

USDA HSPD-12

Role Administrator Training Guide

Prepared for



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Table of Contents

1	Introduction	1
1.1	Purpose	1
1.2	Role Administration Overview	1
1.3	Role Administrator Requirements/ Pre-requisites	1
2	Training Control and Verification	2
2.1	Training Overview	2
2.2	Assign Training	2
2.3	Verify Training Completion	4
2.3.1	AgLearn	4
2.3.2	GoLearn	5
3	Role Administration	6
3.1	Role Administrator Responsibilities	6
3.2	HSPD-12 Roles	6
3.3	Role Holder Separation of Duties	7
3.4	Designating New Role Holders	7
3.4.1	Request Assignment of Roles in EmpowHR/ Person Model	7
3.4.2	Assign Roles in USAccess	8
3.4.3	Modify Roles in USAccess	12
Appendix A	Help Resources	A-1

List of Tables

TABLE 1: ROLE HOLDER TRAINING	2
TABLE 2: HR SYSTEM ROLE IDENTIFICATION	8

LIST OF FIGURES

FIGURE 1 - AGLEARN ROLE HOLDER TRAINING NOTIFICATION EMAIL TEMPLATE.....	3
FIGURE 2 - GOLEARN ROLE HOLDER TRAINING NOTIFICATION EMAIL TEMPLATE	4
FIGURE 3 - ROLE HOLDER DUTY SEPARATIONS CHART	7
FIGURE 4 - USACCESS ROLE ADMINISTRATION USER SEARCH SCREEN.....	9
FIGURE 5 - USACCESS ROLE ADMINISTRATION SEARCH RESULTS SCREEN.....	9
FIGURE 6 - USACCESS ROLE ASSIGNMENT SCREEN	10
FIGURE 7 - USACCESS ROLE SCOPE ASSIGNMENT SCREEN	10
FIGURE 8 - USACCESS ROLE ASSIGNMENT SCREEN - ASSIGN ROLE	11
FIGURE 9 - USACCESS ROLE SCOPE ASSIGNMENT SCREEN	11
FIGURE 10 - USACCESS ROLE ASSIGNMENT SCREEN	12
FIGURE 11 - ROLE SCOPE ASSIGNMENT	13
FIGURE 12 - ROLE ASSIGNMENT SCREEN	13

1 Introduction

Our mission is to provide an HSPD-12 compliant standardized federal identity credential that is designed to enhance security, reduce identity fraud, and protect the personal privacy of those issued government identification in accordance with the Federal Information Processing Standard 201 (FIPS 201).

1.1 Purpose

This document serves as a guide to the HSPD-12 Role Administrator processes and procedures. It details the role's major responsibilities and provides instructions on performing various HSPD-12 Role Administrator duties. Specifically this document covers:

- Training Control
 - Initiating Placement of Training on AgLearn Training Plans
 - Verify Successful Completion of Training
- Role Holder Designation
 - Assigning New Roles
 - Editing Existing Roles
- Maintaining Role Separation within Domain
- Generate Role Administrator Reports

1.2 Role Administration Overview

The Role Administrator is responsible for managing the agency's Sponsor, Adjudicator, Registrar, Security Officer and Activator roles. Being in a position of such trust also requires that person to be fully aware of all federal privacy laws and policies.

HSPD-12 Role Administrators are responsible for overseeing the role hierarchy within their domain. USDA has two domain levels: the USDA Department Role Administrator, and beneath that, the Agency Role Administrator. The Department Role Administrator is responsible for the designation of Agency Role Administrators. The Agency Role Administrators are responsible for the designation of the HSPD-12 role holders within their agency. Additionally, Agency Role Administrators must verify appropriate separation of roles. For example, a Sponsor cannot also be a Registrar. It is important for the Role Administrator to keep an updated log of their current role holders to maintain and secure the Agency's role hierarchy. This guide only describes Agency Role Administrator procedures and responsibilities.

1.3 Role Administrator Requirements/ Pre-requisites

Before proceeding, please make sure that you have met all the pre-requisites for performing HSPD-12 Role Administrator Duties:

1. You are a Federal Employee
2. You have an active LincPass
3. You have successfully completed the HSPD-12 Role Administrator training in AgLearn
4. You have been certified and designated in USAccess by the USDA Department Role Administrator via GSA MSO
5. You have received your USAccess user ID and password

2 Training Control and Verification

2.1 Training Overview

Part of the HSPD-12 Role Administrator responsibilities is to coordinate training and to verify the certification requirements are met. This is critical to the designation of role holders because Role Administrators must first establish that potential role holders have successfully completed training. For AgLearn hosted training modules, the Role Administrator communicates what training modules an end user should take. Note: all training will already be loaded on AgLearn and available to potential Role Holders. Role Holders will simply need to search for their specific assigned training using the training module name (i.e. if a Sponsor needs to take EmpowHR based training, they would need to search for “EmpowHR Sponsor Training”, as indicated in Table 1 below). Upon training completion, the Role Administrator will need to verify that the role holder completed the assigned training.

Visit the AgLearn Website (<http://www.aglearn.usda.gov/>) to find more information about specific courses.

For a list of AgLearn Agency specific contacts, please visit:

https://usda.custhelp.com/app/answers/detail/a_id/1705/session/L3RpbWUvMTU2NTcxMTYxNC9zaWQvMUxCKnRjbW8%3D. For GoLearn training modules, the potential role holder can register on their own to take the training online.

2.2 Assign Training

Follow the subsequent steps to ensure training is placed on the role holder’s learning plan:

Step 1.

Identify the role holders who require training and which Learning Management System they need to take it on. (See below table)

Role Holder	Role Holder Training	Training System
Role Administrator	Role Administrator Training	AgLearn
Sponsor	EmpowHR Sponsor Training (required for sponsoring Federal personnel) Person Model Sponsor Training (required for sponsoring non-Fed personnel)	AgLearn
Adjudicator	EmpowHR Adjudicator Training (required for sponsoring Federal personnel) Person Model Adjudicator Training (required for sponsoring non-Fed personnel)	AgLearn
Security Officer	Security Officer Training	GoLearn
Registrar	Registrar Training	GoLearn
Activator	Activator Training	GoLearn

Table 1: Role Holder Training

Step 2.

AgLearn: Determine the training that is required for the specific role holder based on the systems that the role holder will need to access.

GoLearn: If training in GoLearn is required (i.e. Security Officers, Registrars, Activators), the role holder can register for his own account and take the training through the website:

<https://piv.golearnportal.org/>. To begin the registration process, enter your email address and use the temporary password: 12345678. This will bring you to the new user registration screen.

Step 3.

AgLearn: The Role Administrator must contact the role holder via email that the training is available. Be sure to use the standard email notification template, as shown in the Figure below.

XXXXXXXXX.

The HSPD-12 (enter here the specific course) Training Module must be completed prior to you be assigned your role. Please complete this training by XX/XX/XXXX.

You can access your training in AgLearn (<https://aglearn.usda.gov/>). Once you login, you will need to search for your training using the Training Module name identified above. Once you have completed your training, please save an image of the certificate and send to your Role Administrator indicating that you have completed your training.

The Role Administrator will then request the needed access in the appropriate systems so that you can perform your role holder duties. You should receive an email indicating that you have received access for each system you have been granted access to once your access has be designated.

If you have any issues accessing your training, please reach out to your AgLearn Training Officer for assistance: https://usda.custhelp.com/app/answers/detail/a_id/1705/session/L3RpbWUvMTU2NTcxMTYxNC9zaWQvMUxCKnRjbW8%3D

Thank you,

NAME
Agency Role Administrator

Figure 1 - AgLearn Role Holder Training Notification Email Template

GoLearn: The Role Administrator must contact the role holder via email that the training is available. Be sure to use the standard email notification template, as shown in the Figure below.

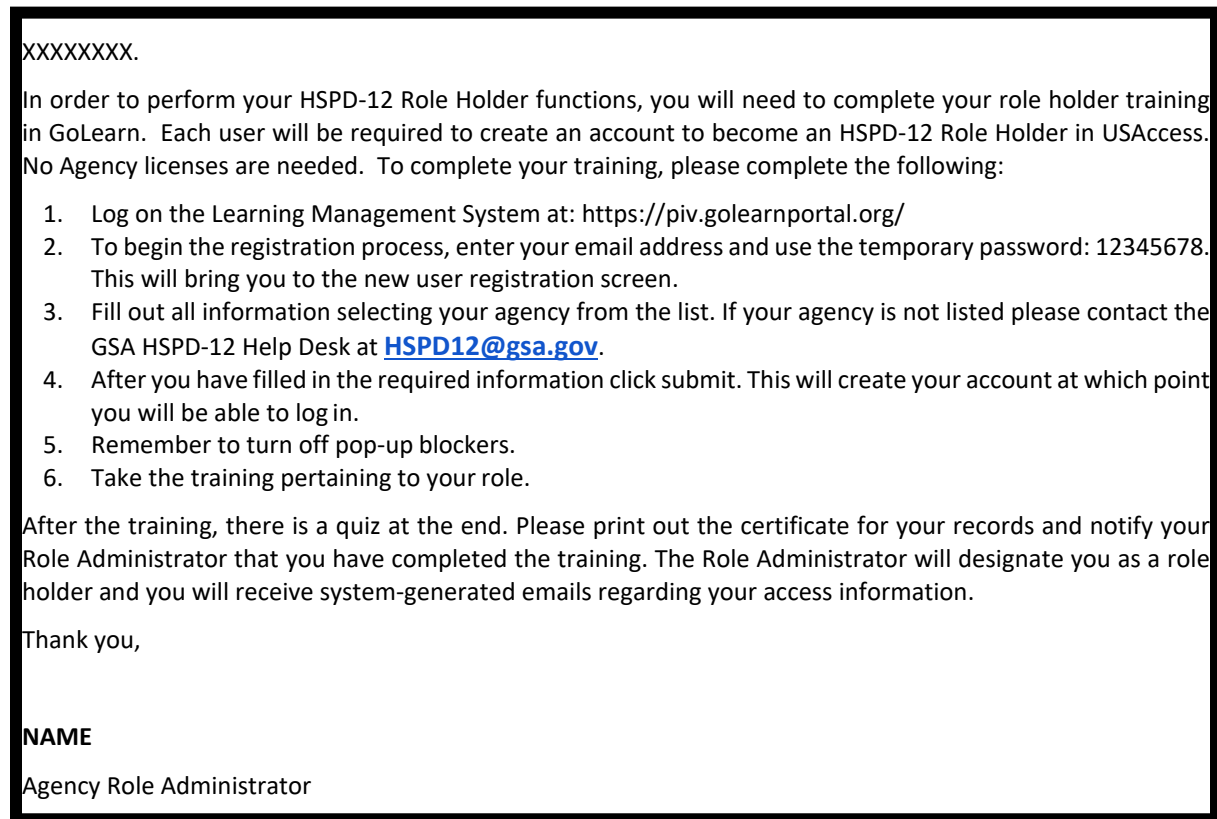


Figure 2 - GoLearn Role Holder Training Notification Email Template

2.3 Verify Training Completion

2.3.1 AgLearn

For the Role Administrator to verify that role holders have completed the assigned training in AgLearn, the AgLearn Training Officer supplies a Training Completion Report. Take note that this report is Agency-specific, so ensure that the corresponding role holder Agency is correct when requesting the report. Scheduled Training Completion Reports can also be automatically sent to the Role Administrator. It is up to the Agency to determine a consistent reporting schedule between the Agency Role Administrator and the AgLearn Training Officer. Adhere to the following steps:

Step 1.

The Role Administrator can use any provided certificates provided by a Role Holder for completed training or the Role Administrator can contact the AgLearn Training Officer to request a Training Completion Report for the specific Agency. AgLearn Training Officer details can be found here:

https://usda.custhelp.com/app/answers/detail/a_id/1705/session/L3RpbWUvMTU2NTcxMTYxNC9zaWQvMUxCKnRjbW8%3D

Step 2.

Identify which role holders have successfully completed the required courses.

Step 3.

Proceed to request the necessary role access in EmpowHR and/ or Person Model. [Section 3](#) details EmpowHR/ Person Model role designation.

2.3.2 GoLearn

Role Administrator has the ability to access a training completion report for GoLearn. The Department Role Administrator will grant Role Administrators access. Provide the Department Role Administrator your Name, Email, Phone Number, and Sub Agency.

Step 1.

Submit your Name, Email, and Phone Number to the Department Role Administrator. Once Access is granted, you will receive an email from the GSA Training Coordinator. For any inquiries, please contact the GSA HSPD-12 Help Desk at HSPD12@gsa.gov.

3 Role Administration

3.1 Role Administrator Responsibilities

The Role Administrator must be designated in writing by a senior level Agency official. Aside from any Agency-required training and experience, the Role Administrator needs to be trained and certified to work within the USAccess system.

It is the Role Administrator's responsibility to:

- Verify that the appropriate separation of duties policies are followed.
- Verify that all training certification requirements have been met.

The Role Administrator is not allowed to perform any other role in the PIV process. This prevents the ability to both assign and perform the roles, adhering to the separation of duties requirement.

Role Administrators are subject to the directive that all departments and agencies shall implement the PIV system in accordance with the spirit and letter of all federal privacy laws and policies.

3.2 HSPD-12 Roles

For every step in the LincPass issuance process, there is a corresponding role held by role holders. These roles are assigned to role holders when they are designated in EmpowHR/ Person Model as well as USAccess. Some role holders can be assigned multiple roles, however, keep in mind that the separation of duties rules must be upheld. The separation rules are detailed in Section 3.3. The following list briefly describes each the roles:

- Sponsor: Sponsor the Employee in the authoritative HR system (EmpowHR/ Person Model); maintain sponsorship in the USAccess System.
- Adjudicator: Determine if Applicant is eligible to receive LincPass based on Background Investigation results, records the BI results in EmpowHR/ Person Model.
- Registrar: Identity proofs Applicants via ID document validation, fingerprints, and photo capture at an enrollment station.
- Issuer/Activator: Stores and physically issues LincPass to the Applicant. Performs activation of LincPass in an attended activation.
- Security Officer: Maintains LincPass status for security events, clears flagged enrollment records, and runs reports.
- Role Administrator: Responsible for designating role holders and ensuring the separation of duties.
- Report Viewer: Only possesses the ability to view reports, similar to the Sponsor role.
- Credential Inventory Tool Operator: Inventories credentials when they arrive at a credentialing center or activation location.
- Printer Operator: Responsible for card printing process for local print sites.

Agency Role Administrators can designate eight other non-Role Administrator roles in USAccess. Agency Role Administrators cannot designate new Role Administrators. To designate a new Role Administrator, the Agency Role Administrator must make a request to the Department Role Administrator, who then designates the new Role Administrator.

3.3 Role Holder Separation of Duties

The Role Administrator has the important responsibility of maintaining the appropriate separation of roles within their domain by assessing the impact of assigning new roles. The intention of keeping certain duties separate is to ensure that no single official in the LincPass process may issue a credential.

Some roles can be held in combination with other roles by a single role-holder. The role of Sponsor and Adjudicator can be held by a single role-holder. The role of Activator and Registrar can be held by a single role holder. However, the separation of duty rules dictate that no single role holder can perform multiple roles for an individual applicant. For example, the same person who sponsored an applicant cannot adjudicate that applicant, and vice versa. The chart below indicates which role holders can hold multiple roles simultaneously in the system.

	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

Figure 3 - Role Holder Duty Separations Chart

3.4 Designating New Role Holders

Before starting their HSPD-12 duties, role holders must be designated as a role holder by the Role Administrator via the USAccess Role Administrator portal. This can only occur after all the role specific prerequisites are satisfied. Each of the HSPD-12 roles has certain criteria to meet. Mainly, each role holder must be sponsored and successfully complete the appropriate training. The Role Administrator must ensure that all prerequisites are met before continuing with role designation.

3.4.1 Request Assignment of Roles in EmpowHR/ Person Model

Agency Role Administrators are responsible for starting the access request process for Sponsors and Adjudicators in both EmpowHR and Person Model once training completion for these role holders has been confirmed. The EmpowHR system is the HR system for managing Federal Employees; Person Model is a module of EmpowHR and is where all non-Federal Employees are managed.

It is very important to note that EmpowHR and Person Model each have separate sets of roles for accessing the sponsorship and adjudication screens within each system. Therefore, access will need to be granted for

Sponsors and Adjudicators based on the types of personnel they are sponsoring/ adjudicating. In some cases, they will need to have the sponsor/ adjudicator roles in BOTH EmpowHR and Person Model. The following matrix details the specific system and access role that a person will need to have to perform their HSPD-12 function(s):

Role Holder	Personnel Type	HR System	System Role
Sponsor	Federal Employee	EmpowHR	Z_HR_PAR
Sponsor	Non-Federal Employee	Person Model	NEIS_Sponsor
Adjudicator	Federal Employee	EmpowHR	Z_HR_PAR
Adjudicator	Non-Federal Employee	Person Model	NEIS_Adjudicator

Table 2: HR System Role Identification

In order to submit a request to access Sponsor/ Adjudicator screens in the authoritative HR system, the Role Administrator must complete the necessary fields in the access request form used by their Agency for EmpowHR/ Person Model access. NFC has communicated that the below form is widely used for this effort:



NFC AD 3100

In the attached, the recommended sections to complete include Sections 1-4, 8-9. Once completed, the Agency Role Administrators should encrypt the file (due to PII information) and submit the completed request to their Agency Security Officer (ASO) with the password sent in a separate email.

To encrypt, select File > Save As > Tools > General Options. Enter the password and select OK.

The ASO will sign/ approve and submit to NFC for processing.

Once NFC grants access, the EmpowHR/ Person Model User will receive a User ID and password from the ASO upon approval.

3.4.2 Assign Roles in USAccess

The Agency Role Administrator normally assigns roles to their corresponding Agency staff. However, Role Administrators have the ability to assign roles across different Agencies or sub-Agencies if they happen to service another Agency.

The steps that a Role Administrator needs to follow to designate a role holder in USAccess are detailed in the following steps.

Step 1 - Login to USAccess

Insert your PIV Card into a card reader to access the system. You will be prompted to enter your Personal Identification Number (PIN).

Make sure you do not remove your card during the Role Administration process. From the login screen, select your certificate and enter your PIN, and then select the OK button.

Step 2 - Select Roles Administration Portal

Select the 'NAVIGATE' button next to the Roles Administration Portal.

Step 3 - Search for User

You are now logged in, and the system displays the User Search page. On this page, you can search for the user to whom you want to assign a role.

Enter the last name and first name of the person who you want to assign a role. You can also select the dropdown and search by Exact Name (Exact Last, Exact First), Partial Name (Exact Last Name, Partial First Name), or UPN. Then click 'Search for Users' button.

Figure 4 - USAccess Role Administration User Search screen

Step 4 - Navigate to Assign Roles

The Search Results page displays. The user you are searching for must be Sponsored, Enrolled, and a PIV Credential Holder to be seen in the system. Select the Assign Roles button for the designated user.

Name	UPN	Agency
Doe, Johnny N.	12345678@GSA.GOV	GSA

Figure 5 - USAccess Role Administration Search Results screen

Note: It is your responsibility to ensure users have been certified for a given role before you assign them to that role.

Note: You will not be able to assign a role to an Applicant record with a Terminated or Suspended employment status. In addition, once the Employee's Credential status is changed to Terminated or Suspended, all roles assigned to that Applicant are automatically removed. Employees who are returned to Active status after suspension will need to have roles reassigned.

Note: Role Administrators cannot assign roles to themselves. If you search for your own record, you will not see it.

Step 5 - Role Assignment Screen – Edit Scope

Click the **Edit Scope** button next to the role you want to assign.

	Role	Role Scope
Assign Role	SYSTEM ROLE ADMIN	NONE
Assign Role	SYSTEM SECURITY OFFICER	NONE
Edit Scope	ACTIVATOR	NONE
Edit Scope	ADJUDICATOR	NONE
Edit Scope	AGENCY ROLE ADMIN	NONE
Edit Scope	AGENCY SECURITY OFFICER	NONE
Assign Role	PIV REGISTRAR	NONE
Edit Scope	REPORT VIEWER	NONE
Edit Scope	SPONSOR	NONE
Assign Role	CREDENTIAL INVENTORY TOOL OPERATOR	NONE

[Back](#)

Figure 6 - USAccess Role Assignment screen

Step 6 – Define Role Scope

Select the role scope assignment for the role holder. There will never be a sub-Agency available. Select both **check boxes** to assign the role scope. Click the **Next** button to view the role assignment.

Role Scope Assignment 1200100000000@FEDIDCARD.GOV (Agency Role Admin) Logout

User: TESTSMITH, MICHAEL - 12001000010000@FEDIDCARD.GOV - DEPARTMENT OF AGRICULTURE

Role - ACTIVATOR

☒ DEPARTMENT OF AGRICULTURE (Click check box to select all)

☒ NO SUB-AGENCY

[Back](#) [Next](#)

Figure 7 - USAccess Role Scope Assignment screen

Note: If multiple roles will be assigned to the same user, click Edit Scope button to designate the additional role and repeat step 5. Make sure the separation of duty rules are upheld. The separation rules are detailed in Section 3.3.

If the current role assignment is incorrect, click the Edit Scope button of the role that needs to be corrected. Uncheck the role scope assignment check boxes and select **Next**.

Step 7 - Role Assignment Screen – Assign Role Scope

The new role assignment is displayed for review. On the Role Assignment Home page, click **Assign Role** next to the role you want to assign. In the example below, the PIV Registrar role is being assigned.

Role Assignment Home			47000000006706@fedidcard.gov (Agency Role Admin) Logout
User	PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATION		
	Role	Role Scope	
Assign Role	SYSTEM ROLE ADMIN	NONE	
Assign Role	SYSTEM SECURITY OFFICER	NONE	
Edit Scope	ACTIVATOR	NONE	
Edit Scope	ADJUDICATOR	NONE	
Edit Scope	AGENCY ROLE ADMIN	NONE	
Edit Scope	AGENCY SECURITY OFFICER	NONE	
Assign Role	PIV REGISTRAR	NONE	
Edit Scope	REPORT VIEWER	NONE	
Edit Scope	SPONSOR	<u>GENERAL SERVICES ADMINISTRATION</u> NO SUB-AGENCY	
Assign Role	CREDENTIAL INVENTORY TOOL OPERATOR	NONE	
Back			

Figure 8 - USAccess Role Assignment Screen - Assign Role

Step 8 – Role Scope Assignment

On the Role Scope Assignment page, click the **Assigned** check box and hit **Next**.

Role Scope Assignment	
User	PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATION
Role - PIV REGISTRAR	
<input checked="" type="checkbox"/> ASSIGNED	
Back	Next

Figure 9 - USAccess Role Scope Assignment screen

Step 9 – Role Designation

USAccess will then automatically send the role holder an email with their name and password. This will notify the role holder that they have been successfully designated. The provided name and password will permit the role holder access to the Role Holder Portal and the Reports Portal.

3.4.3 Modify Roles in USAccess

There may be situations that arise where a current role holder's designation needs to be changed. Perhaps a second role needs to be added, or the primary role needs to be switched. Furthermore, the role holder may need to be completely removed from the current role. To carry out these role alterations, the basic process is identical to designating a new role holder.

Step 1 – Search for User

Follow Steps 1–4 in the Section 3.2.2 - Assign Roles in USAccess.

Step 2 – Role Assignment Screen – Edit Scope

Chose the Card Holder's role to modify from the list. Click the **Edit Scope** button next to the role that will no longer be in use.

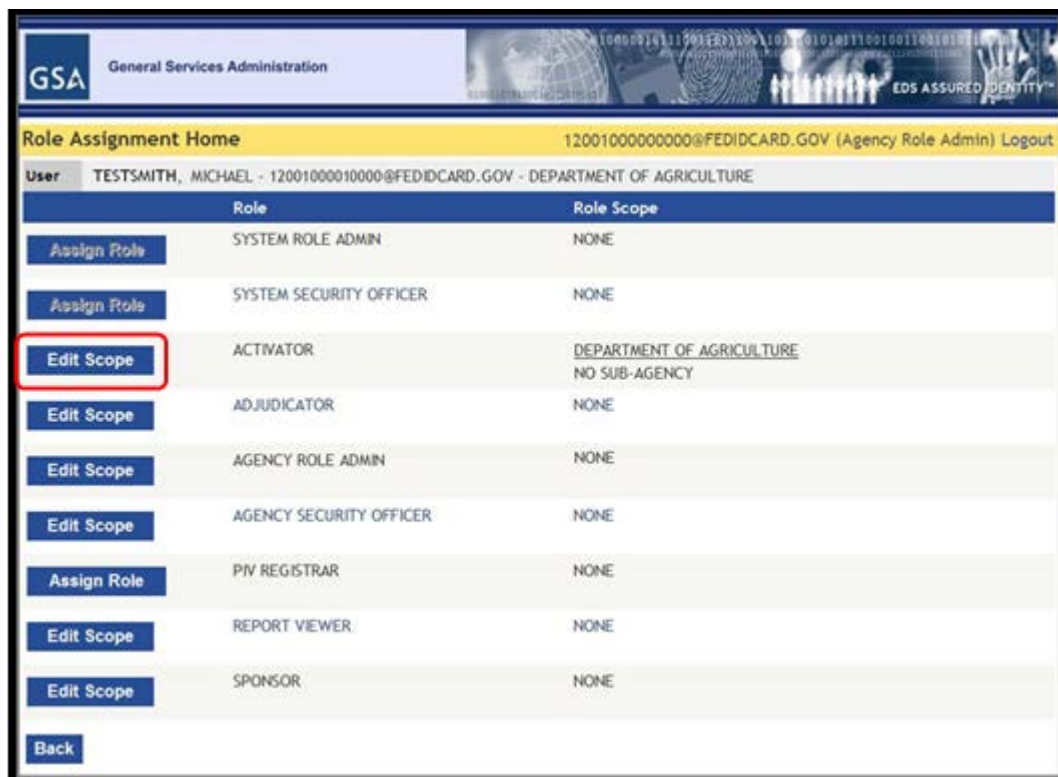


Figure 10 - USAccess Role Assignment screen

Step 3 – Editing Role Scope

Uncheck the **check boxes** on the Role Scope Assignment page. Click the **Next** button to return to the Role Assignment Home page.

Role Scope Assignment

User: PATS, RAYMOND MICHAEL - 47000000128656@FEDIDCARD.GOV - GENERAL SERVICES ADMINISTRATION

Role - SPONSOR

▼ ☐ GENERAL SERVICES ADMINISTRATION (Click check box to select all)

 ▶ ☐ NO SUB-AGENCY

Back **Next**

Figure 11 - Role Scope Assignment

Step 4 – Assign a Different Role

On the Role Assignment Home page, click the **Edit Scope** button next to the role you want to assign. Repeat steps 5 – 9 in section 3.3.2 *Assign Roles in USAccess*. The modified role assignment is displayed for review. Make sure the correct role was designated.

Role Assignment Home 12001000000000@FEDIDCARD.GOV (Agency Role Admin) Logout

User: TESTSMITH, MICHAEL - 12001000010000@FEDIDCARD.GOV - DEPARTMENT OF AGRICULTURE

	Role	Role Scope
Assign Role	SYSTEM ROLE ADMIN	NONE
Assign Role	SYSTEM SECURITY OFFICER	NONE
Edit Scope	ACTIVATOR	DEPARTMENT OF AGRICULTURE NO SUB-AGENCY
Edit Scope	ADJUDICATOR	NONE
Edit Scope	AGENCY ROLE ADMIN	NONE
Edit Scope	AGENCY SECURITY OFFICER	NONE
Assign Role	PIV REGISTRAR	NONE
Edit Scope	REPORT VIEWER	NONE
Edit Scope	SPONSOR	NONE

Back

Figure 12 - Role Assignment Screen

Appendix A Help Resources

USDA HSPD-12 Help Desk:

Phone: 1-833-682-4675

Email: USDAHSPD12Help@dm.usda.gov

USAccess Help Desk (for USAccess system questions/issues):

Toll Free: 866-493-8391

Email: usaccess.helpdesk@perspecta.com

USAccess Website: <http://www.fedidcard.gov>

GSA MSO Help Desk (for USAccess password resets or general policies)

Email: hspd12@gsa.gov

eAuthentication Help:

Phone: 800-457-3642, Option 1

Email: eAuthHelpDesk@ftc.usda.gov

NFC help desk:

Email: OSC.ETIX@USDA.GOV