

For: State and County Offices and Service Centers

Updating LincPass 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, which 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 LincPass issues as well as updating LincPass certificates.

Each LincPass has 2 expiration dates. If either 1 of these dates expire, the LincPass is no longer active, functional, operational, or valid. The LincPass holder is responsible for updating the LincPass before the expiration dates. If the LincPass expires, the LincPass holder must start the process over with re-enrollment.

- The first expiration date is the certificate expiration. This expiration date is **not visible** on the LincPass badge. The expiration date is embedded within the LincPass 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 is within 90 calendar days of the certificate expiration, and thereafter every 30 calendar days until the certificate is updated or expires.

Note: The certificate expiration date can be seen by inserting the LincPass into a functioning card reader and right-clicking on the “Active Client Agent” icon located in the system tray in the lower-right corner of the screen. CLICK “Open”, double-click “My Certificates”, then double-click on the first certificate listed. The ending date shown in the “Valid from” row is the expiration date of the certificate.

- The second expiration date is for the physical LincPass badge. This date is visible on the front of the LincPass and expires **5 years** from date of issuance.

Disposal Date	Distribution
June 1, 2012	State Offices; State Offices relay to County Offices and Service Centers

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1 Overview (Continued)

A Background (Continued)

As a measure to help the LincPass holder maintain the LincPass, EPD implemented a Light Activation Station (LAS) strategy. This strategy allows the LincPass holder to activate the LincPass, perform LincPass certificate renewals, and make personal identification number (PIN) updates at more convenient locations.

Another step EPD is implementing, in partnership with Information Technology Services – Technical Support Division (ITS-TSD), is to give the LincPass holder the ability to update the LincPass certificate from a workstation within the Service Center or County Office.

Note: If there is a fixed site or 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 introduces the following:

- requirement for identifying an employee workstation for updating the LincPass
- process for updating the LincPass using an employee's workstation.

C Contact

State Offices shall direct any questions or concerns related to this notice to David Porter, EPD, by either of the following:

- e-mail at david.porter@wdc.usda.gov
- telephone at 202-720-9865.

D Process for Updating LincPass From an Employee Workstation

The process for updating the LincPass from an employee workstation consists of 6 steps as outlined in Exhibit 1.

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2 Process to Identify Workstations and Criteria for Updating LincPass Certificate

A Steps Needed to Complete LincPass Certificate Updates From Workstation

State or County Offices or Service Centers that are interested in allowing LincPass holders to use this process must perform the following steps, **as soon as employees start to receive e-mail notifications**, usually 90 calendar days before certificate expiration.

Step	Action
1	<p>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 certificates. The identified workstation should also be connected to the network on a continuous basis.</p> <p>Note: ITS-TSD will not install this software on all workstations in the Service Center or County Office.</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: TSD field staff shall determine the functionality of the workstation. Any active LincPass can be inserted into the card reader for the test. If the instructions are followed and there are errors, the TSD field staff will troubleshoot the workstation to identify why that particular workstation is not working. If the 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 LincPasses 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, the LincPass holder should contact their TSD field staff and David Porter by e-mail at david.porter@wdc.usda.gov under the subject titled “LincPass Update Error for (<u>LincPass Holder’s Full Name</u>)”. In that e-mail, the LincPass holder should identify the error message, the workstation location, and their telephone number.</p>

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2 **Process to Identify Workstations and Criteria for Updating LincPass Certificate (Continued)**

B Criteria for Using a Workstation to Update LincPass Certificate

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

C Functions That Cannot Be Performed Using This Process

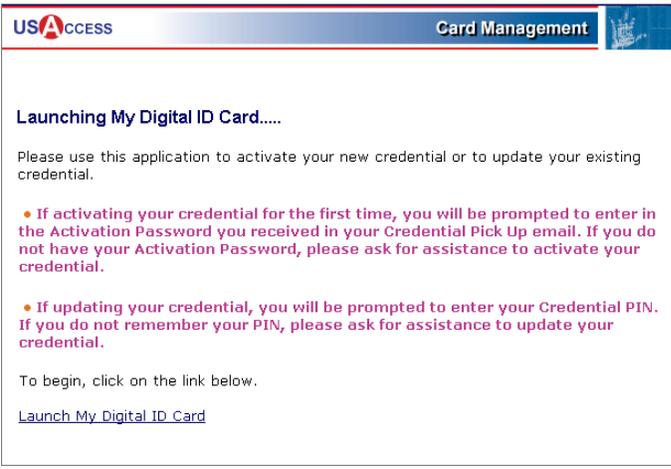
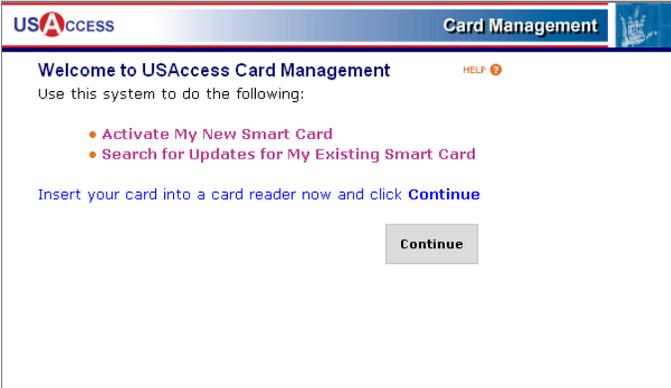
The following functions cannot be performed using the process in this notice:

- enrollments
- activations.

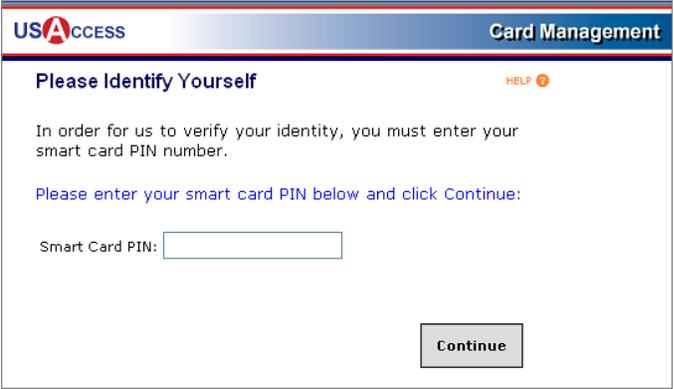
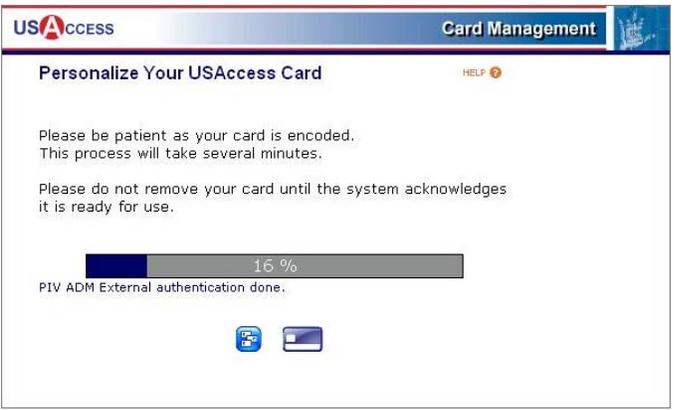
Enrollments will continue to be accomplished at a fixed credentialing location, while activations and PIN resets will continue to be accomplished at a fixed credentialing location or LAS.

LincPass Updating Process

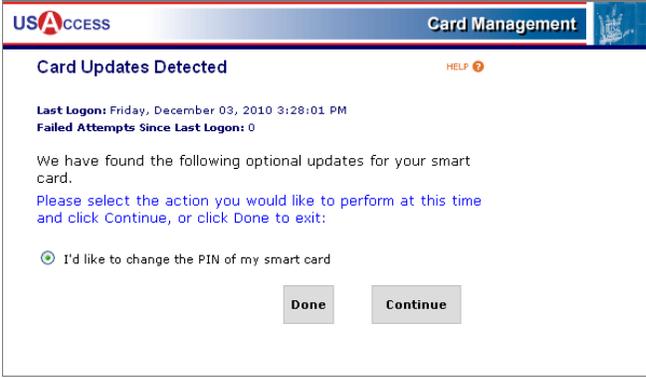
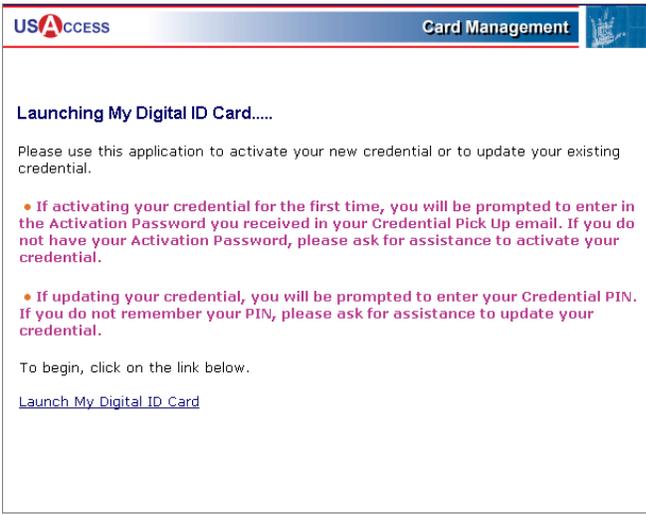
The LincPass holder with the expiring LincPass certificate should log into the designated workstation where ITS-TSD has performed the function according to subparagraph 2 A with their LincPass. This will ensure that the LincPass holder has a fully functioning LincPass. Use Internet Explorer to connect to the Unattended Activation Portal as described in this table and perform the functions in the order of this table.

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

LincPass Updating Process (Continued)

Step	Action	Visual Display
4	<p>The Please Identify Yourself Screen will be displayed.</p> <ul style="list-style-type: none"> • Enter the LincPass PIN in the “Smart Card PIN” field. • CLICK “Continue”. <p>The Personalize Your USAccess Card Screen will be displayed, indicating that the LincPass is being updated.</p> <p>Important: Do not remove the LincPass from the card reader until this process is complete. This may take a few minutes. The percent complete displays on the screen.</p>	 <p>The screenshot shows the 'Please Identify Yourself' screen. At the top, it says 'USACCESS Card Management'. Below that, the title is 'Please Identify Yourself' with a 'HELP' icon. The text reads: 'In order for us to verify your identity, you must enter your smart card PIN number. Please enter your smart card PIN below and click Continue:'. There is a text input field labeled 'Smart Card PIN:' and a 'Continue' button at the bottom right.</p>  <p>The screenshot shows the 'Personalize Your USAccess Card' screen. At the top, it says 'USACCESS Card Management'. Below that, the title is 'Personalize Your USAccess Card' with a 'HELP' icon. The text reads: 'Please be patient as your card is encoded. This process will take several minutes. Please do not remove your card until the system acknowledges it is ready for use.' There is a progress bar showing '16 %' and the text 'PIV ADM External authentication done.' at the bottom. There are also icons for a computer and a card reader.</p>

LincPass Updating Process (Continued)

Step	Action	Visual Display
5	<p>Once the update is completed, the Welcome to USAccess Card Management Screen will be redisplayed, indicating that the LincPass has been successfully updated. CLICK “Done”.</p> <p>Note: If “Continue” is clicked in this step, the Card Updates Detected Screen will be displayed to take further action.</p> <p>CLICK “Continue” to take action on the listed items. In the example shown, the action is to change the LincPass PIN. Otherwise CLICK “Done” to exit.</p> <p>Note: If the LincPass certificates fail to update, the employee should work with their ITS-TSD lead to resolve.</p>	 <p>The screenshot shows the 'Welcome to USAccess Card Management' screen. It features a blue header with the USAccess logo and 'Card Management' text. The main content area displays a success message: 'Your smart card has been successfully updated.' Below this, it says 'Thank you for using USAccess Smartcard' and provides instructions: 'Please click Continue to proceed with additional card updates, or click Done to exit:'. At the bottom, there are two buttons: 'Done' and 'Continue'.</p>  <p>The screenshot shows the 'Card Updates Detected' screen. It features a blue header with the USAccess logo and 'Card Management' text. The main content area displays the title 'Card Updates Detected' and provides login information: 'Last Logon: Friday, December 03, 2010 3:28:01 PM' and 'Failed Attempts Since Last Logon: 0'. It then states: 'We have found the following optional updates for your smart card.' Below this, it says: 'Please select the action you would like to perform at this time and click Continue, or click Done to exit:'. A radio button is selected for the option 'I'd like to change the PIN of my smart card'. At the bottom, there are two buttons: 'Done' and 'Continue'.</p>
6	<p>When “Done” is clicked, the Launching My Digital ID Card Screen will be redisplayed. Remove the LincPass from the card reader. The LincPass update process is complete.</p>	 <p>The screenshot shows the 'Launching My Digital ID Card' screen. It features a blue header with the USAccess logo and 'Card Management' text. The main content area displays the title 'Launching My Digital ID Card.....' and provides instructions: 'Please use this application to activate your new credential or to update your existing credential.' Below this, there are two bullet points: '• If activating your credential for the first time, you will be prompted to enter in the Activation Password you received in your Credential Pick Up email. If you do not have your Activation Password, please ask for assistance to activate your credential.' and '• If updating your credential, you will be prompted to enter your Credential PIN. If you do not remember your PIN, please ask for assistance to update your credential.' Below the bullet points, it says: 'To begin, click on the link below.' and provides a blue hyperlink: 'Launch My Digital ID Card'.</p>