



Q: Where can I go to schedule an enrollment appointment?

You can schedule an appointment through the GSA Scheduling Tool located (<https://www.schedulemsp.com/tc/login.do?url=10001>). If you have never used the scheduling tool before, be sure to click the “First Time User” link to create an a user account.

Q: What do I need to do if I want to change or cancel my appointment?

If you need to change or cancel your Enrollment or appointment, you may do so in the GSA scheduling tool by viewing your appointments.

Q: How do I find the nearest Enrollment Station?

To find an enrollment center near you please refer to the deployment page on the US Access website. They will have a list of available deployment locations that are currently in use. Please note that this list is updated frequently in order to provide more available locations through out the country.

List of all centers: <http://www.fedidcard.gov/deployoss.aspx>

Find a center near the Applicant: <http://www.fedidcard.gov/centerlocator.aspx>

Q: Do I have to visit a specific enrollment station?

No you can use any shared or USDA only enrollment station to enroll, but you should visit the one closest to you in order to minimize travel time. However, your LincPass will be delivered to the address your Sponsor specified in your Sponsorship record regardless of the station at which you enrolled.

Q: What does “Shared” station mean?

A Shared station can be used by anyone in a GSA MSO USAccess program participating Agency (USDA is a participating agency). Even if the station is hosted by another shared services department/agency (i.e. DOJ, DOE, GSA, etc.) you may use that station to Enroll. There are a number of “leased” stations for use by the host agency only and will be noted as such in the GSA Scheduling Tool.

Q: What if there is not an Enrollment Station near me?

New enrollment stations are being deployed every week throughout the US, so check back often to see if a station has been deployed near you. USDA’s goal is to minimize travel time to enrollment stations, but there will be some cases in which an Applicant must travel more than 2 hours to get to an enrollment station.

Q: What do I need to bring with me to my Enrollment appointment?

You must present two acceptable forms of identification during your enrollment appointment.. For a list of acceptable ID types please refer to the USAccess program website’s list of acceptable ID documents here: <http://www.fedidcard.gov/viewdoc.aspx?id=34>

Q: What if I do not have one of the required ID documents for Enrollment?

You must have two forms of acceptable ID docs to enroll, therefore you will need to obtain one of the required documents from the appropriate issuing authority. If you do not have a driver’s license, passport, military, or DOD ID you can apply for a state ID through your state’s Department of Motor Vehicles.

Q: What if my sponsorship information does not match my ID documents?

When you are notified to enroll, you will be asked to verify your name with what is currently in



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USAccess. If it is incorrect and does not match any of your IDs, with a few exceptions (<http://www.fedidcard.gov/viewdoc.aspx?id=56>) you will need to notify your sponsor to have your information updated. It may be necessary to fill out an SF-52 name change form with HR.