



## APPLICANT FAQs - ENROLLMENT

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**Q: How will I know when it is time to enroll? How long does it take to enroll?**

You will receive an e-mail with the Subject "Your Sponsorship is complete". This will have your personal information in it, the name of your sponsor and the next steps that should be taken to register for enrollment.

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

You can schedule an appointment through the GSA Scheduling Tool located (<https://app3.timetrade.com/tc/login.do?url=usaccess>). If you have never used the scheduling tool before, be sure to click the "First Time User" link to create a user account.

**Q: How do I get the phone number of my local enrollment center?**

The USAccess enrollment centers do not have publicly accessible telephones. If you need to locate a center, please visit and use the Find USAccess Centers tool. The information includes the hosting Agency name, address, hours of operation and whether it is open to all Agency personnel or restricted use. You can also link to a map and directions from there.

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

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

**Q: How do I find the nearest Enrollment Station?**

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

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

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

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

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

**Q: What does "Shared" station mean?**

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

**Q: I was forwarded an email from a colleague about enrolling for my HSPD-12 PIV Credential. Should I enroll?**

Please do not enroll for your HSPD-12 PIV Credential until you personally receive an email from your agency sponsor stating that you have been sponsored. All personnel – employees and contractors – will receive their own communication, so do not forward any emails pertaining to your LincPass.



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

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

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

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

**Q: How long does it take to enroll?**

To enroll, you will spend approximately 15 minutes at the USAccess Center you select. Appointments are scheduled in 15 minute increments. Barring any system issues (e.g. issue with your identification documents, your record in the USAccess system, etc.) the Registrar should be able to complete your enrollment in 15 minutes. Since this is such a short window, we ask you to be prompt and cancel your appointment if you have a scheduling change.

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

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

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

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

**Q: I had an appointment, but received an emailing saying it was cancelled. Why?**

Occasionally a Center requests that we cancel appointments due to equipment issues or Registrar availability. When this occurs, the center will cancel the appointment as soon as possible to alert you that you will need to reschedule.

For up to the minute information regarding the USAccess Service be sure to check the home page of the USAccess Web site as it is updated regularly with advisories regarding Center closings or system related issues that could affect appointments: <http://www.fedidcard.gov/>

**Q: How long before I receive my PIV credential?**

Generally, from the time you have your enrollment appointment until you receive your badge, it can take anywhere from 2 to 6 weeks for your LincPass to be received. There are several things that can slow or halt the process. To determine whether or not there is an issue, please contact your Sponsor or Security Officer. USAccess role holders can access the Applicant Status Report and determine the status of your credential.

**Q: I lost my password to make an appointment in the GSA Online scheduling system. What do I do?**

If you don't remember your login and password, simply go onto the GSA Online Scheduling System website and click the link to register for a new account.