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 Human Resources (HR) personnel (acting as a Sponsor) to initiate the LincPass issuance process for EmpowHR-based Employee Applicants. This process is applicable to both new and current USDA Employee Applicants and can be used during USDA's initial rollout of the Homeland Security Presidential Directive 12 (HSPD-12) process as well as on an on-going basis after the backlog of current Employees has been processed. When finished with this process HR Personnel will have:

- Selected and prepared Employee Applicant data for submission to the General Services Administration (GSA) HSPD-12 system, called 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 an on-boarding process overview. 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:

Questions regarding the Business Process and Policies:

- Website: http://hspd12.usda.gov/
- Email: HSPD12@ftc.usda.gov

Questions regarding the USAccess System:

- www.FedIDCard.gov
- Email: Usaccess.helpdesk@eds.com
- USAccess Help Desk: 866-493-8391

Part I: Overview and Business Process

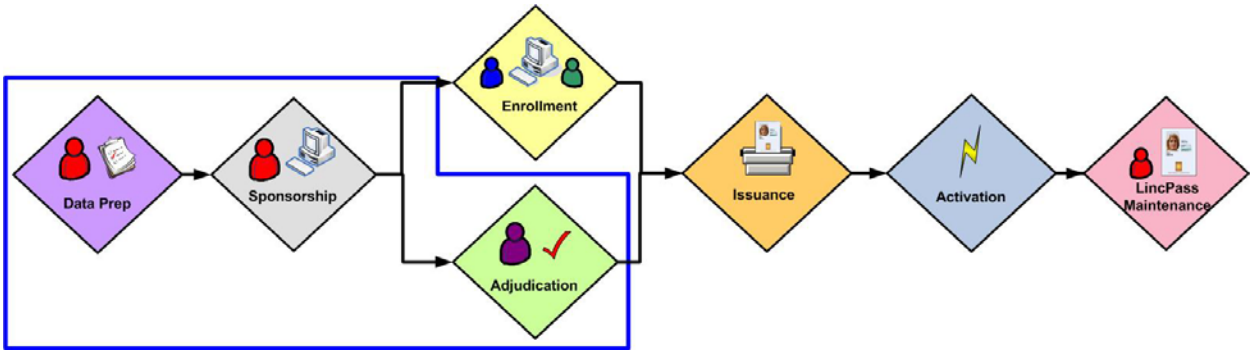


Figure 1: LincPass Issuance Process

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 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

There are some minor variances in the process depending if the Employee is a current USDA employee or a new USDA employee. These differences will be highlighted throughout the step by step instructions.

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

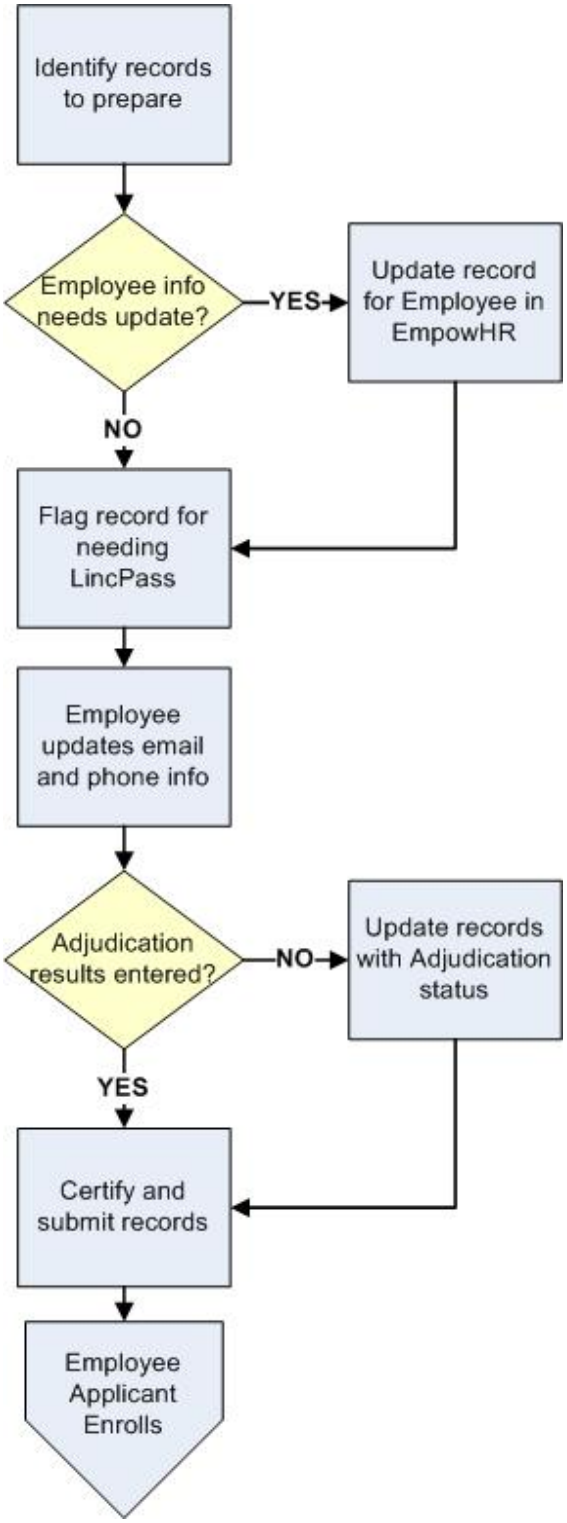


Figure 2: Business Process

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 Step 2, 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 ***NEW!***
- LincPass Required ***NEW!***
- Adjudication Information ***NEW!***
- Card Shipping Address Code ***NEW!***

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 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.

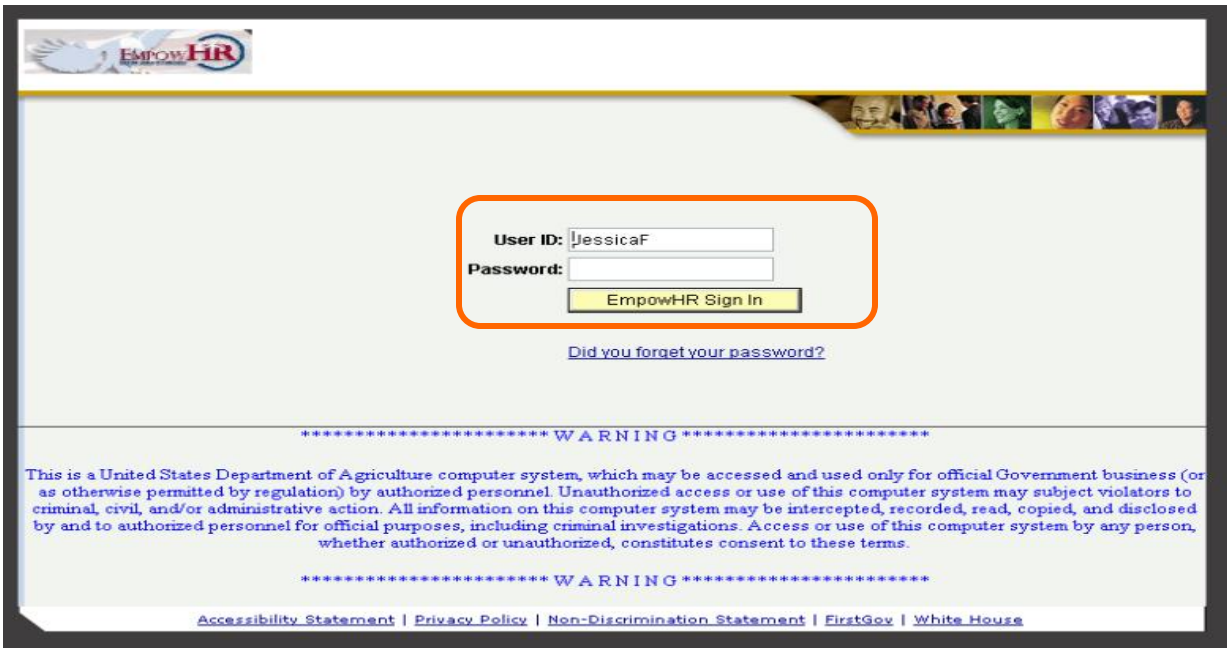


Figure 3: EmpowHR Login

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

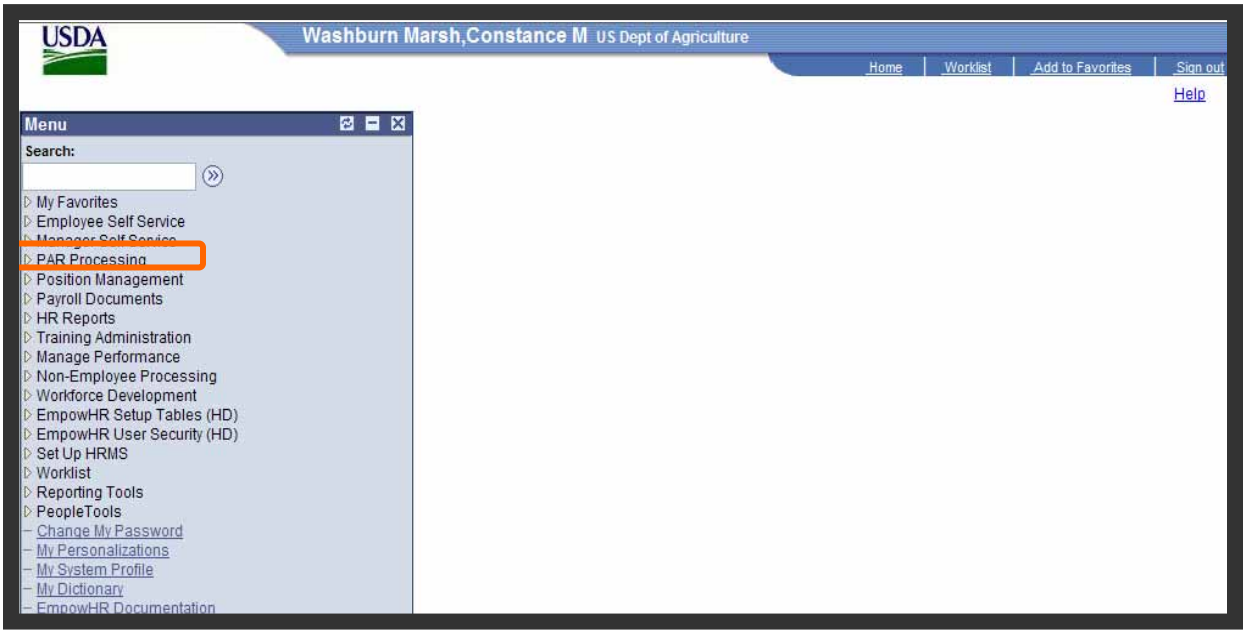


Figure 4: EmpowHR Menu

Step 2. Click on the **PAR Processing.**

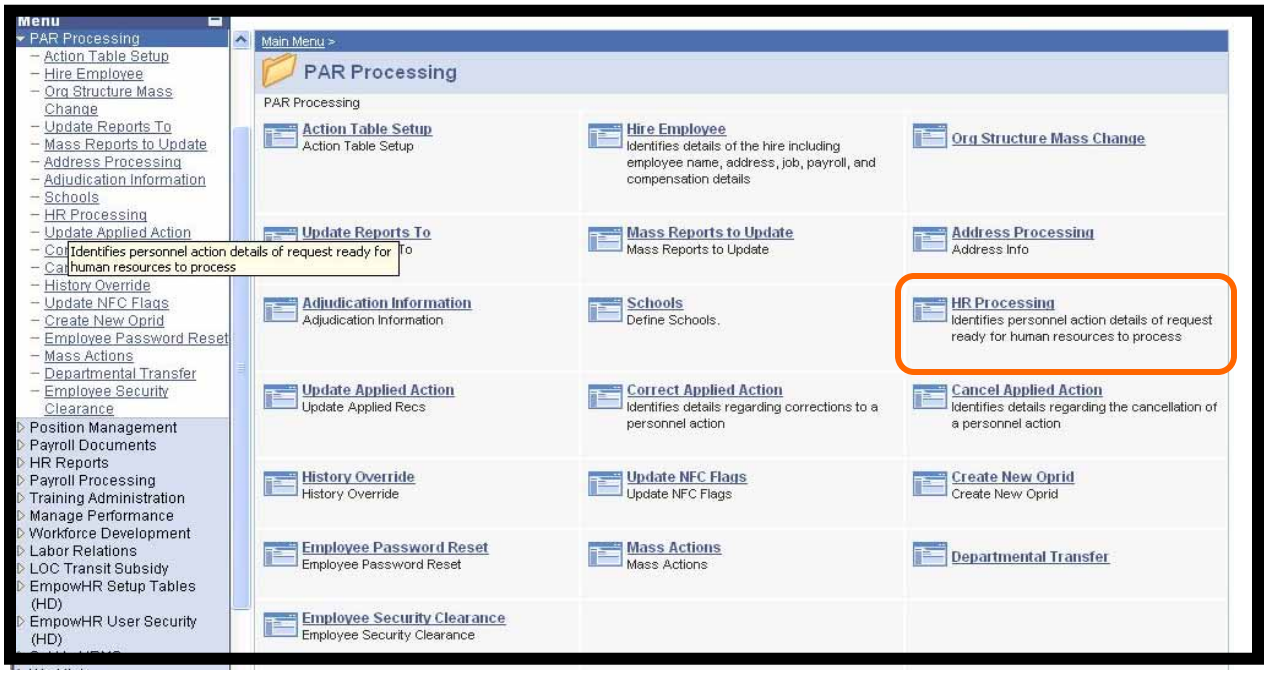


Figure 5: HR Processing Link

Step 3. Click on **HR Processing**.

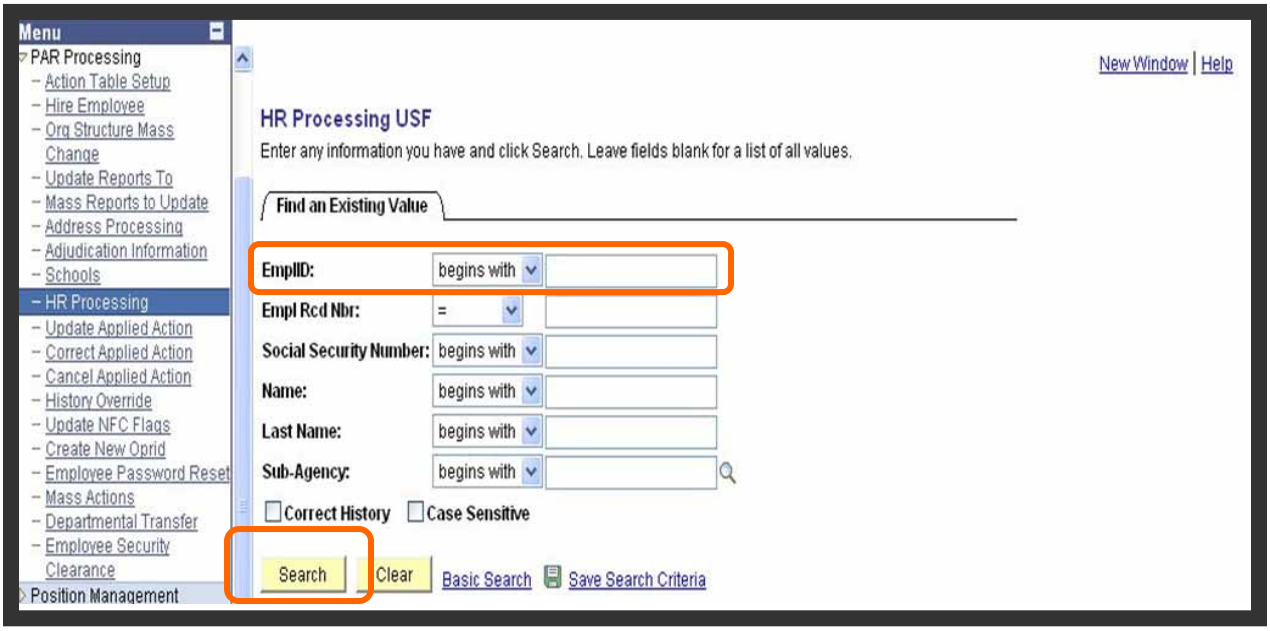


Figure 6: Employee Search

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

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

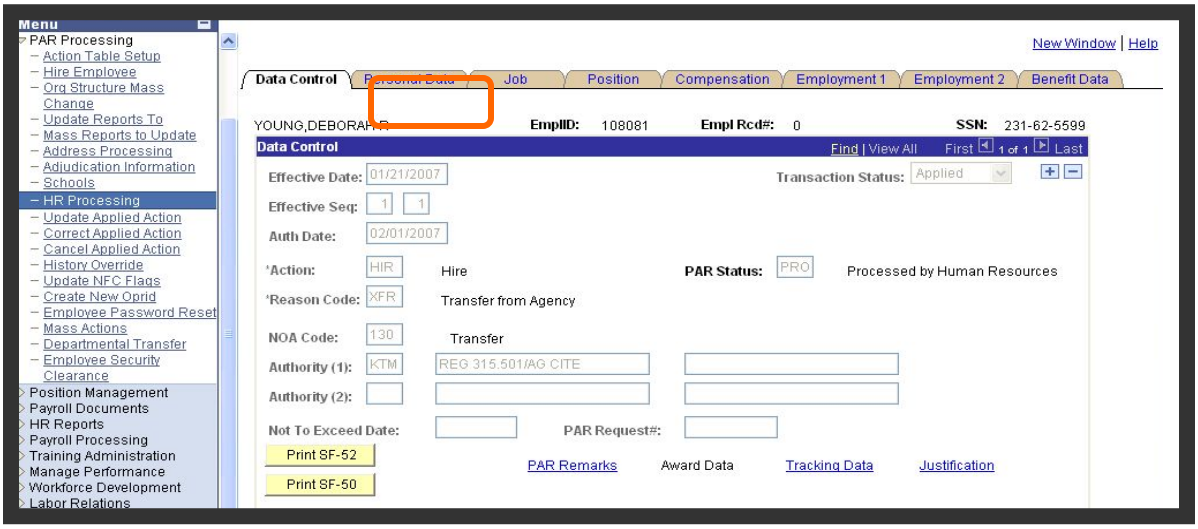


Figure 7: Data Control Screen

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

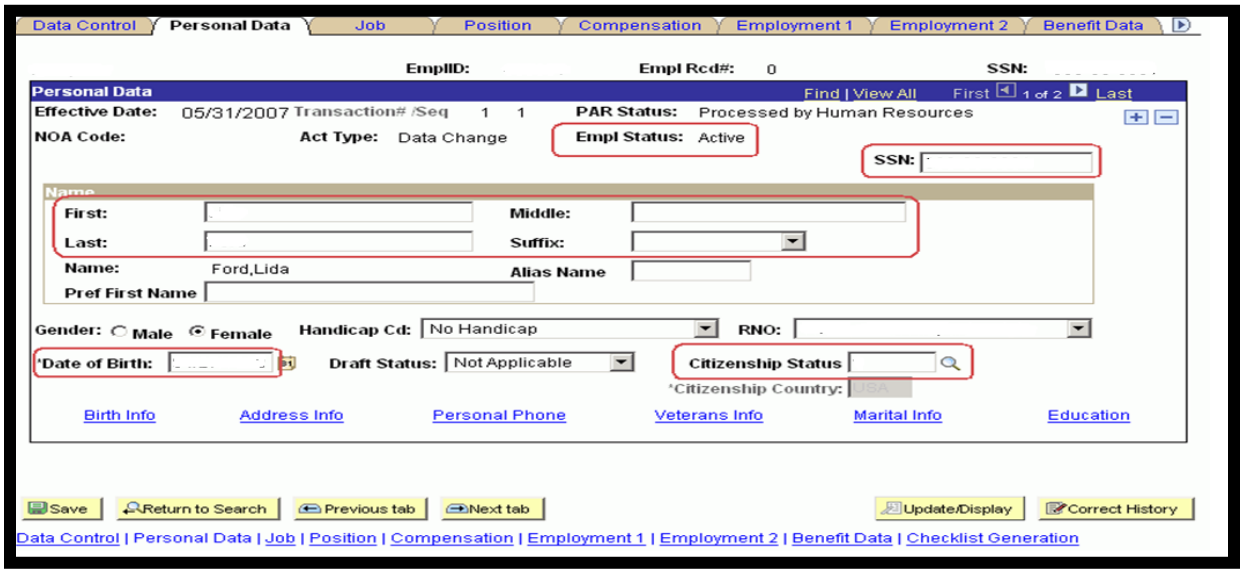


Figure 8: Verifying Personal Data

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 *
- Business Email Address
- Business Phone Number

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

B (ii). Update Employee Information in EmpowHR

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.

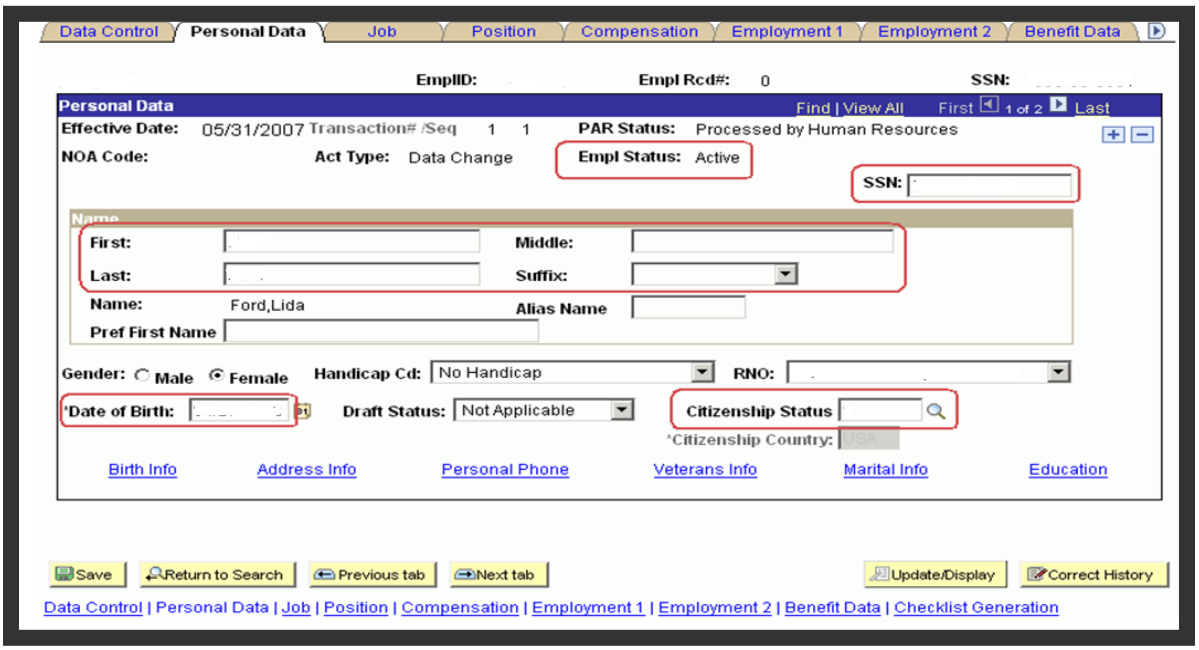


Figure 9: Updating Personal Data

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.

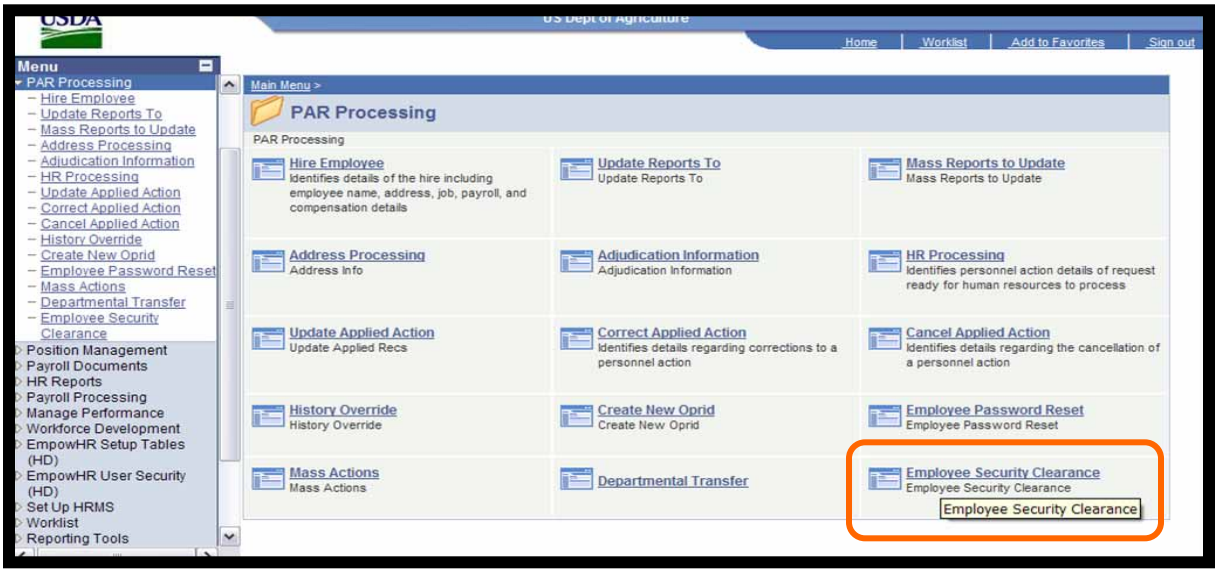


Figure 10: Security Clearance Link

Step 9. Go back to the PAR Processing screen and click the link for **Employee Security Clearance.**

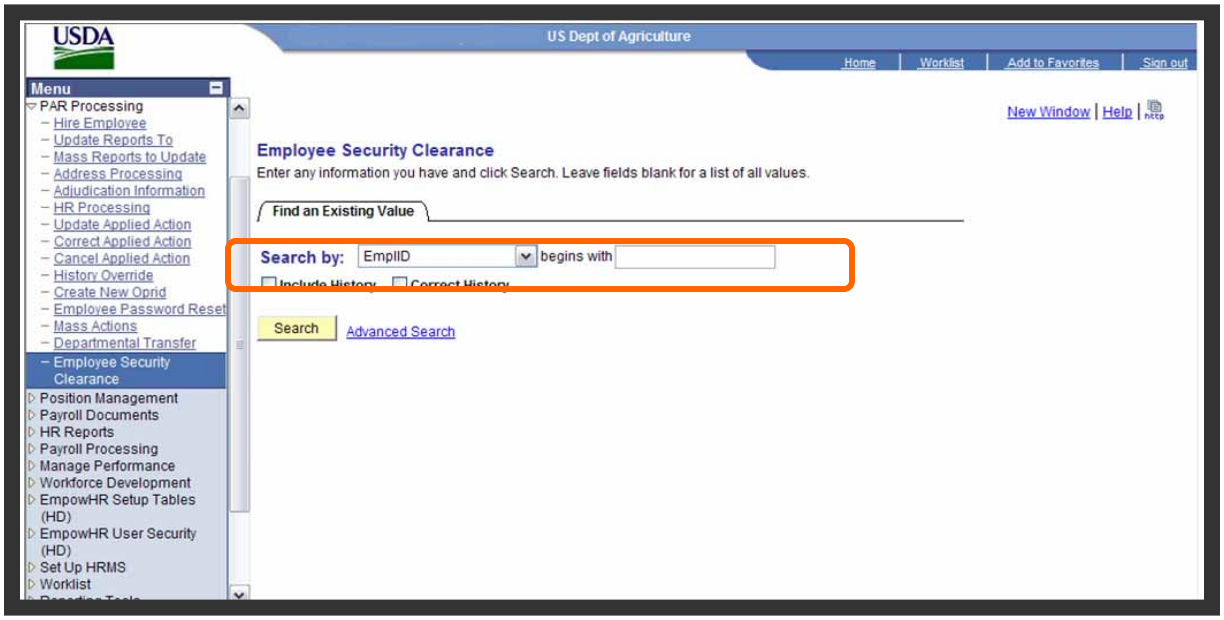


Figure 11: Employee Search Screen

Step 10. Use the search field to locate the employee's record.

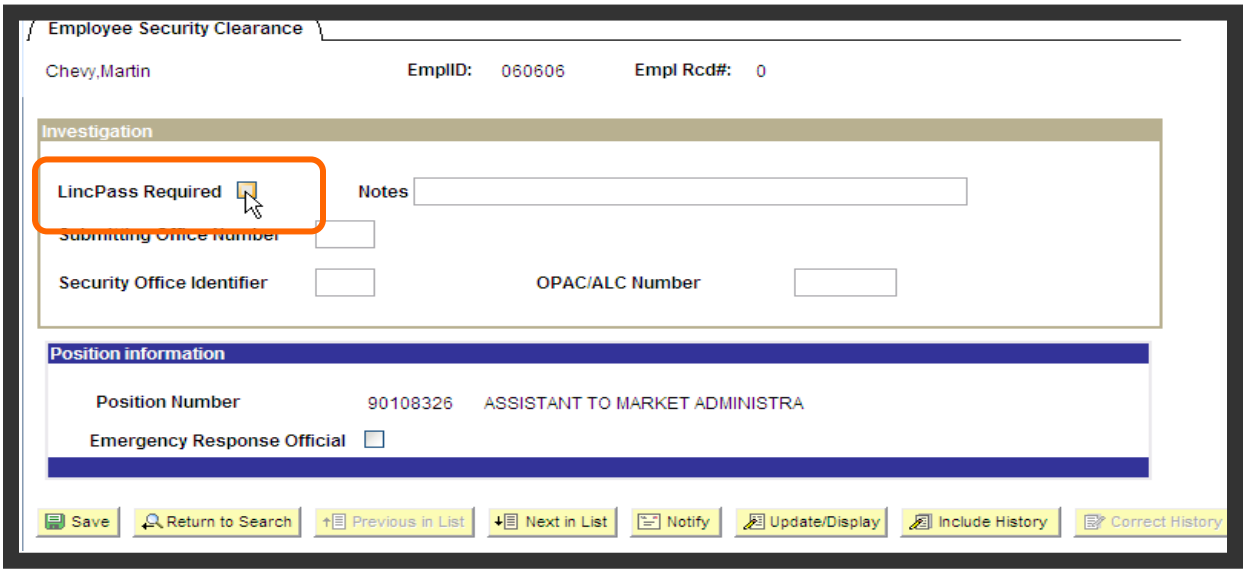


Figure 12: LincPass Required Checkbox

Step 11. In the Investigation block, click the **LincPass Required** checkbox.

Note: A new card activation information field will be added. Use this field to specify the Card Shipping Address Code. This will be the site that the HSPD-12 LincPass should 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.

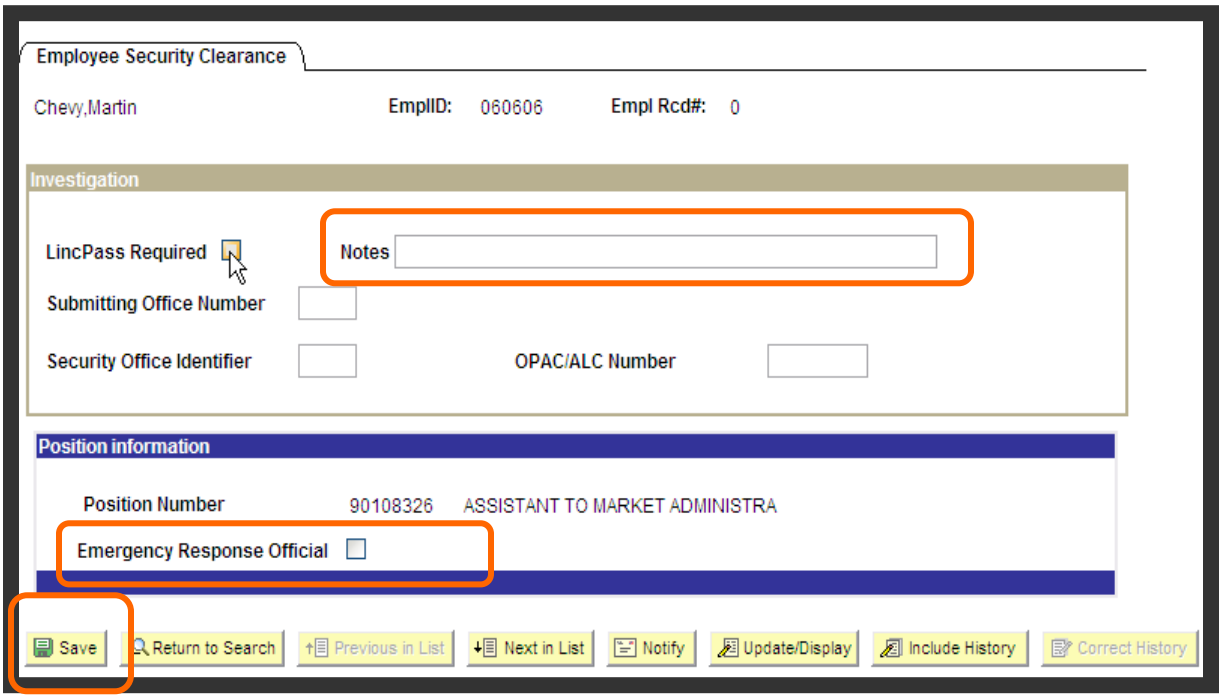


Figure 13: Completing Security Clearance Screen

Step 12. 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. Disregard the Card Activation Information link.

Step 13. Click on **Emergency Response Official** check box if applicable.

Step 14. Save the updates by clicking the **Save** button.

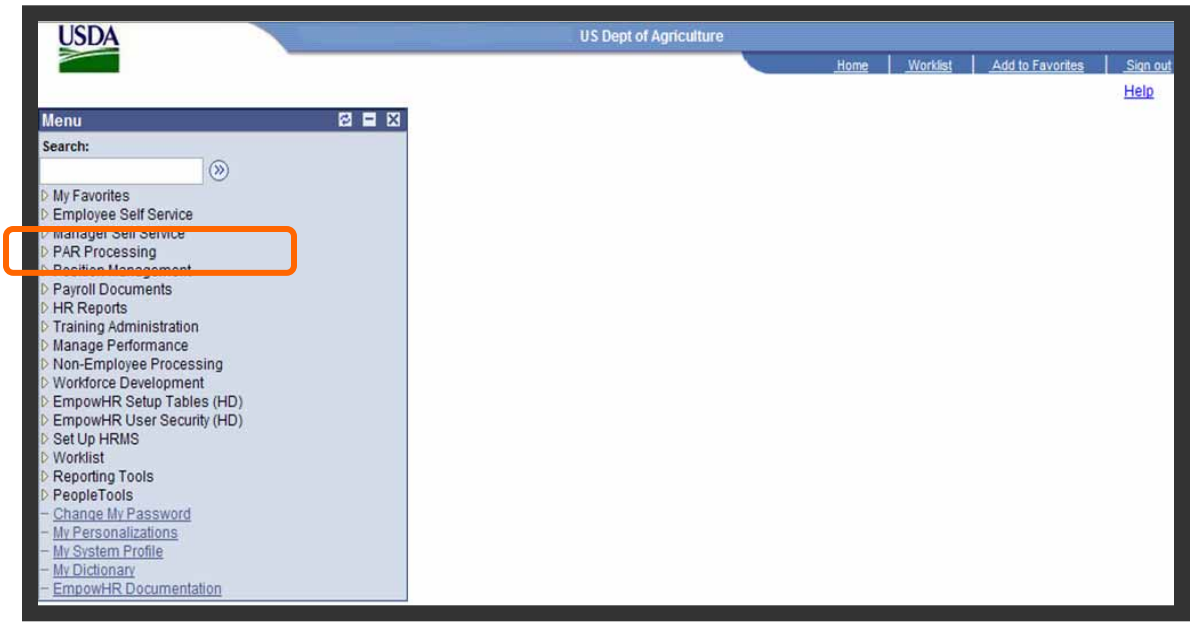


Figure 14: PAR Processing Menu

Step 15. Click on **PAR Processing**.

Figure 15: Adjudication Information Link

Step 16. Click the link for **Adjudication Information**.

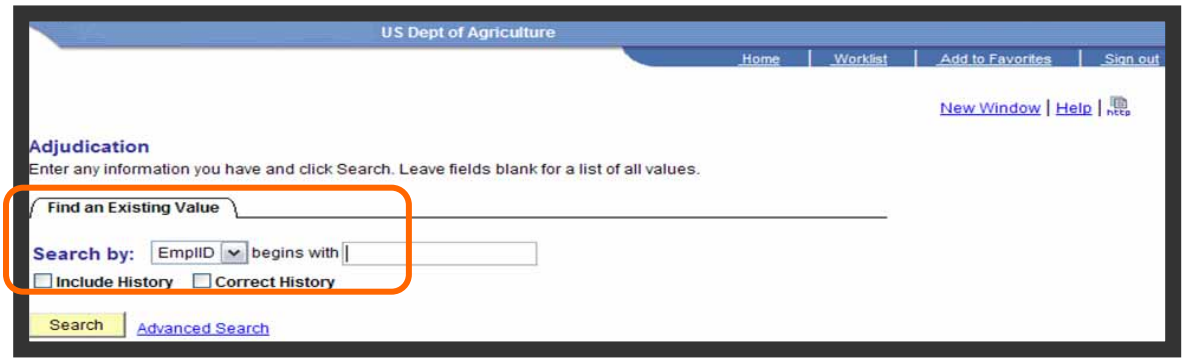


Figure 16: Employee Search Screen

Step 17. Search for the Employee in the **Begins with** field.

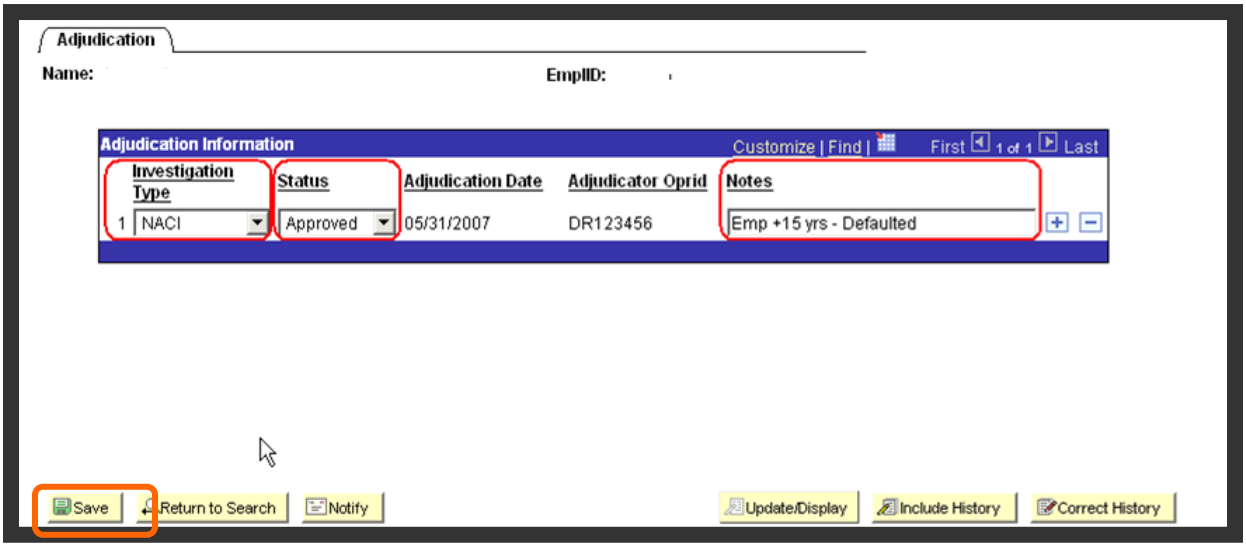


Figure 17: Completing the Adjudication Information Screen

Step 18. **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.

Note: 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.

Step 19. Status: Use the drop-down list to select the "**Approved**" option for confirmed background investigation.

Step 20. 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 21. Save the updates by clicking the **Save** button.

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. Sponsors should send the Employee the instructions in this section so that they can update their business contact information via EmpowHR's Self-Service module or via eAuthentication.

For Employees who use EmpowHR's Self-Service Module:

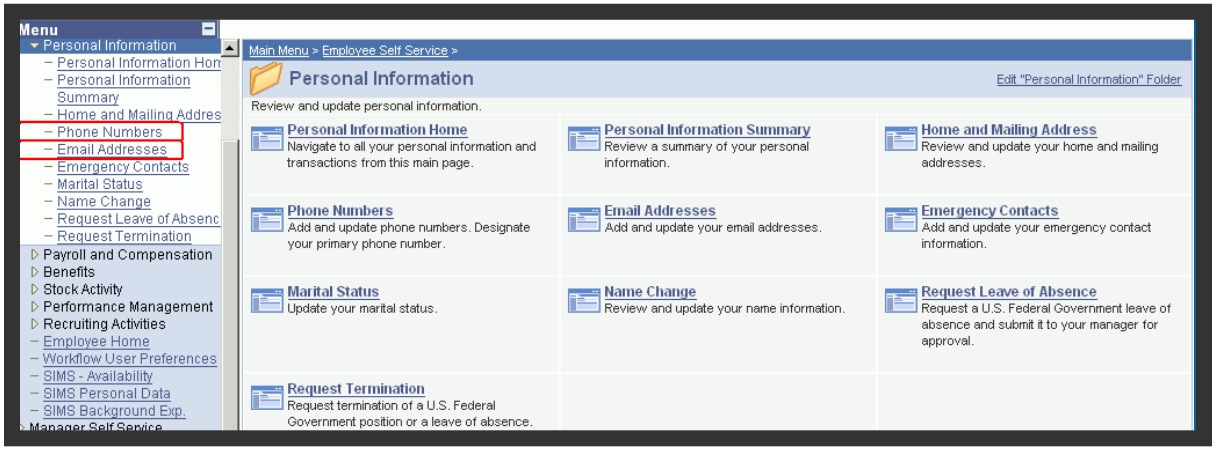


Figure 18: Self-Service Menu

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.

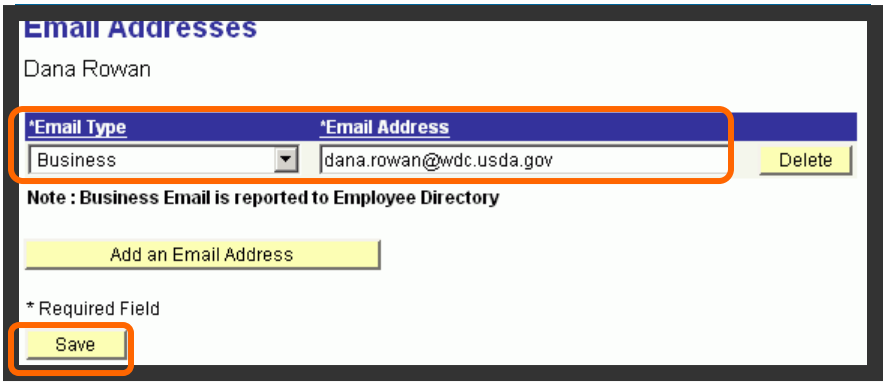


Figure 19: Updating Business Email

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.

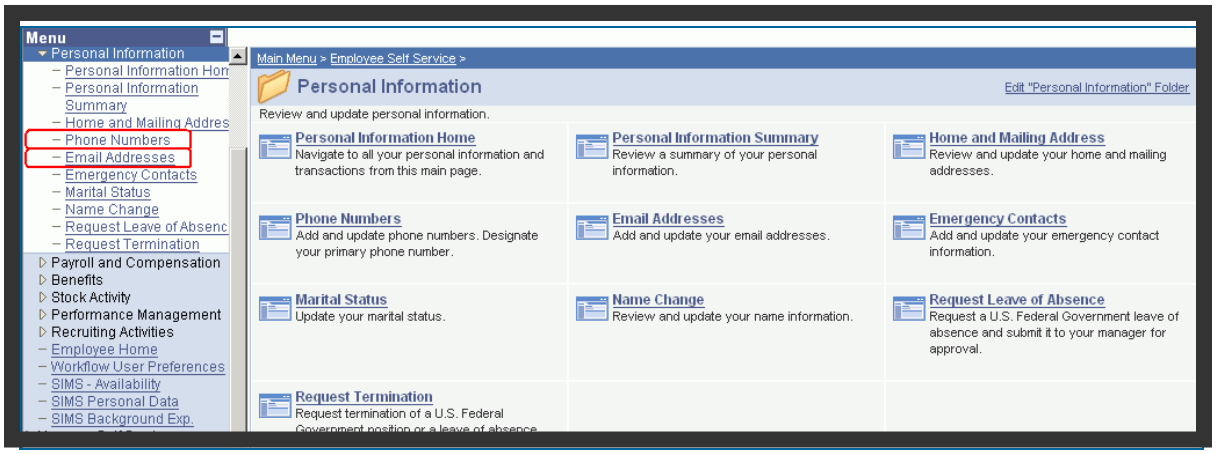


Figure 20: Self-Service Menu

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

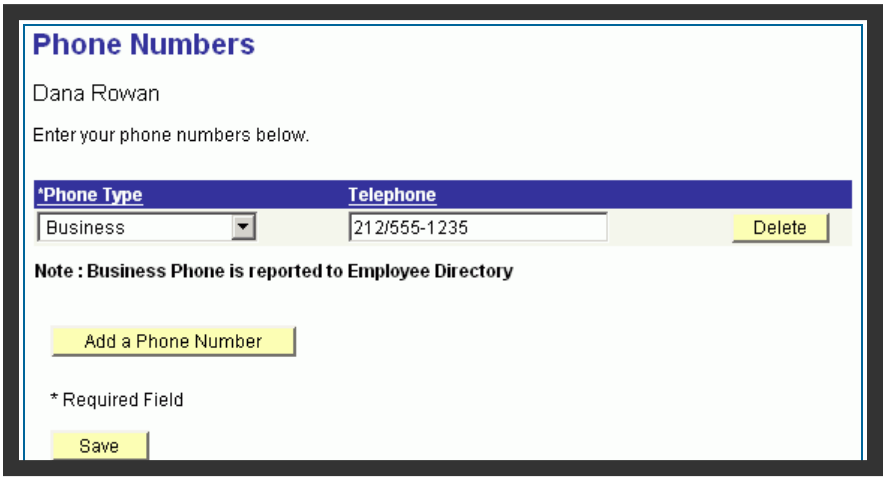


Figure 21: Updating Business Phone No.

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 (see Figure 10). Click the **Save** button.

For Employees who use eAuthentication:

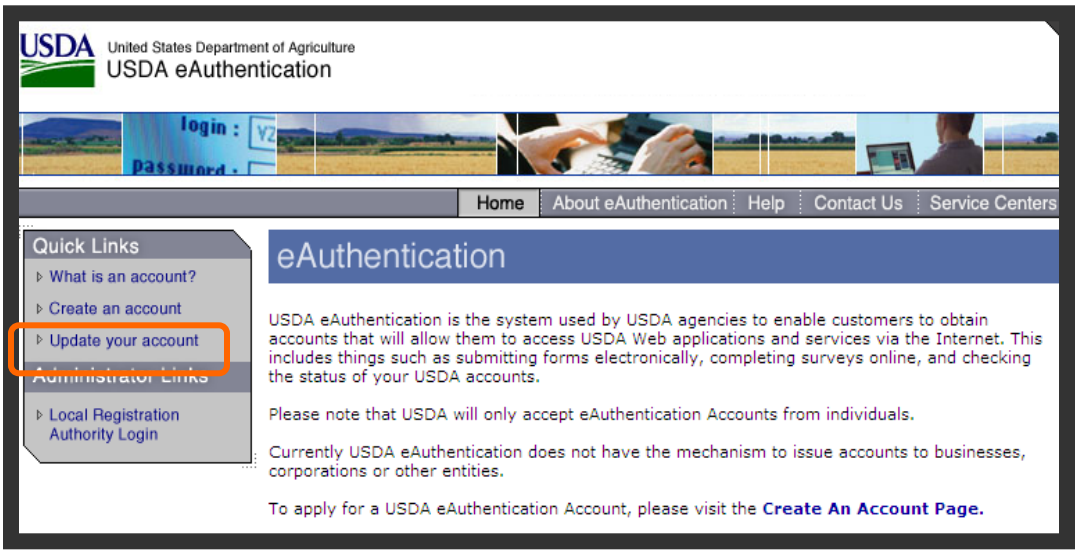


Figure 22: eAuthentication Screen

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

Step 2. Click on "Update Your Account".

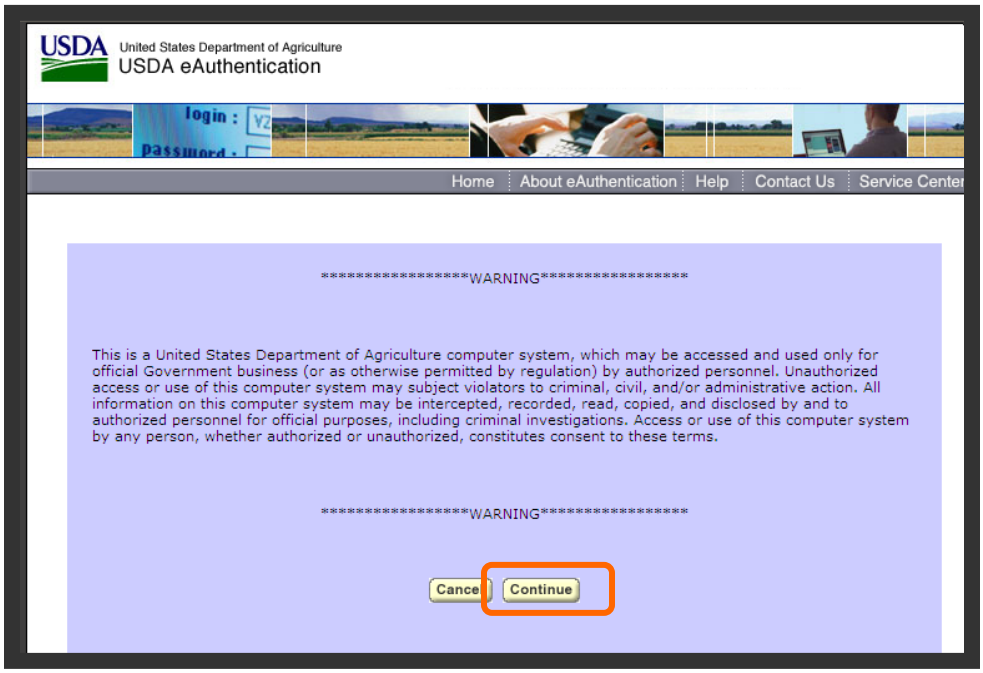


Figure 23: eAuthentication Warning Screen

Step 3. Click "Continue" at the purple *Warning* screen.

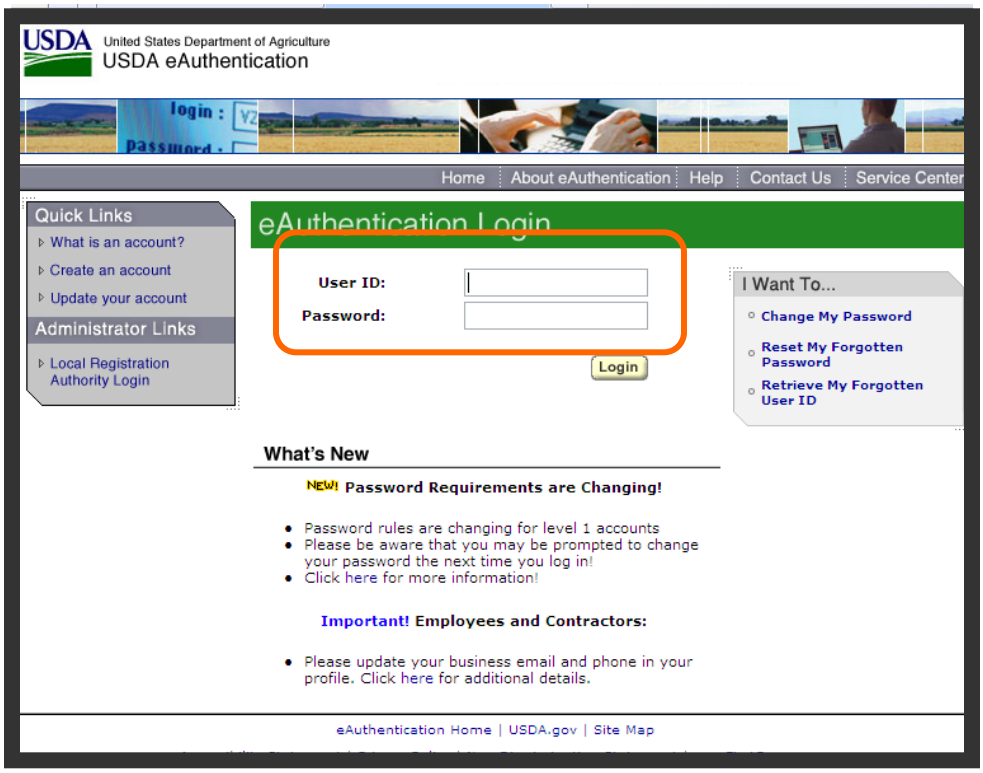


Figure 24: eAuthentication Log-in Screen

Step 4. Log in with your eAuthentication User ID and password. The "Welcome to IdentityMinder" screen will display.

Step 5. Click on "Modify my profile".

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.

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.
- You have been designated as the individual for your agency for the submittal process. If you have questions regarding this, contact the HSPD-12 Customer Service group at hspd12@ftc.usda.gov.
- Data preparation has been completed for the employee records following the procedures in Part 2B and 2C. Once you submit the employee records from this portal, they will be sent to GSA.

Note: The screenshots in this document were prepared using the test version of the Agency Certification portal; there may be minor differences in the production version of the application

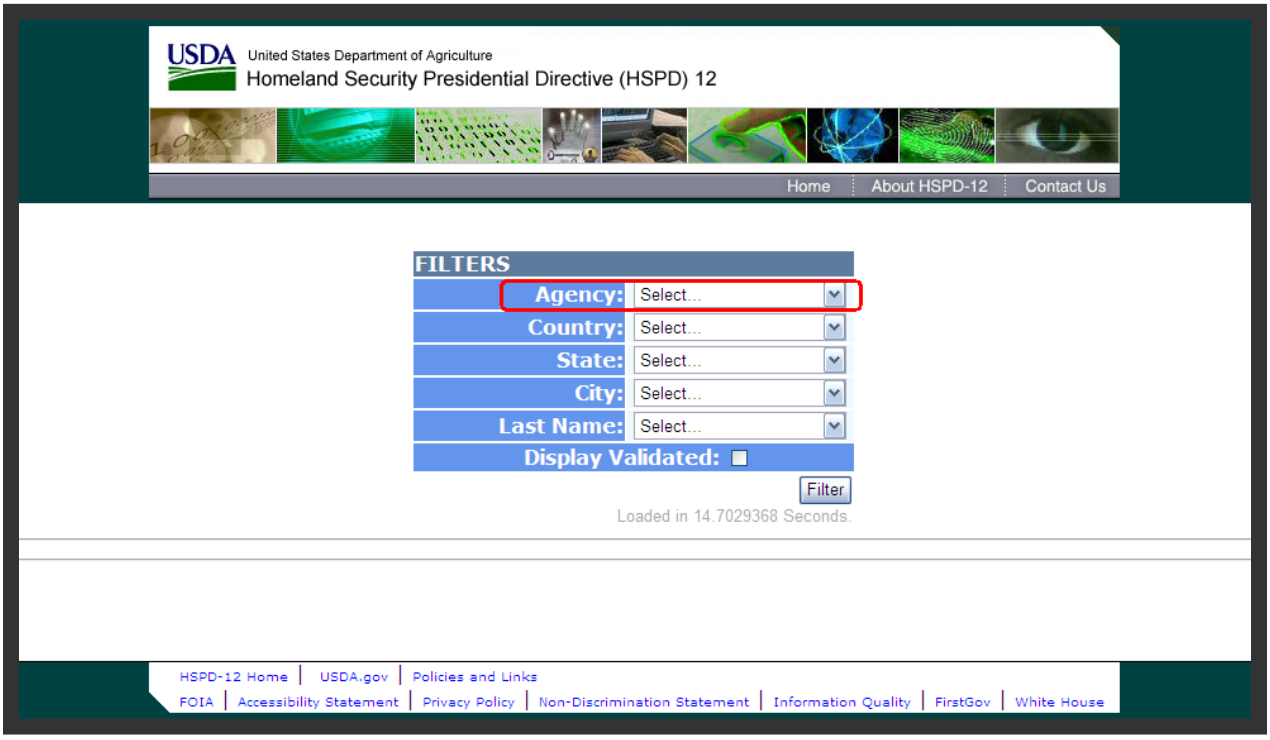


Figure 25: Certification Portal Search Menu

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."

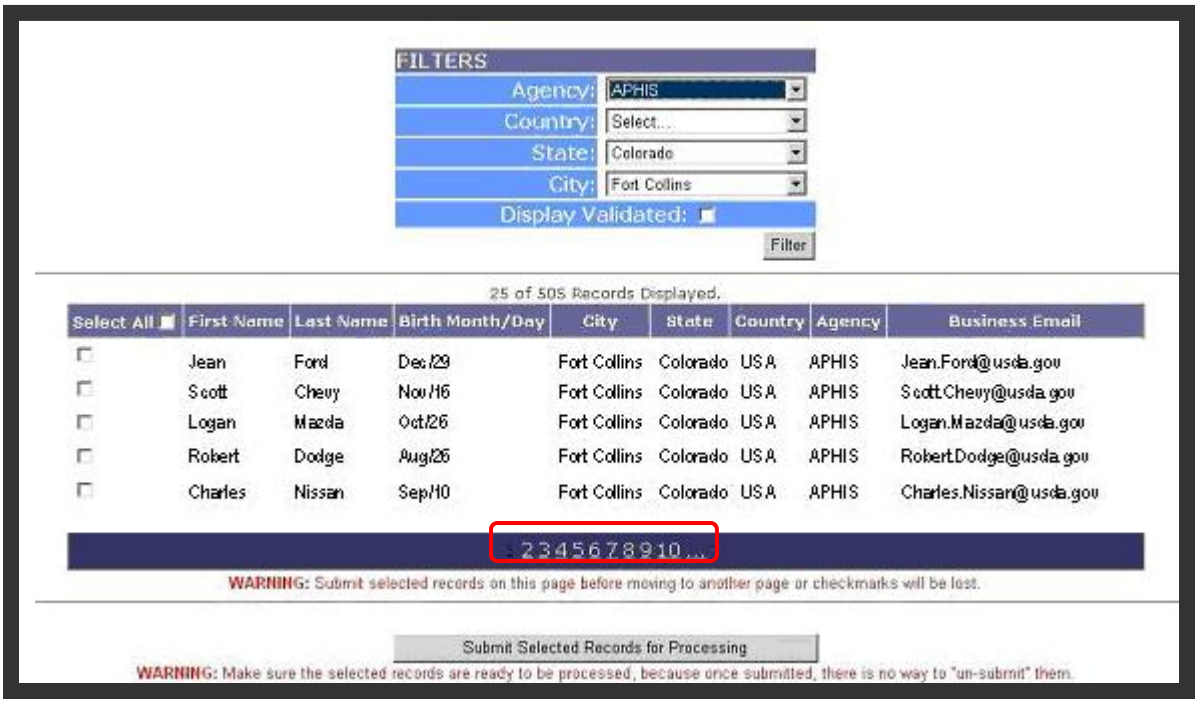


Figure 26: Search Results

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 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.

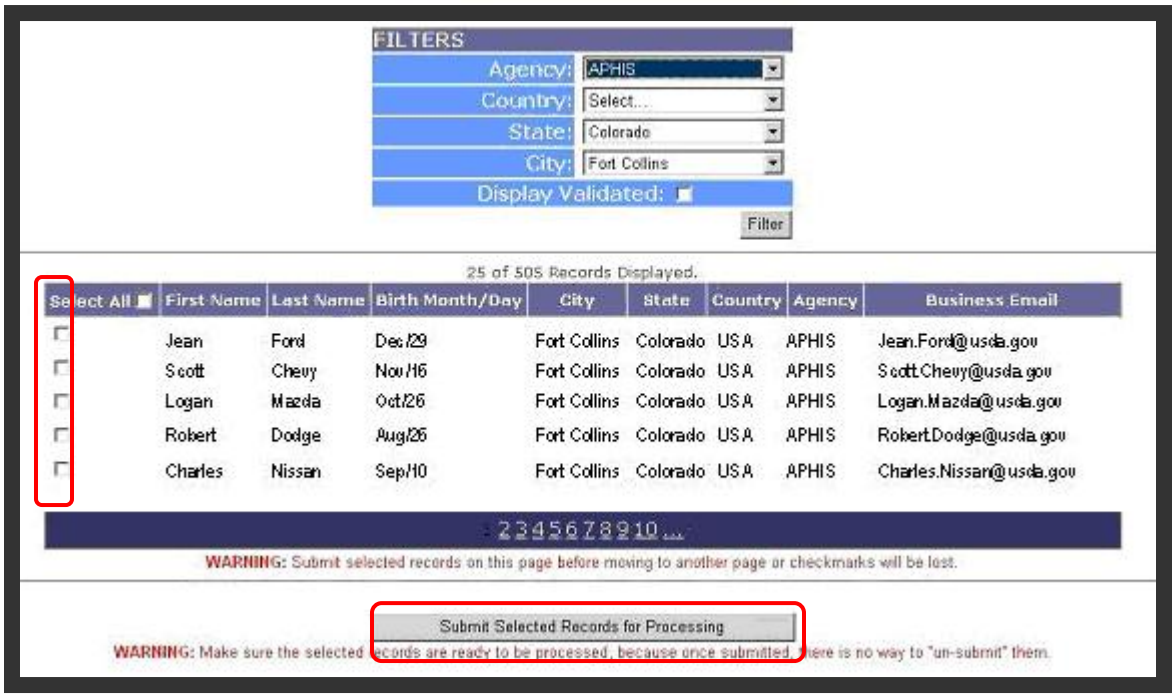


Figure 27: Select Records

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 section E, Certification Portal Troubleshooting, item 3 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 and that the Employee is located near a deployed Enrollment Station. Once submitted, there is no way to "un-submit" the records. The record will immediately be sent to USAccess and the Enrollment notification email to the Employee Applicant will be sent.

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.

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.

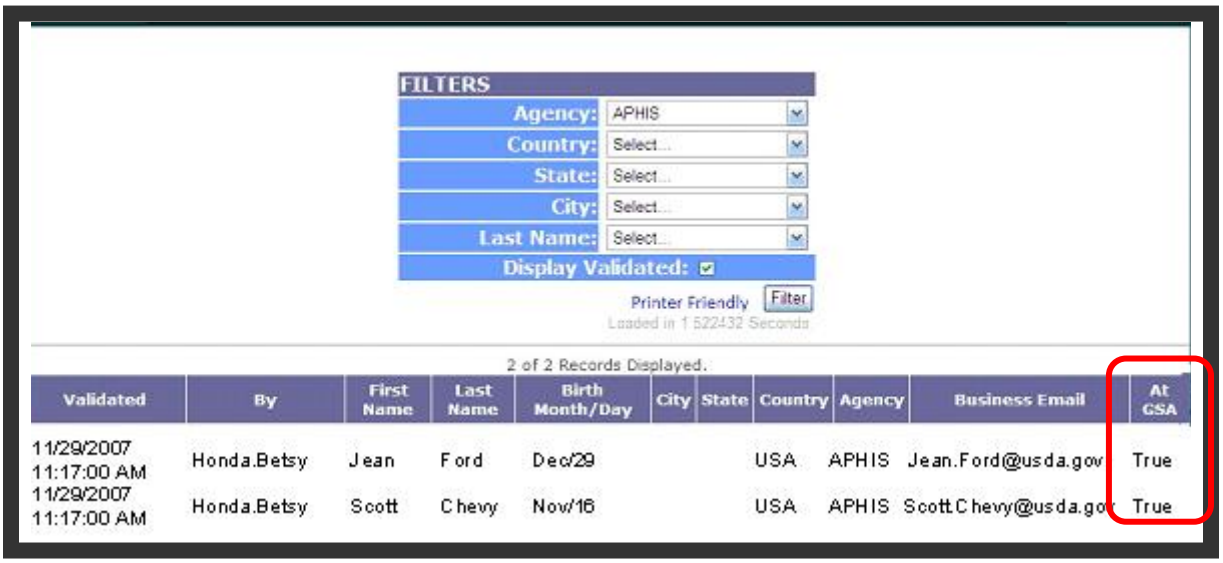


Figure 28: Previously Submitted Records List

Step 5. 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 6. 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.

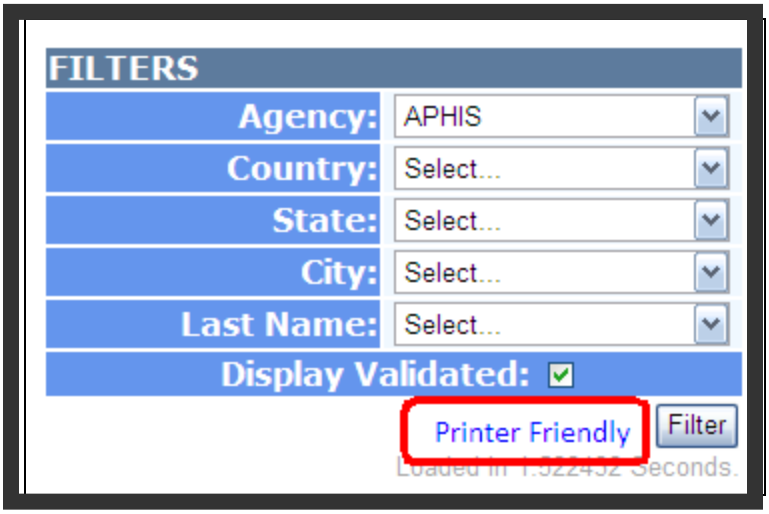
The column on the end of this table titled At GSA has been added. This column provides a status for each record as to whether it has been sent to GSA or not.

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 – Enrollment email has been sent to Employee
- Payroll Personnel Users – The USAccess System has knowledge of the employee and Sponsorship can now be completed.



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	City	State	Country	Agency	Business Email	At GSA
11/29/2007 11:17:00 AM	Honda.Betsy	Jean	Ford	Dec/29			USA	APHIS	Jean.Ford@usda.gov	True
11/29/2007 11:17:00 AM	Honda.Betsy	Scott	Chevy	Nov/16			USA	APHIS	Scott.Chevy@usda.gov	True

E. Certification Portal Troubleshooting

Step 1. If your filter selections result in "no records found" for a given country, state, or city, make sure you haven't selected incompatible data, for example, a city of Kansas City and a state of District of Columbia.

Step 2. If you can't find an individual employee's record, first 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. If you still can't find the record, check the Validated records (see section D, step 7) to see if the record has already been submitted. If all this fails, send an email to hspd12@ftc.usda.gov 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.

Step 3. If an employee record has a missing or incorrect **business email** address, follow the instructions in Section C to either update the business email address in EmpowHR (if your agency uses EmpowHR and the self-service portal), or via eAuthentication.

Step 4. If an individual's record is in the list and shouldn't be, send an email to hspd12@ftc.usda.gov and provide the following information:

- 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.

Step 5. If you have problems using the portal or with the employee records, please provide as much detailed information as you can about the problem in an email to hspd12@ftc.usda.gov.

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.

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 Section B.	
5	Identify all non-US citizens and update those records in the EmpowHR system following the instructions in Section B.	
6	Identify all Emergency Response Officials and update those records in the EmpowHR system following the instructions in Section B.	
7	Verify adjudication result has been entered into EmpowHR, if it hasn't, update those records following the instructions in Section B.	
Employee Instructions		
8	Update Business Email and Phone using EmpowHR's Self-Service module or eAuthentication following the instructions in Section C	
HR Instructions		
9	Sponsor Login to secure web-site (https://hspd12p.sc.egov.usda.gov/hspd12preparedness/)	
10	Flag, certify and submit the prepared records following the instructions in Section D	