

Personal Identity Verification II (PIV-II) Employee On-Boarding in Payroll Personnel

Prepared for



**United States Department of Agriculture
Office of Homeland Security and Emergency
Coordination
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Revision Information

Version	Date	Revision Information
1.0	12/10/2008	Initial Draft
2.0	4/25/2008	Updated page headers and formatting, card shipping code selection information, ACP screen shots, and help resources; added FAQ section
3.0	6/4/2008	Added card shipping code selection for mobile stations and notes that records of non-US citizens are not currently being processed
3.1	7/16/2008	Added additional FAQ, updated business process flow diagram
3.2	8/14/2008	Updated sponsor screens; added instructions for applicants who do not have email addresses. Moved all FAQ to the Sponsor FAQ document on the USDA LincPass website
4.0	2/04/2009	Update of Sponsorship Screens
4.1	8/27/2009	Update of Sponsorship Screens- Card Pickup Address
4.2	12/27/2010	Removed ACP section D; pgs 11-16



How to Use this Guide

This guide provides instructions for HR personnel acting as HSPD-12 Sponsors and Adjudicators to initiate the LincPass issuance process for Payroll Personnel-based Employee Applicants. This guide will detail how to prepare and submit Employee Applicant records to the General Services Administration (GSA) HSPD-12 system, called USAccess, in order to Sponsor and Adjudicate the Employee. When finished with this process HR Personnel will have:

- Selection and preparation of Employee Applicant data for submission to USAccess
- Completion of Sponsorship for the Applicant
- Completion of Adjudication for the Applicant
- Submission of all data to USAccess so that the Applicant can then enroll

The first half of this guide provides a high level overview of where on-boarding fits into the overall LincPass issuance process as well as an on-boarding process workflow. The second half of this guide provides step by step instructions and screen shots detailing how to prepare the data, Sponsor and Adjudicate the Applicant, and submit all the data to USAccess.

If you need help or additional information, please see the contact list below:

USDA HSPD-12 LincPass Website Sponsor Page: <http://hspd12.usda.gov/Sponsor.html>

USDA HSPD-12 Help Desk:

- Toll Free: 888-212-9309, Local: 703-245-7888
- Email: usdahspd12help@dm.usda.gov

Payroll Personnel for technical questions/issues with PayPers):

- Call the Operations and Security Center (OSC) Help Desk at 1-800-767-9641

eAuthentication Help:

- <http://www.eauth.egov.usda.gov/eauthHelp.html>

USAccess Help Desk (for USAccess system questions/issues)

- Toll Free: 866-493-8391
- Email: usaccess.helpdesk@hp.com

GSA MSO Help Desk (general policy questions)

- Phone: 202-501-4740
- Email: hspd12@gsa.gov

Note: The Frequently Asked Questions section has been integrated into the [Sponsor FAQ](#) document on the USDA HSPD-12 website's "FAQ" page.

Part I: Overview and Business Process

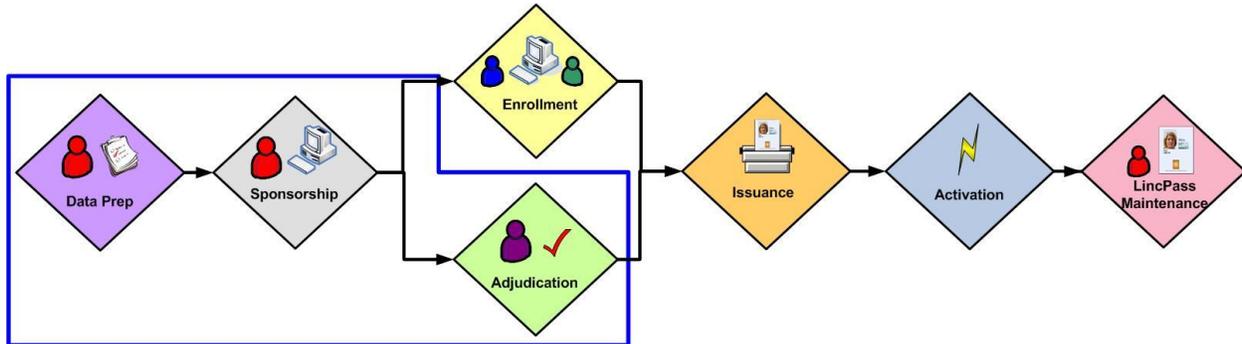


Figure 1: LincPass Issuance Process

A. On-boarding Process Overview

The objective of this process is to select and prepare Employee data so that upon submission, it conforms to the data requirements set forth by USAccess. The On-Boarding process involves the following:

- HR personnel select records to prepare and then review and update data in USAccess
- HR personnel “complete” sponsorship of the Applicant in USAccess and provide Adjudication information
- Employee receives notice to enroll at an Enrollment Station

Prerequisites:

Prior to performing any actions in the On-Boarding process, Sponsors and Adjudicators must meet the following prerequisites:

- Sponsored in USAccess
- Successfully completed the USAccess Sponsor or USAccess Adjudicator (whichever is appropriate for your role) training in GSA’s GoLearn
- Designated as a Sponsor or Adjudicator (whichever is appropriate for your role) in USAccess by your Agency Role Administrator
- Received your USAccess user name and password

B. On-Boarding Business Process

B (i). Business Process Workflow

The figure below details the business process for on-boarding an Employee; it assumes a Background Investigation (BI) has been initiated and at least the Federal Bureau of Investigation (FBI) Fingerprint Check has been favorably adjudicated.

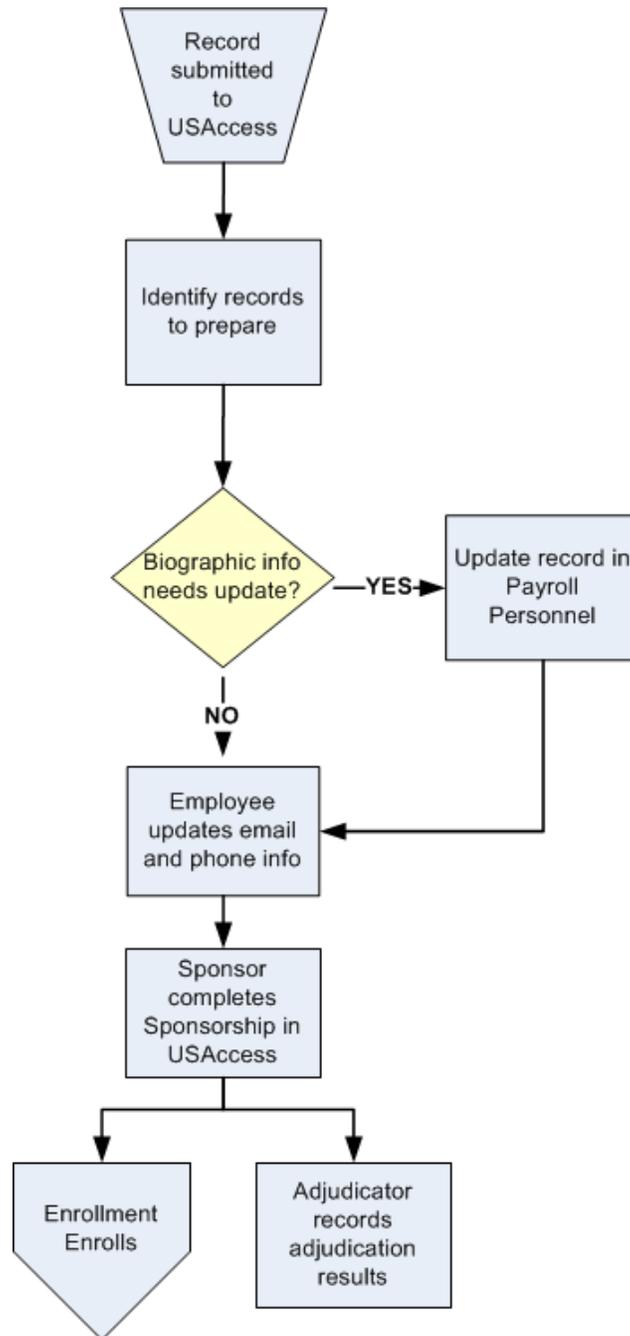


Figure 2: Business Process



EMPLOYEE ON-BOARDING IN PAYROLL PERSONNEL

Sponsor identifies the new Employee record and checks if they already have a BI on file. A minimum of a NACI (National Agency Check with Inquiries) is required for complete LincPass issuance.

1. If the Employee's record requires updates (i.e. to Name and citizenship status), Sponsor makes the updates in Payroll Personnel. *If this is a new Employee, HR will create their HR record for the first time.*
2. The Employee verifies (and if necessary, updates) their business phone number and email address using eAuthentication.
3. The record is submitted to USAccess.
4. In USAccess, Sponsor verifies the submitted data and completes the required Sponsorship fields.
5. The Employee receives an Enrollment email notice instructing them to enroll. At the same time, the Adjudicator enters the BI adjudication results into USAccess**.

**If the Employee does not have a BI or record of it cannot be found, the BI should be initiated. Once at least the FBI Fingerprint Check is favorably adjudicated, the results can be entered into USAccess (Step 7) and a card will be printed. When the full BI results are favorably adjudicated, the Adjudicator can update the Employee's record in USAccess.

B (ii). Additional Business Process Rules

1. Role Separation – Every record must be sponsored and adjudicated by two *different* people. While a Sponsor can hold the Adjudicator role (and vice versa), a single person cannot perform both actions on the same Applicant record. Records sponsored and adjudicated by the same person will result in sponsorship being incomplete; thereby preventing the Applicant from enrolling.
2. Role Designation – Every Sponsor and Adjudicator must be designated in their role in USAccess by the agency's Role Administrator. Role Holders will not be able to access USAccess until they are designated.
3. Authoritative Data Source – Payroll Personnel serves as the authoritative data source for all the biographic and sponsorship information except for what is supplied in Step 6 in the above workflow. Therefore all changes to this data must be made in Payroll Personnel (or eAuthentication for email address) and not USAccess. Any data not supplied in Step 6 must be changed directly in USAccess will be overwritten by what is currently in Payroll Personnel.

Part 2: Detailed Instructions

A. Select Records to Sponsor

The first step in the process is to identify Employee records in need of sponsorship in USAccess. HR personnel should prioritize the records based on the following criteria:

- Enrollment Station location: Applicants need to utilize an operational Enrollment Station for Enrollment, so until the deployment of all Enrollment Stations is complete, HR personnel should focus on preparing records for Applicants located near currently deployed stations.
- Active Employees: From the employees located near an Enrollment Station, identify the Active employees who require a LincPass.
- US Citizens: Identify active employees that are US Citizens as USAccess currently does not accept records for non-citizens.

B. Verify and Update Records in Payroll Personnel

To complete this section, HR Personnel and Employees will need to verify and update the following through the appropriate front-end system (e.g. EPIC) that feeds Payroll Personnel:

- Employee Status
- SSN
- First Name
- Middle Name
- Last Name
- Citizenship Status
- Business Email Address
- Business Phone Number
- Date of Birth
- Suffix

C. Update Employee Business Email/Phone via eAuthentication

Once an Employee's information is verified and updated in Payroll Personnel, the Sponsor should send the instructions in this section to the Employee to verify and if necessary, update their business email and phone number through eAuthentication.

If the Applicant has a work email address, it should be up to date so that they can receive emails from USAccess and can use the digital signature and encryption certificates on the card. If their record does not have an email address, but the Employee does have a work email address, be sure to update the record so that it is included.

If the Applicant does not have a work email address (and does not have the need for one), the Sponsor will need to indicate in USAccess that the Applicant does not have a work email address and that only 2 of the 4 digital certificates are required. This step will need to be performed in USAccess after the record has been sent to USAccess. See Section E for information on how to do this.

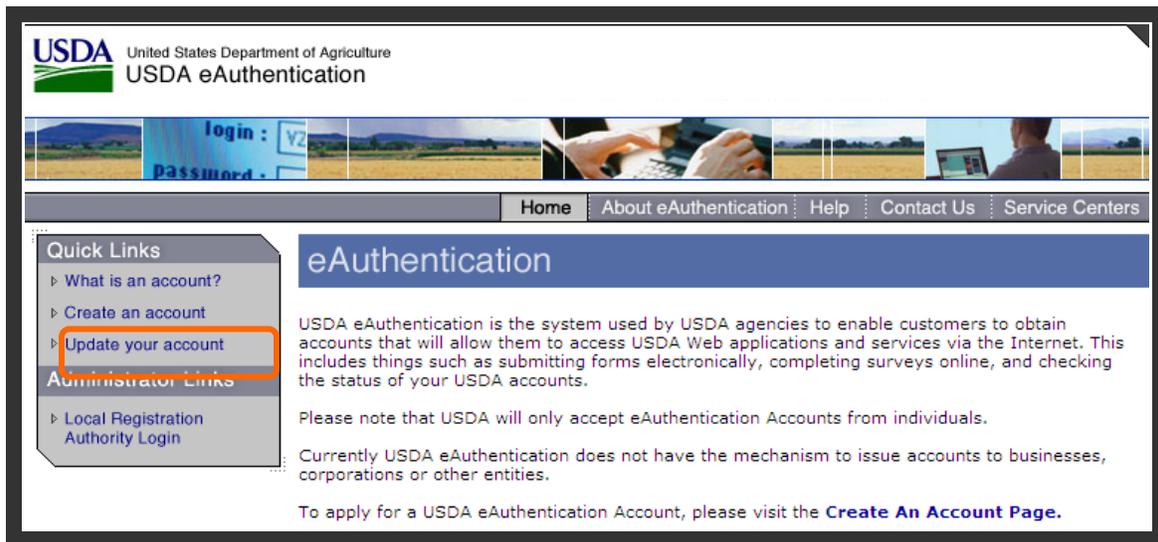


Figure 3: eAuthentication Screen

Step 1. Browse to <http://www.eauth.egov.usda.gov>

Step 2. Click on **Update Your Account**.

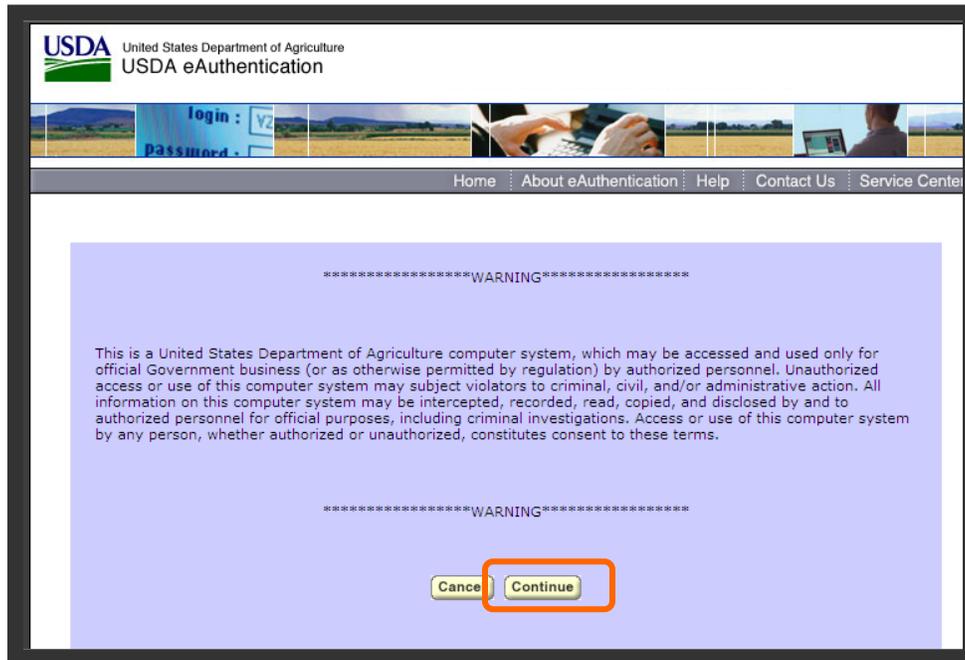


Figure 4: eAuthentication Warning Screen

Step 3. Click **Continue** at the purple *Warning* screen.

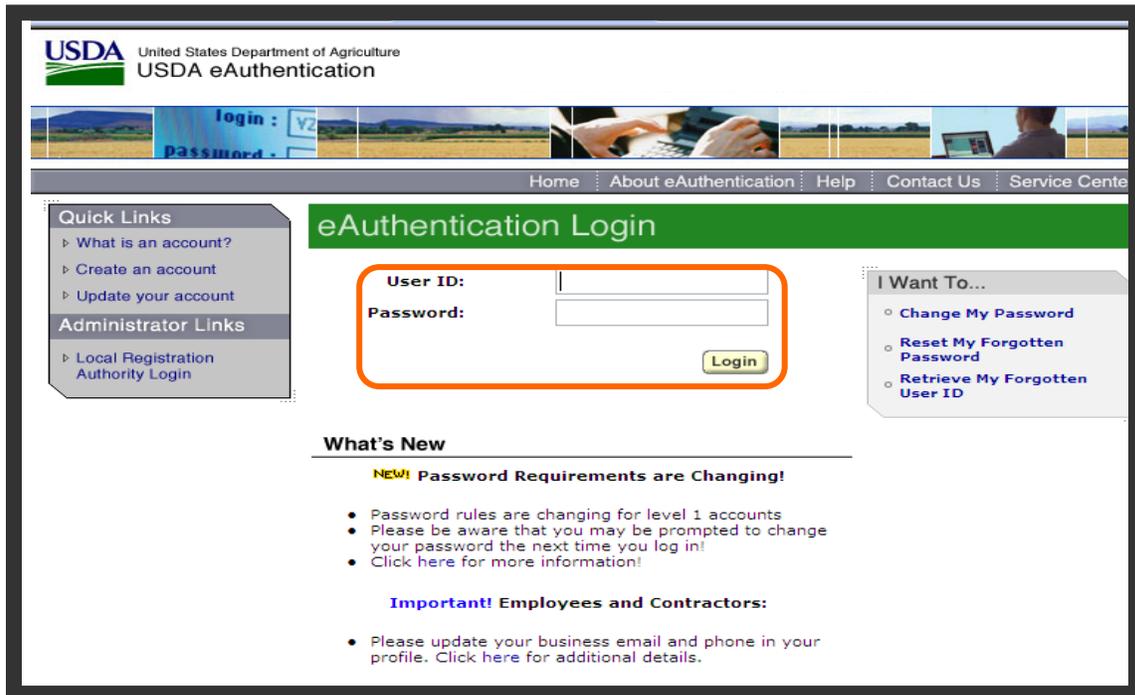


Figure 5: eAuthentication Login Screen

Step 4. Log in with your eAuthentication User ID and password. The **Welcome to IdentityMinder** screen will display.

Note: The Employee **MUST** have an Employee eAuthentication account (not a webuser or other type of account) in order for the email address in eAuthentication to be used for the Employee's Sponsorship record.

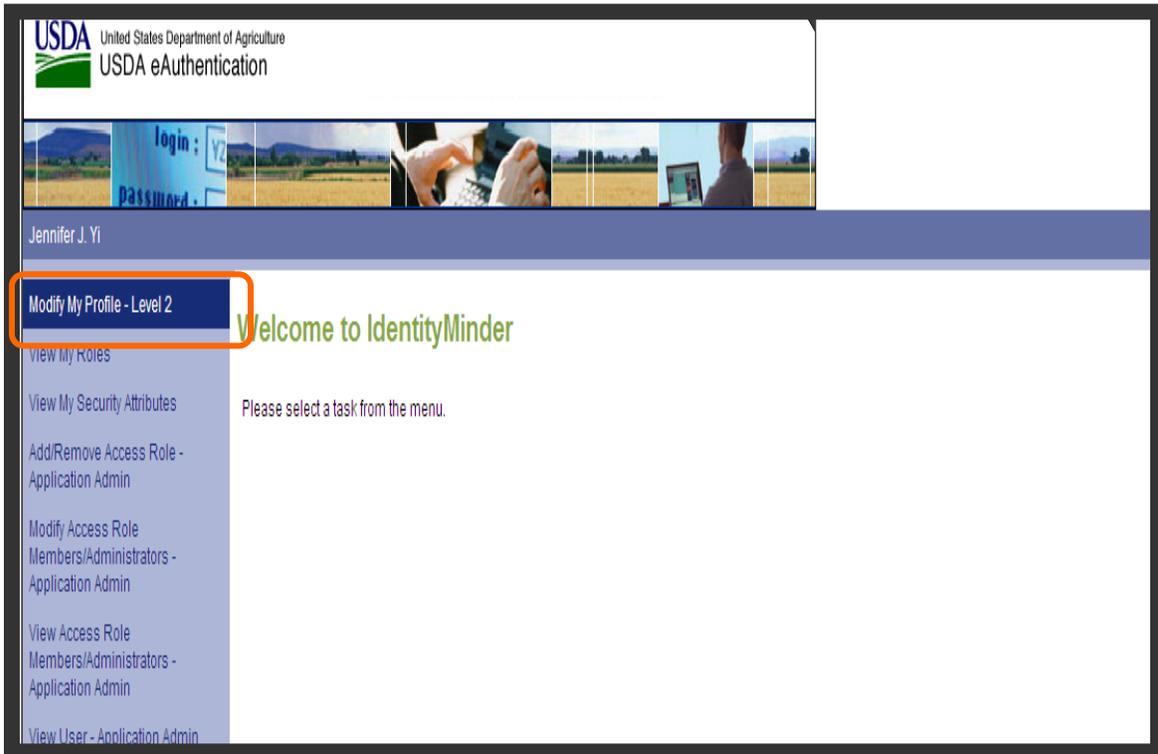
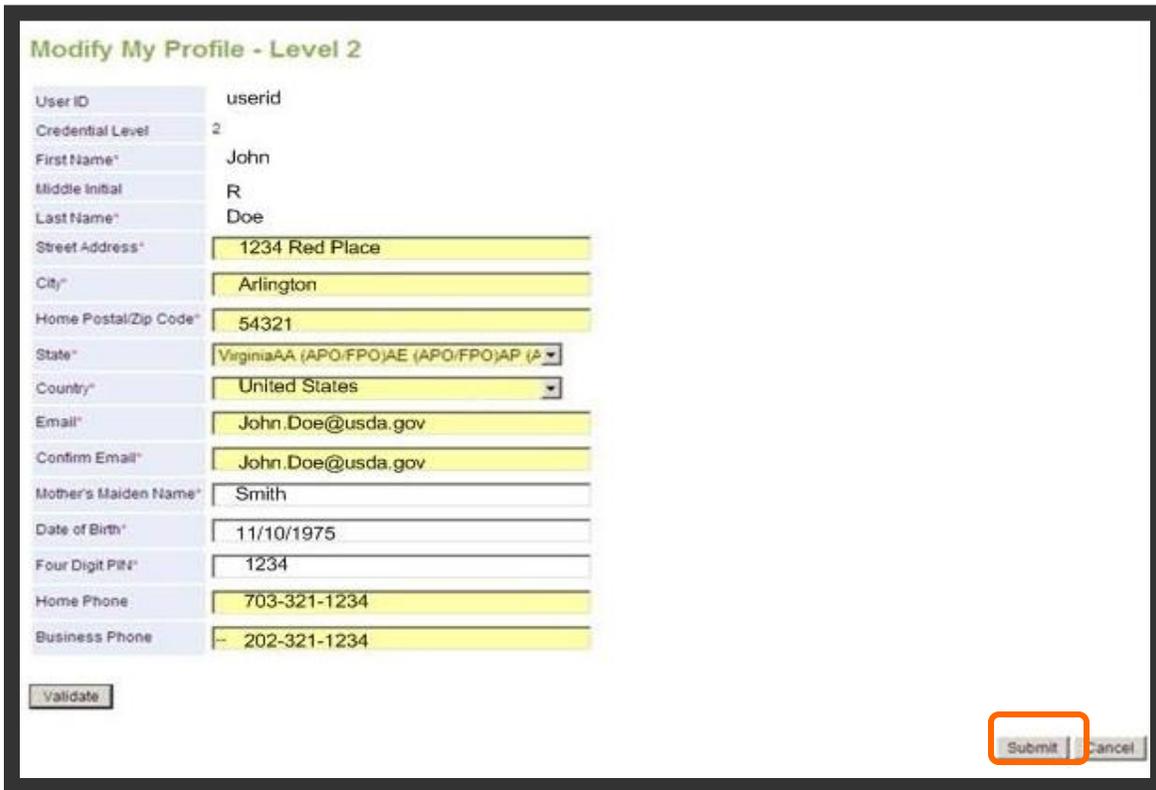


Figure 6: eAuthentication Welcome Page

Step 5. Click on Modify My Profile.



Field	Value
User ID	userid
Credential Level	2
First Name*	John
Middle Initial	R
Last Name*	Doe
Street Address*	1234 Red Place
City*	Arlington
Home Postal/Zip Code*	54321
State*	VirginiaAA (APO/FPO)AE (APO/FPO)AP (A
Country*	United States
Email*	John.Doe@usda.gov
Confirm Email*	John.Doe@usda.gov
Mother's Maiden Name*	Smith
Date of Birth*	11/10/1975
Four Digit PIN*	1234
Home Phone	703-321-1234
Business Phone	202-321-1234

Buttons: Validate, Submit, Cancel

Figure 7: eAuthentication Modify My Profile

Step 6. Make desired changes in the online form, and then click the **Submit** button in the bottom right corner to save the information.

Step 7. You may now click on **Logout** (in the upper right corner) to log out.

Note: It may take up to a day for changes made in eAuthentication to appear in the USAccess.

D. Completing Sponsorship in USAccess

Once the Employee's record has been submitted to USAccess, the Sponsor must log into USAccess to verify and complete Sponsorship for the Employee. The Sponsor will ensure that the following fields are completed in USAccess in order to Sponsor the Employee:

- PIV Card Required
- Federal Emergency Response Official Status
- Card Shipping Address
- Country of Citizenship
- Birth Country
- Birth City

Prerequisites:

- You have been sponsored in the USAccess system
- You have taken the USAccess Sponsor Training
- You have been designated as a Sponsor by your Agency Role Administrator
- You have access to and a user ID and password for USAccess system.

* Note: Some Applicant information has been removed or altered from the following screenshots to protect privacy information

D (i). Verify Applicant Biographic Information

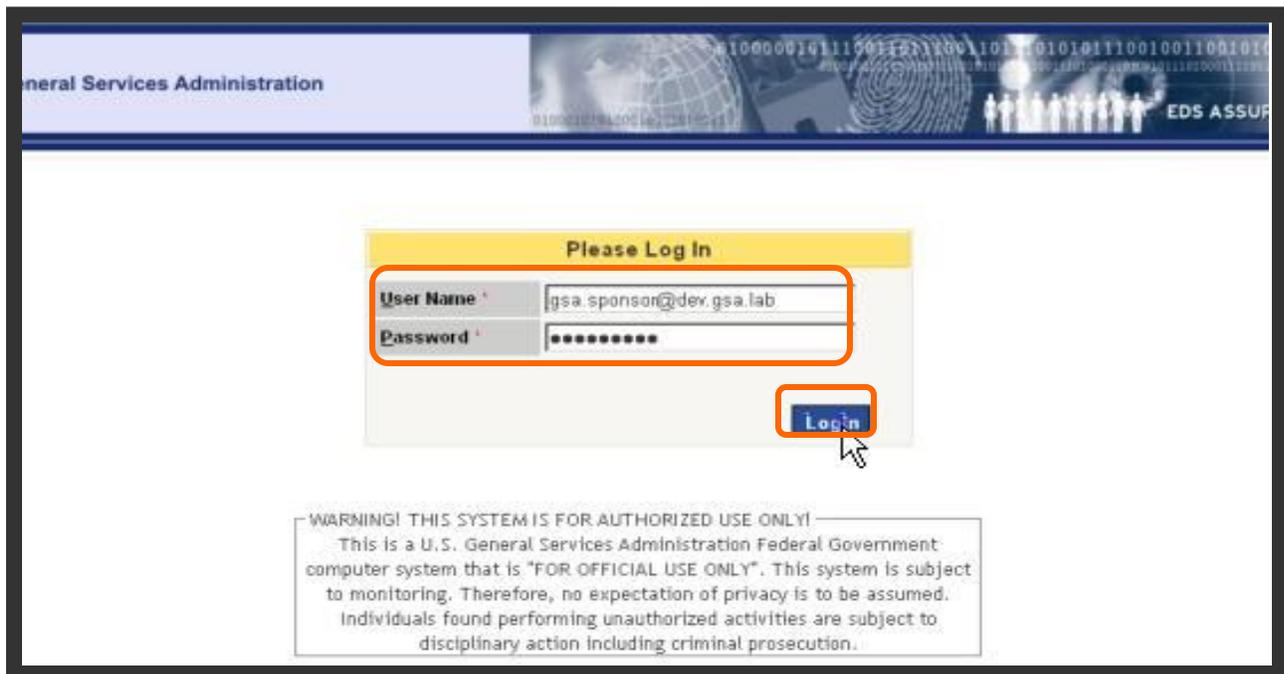


Figure 8: USAccess Log In Screen

Step 1. On the Log In screen, type in your user name in the **User Name** field.

Step 2. Type in your password in the **Password** field.

Step 3. Click the **Login** button to log in.

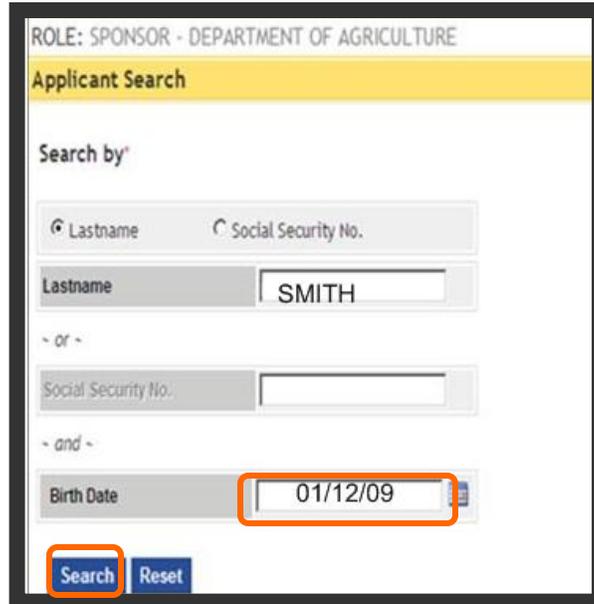


Figure 9: Applicant Search Screen

Step 4. Type in the Applicant's last name or Social Security Number.

Step 5. Type in the Applicant's birth date or click on the calendar icon next to the **Birth Date** field to select a date from the calendar.

Step 6. Click the **Search** button to begin the search.

ROLE: SPONSOR - DEPARTMENT OF AGRICULTURE

Applicant Search @fedidcard.gov Logout

Search by*

Lastname Social Security No.

Lastname

~ or ~

Social Security No.

~ and ~

Birth Date

ID	Last Name	First Name	Birth Date	Social Security	Email	Status		
REGISTERED							<input type="button" value="View Applicant"/>	<input type="button" value="Edit Sponsorship"/>

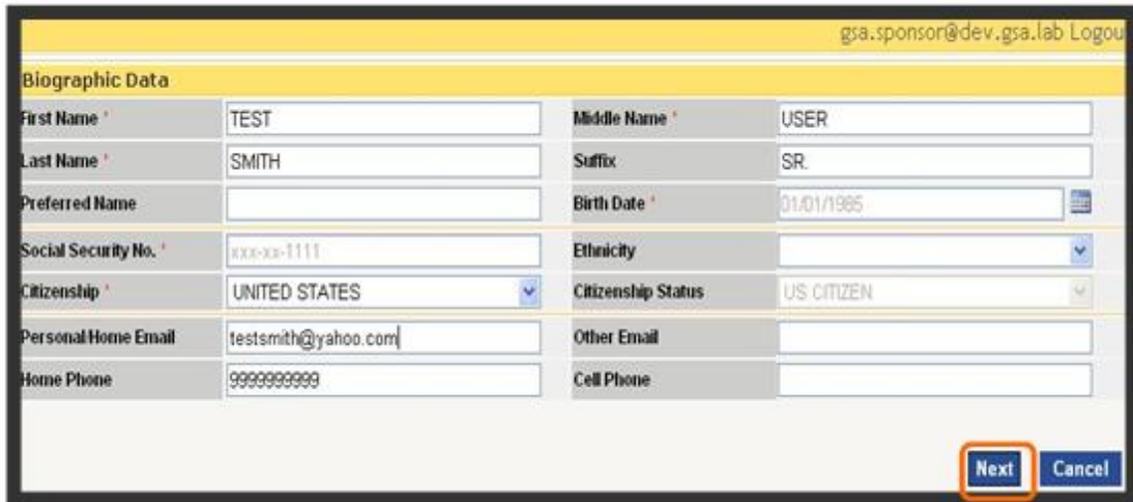
Figure 10: Search Results Screen

Step 7. When the search result appears, click on **View Applicant** to view Applicant’s Biographic Data.

Step 8. Verify the following required fields have current and correct information.

- First Name
- Middle Name
- Social Security Number
- Birth Date
- Citizenship

*Currently, USAccess can only accept applicants with United States Citizenship.



gsa.sponsor@dev.gsa.lab Logout

Biographic Data

First Name *	TEST	Middle Name *	USER
Last Name *	SMITH	Suffix	SR.
Preferred Name		Birth Date *	01/01/1965
Social Security No. *	XXX-XX-1111	Ethnicity	
Citizenship *	UNITED STATES	Citizenship Status	US CITIZEN
Personal Home Email	testsmith@yahoo.com	Other Email	
Home Phone	9999999999	Cell Phone	

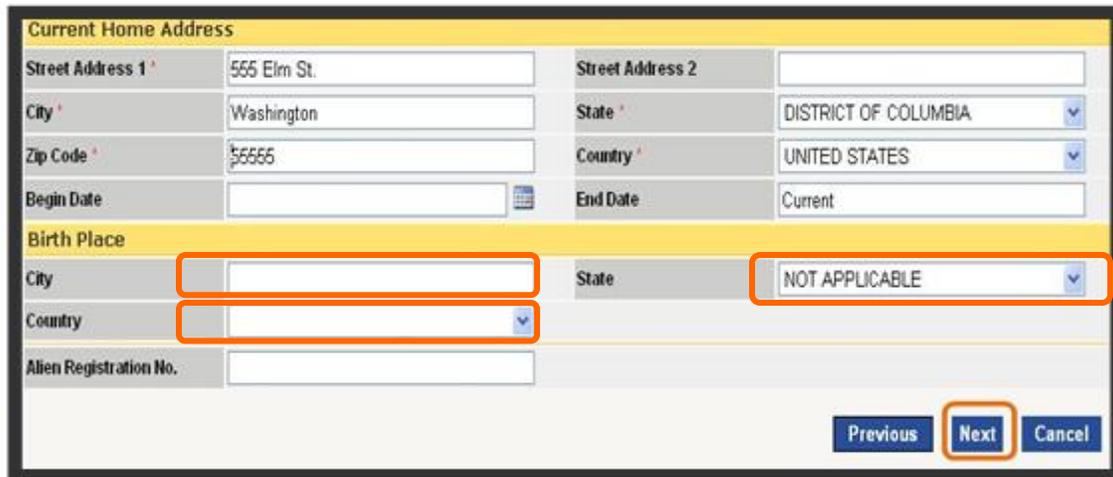
Next **Cancel**

Figure 11: Applicant Biographic Data Screen

Step 9. If any of the information is incorrect, missing, or needs updating, enter in the information next to the field names.

Note: Please be aware that changes to Biographic data must be made in Payroll Personnel and not from USAccess.

Step 10. Click on **NEXT** to go to the next screen



Current Home Address			
Street Address 1 *	555 Elm St.	Street Address 2	
City *	Washington	State *	DISTRICT OF COLUMBIA
Zip Code *	55555	Country *	UNITED STATES
Begin Date		End Date	Current
Birth Place			
City		State	NOT APPLICABLE
Country			
Alien Registration No.			

Figure 12: Applicant Address Data Screen

Step 11. Verify the following fields have current and correct information. Home Address is not required for Sponsorship:

- Current Home Address
- Street Address 1
- City
- State
- Zip Code
- Country

Step 12. Birth Place- Enter the **City, Country, and State.**

Note: The **Birth Place** information is not required for the Sponsorship screen.

Step 13. Click **NEXT** to go to the next screen.



Figure 13: Applicant Alias Data Screen

Step 14. This is an optional screen if the applicant goes by another name.

Step 15. Click **NEXT** to go the next screen

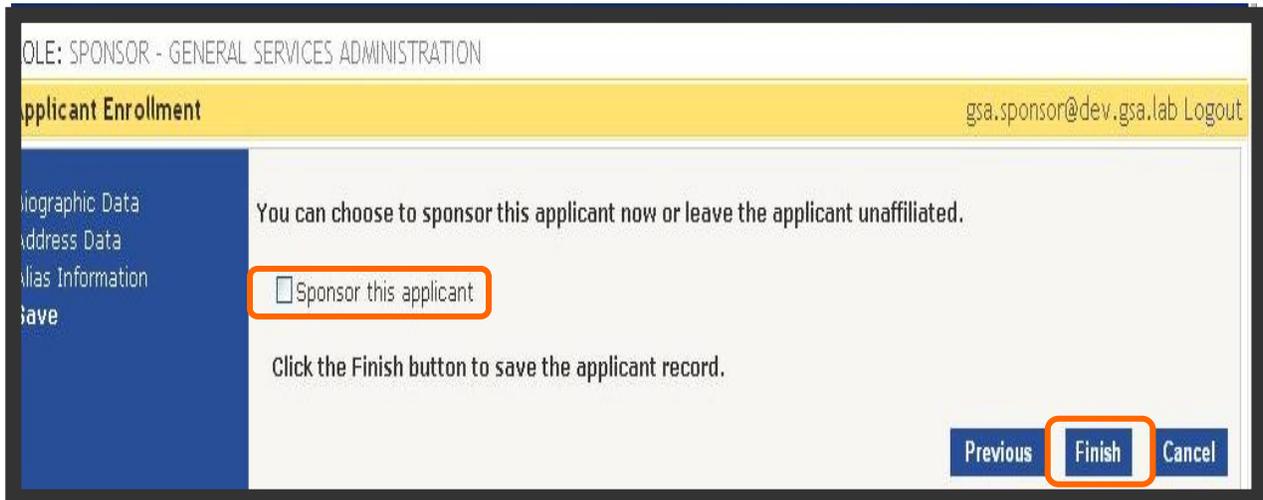
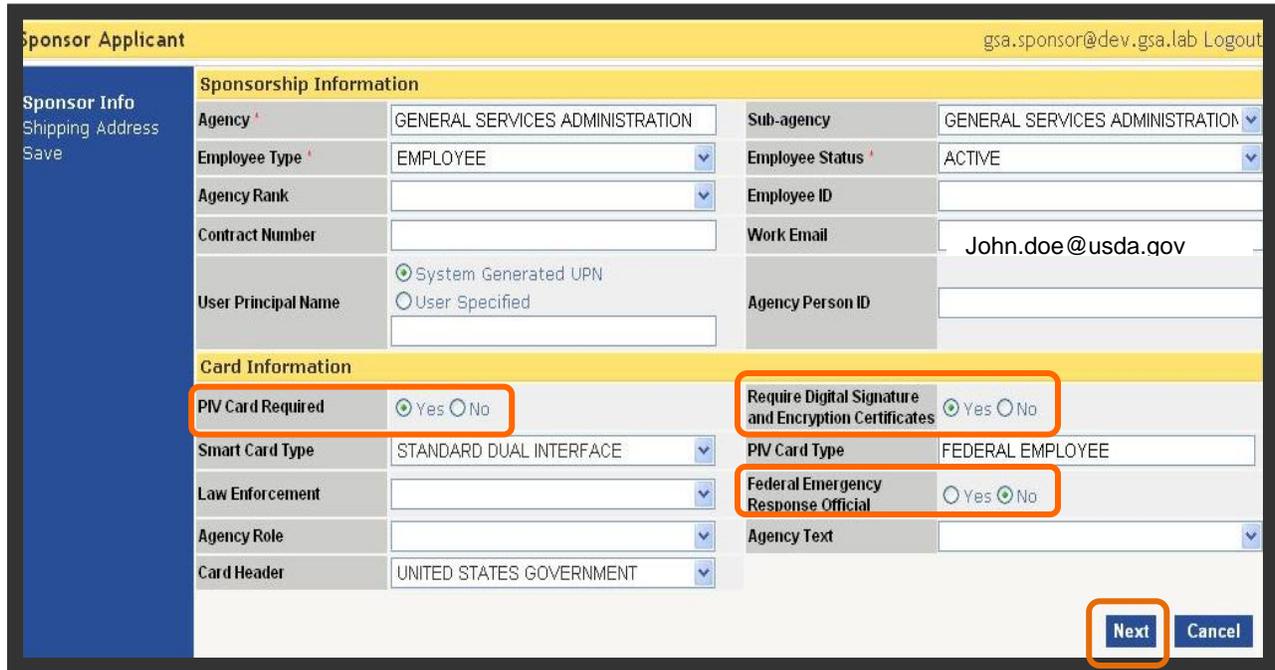


Figure 14: Applicant Save Record Screen

Step 16. Mark the **SPONSOR THIS APPLICANT**.

Step 17. Click **FINISH** to save the record

D (ii). Complete Applicant Sponsorship



Sponsor Applicant gsa.sponsor@dev.gsa.lab Logout

Sponsorship Information

Agency *	GENERAL SERVICES ADMINISTRATION	Sub-agency	GENERAL SERVICES ADMINISTRATION
Employee Type *	EMPLOYEE	Employee Status *	ACTIVE
Agency Rank		Employee ID	
Contract Number		Work Email	John.doe@usda.gov
User Principal Name	<input checked="" type="radio"/> System Generated UPN <input type="radio"/> User Specified	Agency Person ID	

Card Information

PIV Card Required	<input checked="" type="radio"/> Yes <input type="radio"/> No	Require Digital Signature and Encryption Certificates	<input checked="" type="radio"/> Yes <input type="radio"/> No
Smart Card Type	STANDARD DUAL INTERFACE	PIV Card Type	FEDERAL EMPLOYEE
Law Enforcement		Federal Emergency Response Official	<input type="radio"/> Yes <input checked="" type="radio"/> No
Agency Role		Agency Text	
Card Header	UNITED STATES GOVERNMENT		

Next **Cancel**

Figure 15: Applicant Information Sponsorship Screen

Step 1. USAccess will direct you to the Sponsorship information page.

Step 2. Verify the following required fields have current and correct information:

- Agency
- Employee Type
- Employee Status
- Work Email Address

Step 3. Set PIV Card Required to **YES**.

Step 4. If the applicant is a Federal Emergency Response Official set the button to **YES**.

Step 5. If the applicant does not have a work email address (and has no need for one), click **NO** under **Require Digital Signature and Encryption Certificates**.

Note: The address selected is where the card will be delivered, but does not dictate where the Applicant will enroll. Applicants have the choice to enroll at any station of their choosing.

Step 6. Click **NEXT** to go the next screen.

Figure 16: Applicant Information Sponsorship Screen

Step 7. Click on the **State** field drop down next to the **SELECT ADDRESS** field to choose the card shipping address.

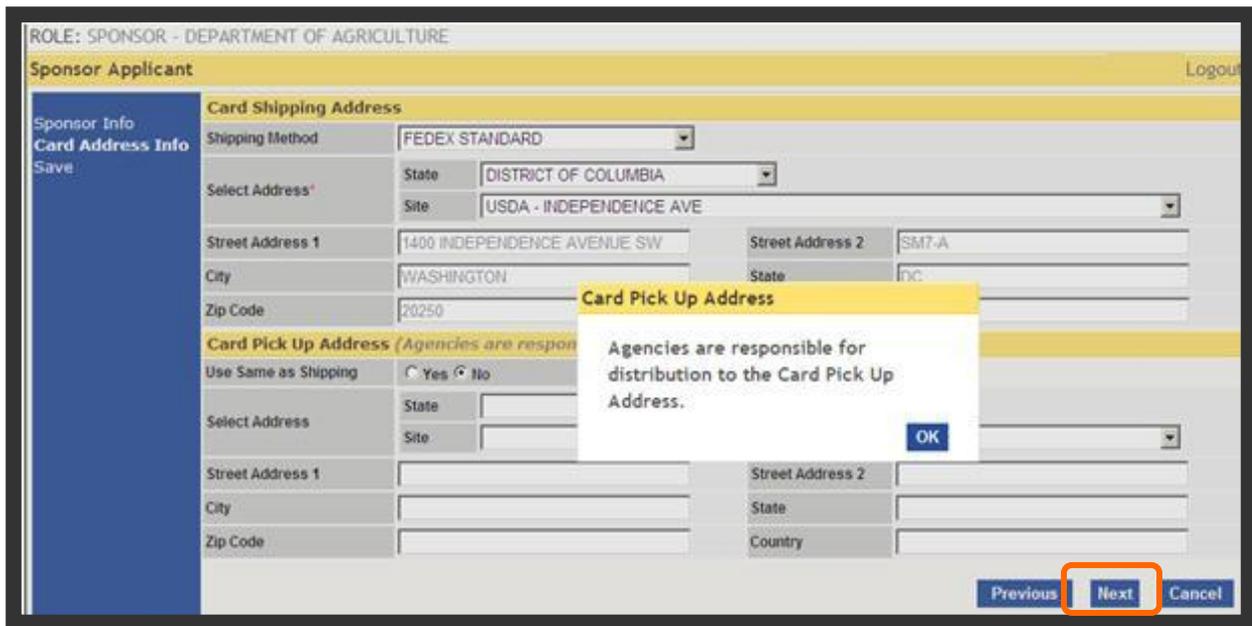
Step 7a. If the Applicant’s work location is in an area that is not serviced by a credentialing center, please select “DC” as the state and then “USDA - Central Ship-To” in the Site list in order to assign the central shipping code. Applicants with the central shipping code will have their LincPass delivered to DC then forwarded to the nearest Light Activation station through the central distribution process.

Step 8. When you identify the **State**, click on the **Site** field. The **Site** field will list all the enrollment/activation stations. Once the location has been selected, all the other information (specific address) will populate.

Figure 17: Ship-To Code

Note: The address selected is where the card will be delivered, but does not dictate where the Applicant will enroll. Applicants have the choice to enroll at any station of their choosing.

Step 9. OPTIONAL- Sponsor can add an address to have the Applicant pick up their LincPass in a location that is different from where the card was shipped. When **NO** is selected in the **Use Same as Shipping**, a notification window opens reminding the Sponsor that Agencies are responsible for distribution to the Card Pick Up Address.



The screenshot shows a web application interface for a 'Sponsor Applicant' role. The main form is titled 'Sponsor Applicant' and includes a 'Logout' link. The 'Card Shipping Address' section is active, showing fields for Shipping Method (FEDEX STANDARD), State (DISTRICT OF COLUMBIA), Site (USDA - INDEPENDENCE AVE), Street Address 1 (1400 INDEPENDENCE AVENUE SW), Street Address 2 (SM7-A), City (WASHINGTON), and Zip Code (20250). Below this is the 'Card Pick Up Address' section, which is currently empty. A modal dialog box is open over the 'Card Pick Up Address' section, displaying the message: 'Agencies are responsible for distribution to the Card Pick Up Address.' with an 'OK' button. At the bottom right of the form, there are three buttons: 'Previous', 'Next', and 'Cancel'. The 'Next' button is highlighted with a red rectangular box.

Figure 18: Card Pick Up Address

Step 10. Enter Card Pick Up Address. When entered, the Applicant will receive an email with the Card Pick Up Address location only when the card is received by and checked in by the Activation location.

Step 11. Click **NEXT**.

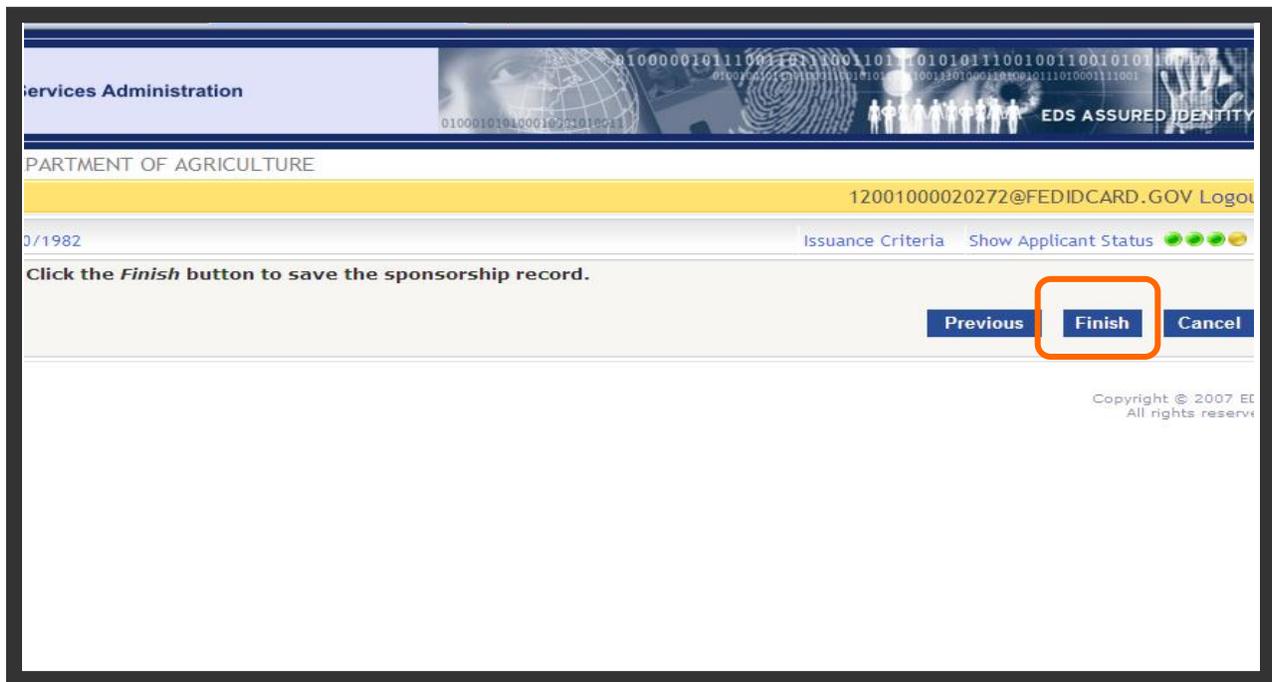


Figure 19: Applicant Save Sponsorship Record Screen

Step 12. Click **FINISH** to save the record.

Step 13. USAccess will direct you back to the search page.

On-boarding of the Employee is now complete. The Employee has been Sponsored and placed into the USAccess system. They will now receive an email from USAccess telling them that they can enroll and should schedule an Enrollment appointment through the GSA scheduling tool. The Adjudicator may also complete the adjudication information for this Employee (see Section F).

E. Entering Adjudication Results in USAccess

Once the Employee's Sponsorship information has been verified and completed in USAccess, the Adjudicator can now enter the Adjudication results for this Employee. The Adjudicator will ensure that the following fields are completed in USAccess in order to adjudicate the Employee:

- FBI/NAC Date Recorded
- FBI/NAC Result
- NACI or Higher Date Recorded
- NACI or Higher Date Result

Prerequisites:

- You have been designated as an Adjudicator by your Agency Role Administrator.
- You have taken HSPD-12: Adjudicator Training.
- You have access to and a user ID and password for USAccess system.



Figure 20: USAccess Log In Screen

Step 1. On the Log In screen, type in your user name in the **User Name** field.

Step 2. Type in your password in the **Password** field.

Step 3. Click the **Login** button to log in.

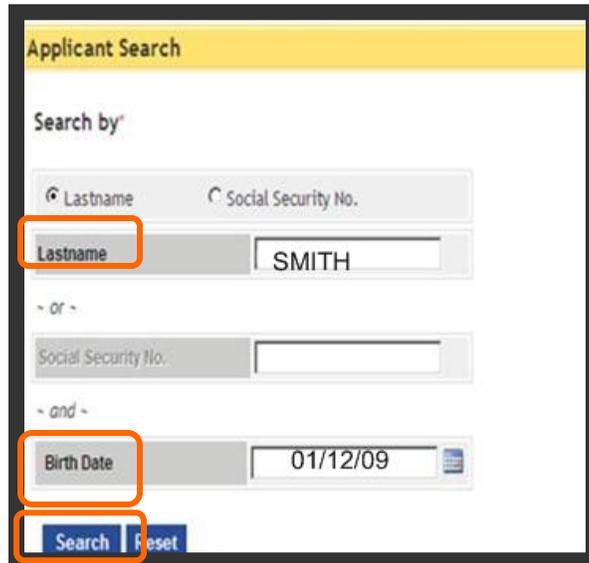


Figure 21: Applicant Search Screen

- Step 4.** Select **Last Name** in the **Search By** drop-down list to start searching for the Applicant you want to sponsor. Select “Social Security Number” in the **Search By** drop-down list to search by the Applicant’s Social Security Number.
- Step 5.** Type in the Applicant’s last name or Social Security Number in the field next to the drop-down list.
- Step 6.** Type in the Applicant’s birth date or click on the calendar icon next to the **Birth Date** field to select a date from the calendar.
- Step 7.** Click the **Search** button to begin the search.



Figure 22: Search Results Screen

Step 8. When the search result appears, click on **Edit Adjudication**.

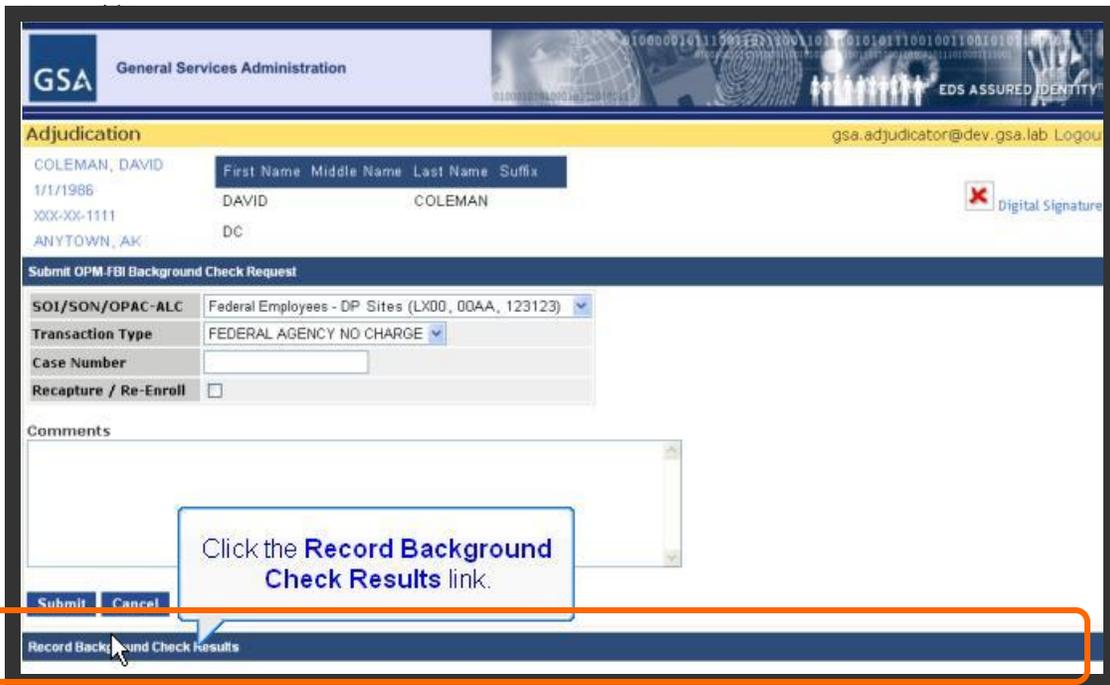
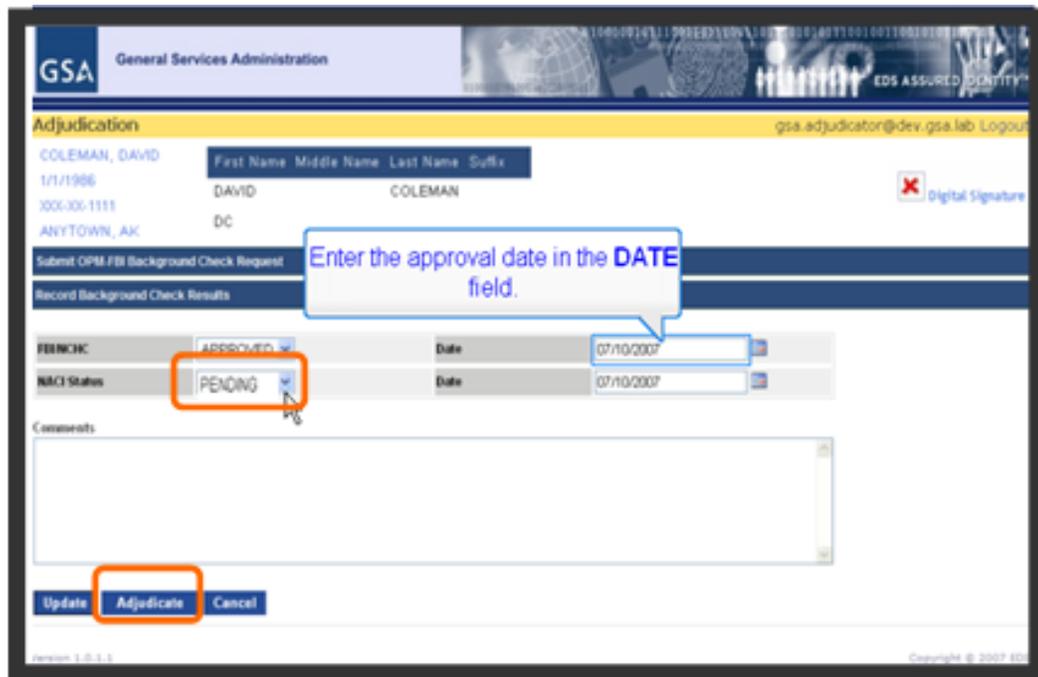


Figure 23: Adjudication Information Screen

Step 9. Click the **Record Background Check Results** link at the bottom left of the screen.



GSA General Services Administration

Adjudication gsa.adjudicator@dev.gsa.lab Logout

COLEMAN, DAVID First Name Middle Name Last Name Suffix

1/1/1986 DAVID COLEMAN

XXX-XX-1111 DC

ANYTOWN, AK

Submit OPM FBI Background Check Request Digital Signature

Record Background Check Results

Enter the adjudication date in the DATE field.

FBI/NCIC	APPROVED	Date	07/10/2007
NACI Status	PENDING	Date	07/10/2007

Comments

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Figure 24: Fingerprint Check Results Entry Screen

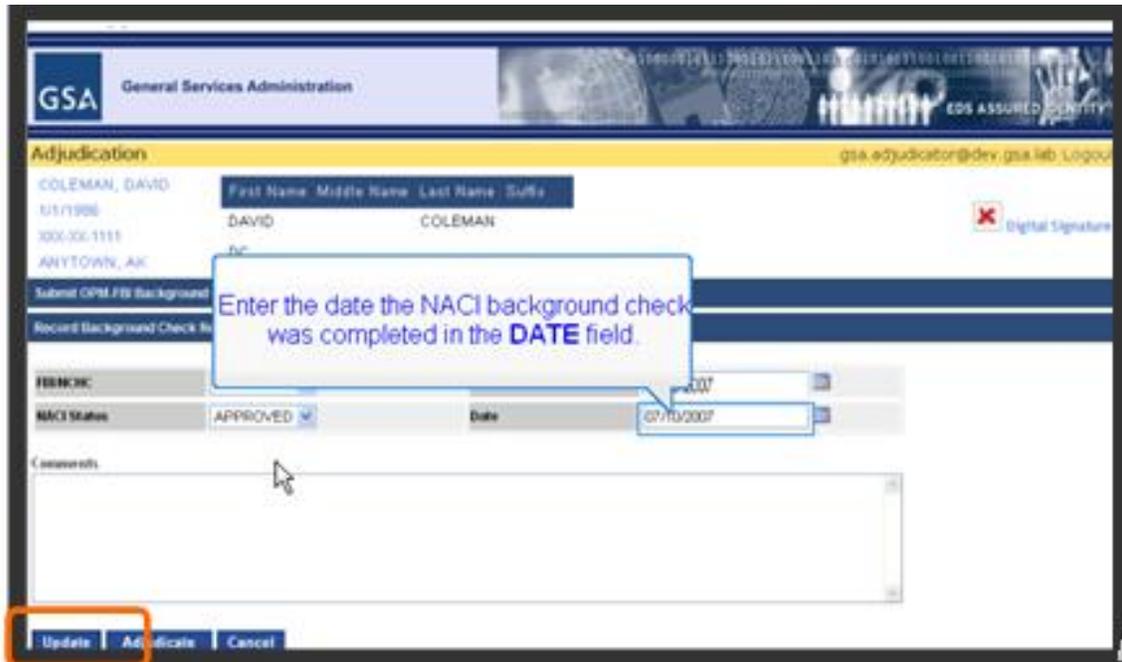
Note: Initially, both the FBI/NCHS status and NACI Status fields are set to “Pending”, but can be set to either “Pending”, “Approved”, or “Rejected”.

Step 10. Update the **FBI/NCHC** status by choosing “Approved” from the drop-down.

Step 11. Then enter an adjudication date in the **Date** field.

Step 12. If you want to provisionally approve an Applicant after the FBI fingerprint check is completed, but before the NACI is completed, check the **Adjudicate** button. Then proceed to Step 18.

Step 13. If you want to wait until you receive the NACI results, then click the **Update** button now and proceed to Step 14 once the NACI results are received.



The screenshot displays the 'Adjudication' screen for David Coleman. The form includes the following fields:

- First Name:** DAVID
- Last Name:** COLEMAN
- NACI Status:** APPROVED
- Date:** 07/10/2007

A callout box indicates that the date entered in the Date field should be the date the NACI background check was completed. The 'Update' button at the bottom left is highlighted with an orange box.

Figure 25: NACI Adjudication Results Entry Screen

Step 14. When the NACI results are received, update the NACI Status field to **Approved** if you are entering a favorable adjudication or **Rejected** if you are entering an unfavorable adjudication.

Step 15. Provide an adjudication date in the Date field.

Step 16. Click the **Update** button to save the adjudication results.

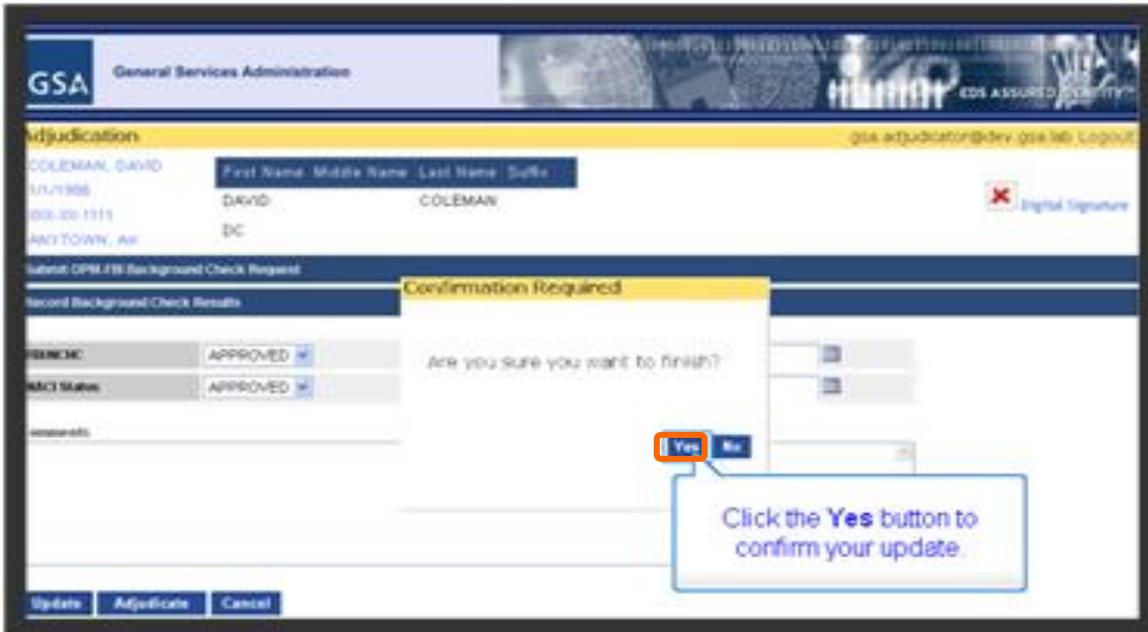


Figure 26: Adjudication Results Confirmation Screen

Step 17. Click on the **Yes** button to confirm the update. The Applicant's record is now updated.

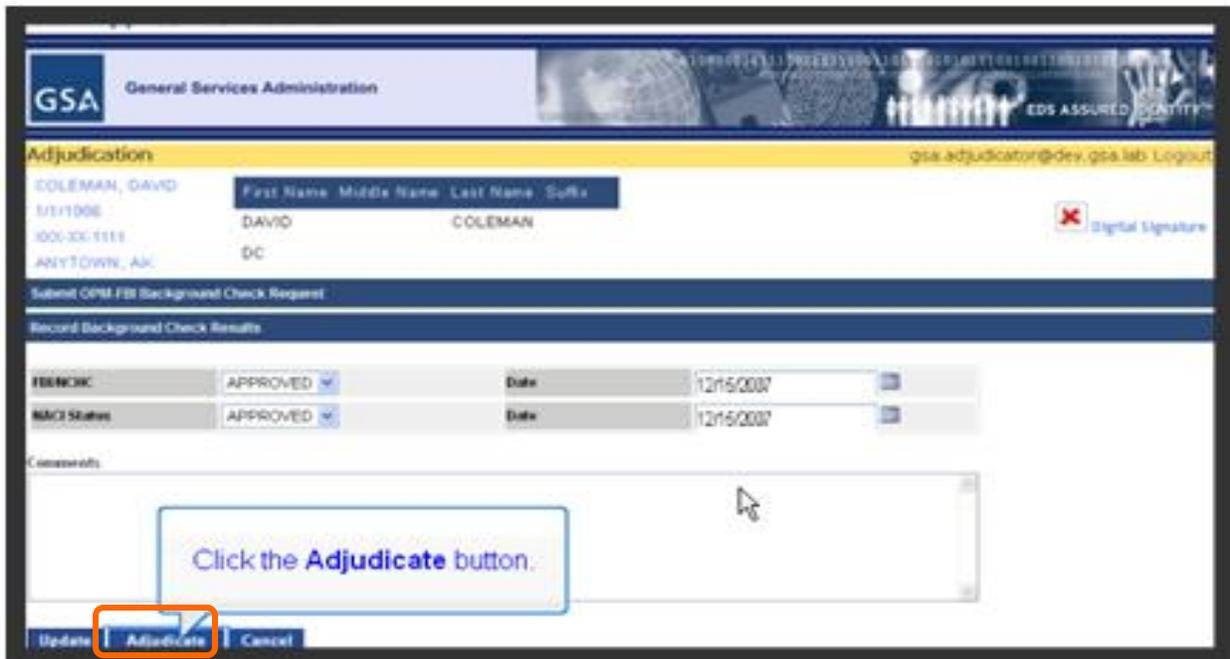


Figure 27: Submit Adjudication Results Screen

Step 18. Submit the adjudication of the Applicant by clicking the **Adjudicate** button.

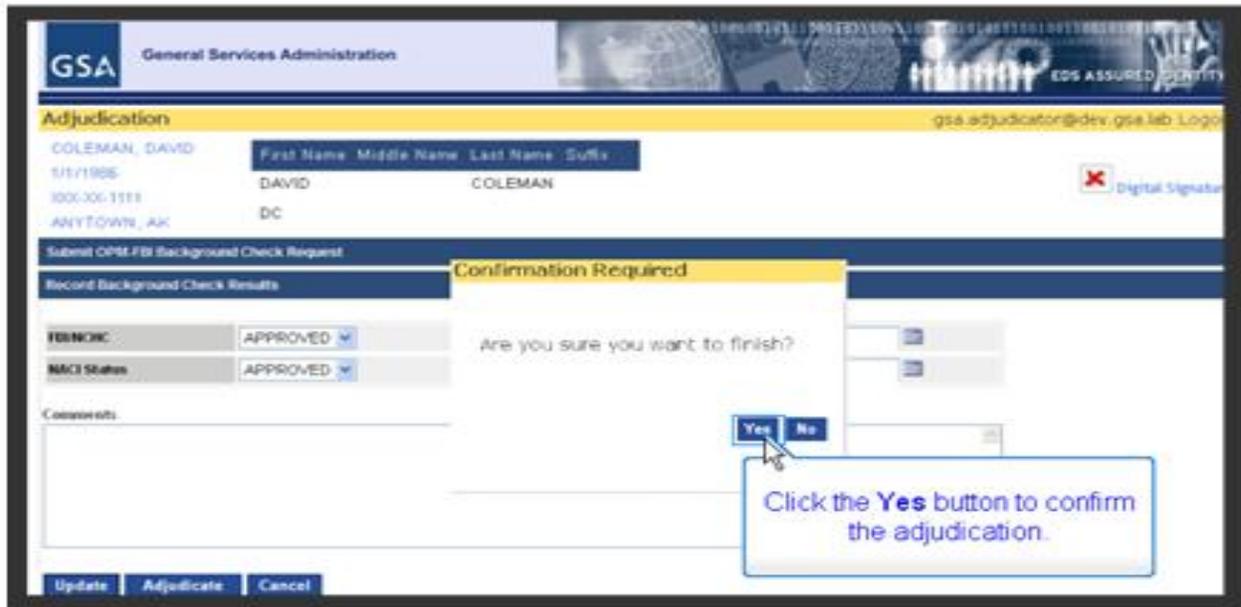


Figure 28: Adjudication Results Confirmation Screen

Step 19. Verify you are authorizing a credential and that you are satisfied with the choice you are making.

Step 20. Click on the **Yes** button in the confirmation box to confirm the adjudication. The system may take a minute or two to process the record and return a confirmation.

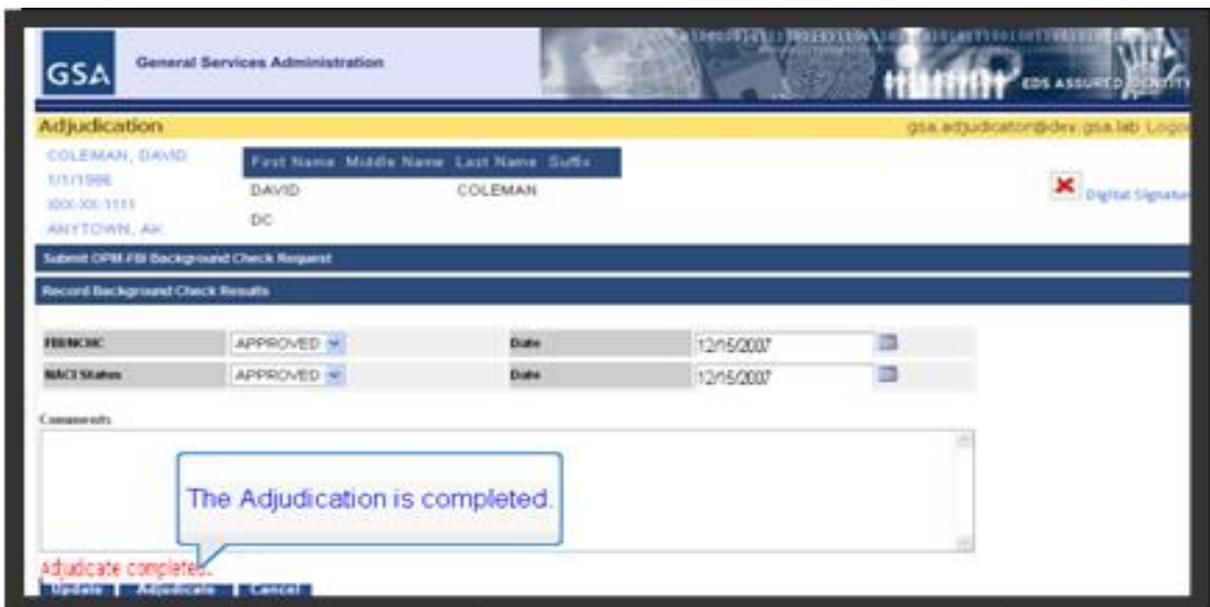


Figure 29: Adjudication Completion Screen

Step 21. When the record has been successfully completed, “Adjudication Completed” will appear on the screen. The adjudication process is now complete and an issuance request has been initiated.



Part 3: On-Boarding FAQ

The Frequently Asked Questions have been integrated into the [Sponsor FAQ](#) document on the USDA HSPD-12 website's "FAQ" page.



Appendix A – On-boarding Checklist

The following table can be used as a checklist by Sponsors as they work through the on-boarding process for an Employee.

Step	Instructions	Complete
HR Instructions		
1	Identify records based on Enrollment Station Location	
2	Identify active employees within your agency (or supported agency) who should receive an HSPD-12 LincPass	
3	Identify US citizens from the active employees	
4	Identify Federal Employees from that location that have successfully completed an FBI or higher background investigation	
5	Verify accuracy of employee name information in the front-end system that feeds Payroll Personnel, i.e. EPIC. Fix issues for all employees (i.e. Suffix combined in last name field) in the front-end HR system	
Employee Instructions		
6	Update Business Email and Phone within eAuthentication	
HR Instructions		
7	Flag, certify and submit the prepared records (Part 2, Section D)	
8	Complete Sponsorship of the Applicant after their record has been sent to USAccess (Part 2, Section E)	
9	Verify that adjudication result has been entered into GSA web portal, if it hasn't, update those records following GSA's instructions. (Part 2, Section F)	