

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

Prepared for



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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 EmpowHR-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:

- Selected and prepared Employee Applicant data for submission to USAccess
- Completed Sponsorship of the Applicant
- Completed Adjudication of the Applicant
- Submitted 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 Help Desk (for business process or Agency Certification portal):

- Toll Free: 888-212-9309, Local: 703-245-7888
- Email: HSPD12@ftc.usda.gov

EmpowHR help desk (for technical questions/issues with EmpowHR):

- Email: NFCEMPOWHR@usda.gov

eAuthentication Help:

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

Part I: Overview and Business Process

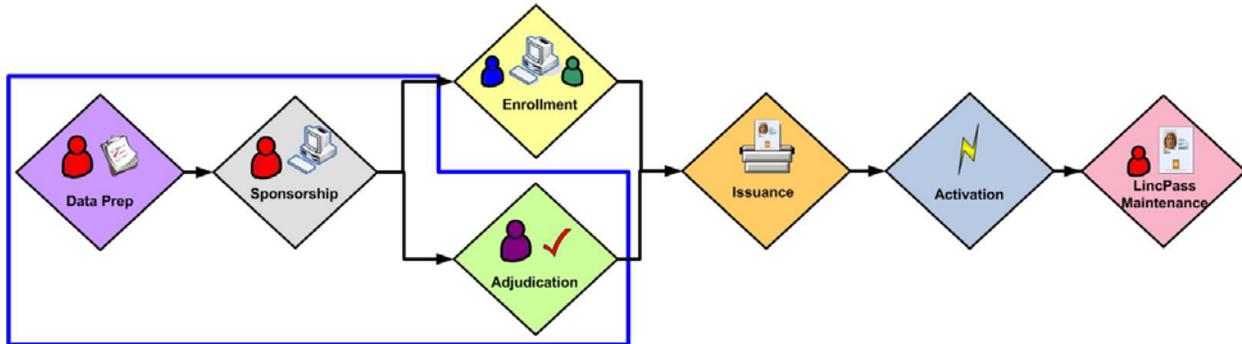


Figure 1: LincPass Issuance Process

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
- HR personnel submit the data to USAccess via the Agency Certification Portal in order to provide an authoritative data source for LincPass credentialing
- Employee is Sponsored and Adjudicated once the data is submitted
- Employee receives notice to enroll at an Enrollment Station

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.

B. On-Boarding Business Process

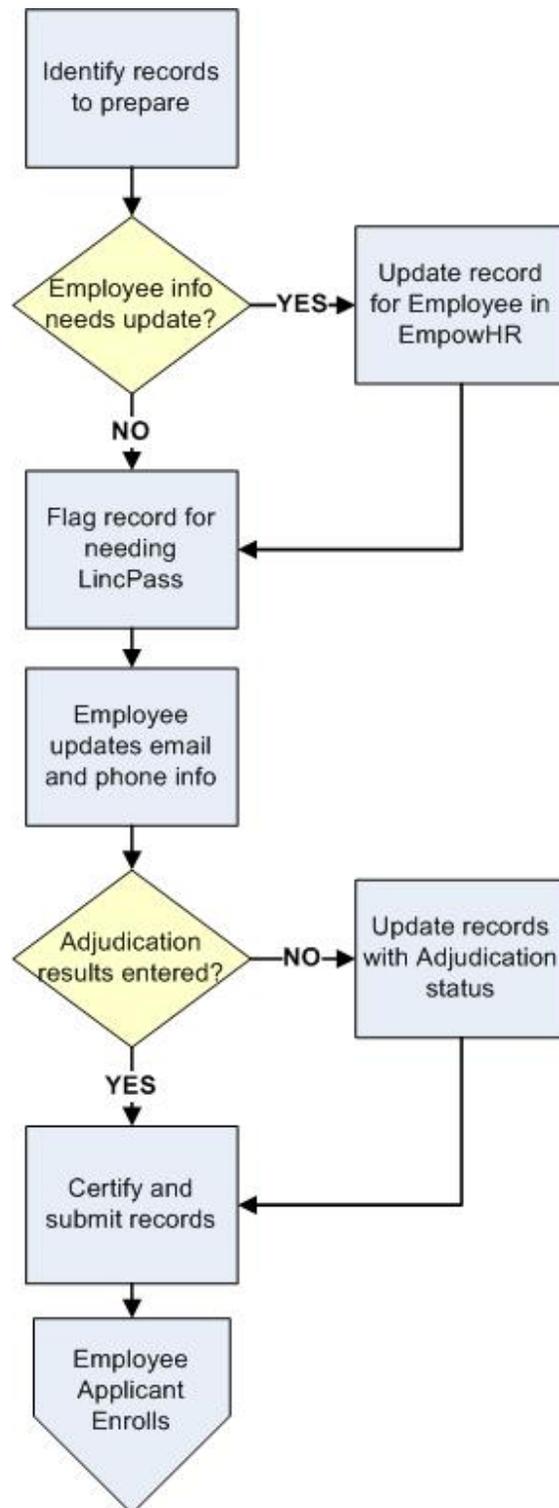


Figure 2: Business Process



EMPLOYEE ON-BOARDING IN EMPOWHR

1. HR personnel identify the Employee record to prepare based on an active Employee's proximity to an Enrollment Station and if they already have a BI on file.
2. If the Employee's record requires updates (i.e. to Name and citizenship status), HR personnel make the updates in EmpowHR. *If this is a new Employee, HR will create a new record in EmpowHR for this Employee.*
3. HR personnel flag the record for requiring a LincPass and indicate if the Employee is an Emergency Response Official.
4. The Employee verifies (and if necessary, updates) their business phone number and email address using EmpowHR's employee self-service module or via eAuthentication.
5. If the Employee's record in EmpowHR does not contain their adjudication results, enter the type of BI and results in EmpowHR**.
6. HR personnel selects Employee's record in the HSPD-12 Agency Certification Portal and then certifies it as being complete and ready for submission to USAccess.
7. The record is submitted to USAccess and the Employee can then enroll after receiving notification from USAccess to do so.

**If the Employee does not have a BI or record of it cannot be found, the BI should be initiated in conjunction with the data preparation and selection (Steps 1-4). Once at least the FBI Fingerprint Check is returned and favorably adjudicated, complete steps 5-7. The Employee's record can be updated at a later date after the full BI results have been favorably adjudicated.



Part 2: Detailed Instructions

A. Select Records to Prepare

The first step in the process is to identify Employee records to submit to 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.
- Completed BI: From the employees identified in, choose employees who already have at least a favorably adjudicated FBI Fingerprint Check or higher BI.

Once all Employee records with favorably adjudicated BIs have been processed, HR should move on to processing records for those without BIs or where record of a past BI cannot be found. HR should initiate the BI and then wait until at least the FBI Fingerprint Check is favorably adjudicated before submitting the Employee's record to USAccess.

B. Verify and Update Records in EmpowHR

To complete this section, HR Personnel and Employees will need to verify and update data in the following EmpowHR fields:

- Employee Status
- SSN
- First Name
- Middle Name
- Last Name
- Suffix
- Date of Birth
- Citizenship Status
- Business Email Address
- Business Phone Number
- Emergency Response Official
- LincPass Required
- Adjudication Information
- Card Shipping Address Code

It is important to note that all of these attributes can be entered with any regular PAR action, i.e. **Name Chg from**. However, if updating the new HSPD-12 fields not part of a PAR action, it is important that the data is entered from the Employee Security Clearance menu item. This does not require a separate PAR action but only needs to be saved once complete.

Prerequisites:

- You have access to and a user ID and password for USDA's EmpowHR system.
- You have BI (e.g., FBI or higher) adjudication information for these employees, either from Office of Personnel Management (OPM) records or USDA HR records.
- You have experience using EmpowHR, and have access to EmpowHR user guides and procedure manuals if needed.

B (i). Verify and/or Update Employee’s Information in EmpowHR

The first step for HR personnel is to look up the Employee’s record in EmpowHR and verify that all the information is correct. HR personnel should ensure that all required information is present and that it is correct for the Employee.

Note: The screenshots used are from the EmpowHR test system. There may be slight variances in the EmpowHR production system you are using.

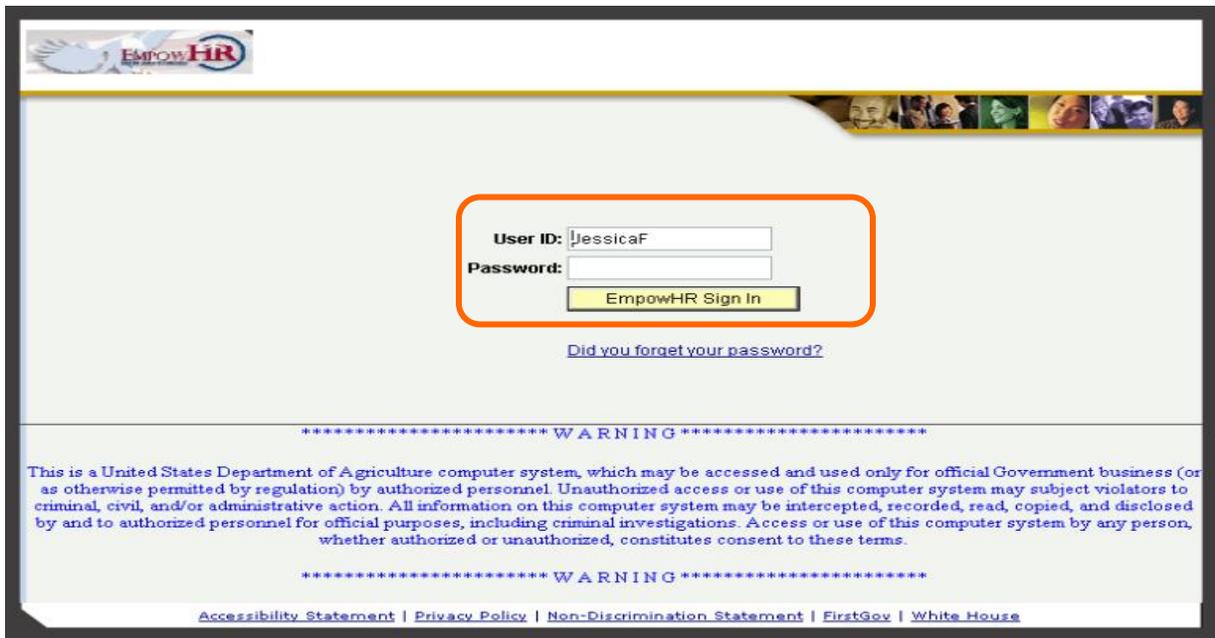


Figure 3: EmpowHR Login

Step 1. Sign in to the EmpowHR System with your **User ID** and **Password**.

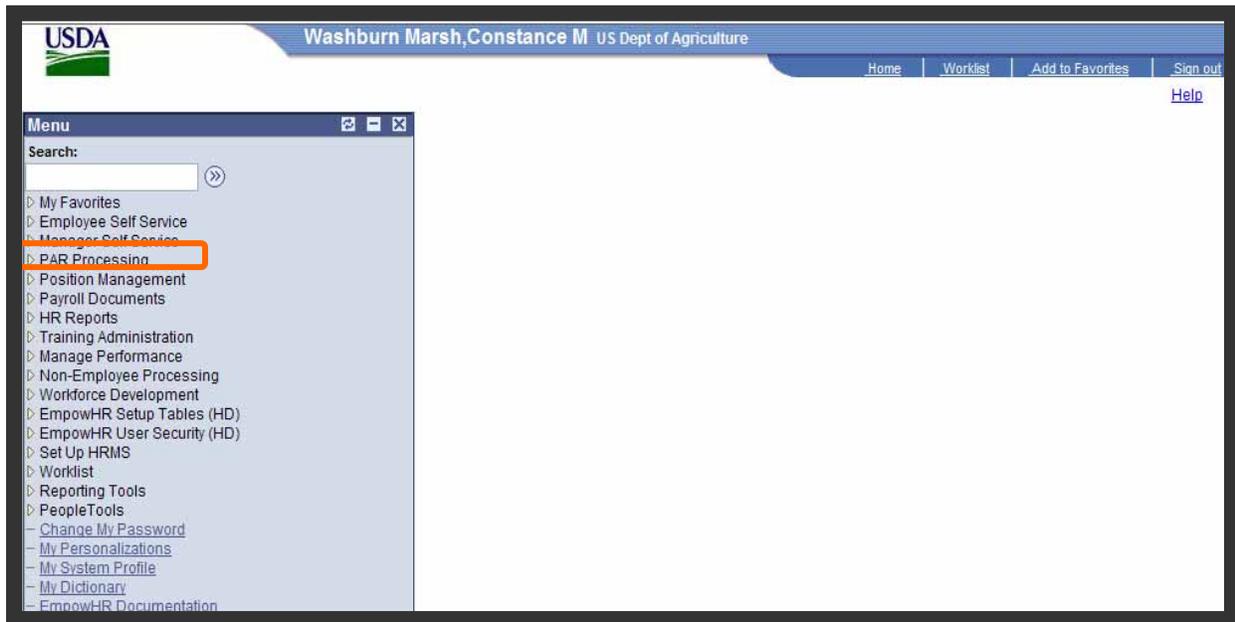


Figure 4: EmpowHR Menu

Step 2. Click on the PAR Processing.

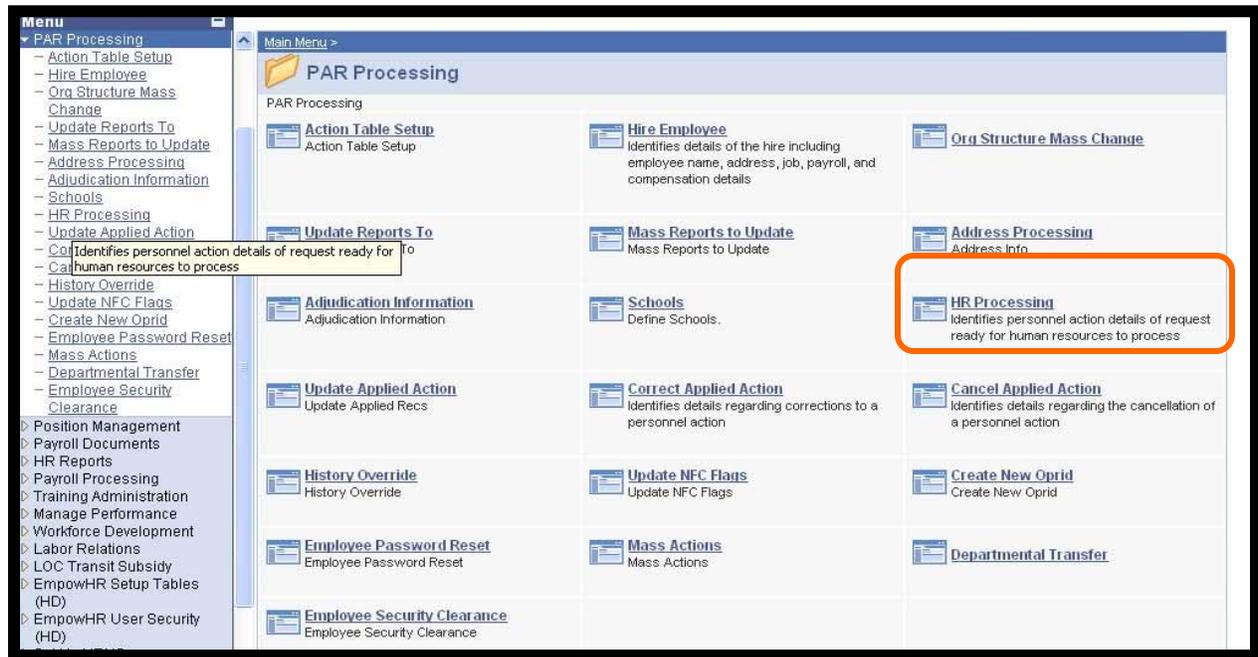


Figure 5: HR Processing Link

Step 3. Click on HR Processing.

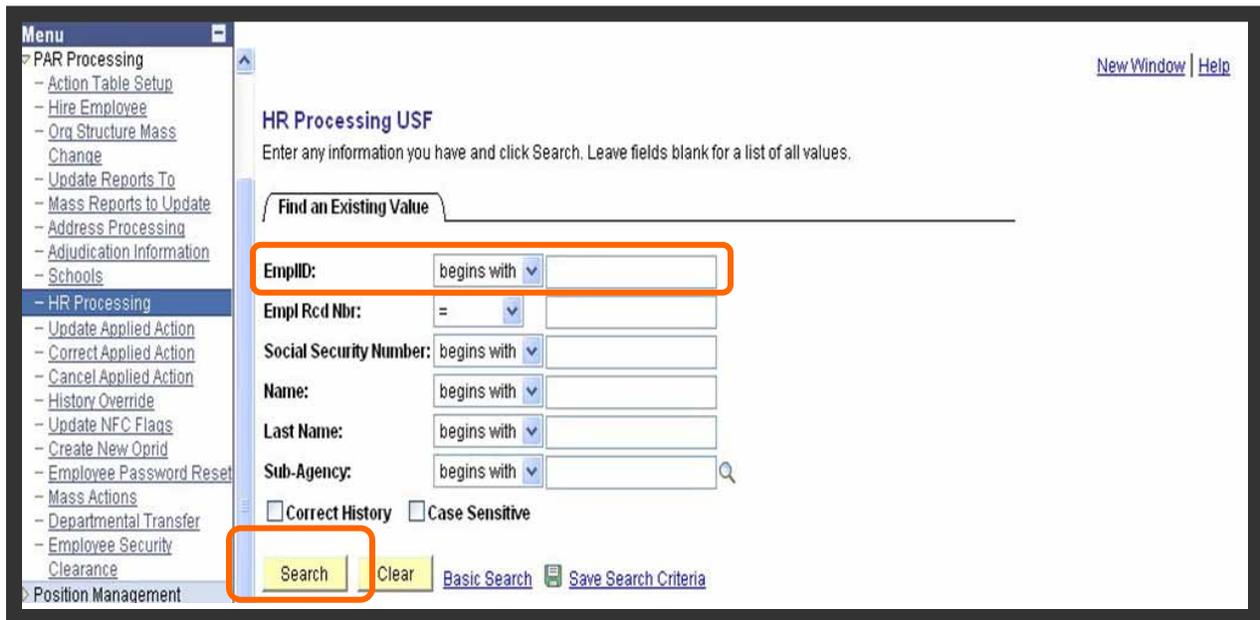


Figure 6: Employee Search

Step 4. The HR Processing USF appears. Enter the employee ID in the **EmpIID** (required to Sponsor an employee) field.

Step 5. Click on the **Search** button.

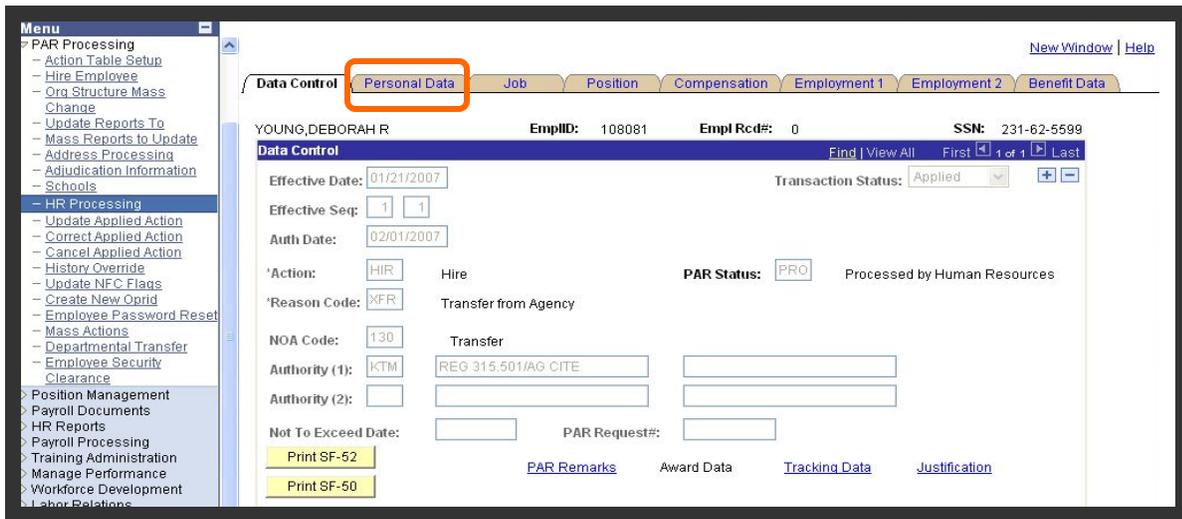


Figure 7: Data Control Screen

Step 6. Data Control screen displays. Click on the **Personal Data** tab to verify HSPD-12 required Data/Fields.

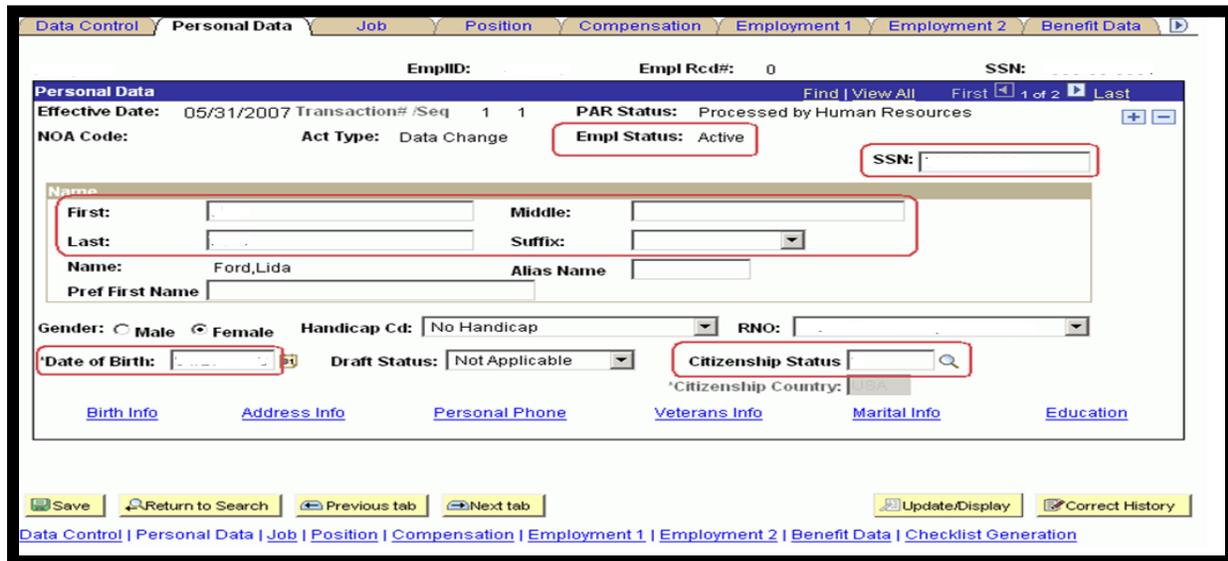


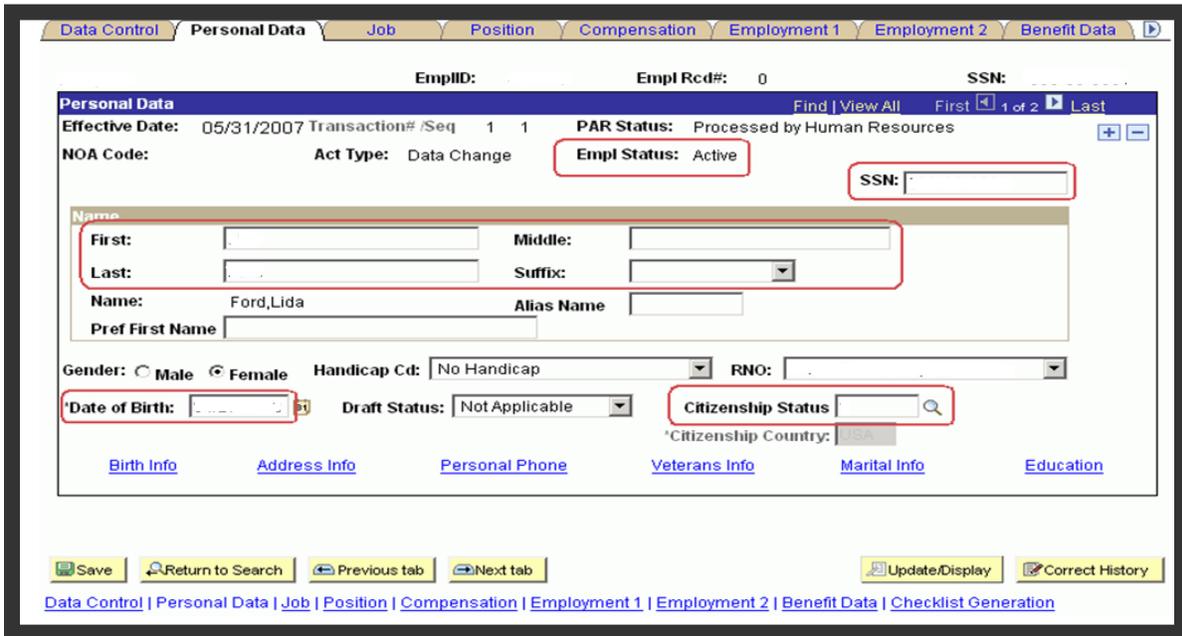
Figure 8: Verifying Personal Data

Step 7. Verify the following fields are correct and have data:

- Employee Status
- SSN
- First Name
- Middle Name
- Last Name
- Suffix
- Date of Birth
- Citizenship Status *

*If Citizenship Status is specified as anything other than 1 for U.S. Citizen, the Citizenship Country must be selected in the field below.

If any of the Employee's information is missing or incorrect, HR personnel should follow standard EmpowHR PAR Action Procedures for making the necessary changes and saving the record. For example, Name changes should be done according to the **Name Chg from** Action and Date of Birth or Citizenship Status changes should be done according to the **Data Change** Action.



The screenshot displays the 'Personal Data' section of the EmpowHR system. At the top, there are navigation tabs: Data Control, Personal Data (selected), Job, Position, Compensation, Employment 1, Employment 2, and Benefit Data. Below the tabs, the form shows the following information:

- EmpID:** [Blank] **Empl Rcd#:** 0 **SSN:** [Blank]
- Effective Date:** 05/31/2007 **Transaction# /Seq:** 1 1 **PAR Status:** Processed by Human Resources
- NOA Code:** [Blank] **Act Type:** Data Change **Empl Status:** Active
- SSN:** [Input field]
- Name Section:**
 - First:** [Input field] **Middle:** [Input field]
 - Last:** [Input field] **Suffix:** [Dropdown menu]
 - Name:** Ford, Lida **Alias Name:** [Input field]
 - Pref First Name:** [Input field]
- Gender:** Male Female **Handicap Cd:** No Handicap **RNO:** [Dropdown menu]
- Date of Birth:** [Input field] **Draft Status:** Not Applicable **Citizenship Status:** [Input field]
- Citizenship Country:** [Input field]

At the bottom of the form, there are several buttons: Save, Return to Search, Previous tab, Next tab, Update/Display, and Correct History. A navigation bar at the very bottom lists the tabs: Data Control | Personal Data | Job | Position | Compensation | Employment 1 | Employment 2 | Benefit Data | Checklist Generation.

Figure 9: Updating Personal Data

Step 8. Update the information where necessary and then click the **Save** button to save your changes.

Note: If the employee does not have a completed FBI background investigation or higher, the Birth Info link will need to be clicked and the three birth location information fields will need to be populated.

B (ii). Provide Sponsorship Information in EmpowHR



Figure 10: Security Clearance Link

Step 1. Go back to the PAR Processing screen and click the link for **Employee Security Clearance**.

Step 2. Use the search field to locate the employee's record.

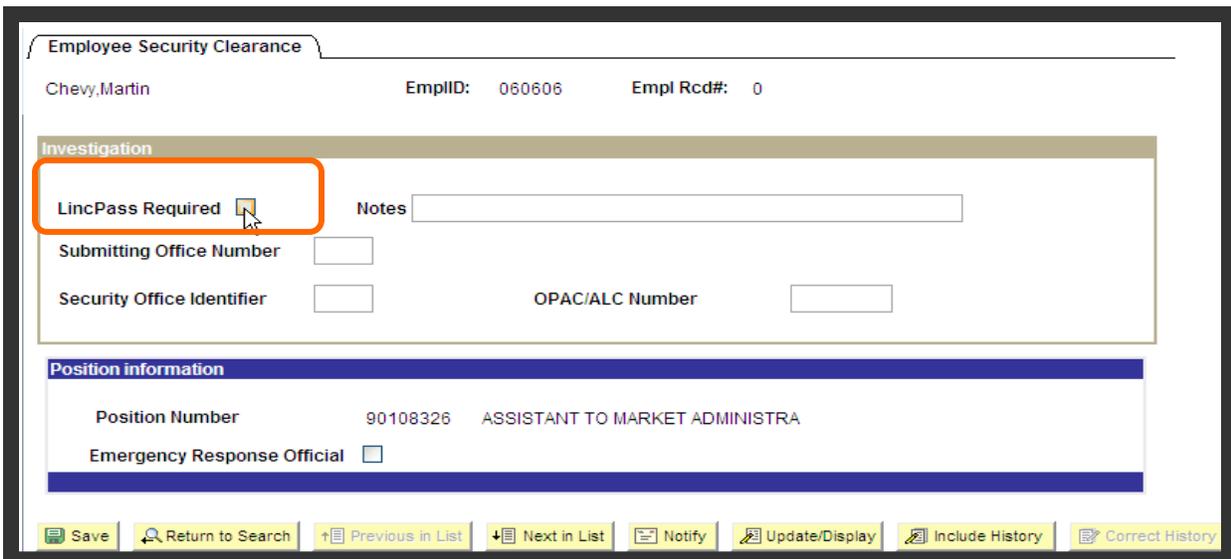
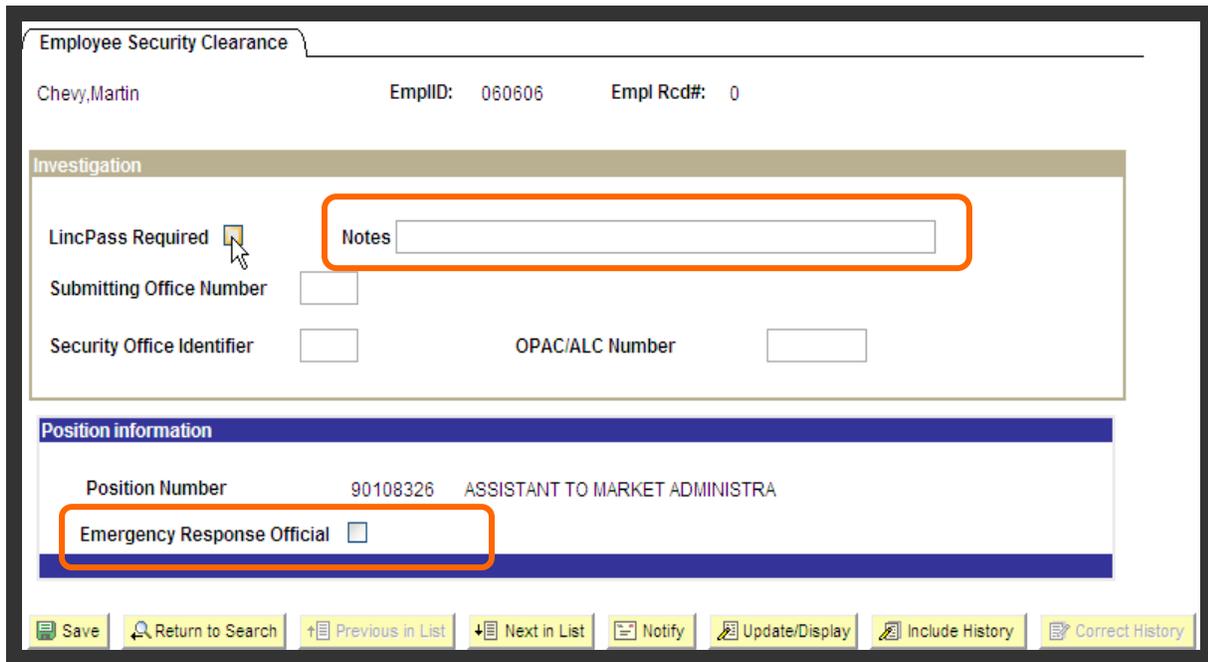


Figure 11: LincPass Required Checkbox

Step 3. In the Investigation block, click the **LincPass Required** checkbox.



Employee Security Clearance

Chevy, Martin EmpID: 060606 Empl Rcd#: 0

Investigation

LincPass Required

Notes

Submitting Office Number

Security Office Identifier OPAC/ALC Number

Position information

Position Number 90108326 ASSISTANT TO MARKET ADMINISTRATOR

Emergency Response Official

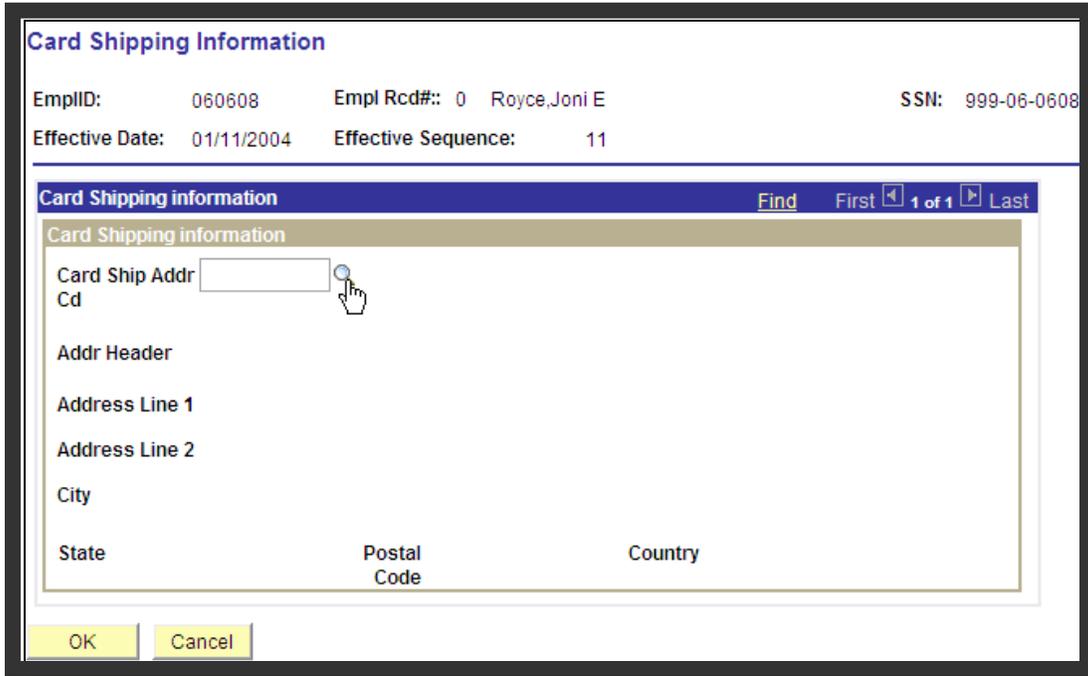
Save Return to Search Previous in List Next in List Notify Update/Display Include History Correct History

Figure 12: Completing Security Clearance Screen

Step 4. You may optionally enter data in the **Notes** field.

Note: If the employee has not completed his/her background investigation, the Employee's Submitting Office Number (SON), Security Office Identifier (SOI) and OPAC/ALC must also be entered.

Step 5. Click on **Emergency Response Official** check box if applicable.



Card Shipping Information

EmplID: 060608 Empl Rcd#: 0 Royce, Joni E SSN: 999-06-0608
 Effective Date: 01/11/2004 Effective Sequence: 11

Card Shipping information Find First 1 of 1 Last

Card Shipping information

Card Ship Addr 

Cd

Addr Header

Address Line 1

Address Line 2

City

State Postal Code Country

OK Cancel

Figure 13: Card Activation Information

Step 6. Use the Card Activation Information link to specify the Card Shipping Address Code. This will be the site that the HSPD-12 LincPass will be delivered to for activation. For example, if an employee is in Fort Collins, CO, you should specify this location as the Card Shipping Address. Use the lookup feature to find the appropriate code.

Step 7. Save the updates by clicking the **Save** button.

Step 8. Click on **PAR Processing**.

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.

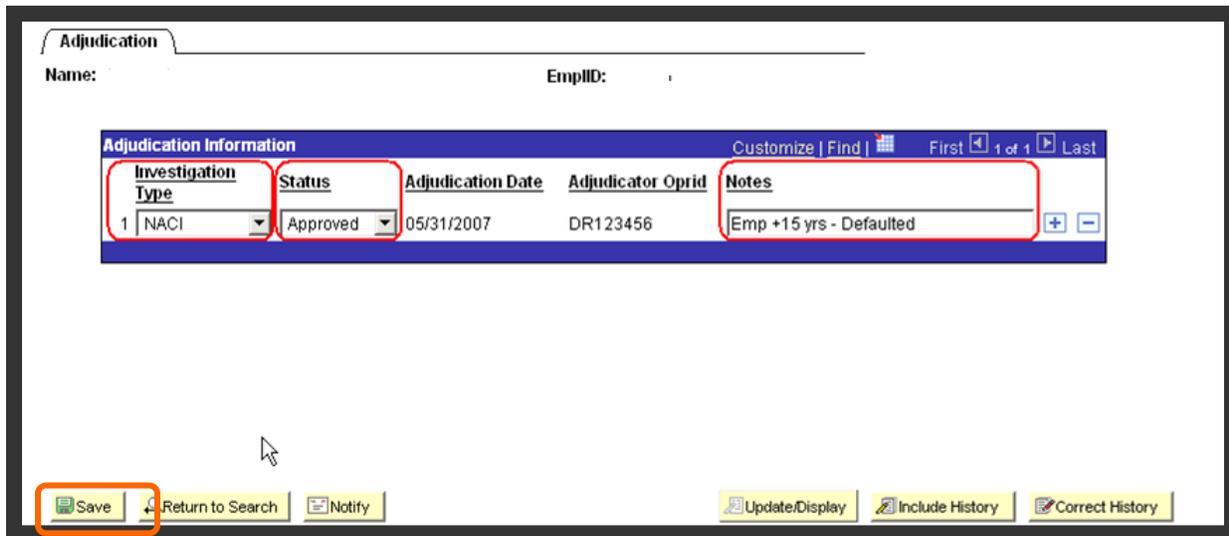
B (iii). Verify and/or Update Adjudication Information in EmpowHR



Figure 14: Adjudication Information Link

Step 1. Click the link for **Adjudication Information**.

Step 2. Search for the Employee in the **Begins with** field.



The screenshot shows the 'Adjudication Information' screen. At the top, there are fields for 'Name:' and 'EmpID:'. Below this is a table with the following data:

Investigation Type	Status	Adjudication Date	Adjudicator Oprid	Notes
1 NACI	Approved	05/31/2007	DR123456	Emp +15 yrs - Defaulted

At the bottom of the screen, there are several buttons: 'Save', 'Return to Search', 'Notify', 'Update/Display', 'Include History', and 'Correct History'. The 'Save' button is highlighted with a red box.

Figure 15: Completing the Adjudication Information Screen

Step 3. Investigation Type: Use the drop-down list to select the appropriate Investigation Type the employee has completed. If the employees completed background investigation is not in the drop-down list because it is higher than a NACI, select the “**NACI**” option because that is the highest background investigation level that HSPD-12 is concerned with.

Step 4. Status: Use the drop-down list to select the “**Approved**” option for confirmed background investigation.

Step 5. Notes: This field can be used to enter in the true adjudicator name and actual adjudication date.

Note: Adjudication Date and Adjudicator OprID are populated by the system.

Step 6. Save the updates by clicking the **Save** button.

Note: Note: It is critical that the highest level of positive adjudication is always in the system. For example, if an employee has passed a NACI investigation but fails on a Top Secret, the positive NACI adjudication must be entered into the system to ensure the employee gets a LincPass and that the card stays active.

C. Update Employee Personal Information via Self-Service

Sponsors should contact the Employee after preparing their data in EmpowHR in order to have the Employee verify and update their business email and phone number.

Note: It is very important that either EmpowHR or eAuthentication contain an accurate email address for the Applicant. If there is no email address supplied, the Applicant will not be able to receive emails from USAccess and will not be able to digitally sign emails when that functionality is implemented.

C (i). Employees who use EmpowHR’s Self-Service Module:

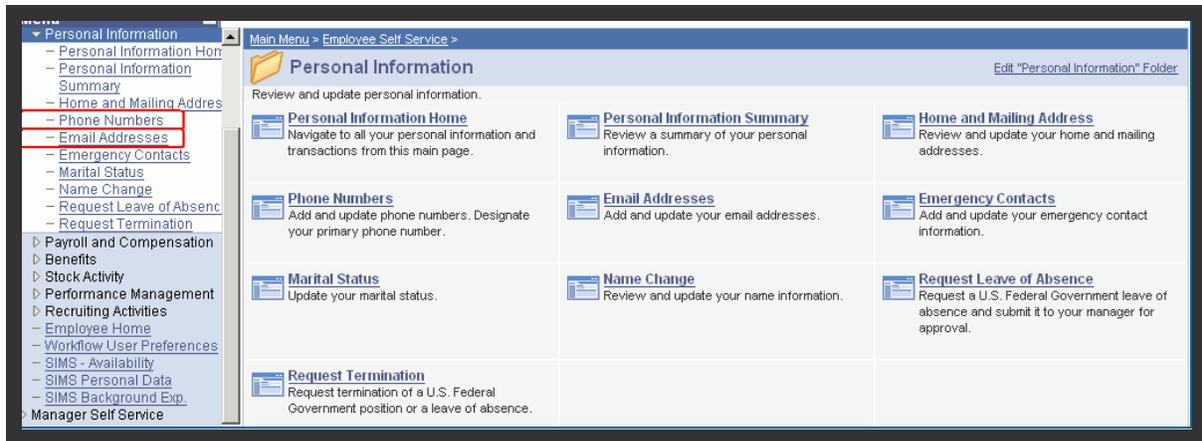


Figure 16: Self-Service Menu

Step 1. From EmpowHR’s left side menu, click Employee Self Service, then click the **Personal Information** link.

Step 2. To verify/update your business email address, click the Email Addresses link.

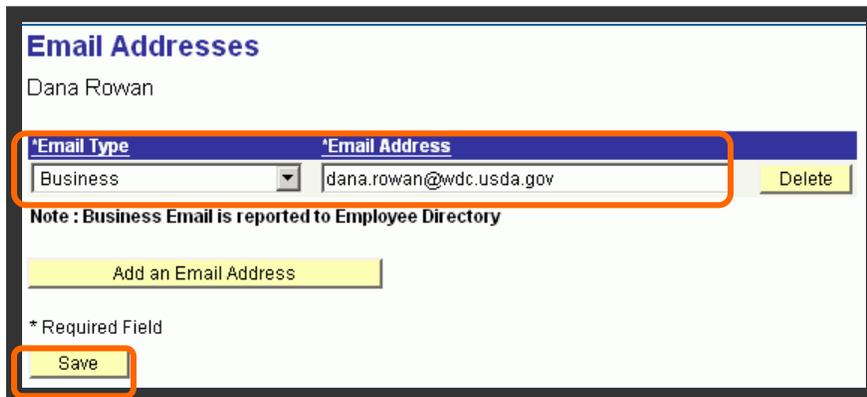


Figure 17: Updating Business Email

Step 3. In the *Email Type* column, use the drop-down list to select “**Business,**” then enter your current business email address in the Email Address field. Click the **Save** button.

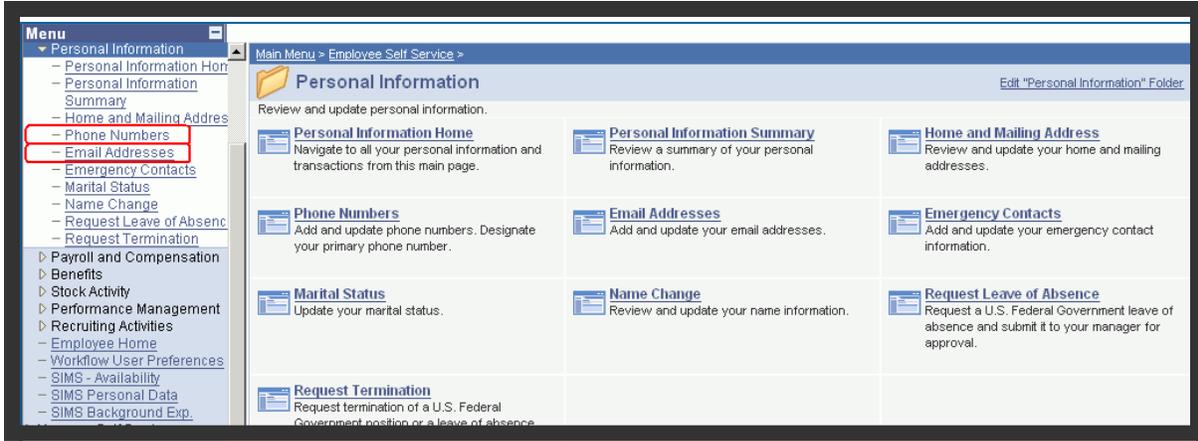


Figure 18: Self-Service Menu

Step 4. From EmpowHR’s left side menu, click the Phone Numbers link.

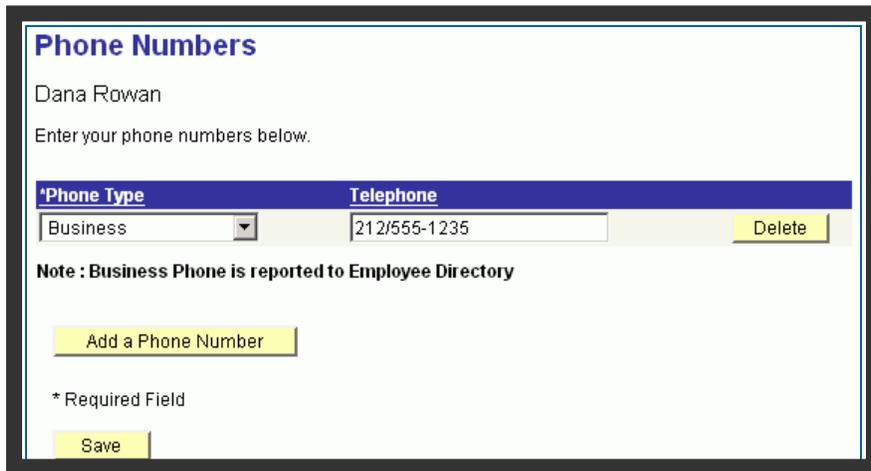


Figure 19: Updating Business Phone No.

Step 5. In the Phone Type column, use the use the drop-down list to select “**Business,**” then enter your current business phone number in the Telephone field. Click the **Save** button.

C (ii). Employees who use eAuthentication:

For eAuthentication help, please see the eAuthentication Help page:

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

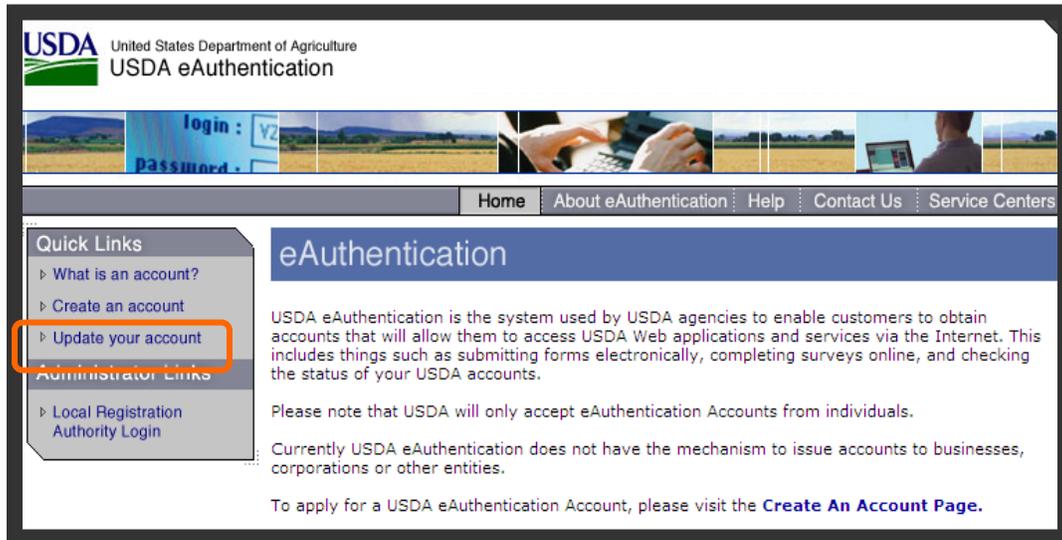


Figure 20: eAuthentication Screen

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

Step 2. Click on “Update Your Account”.

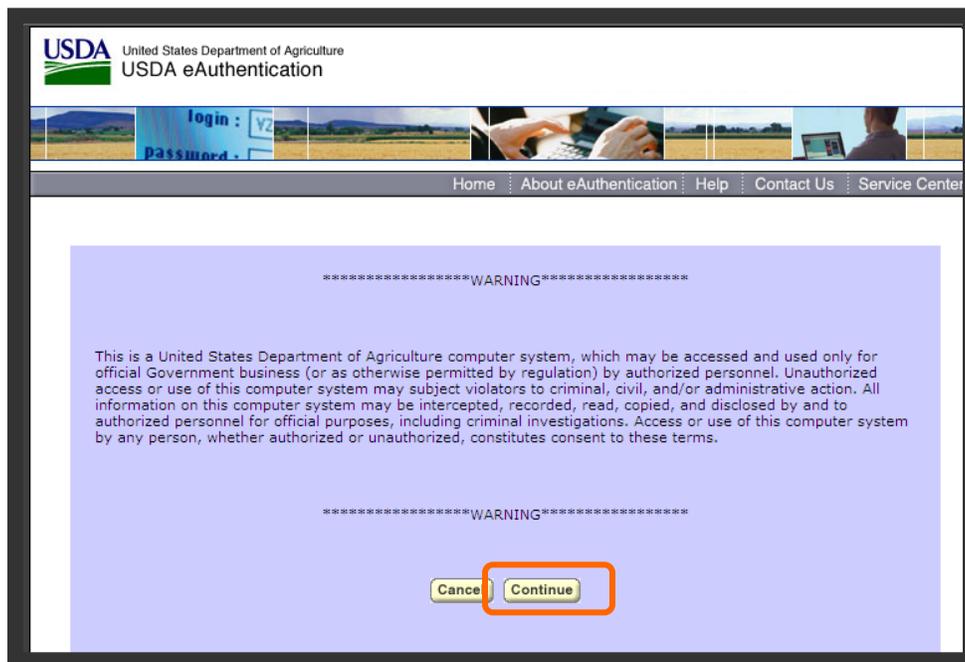


Figure 21: eAuthentication Warning Screen

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

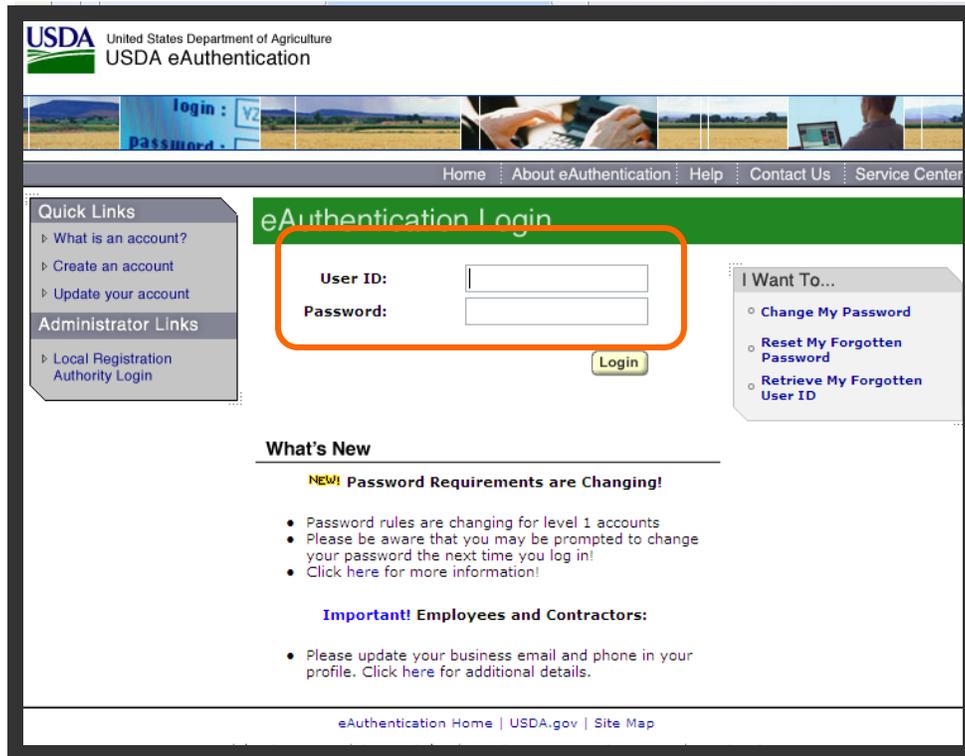


Figure 22: eAuthentication Log-in Screen

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.



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 (P)
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

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 Agency Certification Portal.



D. Certify Prepared Records in the Agency Certification Portal

This section provides instructions and screenshots for Sponsors on how to find and select Employee records for submission to USAccess and to view the records already submitted. The HSPD-12 agency certification portal is a simple Web-based application for the first-time submission of employee records to USAccess. Once a record has been submitted for the first time, updates made in EmpowHR will automatically flow to USAccess and there is no need to resubmit the record via the HSPD-12 Agency Certification Portal.

It is important to note that there is no ability to input data into the portal but only to check those records that are ready to go to USAccess.

It is also important to note that the Certification Portal will only send records to USAccess for Employees located near a currently deployed Enrollment Station. You may prepare records for Employees in any location; however the Certification Portal will not allow those records to be sent to USAccess until there is a station deployed near the Employee.

The URL to access this site is: <https://hspd12p.sc.egov.usda.gov/hspd12preparedness/>

Prerequisites:

- You have a Level 2 eAuthentication ID and have been granted access to the Agency Certification portal (See Part 3 for requesting access).
- You have been designated as the individual for your agency for the submittal process. If you have questions regarding this, contact the USDA HSPD-12 Help Desk
- Data preparation has been completed for the employee records following the procedures in Part 2, Sections B and C. Once you submit the employee records from this portal, they will be sent to GSA.

D (i). Certifying and Submitting New Records

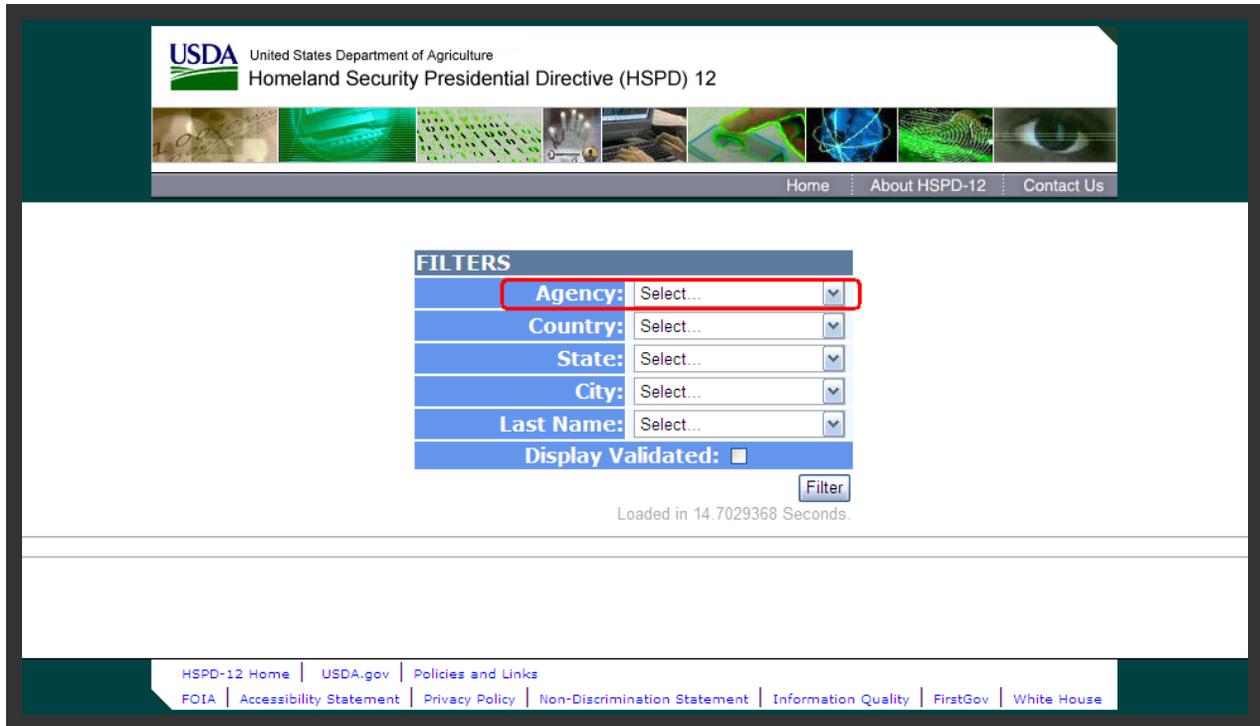


Figure 23: Certification Portal Search Menu

Step 1. First, use the Agency drop-down list to select the agency records you want to work with. (You will only see the agency or agencies to which you have been assigned.)

Step 2. Once agency is selected, the contents of the Country, State, and City drop-down list changes to reflect only those available for the agency you selected. For example, if you select an agency that is only in one country, two states, and four cities, the Country, State, and City drop-down list will only have those choices.

Step 3. The Last Name filter allows you to skip to employees with a Last Name starting with the letter specified. This makes it easier to scroll through records if you're searching for a specific employee.

Note: Unlike the Agency drop-down list, the selections you make in the Country, State, and City drop-down list have no effect on the contents of each other. Also, the application won't prevent you from selecting a state of "Colorado" and a city of "Kansas City," it will simply tell you "No records found."

FILTERS

Agency:	APHIS <input type="button" value="v"/>
Country:	Select... <input type="button" value="v"/>
State:	Select... <input type="button" value="v"/>
City:	Select... <input type="button" value="v"/>
Last Name:	Select... <input type="button" value="v"/>
Display Validated: <input type="checkbox"/>	

[Printer Friendly](#)

Loaded in 39.45262 Seconds.

25 of 6371 Records Displayed.

1 2 3 4 5 6 7 8 9 10 ...

Select All <input type="checkbox"/>	First Name	Last Name	Birth Month/Day	City	State	Country	Agency	Business Email	At GSA
<input type="checkbox"/>	Jean	Ford	Sep/19	Beltsville	MD	USA	APHIS	Jean.ford@usda.gov	False
<input type="checkbox"/>	Scott	Chevy	Mar/4	Beltsville	MD	USA	APHIS	Scott.chevy@usda.gov	False

1 2 3 4 5 6 7 8 9 10 ...

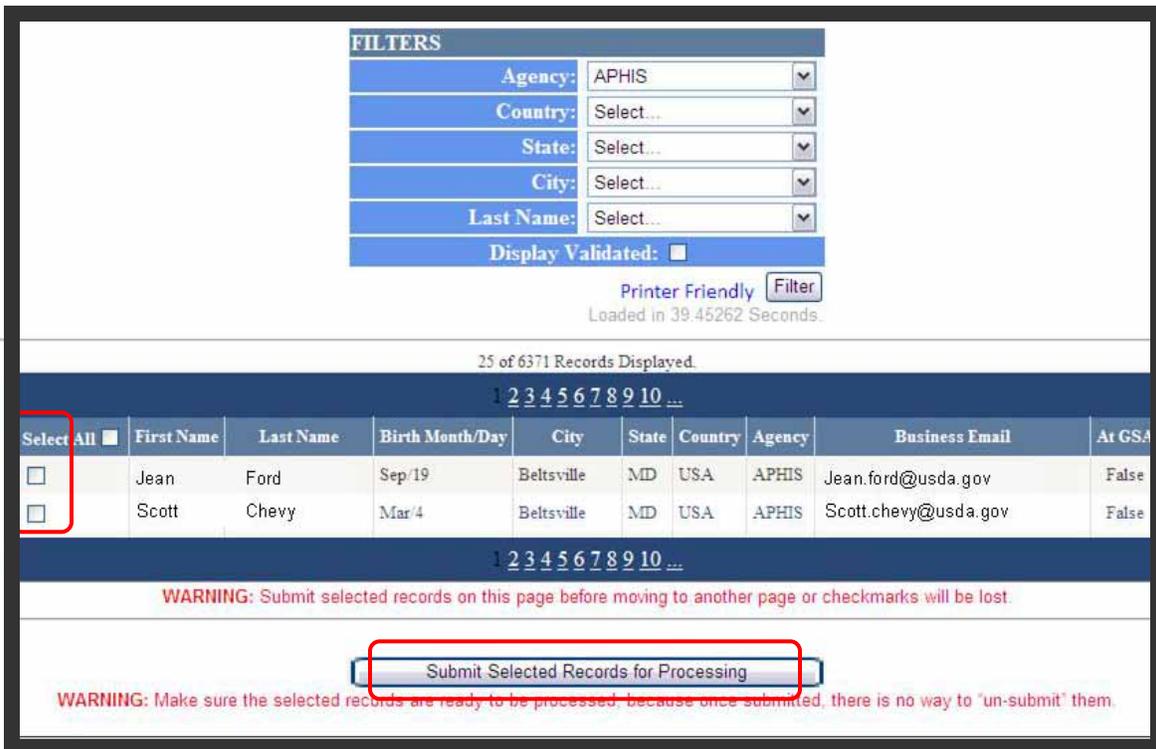
WARNING: Submit selected records on this page before moving to another page or checkmarks will be lost.

WARNING: Make sure the selected records are ready to be processed, because once submitted, there is no way to 'un-submit' them.

Figure 24: Search Results

Step 4. Once you select an agency, the portal will automatically list all the employees it has for that agency. The portal displays 25 records at a time (you may need to scroll down to see them all). The following example shows records filtered by Agency, City, and State.

Step 5. The employee records are listed alphabetically by employee last name. At the top and bottom of the screen are the page numbers for the first 10 groups of 25 records. Click a page number to display that group of records. Clicking the ellipses (...) will take you to the next set of 10 page numbers.



FILTERS

Agency: APHIS

Country: Select...

State: Select...

City: Select...

Last Name: Select...

Display Validated:

Printer Friendly

Loaded in 39.45262 Seconds.

25 of 6371 Records Displayed.

1 2 3 4 5 6 7 8 9 10 ...

Select All <input type="checkbox"/>	First Name	Last Name	Birth Month/Day	City	State	Country	Agency	Business Email	At GSA
<input type="checkbox"/>	Jean	Ford	Sep/19	Beltsville	MD	USA	APHIS	Jean.ford@usda.gov	False
<input type="checkbox"/>	Scott	Chevy	Mar/4	Beltsville	MD	USA	APHIS	Scott.chevy@usda.gov	False

1 2 3 4 5 6 7 8 9 10 ...

WARNING: Submit selected records on this page before moving to another page or checkmarks will be lost.

WARNING: Make sure the selected records are ready to be processed, because once submitted, there is no way to "un-submit" them.

Figure 25: Select Records

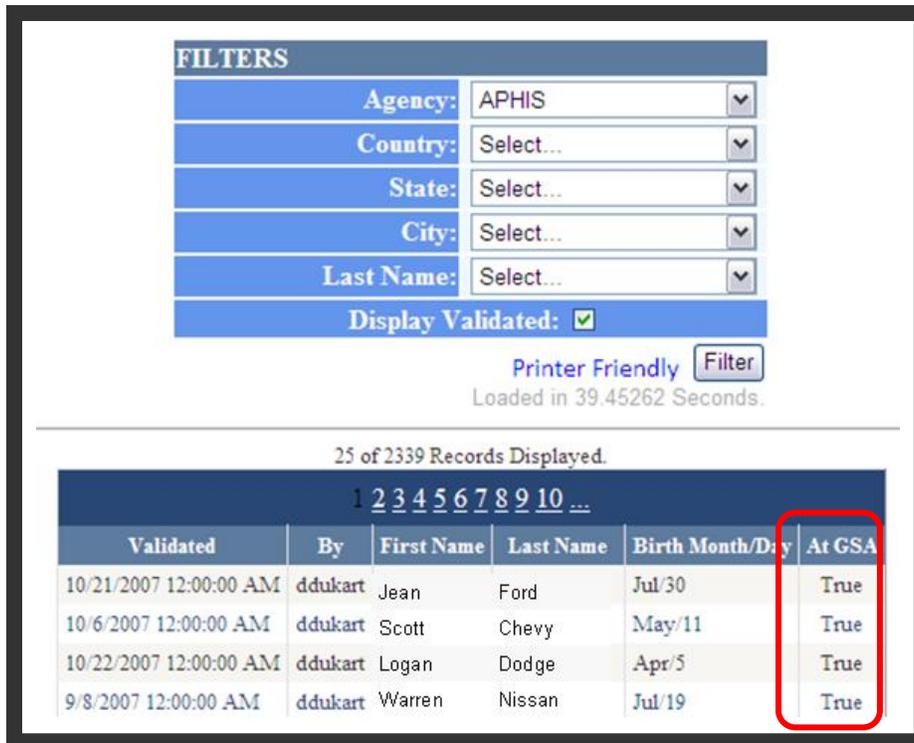
Step 6. Click the checkbox to the left of the employee name to select employees to submit for processing.

Step 7. Click the **Submit Selected Records for Processing** button. The page will redisplay, and that employee’s record will no longer be on the list.

Important: Don’t submit employee records if they don’t have a valid email address. See Part 3: On-Boarding FAQ, for what to do if an employee record has a missing or incorrect email address.

WARNING: The warning at the bottom of the screen is serious. Be **very sure** the records you select and submit are ready for processing. Once submitted, there is no way to “un-submit” the records. If the Employee’s work location or card ship location is in the vicinity of an open Enrollment Station, the record will be sent to USAccess and the Enrollment notification email to the Employee Applicant will be sent.

D (ii). Viewing Previously Submitted Records



FILTERS

Agency: APHIS

Country: Select...

State: Select...

City: Select...

Last Name: Select...

Display Validated:

Printer Friendly

Loaded in 39.45262 Seconds.

25 of 2339 Records Displayed.

Validated	By	First Name	Last Name	Birth Month/Day	At GSA
10/21/2007 12:00:00 AM	ddukart	Jean	Ford	Jul/30	True
10/6/2007 12:00:00 AM	ddukart	Scott	Chevy	May/11	True
10/22/2007 12:00:00 AM	ddukart	Logan	Dodge	Apr/5	True
9/8/2007 12:00:00 AM	ddukart	Warren	Nissan	Jul/19	True

Figure 26: Previously Submitted Records List

Step 1. To display records that have already been submitted, use the filter drop-down list at the top of the screen to select the agency (and country, state, and city if needed), click the **Display Validated** option, then click the **Filter** button.

Step 2. The display shows the records already submitted for this agency, and also shows when the record was submitted and the user name of the employee who did the submitting. To return to the display of not-yet-submitted records, simply remove the checkmark in the **Display Validated** field and click the **Filter** button.

Step 3. The column on the end of this table titled **At GSA** has been added. This column provides a status for each record as to whether it has been sent to GSA or not.

If **At GSA** is set to FALSE:

- EmpowHR Users – Enrollment email has not been sent to Employee yet.
- Payroll Personnel Users - The USAccess System will have no knowledge of this employee yet.

If **At GSA** is set to TRUE:

- EmpowHR Users – The Employee's record has been send to USAccess and is now sponsored. The Enrollment email has been sent to Employee
- Payroll Personnel Users – The USAccess System has knowledge of the employee and Sponsorship can now be completed.

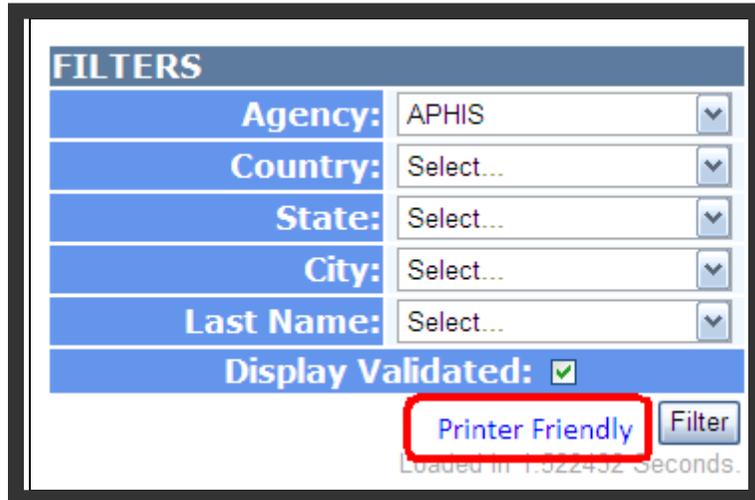


Figure 27: Display Validated Link

Step 4. A **Printer Friendly** link has been added to both the Record Validation and the Display Validated screens. To print the records on a page, click the **Printer Friendly** link and the page will reformat as shown below and can be printed out easily for a quick report.

Validated	By	First Name	Last Name	Birth Month/Day	Agency	At GSA
10/21/2007 12:00:00 AM	ddukart	Jean	Ford	Jul/30	APHIS	True
10/6/2007 12:00:00 AM	ddukart	Scott	Chevy	May/11	APHIS	True
10/22/2007 12:00:00 AM	ddukart	Logan	Dodge	Apr/5	APHIS	True
9/8/2007 12:00:00 AM	ddukart	Warren	Nissan	Jul/19	APHIS	True

Figure 28: Printer Friendly View

On-boarding of the Employee is now complete. The Employee has been Sponsored and Adjudicated 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.



Part 3: On-Boarding FAQ

Q: I cannot find an Employee's record in the Certification Portal

Step 1. Verify the Filter Selections:

- Make sure you haven't selected incompatible data, for example, a city of Kansas City and a state of District of Columbia.
- Make sure you haven't accidentally left filters on that would exclude that record, (e.g., looking for an employee from Puerto Rico in records filtered to show USA employees).
- Check the Validated records (see Part 2, section D (ii), step 1) to see if the record has already been submitted.
- Verify the Employee's agency to make sure they are not in more than one agency. If an employee is in more than one agency, the portal will place them in the agency that is alphabetically first (i.e. Employee is in FSA and OCIO so they will appear in FSA and not OCIO)
- Verify the Employee is still an active Employee in EmpowHR

Step 2. If all this fails, send an email to the USDA HSPD-12 Help Desk and provide the following information:

- In the subject line of the email, please say "HSPD-12 Agency Certification problem – missing record"
- Agency
- Employee full name (first, middle, last),
- Month and day of birth only (**no year**)
- **DO NOT PROVIDE** any privacy data such as the social security number or the full data of birth.

Q: What if the record has a missing or incorrect business email address?

Step 1. Follow the instructions in Part 2, Section C to either update the business email address in EmpowHR (if your agency uses EmpowHR and the self-service portal), or via eAuthentication. It may take at least a day for information updated via eAuthentication to appear in the Agency Certification Portal.

Step 2. If using eAuth to make the update, verify the employee has an Employee eAuth user account type. The portal will not pull information from non-employee type accounts. When the user logs into eAuth's Identity Minder (see Part 2, Section C, Step 5), it should display "Modify My Employee Profile – Level 2" in the upper left corner. If it does not say "Employee", it is not an employee eAuth account type.

Q: What if an individual's record is in the Certification Portal and shouldn't be?

Step 1. Verify this person's record in EmpowHR first. If they should not be in the list due to being terminated, they must be terminated in EmpowHR first. If they should not be in the list due to data elements in their record (i.e. City, Agency, State, etc.) make sure that information is up to date in EmpowHR first.

Step 2. If all information is correct in EmpowHR, and the employee is showing up in the portal when they should not be send an email to USDA HSPD-12 Help Desk and provide the following information:



EMPLOYEE ON-BOARDING IN EMPOWHR

- In the subject line of the email, please say “HSPD-12 Agency Certification problem – record shouldn’t be on list”
- Agency
- Employee full name (first, middle, last),
- Month and day of birth only (**no year**)
- **DO NOT PROVIDE** any privacy data such as the social security number or the full data of birth.

Q: Where is the email address pulled from for the Applicant’s record?

If EmpowHR contains the email address, the Sponsorship record will use the EmpowHR email address. If EmpowHR does not contain the email address, the Sponsorship record will use the eAuthentication email address. If the eAuthentication email address is blank the Sponsorship record will not have an email address. It is very important that the record contain an email address so that the Applicant can get emails from USAccess.

Q: Do I have to use the full middle name in the Employee’s Sponsorship record?

You should strive to be as accurate as possible so that the Employee’s record matches their I-9 documentation. Do not use “NMN” or something similar if the Employee does not have a middle name as they will not be able to enroll.

The following exceptions are allowed:

Sponsorship Record

Middle initial only
 Full middle name
 Compressed middle name e.g. “Heewan”
 Properly formed middle name e.g. “Hee-wan”
 Blank middle name

Middle name or middle initial

I-9 Document

Full middle name
 Middle initial only
 Properly formed middle name e.g. “Hee-wan”
 Compressed middle name e.g. “Hee-wan”
 Middle name or Middle Initial (this will result in a flag by the Registrar)
 Blank middle name or middle initial (this will result in a flag by the Registrar)

If the Employee can produce a “linking document” during enrollment (i.e. Marriage certificate, court record, certified birth certificate) that can account for a difference in the name on their I-9 document versus their Sponsorship record, they WILL be permitted to enroll without having the Sponsor update their record first.

Q: Do I have to include the Employee’s suffix in their Sponsorship record?

You should strive to be as accurate as possible so that the Employee’s record matches their I-9 documentation. The suffix should be included in the EmpowHR suffix field and not as part of the last name field.

The following exceptions are allowed if an Employee can produce a secondary I-9 document with their SSN during enrollment:

Sponsorship Record

Suffix included
 No suffix

I-9 Document

No suffix
 Suffix included



The Employee will also be allowed to enroll without needing to show their SSN if their suffix in their Sponsorship record is an alternate form of their suffix on their I-9 document (e.g. Jr and II or Sr. and I)

Q: How do I get access to the Agency Certification Portal?

Send an email to the USDA HSPD-12 Help Desk with the following information

- Subject line: Access Request for the HSPD-12 Agency Certification Portal
- Name (First, Middle, Last) of the certifier
- Email address for the certifier
- Phone number for the certifier
- eAuthentication Username of the certifier
- Agency(ies) that this certifier should be granted

Q: How often is information sent from the Certification Portal to USAccess?

Records are pushed to USAccess every 4 hours

Q: What if 4 hours has passed and a record has not been sent to USAccess?

Check the work location and card shipping address. If neither is where there is currently an open Enrollment Station, the record will not go to USAccess until there is a station there.

Q: Do I need to re-certify an employee if their information has been updated in EmpowHR since the first time they were sent to USAccess?

No, you only need to use the certification portal the very first time you send a record to USAccess. All updates to records will be pushed automatically to USAccess during one of the 4 hour data pushes.

Q: Can I submit groups of records at once in the Agency Certification Portal?

You can submit multiple records at once, but they must be in the group of 25 records displayed on the screen. As described in the warning message below the page numbers, if you make selections on one page, then navigate to another page before clicking the **Submit Changes** button, your selections will be lost.

Q: How do I select more than one record at a time for submission via the Agency Certification Portal?

You can select all the records on the displayed page by clicking the Select All checkbox in the column header. To unselect them, click the Unselect All checkbox, which only appears after the Select All checkbox has been clicked.

Q: Does an Applicant need both the NACI and Fingerprint Check Adjudication results entered in EmpowHR in order to be issued a LincPass?

An applicant is eligible to enroll for a LincPass after the successfully adjudicated FBI Fingerprint Check results have been entered into EmpowHR. Enrollment for a LincPass is not contingent upon a BI (NACI or higher) being completed, however the LincPass will have a provisional status until the BI results are entered.



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 Federal Employees from that location that have successfully completed an FBI or higher background investigation.	
4	Verify accuracy of employee name information in EmpowHR. Fix issues for all employees (i.e. Suffix combined in last name field) in the EmpowHR system following the instructions in Part 2, Section B(i).	
5	Provide Sponsorship related information such as LincPass Required, Emergency Response official, and Card Shipping info in EmpowHR following the instructions in Part 2, Section B(ii).	
6	Verify adjudication result has been entered into EmpowHR, if it hasn't, update those records following the instructions in Part 2, Section B (iii).	
Employee Instructions		
7	Update Business Email and Phone using EmpowHR's Self-Service module or eAuthentication following the instructions in Part 2, Section C.	
HR Instructions		
8	Ensure you have access to the Agency Certification Portal (See Part 3 for requesting access). (https://hspd12p.sc.egov.usda.gov/hspd12preparedness/)	
9	Flag, certify and submit the prepared records following the instructions in Part 2, Section D (i).	