudulent?

Contact your Agency's lead Security Officer. USDA has purchased manuals that help identify IDs from different states and distributed them to each of the agencies' lead Security Officers.

3.4 Can a flag be placed on the secondary I-9 document?

Yes, either of the I-9 documents presented at Enrollment can be flagged; therefore, the Security Officer should be careful to check both documents when the record is flagged.

3.5 What is the meaning of the "Duplicate?" question in the biometric duplicate clearing screen?

This is asking if the record you are reviewing is indeed a valid duplicate. If it is, click the "Yes" button; if it is not a valid duplicate, check the "No" button. Be VERY sure of the answer you submit, as there is no way to "undo" the action once submitted. Reach out to the USDA HSPD-12 Help Desk in this case of an actual duplicate record that belongs to a non-USDA agency.

3.6 What is the meaning of the "This is a re-enrollment..." note in the duplicate screen?

This indicates that the applicant has re-enrolled due to a reissue request. The system wants you to verify that they DO have a duplicate in the system as their biometric record was entered into the system upon initial enrollment. If they are re-enrolling, then they SHOULD have a duplicate in the system but the USAccess EID will match on each 'Duplicate' enrollment record.

3.7 How do you know if this is the initial enrollment versus a re-enrollment?

If this is the initial enrollment, you will not see the "This is a re-enrollment..." note. In addition, if you reference the CARD_ID column in the Applicant Status Export Report, it will be blank for this applicant. If



this was a re-enrollment, the CARD_ID column will display a number. This number corresponds to the number of cards issued to the Applicant thus far.

3.8 What happens to a record if you validate that the flag is valid?

The issuance process will stop for this applicant and their record will not be accessible for further review. Therefore, it is very important that you are sure that a flag is valid before recording it in the system. If you validate a flag in error, you must call the USAccess help desk (Email: USAccess.Helpdesk@perspecta.com; Phone: 1-866-493-8391) to have them “unlock” the record or the applicant will be required to re-enroll and provide updated enrollment documentation.

3.9 What are the meanings of the various statuses listed in the “Duplicate Check” column of the Applicant Status Report?

- Unknown – Applicant has not enrolled yet
- Duplicate Cleared – Flagged applicant record has already been cleared; no further action required
- Duplicate Confirmed – Flagged applicant record has been confirmed as a duplicate by the Security Officer; no further action required
- Duplicate Found – Applicant record has been flagged; Security Officer needs to review it
- No Duplicate Found – Applicant enrolled and there were no flags found; no action required

3.10 How do I re-determine a duplicate flag?

In the Security Officer portal, there is a Security Officer Utility tab. If there was a previous duplicate decision made, the Security Officer can click on the resubmit duplicate. Once clicked, the applicant’s record will go back to the duplicates section to make a re-determination.