

For: State and County Offices

Updating LincPass Badge Certificates Using Employee Workstations

Approved by: Deputy Administrator, Management



1 Overview

A Background

Since June 2007, FSA has provided a LincPass to employees and contractors (LincPass holders) as part of the Homeland Security Presidential Directive (HSPD)-12 initiative that requires Federal Agencies to produce and issue Personal Identity Verification-compliant credentials to LincPass holders. EPD is **continually** looking for ways to better assist LincPass holders with maintaining and updating their LincPass badges.

Each LincPass badge has 2 expiration dates. If either of these dates expires, the LincPass badge is no longer active, functional, operational, or valid. The LincPass holder is responsible for updating their LincPass badge **before** the expiration dates. If the LincPass badge expires, the LincPass holder must start the reenrollment process over from the beginning.

- The first expiration date is the certificate expiration date. This expiration date is **not visible** on the LincPass badge. The certificate expiration date is embedded within the LincPass badge gold chip. This date expires **3 years** after the issuance date, and the LincPass holder generally receives an e-mail from HSPD-12 when the LincPass badge is within 90 calendar days of the certificate expiration and; thereafter, every 30 calendar days until the certificate is updated or expires. See Exhibit 1 to view the certificate expiration date.

Disposal Date

October 1, 2013
1-17-13

Distribution

State Offices; State Offices relay to County Offices

Notice SEM-22

1 Overview (Continued)

A Background (Continued)

- The second expiration date is for the physical LincPass badge. This date is visible on the front of the LincPass badge and expires **5 years** from date of issuance (guidance will be provided in a forthcoming notice on updating the badge before the expiration date).

In an attempt to decrease maintenance costs and speed up delivery of services for LincPass badges, EPD issued Notice SEM-11 implementing a strategy in partnership with Information Technology Services, Technical Support Division (ITS, TSD), to give the LincPass holder the ability to update the LincPass badge certificate from a workstation within their County Office or Service Center.

Note: If there is a fixed site or Light Activation Station (LAS) in the State or County Office or Service Center where the employee works, the LincPass holder shall use that rather than the workstation process.

B Purpose

This notice:

- provides clarification on using workstations within County Offices or Service Centers to rekey LincPass badge certificates.

Note: If this process was not completed when obsolete Notice SEM-11 was issued, complete the process now to continue to provide for continued rekeying of LincPass badge certificates. The process for updating certificates is found in Exhibit 2.

- obsoletes Notice SEM-19.

C Contacts

State Offices shall direct any questions or concerns about this notice to Silvia Flores, EPD, by either of the following:

- e-mail to **silvia.flores@wdc.usda.gov**
- telephone at 202-260-8165.

Notice SEM-22

2 Process to Identify Workstations and Criteria for Updating LincPass Badge Certificates

A Completing LincPass Badge Certificate Updates

The following provides the steps to complete LincPass badge certificate updates from employee workstations.

Step	Action
1	<p>For Service Centers that had not previously completed this as instructed in Notice SEM-11, identify within the State or County Office or Service Center, including NRCS or RD, 1 workstation to be used. This workstation must have a functional/operational card reader and be accessible to all LincPass holders to update LincPass badge certificates. The identified workstation should also be connected to the network on a continuous basis. The workstation may be an employee's workstation.</p> <p>Note: Because of the maintenance of keeping software current, ITS, TSD will not install this software on all workstations in the County Office or Service Center, just 1 workstation.</p>
2	<p>Open a Help Desk ticket requesting the ITS, TSD representative load the most current Light Activation Active X Controls software on the identified workstation.</p>
3	<p>ITS, TSD will ensure that the workstation identified meets the minimum requirement. If the workstation meets the requirement, the ITS, TSD representative will load the appropriate software. See Newsflash 20111128A. If not, the ITS, TSD representative shall inform the requestor and another workstation shall be selected.</p> <p>Note: ITS, TSD field staff shall determine the functionality of the workstation. Any active LincPass badge can be inserted into the card reader for the test. If the instructions are followed and there are errors, the ITS, TSD field staff will troubleshoot the workstation to identify why that particular workstation is not working. If the ITS, TSD field staff is unable to determine the issue, then a different workstation should be selected by the requestor using the same requirements.</p>
4	<p>If a workstation that has been determined to function properly and has updated LincPass badges successfully in the past suddenly is unable to reach the web site or receives an error, the updating process should be tried again at a later time. If after 3 attempts the LincPass holder is still not able to update the LincPass badge, the LincPass holder should contact their ITS, TSD field staff and Silvia Flores by e-mail at silvia.flores@wdc.usda.gov under the subject titled, "LincPass Update Error for (LincPass Holder's Full Name)". In that e-mail, the LincPass holder should identify the error message, the workstation location, and their telephone number.</p>

2 Process to Identify Workstations and Criteria for Updating LincPass Badge Certificates (Continued)

B Criteria for Using a Workstation to Update a LincPass Badge

LincPass holders whose LincPass badge certificate is within 90 calendar days of the certificate expiration can perform an update by using the employee workstation identified by the State or County Office or Service Center, instead of going to a fixed credentialing location or LAS. To use this process, the LincPass holder **must**:

- have a functioning LincPass badge
- have the “active” LincPass badge in their possession
- remember the LincPass badge PIN (6 to 8 digits set when activated)
- have access to the designated County Office or Service Center workstation in subparagraph A.

C Functions That Cannot Be Performed Using the Certification Update Process

The following functions cannot be performed using the certification update process described in subparagraph B:

- enrollments
- activations.

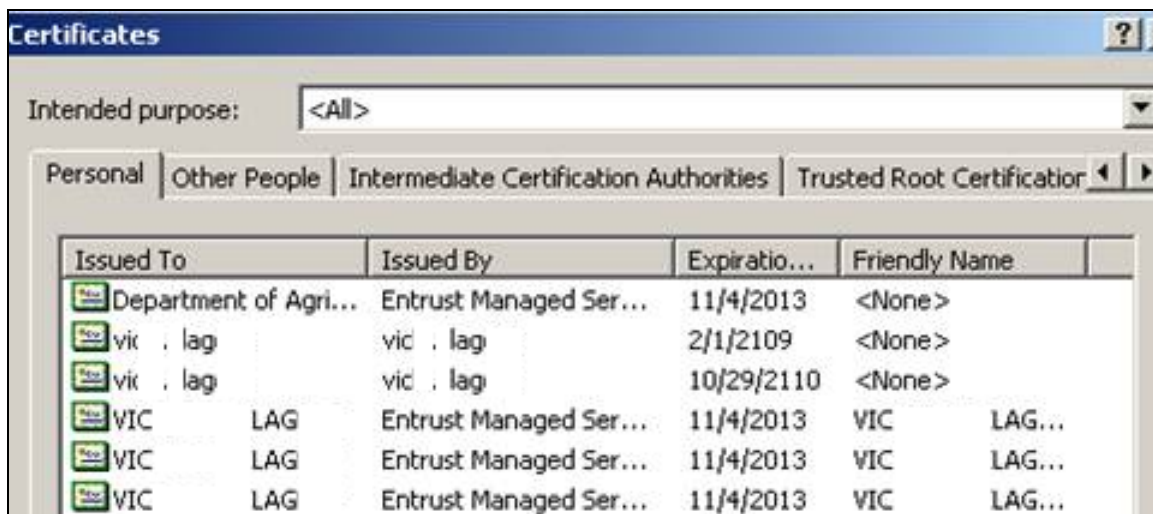
Enrollments will continue to be accomplished at fixed credentialing locations and activations and PIN resets will continue to be accomplished at LAS or fixed credentialing locations.

Viewing the LincPass Badge Certificate Expiration Date

The LincPass badge has 2 expiration dates. The certificate expiration date is **not visible** on the LincPass badge. The certificate expiration date is embedded within the LincPass badge gold chip. This date expires **3 years** after the issuance date, and the LincPass holder generally receives an e-mail from HSPD-12 when the LincPass badge is within 90 calendar days of the certificate expiration and; thereafter, every 30 calendar days until the certificate is updated or expires.


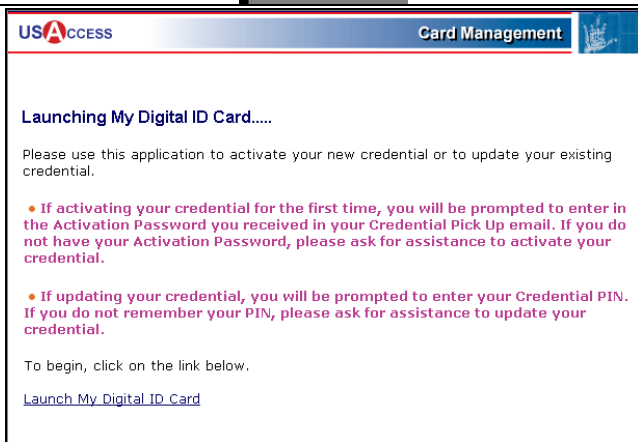
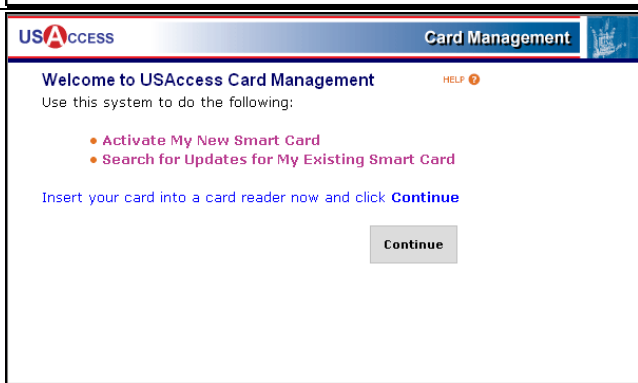
Follow these steps to view user's LincPass badge certificate expiration date.

Step	Action
1	Open Internet Explorer .
2	On the menu bar CLICK " Tools ".
3	Scroll down and CLICK " Internet Options ".
4	CLICK " Content " tab.
5	CLICK " Certificates ".
6	Following is an example of the Certificates Screen will be displayed. On the "Personal" tab, under "Issued To" on the left side, LincPass holders will see their name in all capital letters. The third column, under "Expiration Date" is the date their certificate expires.

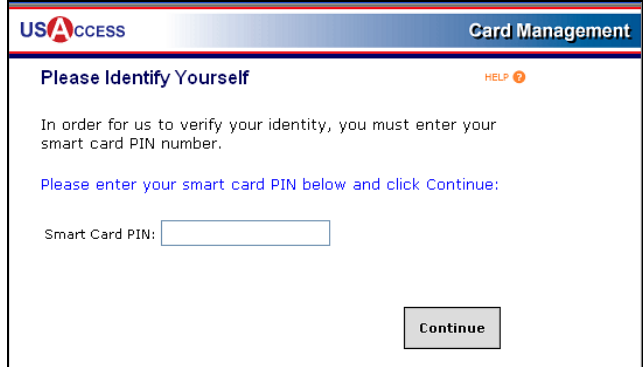
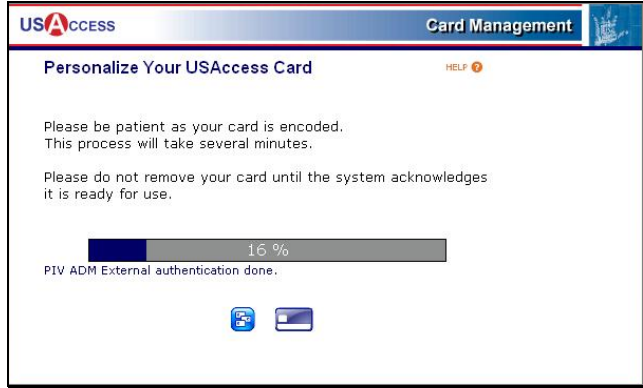


LincPass Badge Updating Process

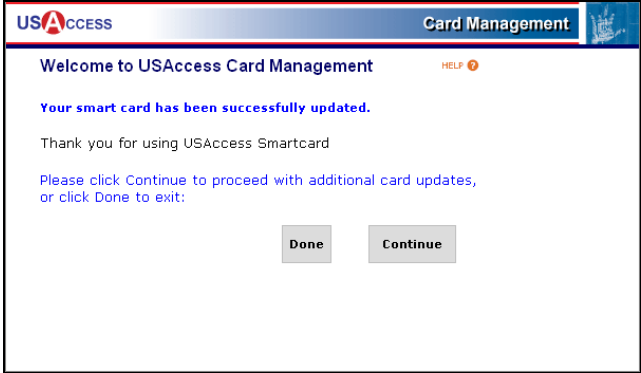
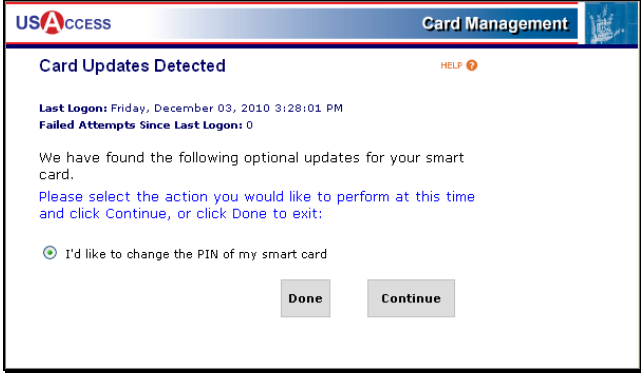
The employee with the expiring LincPass badge certificate should log into the designated workstation with their LincPass badge. This will ensure that the employee has a fully functioning LincPass badge. Then use Internet Explorer to connect to the Unattended Activation Portal as described in the following process.

Step	Action	Visual Display
1	Open the Unattended Activation Portal at https://issuance.usaccess.gsa.gov/ai ms/enterprise/user .	
2	The Launching My Digital ID Card Screen will be displayed. CLICK “Launch My Digital ID Card” .	
3	Insert the LincPass badge (credential) into the card reader. The Welcome to USAccess Card Management Screen will be displayed. <ul style="list-style-type: none"> Insert user's LincPass badge into the card reader. Ensure that user's LincPass badge is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop. CLICK “Continue”. Do not remove user's credential from the reader. 	

LincPass Updating Process (Continued)

Steps	Action	Visual Display
4	<p>The Please Identify Yourself Screen will be displayed.</p> <ul style="list-style-type: none"> Enter user's LincPass badge PIN in the "Smart Card PIN" field. CLICK "Continue". 	
5	<p>The Personalize Your USAccess Card Screen will be displayed, indicating that user's card is being updated.</p> <p>Important: Do not remove user's credential from the card reader until this process is complete. This may take a few minutes. The percent complete will be displayed on the screen.</p>	

LincPass Updating Process (Continued)

Steps	Action	Visual Display
6	<p>After the update is complete, the Welcome to USAccess Card Management Screen will be redisplayed, indicating that the LincPass badge has been successfully updated. CLICK “Done”.</p> <p>Note: If user clicks “Continue” in this step, the Card Updates Detected Screen will be displayed to take further action.</p>	
7	<p>The Card Updates Detected Screen will be displayed. Click either of the following:</p> <ul style="list-style-type: none"> • “Continue” to take action on the listed items <p>Note: In the example displayed, the action is to change user’s LincPass badge PIN.</p> <ul style="list-style-type: none"> • “Done” to exit. <p>Note: If the LincPass badge certification fails to update, the employee should work with their ITS, TSD lead to resolve.</p>	
8	<p>When user clicks “Done”, the Launching My Digital ID Card Screen will be displayed. Remove the LincPass badge from the card reader. The LincPass badge update process is complete.</p>	