

# How Employees Onboard

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## WELCOME TO USDA – NEW HIRE ONBOARDING OVERVIEW

The Marketing & Regulatory Programs (MRP) mission area is made up of two agencies that are active participants in setting national and international standards.

The Animal and Plant Health Inspection Service (APHIS) is a multi-faceted Agency with a broad mission area that includes protecting and promoting U.S. agricultural health, regulating genetically engineered organisms, administering the Animal Welfare Act and carrying out wildlife damage management activities. These efforts support the overall mission of USDA, which is to protect and promote food, agriculture, natural resources and related issues.

The Agricultural Marketing Service (AMS) facilitates the strategic marketing of agricultural products in domestic and international markets while ensuring fair trading practices and promoting a competitive and efficient marketplace. AMS constantly works to develop new marketing services to increase customer satisfaction.

The New Employee Onboarding Site contains information and resources (checklists, guides, links, points of contact, etc.) available for the New Hire, Onboarding Buddy and Supervisor to reference.

<https://www.aphis.usda.gov/aphis/ourfocus/business-services/new-employee-onboarding>

Business Services / New Employee Onboarding

## Welcome New Employee

Last Modified: Feb 1, 2021

Print



### Welcome

Congratulations on your new employment with USDA Marketing and Regulatory Programs (MRP). MRP facilitates domestic and international marketing of U.S. agricultural products and ensures the health and care of animals and plants.

### Onboarding New Employees during COVID-19

During this unprecedented time in our history we are taking some extra steps to ensure that you feel welcomed into our Agencies and that you have the information, support and resources you need to be successful at your job. We've asked your Supervisor and/or Onboarding Point of Contact in your program to stay in close communication with you before and during your onboarding process. Please reach out to them or these informational websites if you have any questions

- [APHIS COVID-19 Information](#)  
- [USDA COVID-19 Information](#) 

### Related Links

-  [Home](#)
-  [Before you Start](#)
-  [Your Personal Checklist](#)
-  [First Week](#)
-  [Benefits](#)
-  [POC for Onboarding](#)
-  [Employee Resources](#)
-  [Supervisor Resources](#)
-  [Contact Us](#)

Updated On: August 6, 2021

## WHAT IS THE PURPOSE OF THIS DOCUMENT?

This document is a collaboration between the Human Resources (HR) and Information Technology (IT) staffs designed to guide any MRP hiring office onboarding a New Hire through various processes/steps/tasks associated with bringing a new resource into the Agency.

As processes change, this document will be updated. Refer to the 'Updated On' at the bottom of Page 1

This document lies information out in three (3) different ways. There is **narrative text** describing many pieces of the process, there are **bulleted lists** identifying step by step processes and who is responsible for each and a **flowchart** visualizing the process. Additionally, there are frequently asked questions and answers and a chart showing generally when New Hires can expect access to various applications.

## APPLICATIONS USED BY HR AND IT

Throughout this document references will be made to two applications; one HR and one IT that are important to understand as they build the foundations for everything the New Hire needs.

- **EmpowHR** – Is the HR application that establishes the person identity within the National Finance Center (NFC) and pushes data into the Enterprise Entitlement Management Service (EEMS) commonly referred to as the eAuthentication portal. Having active and enabled EmpowHR and EEMS accounts are vital for any New Employee needing access to USDA equipment or applications.
- **Active Directory Account** – Is the IT database and set of services that connect New Hires with the network resources they need to access equipment and applications to get their work done.

While these two applications build a foundation for the New Hire; it is also important to note that each MRP Agency or Program within an Agency may have their own access requirements for specific Agency or Program applications. System Administrators for those various applications will be able to provide Supervisors, Onboarding Buddies or New Hires with access requirements.

**NOTE:** The National Bio and Agro-Defense Facility (NBAF) in Manhattan Kansas is a location with specific requirements related to AD Account creation. Supervisors should direct all equipment & network access questions to [help@usda.gov](mailto:help@usda.gov). Additionally, other AMS or APHIS locations may have their own specific process for requesting or obtaining IT resources, if so – please follow that guidance.

## HOW TO GET HELP FROM HR OR IT

Both HR and IT have centralized help locations that Supervisors, Onboarding Buddies and New Hires can contact to have questions answered.

- **Human Resources** – for questions related to:
  - AMS eAuthentication contact: [Tanika.Harris@usda.gov](mailto:Tanika.Harris@usda.gov)
  - APHIS eAuthentication contact: [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)
  - Access to applications used by both MRP Agencies contact: [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)
  - HRO [Service Provider Listing](#):
- **Information Technology** – to start a conversation with CEC:
  - Contact the CEC Centralized Help Desk at 877-873-0783
  - Contact your Group Manager - <https://usdagcc.sharepoint.com/SitePages/gm-staff>
  - If CEC Recommends you contact your ISS POC send an email to [help@usda.gov](mailto:help@usda.gov)

## ONBOARDING RESPONSIBILITIES – PRIOR TO DAY ONE

**The Program unit onboarding the New Hire (referred to as the Hiring Office in this document)** will work with two Information Technology (IT) organizations, the Office of the Chief Information Officer (OCIO) - Client Experience Center (CEC) and APHIS MRP IT, to ensure the New Hire can log into their computer equipment and access the network(s) and applications. CEC and MRP IT partner to deliver and support IT services for AMS and APHIS customers; but they are separate organizations. MRP IT is managed by APHIS Marketing and Regulatory Programs Business Services (MRPBS) while CEC is managed by the USDA Office of the Chief Information Officer (OCIO). In many ways, like the rest of AMS and APHIS, MRP IT is a CEC customer. MRP IT communicates with CEC via the System Authorization Access Request (SAAR) as they manage the information technology resources for the Program and the New Hire.

Similarly, the Human Resources Division (HR) has numerous functional areas and at any point in the onboarding cycle, the New Hire or Hiring Office may be working with one or more of them.

### Hiring Office Responsibilities

- Make New Hire selection
- Confer with HR Staffing Specialist on an Entry on Duty (EOD) or Start Date
- Verify an entry in the Global Address Listing (GAL) exists when onboarding **Federal New Hires**.

**HR requests the establishment of an @usda.gov email address and Active Directory (AD) accounts for Federal New Hires who have completed their Information Security Awareness (ISA) requirement within the last 52 weeks**

- Request or submit a SAAR to request permissions to email distribution groups, shared mailboxes, network share drives and security groups. **Note:** Submission should be only after creation of the Active Directory (AD) account and email address. The Hiring Office can verify completion of this by looking in the GAL for the email address
- Create equipment or software installation requests using CEC's [Digital Work Place](#) (DWP). **Note:** Equipment purchase/allocation requests can be submitted at any time. The Hiring Office should try and get the equipment into the hands of CEC as soon as possible
- Work with CEC on pick up or shipping logistics for the New Hire's equipment
- Work with CEC on any equipment configuration/connectivity issues experienced by the New Hire
- Request creation of an @usda.gov email address and AD account for **Non-Federal resources (Contractors, Third Party Students, Cooperators, Affiliates, Volunteers, etc.)** via the [help@usda.gov](mailto:help@usda.gov) email address using the [MRP 408 Form](#). HR does not request account set up for Non-Federal resources
- Process the action to bring New Hire into Agency (Accession/Transfer/Rehire/Promotion)
- Enter Government email into EmpowHR allowing a downstream data flow

### New Hire Responsibilities

- Accept Tentative Selection Notice (TSN) and Official Offer Letter (OOL)
- Complete assigned tasks & provide requested documentation
  - USAS Onboarding Tasks
  - Fingerprinting
  - Electronic Questionnaire for Investigations Processing (eQIP)

## ONBOARDING RESPONSIBILITIES – PRIOR TO DAY ONE (MORE)

### Information Technology (MRP IT/CEC) Responsibilities

- Generate SAARs requesting CEC create an Active Directory account and USDA email address based on the New Hire reports from Human Resources **(MRP IT)**
- Contact the New Hire's identified Supervisor when the AD account and email configuration are complete **(USDA CEC)**
- Configure equipment such as Laptops, iPad, iPhone **(USDA CEC)**
- Work with Hiring Office on pick up or shipping logistics for equipment **(USDA CEC)**

### Human Resources Responsibilities

- Set the Entry on Duty (EOD) or start date
- Issue the Tentative Selection Notice (TSN) and the Official Offer Letter (OOL)
- Provide MRP IT information to establish New Hire email addresses and AD accounts
- Provide the New Hire with information about how to be fingerprinted (*as applicable*)
- Provide the New Hire will information about eQIP (*as applicable*)
- Determine suitability when the Special Agreement Check (SAC) and eQIP are returned

## ONBOARDING RESPONSIBILITIES – DAY ONE and BEYOND

The time between acceptance of the final offer and the Entry on Duty (EOD) date can vary by New Hire but is typically one pay period or more. During this time HR and IT are working to ensure that equipment and application access is set up and available to the New Hire on Day One. The eAuthentication invitation and the Linc Pass enrollment messages are most typically sent out shortly before or after the EOD date. **Generally, a New Hire should have access to equipment and applications via IDs and Passwords within the first pay period.** Linc Pass credentialing station availability is down significantly since March 2020 with many federal agencies allowing access to only their employees.

HR **CANNOT** influence/impact this agency decision. Employees without Linc Passes will need to use their Windows ID and Password to sign into their equipment and their eAuthentication ID and Password to access applications.

### Hiring Office Responsibilities

- Ensure New Hire completes/signs the Day One forms
  - I-9 Employment Eligibility Verification
  - SF-61 Oath of Office
  - OF-306 Declaration for Federal Employment (as the 'appointee' in block 17B)
- Provide a New Employee Orientation
- Work with HR & MRP IT/CEC to ensure New Hire has the access they need

**Note:** HR is rolling out a new 'onboarding buddy' project where designated individuals within AMS and APHIS Programs are provided access to USAS Onboarding to facilitate the New Hires onboarding activities. Questions about this opportunity can be sent to: [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)

## New Hire Responsibilities

- Use Windows ID/Password with Bitlocker Password to **Access Equipment**
  - Contact CEC if you need Windows ID/Password support or have VPN issues
- Respond to the eAuthentication Account Establishment or Recovery Invitation
  - Use eAuth ID/Password to **Access Applications**, until LincPass is issued
- Enroll and/or Activate Linc Pass\*
- Alert Supervisor if there are **ANY** access or computer/network issues
- Complete AgLearn Courses
- Make Benefit Selections

## Information Technology (MRP IT/CEC) Responsibilities

- Deliver Configured Equipment with Windows & Bitlocker protections (**USDA CEC**)
- Ensure Windows & Active Directory (AD) Accounts are Active and Enabled (**MRP IT**)
- Respond to Supervisor/New Hire Questions about Accessing Equipment (**USDA CEC**)

## Human Resources Responsibilities

- Processes the Action (Accession/Promotion/Rehire, etc.)
- Send Initial eAuthentication Invitation
  - APHIS – [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)
  - AMS - [Tanika.Harris@usda.gov](mailto:Tanika.Harris@usda.gov)
- Ensure the AgLearn profile and required courses are established for New Hires
  - APHIS - [Points of Contact by Program](#)
  - AMS - [Points of Contact by Program](#)
- Sponsor & Adjudicate the New Hire for a Linc Pass
  - Linc Pass credentialing station availability is down significantly since March 2020 with many federal agencies allowing access to only their employees.
  - HR **CANNOT** influence/impact this agency decision. Employees without Linc Passes will need to use their Windows ID and Password to sign into their equipment and their eAuthentication ID and Password to access applications.

## TROUBLESHOOTING ONBOARDING ISSUES

Onboarding starts when the Hiring Office completes the recruitment process by making a hiring decision/selection or works with others to bring in Non-Federal resources. It's important to remember that **every new hire is not the same**. **Below are examples (there may be others!) of different types**

### TYPE 1 - PERMANENT FULL TIME

1. Hire new employee with no federal service
2. Hire of new employee from another Federal Agency (including Dept of Defense)
3. Hire of new employee from another USDA Agency
4. Hire of a former Contractor or other type of Non-Federal
5. Hire of a former USDA employee

## TYPE 2 - SEASONAL/INTERMITTENT/TEMP-TERM

1. Hire of a Seasonal/Intermittent – not expected to work 40 hours/week for 52 weeks
2. Hire of a Temporary or Term employee
3. Return of a Seasonal/Intermittent
  - a. Seasonal/Intermittent had a separation or leave without pay (LWOP) action processed
  - b. Seasonal/Intermittent remains as active employee even though they are not working

## TYPE 3 - NON-FEDERAL

1. Hire of Federal Contractor
2. State Department of Agriculture employee needing access to MRP applications
3. Student/Intern where Agencies do not pay salary
4. Locally Employed Staff (LES) entities working on behalf of USDA in foreign locations

**Note:** The onboarding steps for a Non-Federal are similar to Federal Hires. They are subject to the same personnel and IT security requirements. Hiring Offices, Contracting Officer Representatives or Contract Owners typically send information to build the Non-Federal action to the MRPBS HRD Personnel Security Section and manage their [IT requests](#) through MRP IT via [help@usda.gov](mailto:help@usda.gov).

Under the One USDA concept in both Human Resources and Information Technology an employee who returns to former USDA Agency or transfers between USDA Agencies does not have new HR or IT records created for them. Those records are carried along with the person as they return to an Agency or move between them. This is important to understand as system access is tied to these records. Its only when an HR or IT record is 'under the control of' APHIS or AMS that access can be granted. As a result, access requests for returning or transferring employees may take longer and have different steps.

The eAuth portal pulls in personnel information about the new hire to create access and provisioning roles based on that information. The Enterprise Entitlements Management System (EEMS) pushes out authentication information for other applications to ingest. New Hires are sent eAuthentication invitations or recovery messages that allow them to 'enable' their account and set a password. An enabled and active eAuthentication account is vital in order for New Hires to **access most USDA applications**.

**In addition to the eAuthentication account, the New Hire must have:**

- Active Federal or Non-Federal Record in EmpowHR (HRD)
- Enabled Active Directory (AD) Account populated with all EEMS Attributes (MRP IT/CEC)
- Linc Pass - *as appropriate or available* (HRD)

## ONBOARDING STEP BY STEP – PRIOR TO DAY ONE

While every New Hire is not always exactly like another, most of the steps in the process remain the same for everyone. Here are the steps - Prior to Day One. Some steps do happen in parallel with other steps.

- Hiring Office makes a selection
- HR issues the Tentative Selection Notice
  - a. New Hire accepts the tentative offer and completes assigned tasks or provides required documents
  - b. HR alerts MRP IT to incoming New Hires needing email and AD creation
- MRP IT creates a SAAR for the New Hire depending on their type (New Account, Transfer Account, Activate a Disabled Account)
- New Hire makes fingerprinting appointment at Fieldprint or Livescan location ***only after receiving an email message from HR containing their unique code***
  - a. Fieldprint is a new fingerprinting option for MRP employees. Appointments can be made at any one of over 1200 locations any day of the week
  - b. Livescan machines are USDA owned and located in Riverdale MD; Ames IA; Minneapolis MN; Fort Collins CO; Raleigh NC
- New Hire completes their electronic Questionnaire for Investigation Processing (eQIP)
- HR receives results from the Special Agreement Check (SAC) and eQIP to determine suitability for federal employment
- HR issues the Official Offer Letter
- Hiring Office submits request for equipment purchase/allocation via CEC's [Digital Workplace \(DWP\)](#)
- CEC notifies the New Hire's Hiring Office/Supervisor that the AD Account and Email configuration are complete
- Hiring Office prepares for New Hire's first day
- Hiring Office submits request for equipment configuration via CEC's [Digital Workplace \(DWP\)](#)
- Hiring Office works with CEC on equipment logistics (shipping, picking up, reporting to office, etc.)
- Hiring Office submits SAARs for network access, email groups, shared drives, etc. The SAAR can be sent to MRP IT at [help@usda.gov](mailto:help@usda.gov)

## ONBOARDING STEP BY STEP – DAY ONE and BEYOND

Here are the steps – Day One and Beyond. Some steps do happen in parallel with other steps.

1. Hiring Office/Onboarding Buddy ensures the New Hire completes the Day One forms
2. HR Processes the Action (Accession/Promotion/Rehire, etc.)
3. CEC ensures the AD Account and email address are enabled, active and contain all the necessary attributes
4. Hiring Office provides a New Employee Orientation
5. New Hire receives their equipment and Windows/Bitlocker/VPN Logon Information. If there are equipment issues or the New Hire does not know what their Logon credentials are, they should [contact CEC](#)
6. New Hire receives their eAuthentication invitation
7. New Hire has access to their equipment/applications/network drives/other resources via their Windows or eAuthentication ID and Password
  - a. Access to Equipment is typically via the Windows ID/Password
  - b. Access to Applications is typically via the eAuthentication ID/Password
8. HR sends Linc Pass enrollment message
  - a. depending on available credentialing station!
9. New Hire makes enrollment appointment for their Linc Pass
  - a. depending on available credentialing station!
10. New Hire makes activation appointment for their Linc Pass
  - a. depending on available credentialing station
11. New Hire has access to their equipment/applications/network drives/other resources via their Linc Pass

## FREQUENTLY ASKED QUESTIONS

### 1. What happens if the New Hire can't access their equipment (Laptop, iPad, iPhone)?

To help New Hires with Windows/Bitlocker/VPN ID and Password issues:

- Contact person identified in documentation shipped with equipment
- CEC Help Desk 877-873-0783
- [CEC Group Manager Site](#)
- CEC [Contact Options](#)

For issues after initial equipment setup, contact CEC:

- CEC Help Desk 877-873-0783
- [CEC Group Manager Site](#)
- CEC [Contact Options](#)

BitLocker is a specific set of keys unique to your equipment that captures information like the make, model, and internal part serial numbers, and uses it to ensure that your drive hasn't been stolen and inserted into another machine. You'll be asked for this key every time you turn on your equipment. Once this information has been verified, you'll log into your computer using your Linc Pass or Windows ID and Password. If you enter a BitLocker key incorrectly multiple times, your equipment will lock, and you'll need to contact CEC to obtain a recovery key.

Virtual Private Network (VPN) establishes a secure connection between you and the internet. Via the VPN, all your data traffic is routed through an encrypted virtual tunnel. A VPN connection is also secure against external attacks. Any issues with VPN should be directed to CEC.

Windows ID and temporary password will be provided to you when you receive your equipment. You will change your Windows password upon logging in for the first time. This set of credentials is used to log into equipment and networks.

### 2. How does a New Hire access government furnished equipment (GFE) the first time?

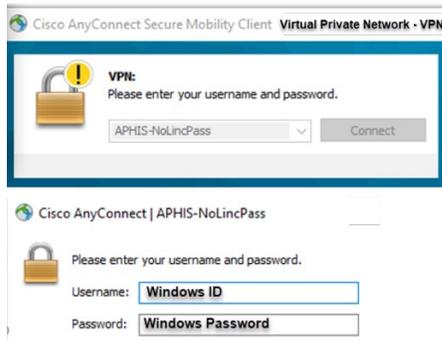
- Turn on the equipment
- Enter the Bitlocker Key provided by CEC
- Enter Windows ID and Password – Typically formatted like this: John.Public
- Access the VPN
  - Select APHIS No Linc Pass or AMS No Linc Pass depending on your Agency
  - Enter Windows ID and Password - Typically formatted like this: John.Public

**Note: this is your official name as identified on your HR records**

### 3. Which ID/Password should a New Hire use?

In the first few weeks of employment, the New Hire may be overwhelmed with the number of IDs and Passwords they'll need to keep track of. When the Linc Pass is issued, this will subside as many applications will use an 8 character PIN and single sign on capabilities to authenticate the user.

- Windows ID & Password – typically used to access equipment & networks including VPN
- eAuthentication ID & Password – typically used to access applications

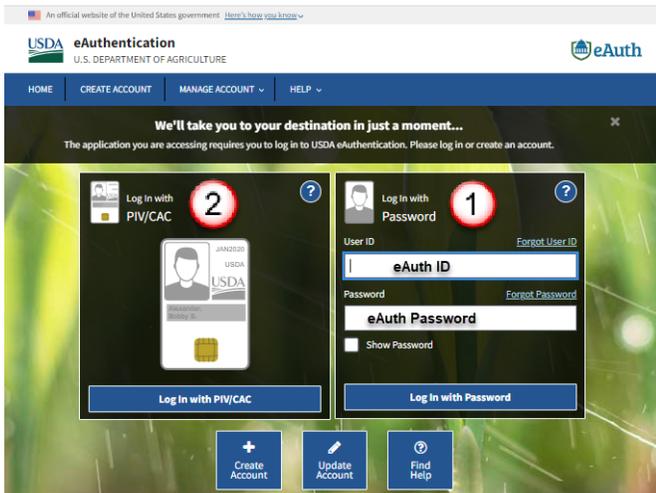


### 4. What is eAuthentication?

In a nutshell it means “more access with fewer passwords”

USDA eAuthentication(eAuth) is the system used by USDA agencies to enable employee’s secure access to Web applications and services via the Internet. A single eAuth account saves time and reduces the number of passwords needed by providing single sign on to multiple online resources, programs and benefits to view or conduct official business via the Internet with USDA.

New employees use an eAuth ID and Password combination until such time as they receive their Linc Pass. **eAuthentication IDs are typically formatted like this: John.Public.** If a long tenured employee changes Agencies; however, it is possible that when they first were offered eAuthentication, they were allowed to create their own eAuthentication ID like: LuckyDuck1 or AbeLincoln or any other combination of characters.



This is the eAuth window. This interface appears as the access point for many USDA applications.

1 New Hires logging in with their eAuth ID/Password use the right side of the pane

2 Users with a Linc Pass use the left side of the pane

5. **What happens if the New Hire can't find their eAuthentication Invitation?**

The eAuthentication invitation or an eAuthentication recovery message can be sent/resent.

- AMS employees – [Tanika.Harris@usda.gov](mailto:Tanika.Harris@usda.gov)
- APHIS employees – [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)

6. **What happens if the New Hire needs a password reset or needs to confirm their eAuthentication ID and the self service options are not working?**

The eAuthentication invitation or an eAuthentication recovery message can be sent/resent.

- AMS employees – [Tanika.Harris@usda.gov](mailto:Tanika.Harris@usda.gov)
- APHIS employees – [HR.System.Access@usda.gov](mailto:HR.System.Access@usda.gov)

7. **What is a SAAR and when is it used?**

SAAR stands for System Authorization Access Request and they are typically completed and submitted by someone in a supervisory capacity who has the authorization to request IT actions on behalf of their employees.

- SAARs are initiated thru [help@usda.gov](mailto:help@usda.gov)
  - The only SAAR initiated by Human Resources is to establish an AD account and USDA email
- 
- Update Request
    - AD & Email Address Name Change
    - Location Change
    - Organization Changes
  - Off-Boarding Employees
    - Remove AD account
  - Add/Remove Permission
    - Shared Mailboxes
    - AD Membership Access Groups
    - Shared Drives
    - EVPN role
    - Security Groups for application access
  - Enable and Disable AD Accounts
    - Due to inactivity
    - Extended leave
  - Supervisor Access to Retired / Extended Out-of-Office Employee
    - Email/home drive (*for business continuity purposes*)
  - Fax2Mail Access
  - Application Server Admin Access
    - Client Experience Center (CEC) Supported Applications only
  - PIV Exclusions
    - 30-Day PIV Exclusion & Renewals.
    - Long Term (requires CIO approval)
  - Local Workstation Admin Access
    - ONLY through Beyond Trust Rights

8. **Who does the Supervisor or Employee contact if they left their Linc Pass at home and need access to equipment or applications for that day?**

- CEC can provide the employee temporary log in credentials to access their equipment.
- The APHIS or AMS POCs for eAuthentication can send an eAuth recovery message to the employee allowing them to recover their eAuthentication credentials to access applications

A lost or stolen Linc Pass should be reported to a Supervisor and to HR Personnel Security Staff at [lincpass.security@usda.gov](mailto:lincpass.security@usda.gov)

Lost or stolen equipment should be reported immediately to a Supervisor and entered in the [CEC Digital Workplace](#). From the home screen look for the Report Lost or Stolen Equipment icon or type "Lost" in the search tool then follow the scripted prompts.

9. **How do I check the status of a SAAR?**

SAAR Each SAAR will have a ticket number (REQ00000XXXXXX) identified in an email message sent from the MRP Service Desk team. Request status can be checked by accessing the [CEC Digital Workplace](#) or by contacting the [Group Manager](#) (for the state in which the employee identified in the ticket) resides.

10. **Who does the Supervisor contact when CEC reports that the Active Directory account has been disabled by EEMS or by inactivity?**

This is a common scenario with seasonal or intermittent employees who return or for employees returning from leave or leave without pay action. Supervisors should contact the MRP IT Service Desk at [help@usda.gov](mailto:help@usda.gov) or 877-944-8457

11. **Who does the Supervisor contact when CEC reports that the Active Directory account has been disabled due to the Information Security Awareness (ISA) or the PII Fact Sheet not being current?**

Federal employees are required to keep up with the ISA refresher training required every 52 weeks. Currently, CEC will not disable the AD user account for ISA training non-completion. Instead, they initiate a "restricted desktop" allowing the employee access ONLY to AgLearn.

The end-user should also be in contact with their AgLearn POC to ensure the record updated and now reflects completion of the ISA course or the signed PII fact sheet. The "restricted desktop" the end-user experiences will clear in approximately 4 hours.

12. How can the Supervisor confirm that the AD account and email have been created so they can submit other SAARs?

To determine if the AD account and government email have been created for a new or returning employee, the Supervisor can check the Global Address Listing.

Additionally, the Supervisor identified on the SF52 request will receive an email message like the one below acknowledging the existence of the account/email address.

-----

Title: Example: CRQ0000000000 - New Hire's Name

The Active Directory (AD) and email accounts have been created. An email notification was sent via Remedy to the local TSD group email distribution list.

If you have any questions, please contact your local TSD support that is available from the CEC icon at the bottom right hand corner of your desktop.

Thank you,  
Access SAAR Group

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13. Who does the Supervisor contact when the email cannot be located in the GAL?

The Supervisor should email MRP-IT at [help@usda.gov](mailto:help@usda.gov) for help as there may be:

- A misspelled name
- Creation of an email identifying the employee as John, Roberts instead of Roberts, John
- An email with a Jr or Sr or III designation that is sometimes harder to find
- An email with two last names - Atkins Johnson, Ann may be found as Atkinsjohnson, Ann

14. How does the Supervisor order equipment?

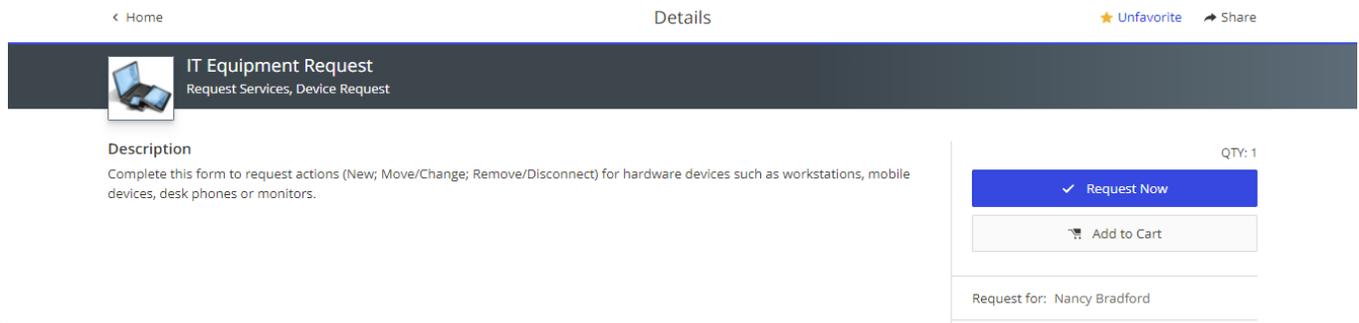
Each Program may have their own internal processes for ordering and provisioning equipment either for New Hires or for those existing employees who need a Lifecycle replacement (laptops, iPad, iPhone, etc.). Programs SOP's should always be followed. Once equipment needs have been identified and approved at the Program level, requests can be submitted to CEC via the [Digital Workplace \(DWP\)](#).

**Note: Equipment requests should be submitted to CEC as soon as the Hiring Office knows *someone* is coming onboard. Doing so allows CEC time to obtain and configure the equipment before the New Hire's EOD date.**

Supervisors can submit the equipment request **as early as 30 days** before the new hire will come onboard. Supervisors **DO NOT** need to know the name of the New Hire prior to submitting the equipment request. If the location of the New Hire is known at the time of submission; Supervisors are encouraged to include that information.

#### 14. How does the Supervisor order equipment? - continued

Once equipment needs have been identified and approved at the Program level, requests can be submitted to CEC via the [Digital Workplace \(DWP\)](#).



#### 15.

##### Who does the Supervisor contact with Linc Pass Questions?

The Linc Pass is also known as the US Access Credential or the Personal Identify Verification (PIV) card. This credential is used to control access to federal facilities and information systems at the appropriate security level. There are many staffs that can help with Linc Pass issues:

- Human Resources Personnel Security can answer questions about Linc Pass sponsorship, enrollment, adjudication, printing and reprinting/reissue. They are also the resource for Linc Pass certificate updates and card renewals.
- Facility Staffs can answer questions about building access
- MRP IT or CEC can answer questions about access to equipment (laptop, iPad, iPhone)

Personnel Security Section - [LincPass.Cecurity@usda.gov](mailto:LincPass.Cecurity@usda.gov)

OCIO Customer Experience Center - [Contact Options](#)

MRP IT Service Desk – [help@usda.gov](mailto:help@usda.gov)

**NOTE:** The ability to obtain an appointment at a Linc Pass credentialing center has been adversely impacted by the COVID 19 pandemic. Only now are sites beginning to open more fully to employees although they are often still restricting access to only “their” Agency employees. This means that even if there is a site very close to you, you may not be able to get an appointment there. None of the staffs identified can help with this issue.

**Every employee may not need a Linc Pass immediately.** For a large group of employees in both AMS and APHIS, the eAuthentication ID and Password may be sufficient and allow for access to the applications used.

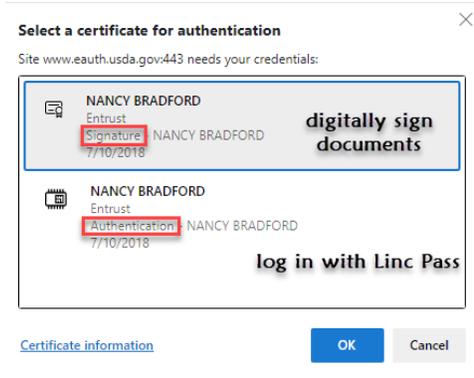
For employees coming into MRP from another USDA Agency – please hold onto your Linc Pass

For employees facing an upcoming credential expiration date, an appointment at a credentialing center may not be possible depending on location. If a Linc Pass expires, a SAAR will need to be submitted requesting that the employee be put into the 30 day exception group until such time as an appointment is available.

For employees needing a certificate update this can now be done at your workstation without a visit to a credentialing center.

## Troubleshooting some common Linc Pass issues

Employee just received/activated their Linc Pass and it “doesn’t work” in their computer



- Ensure that the employee is selecting the AUTHENTICATION certificate and not the SIGNATURE certificate (*see picture*)
- The Active Directory Account is missing attributes and/or the number associated with the Linc Pass isn’t populated in the account. Contact MRP IT at [help@usda.gov](mailto:help@usda.gov) for validation and resolution

- Hewlett Packard Computers have a known issue with the new PIV4 cards. The resolution for this is to go to the HP site, download & install the Alcor driver for the machine model and then update activclient to the [newest version](#)
- Employee receives a message indicating their Linc Pass is BLOCKED. This indicates that there are setting issues on the employee’s laptop and they should contact MRP IT at [help@usda.gov](mailto:help@usda.gov) for resolution
- Employee receives a message indicating their Linc Pass is LOCKED. This indicates that the employee has incorrectly entered their PIN multiple times. The employee may need to visit a credentialing center to have this resolved

NOTE: This LOCKED status often occurs when the wrong certificate is selected 😊

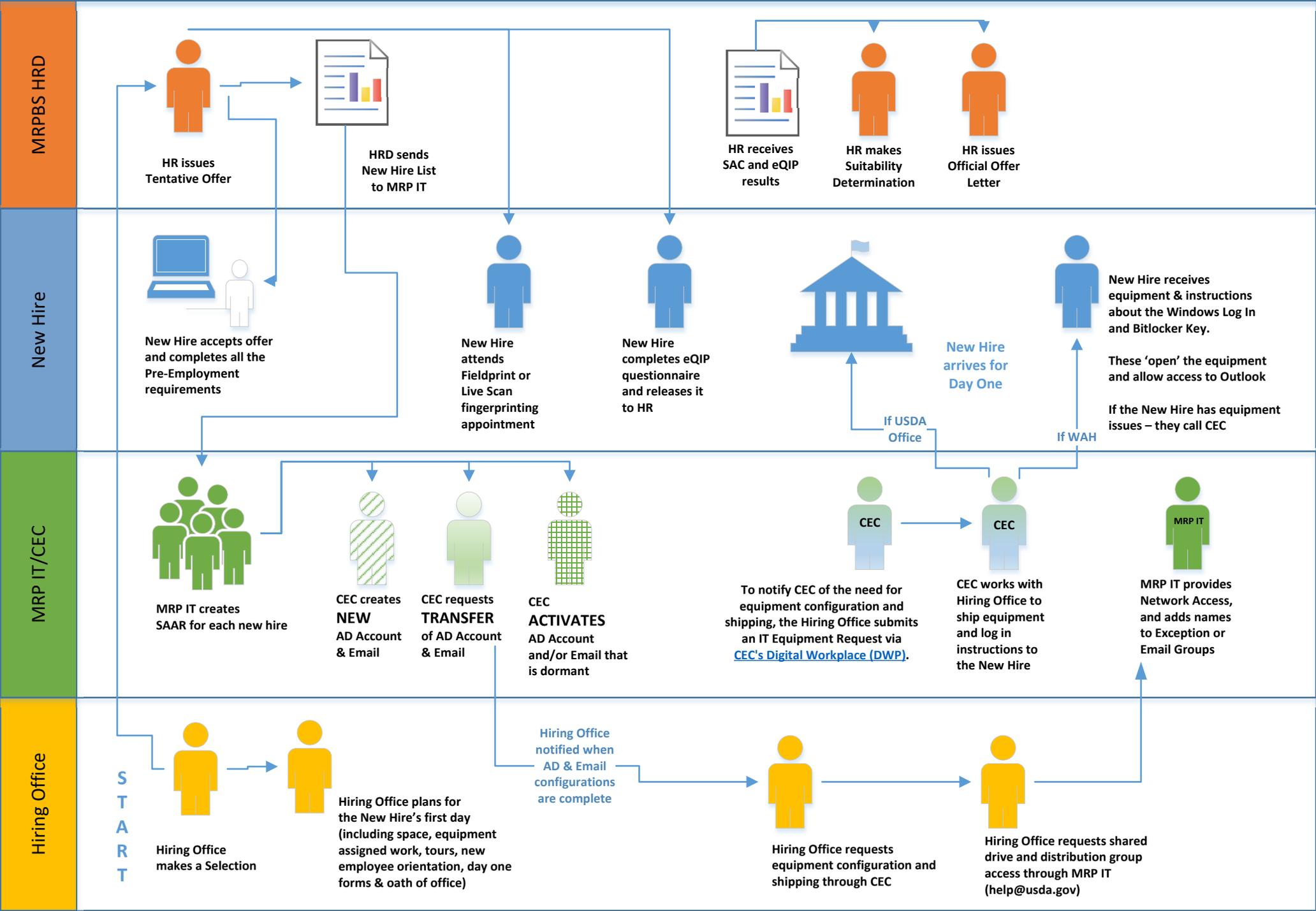
## Service Timeframes

The timeframes below are estimates and often reflect the best-case scenario!!

Event	Performed By	Expected Timeframe	Comments
1 Email and Active Directory Creation	OCIO CEC	24 - 48 Hours after receipt of the SAAR from MRP IT	Transfers from other USDA Agencies will take longer
2 Laptop Configuration & Shipping	OCIO CEC	2 Weeks after receipt of equipment from the Program	Programs <b>DO NOT</b> need to wait until the employee's name populates in Active Directory to send equipment configuration requests to CEC
3 iPad and iPhone Configuration & Shipping	OCIO CEC	2 Weeks after receipt of equipment from the Program	Configuration <b>CAN NOT</b> begin until the New Hire's name appears in Active Directory
3 Network/Shared Drive/Email Group Configuration	OCIO CEC	3-5 Days after receipt of the SAAR from MRP IT	
5 Creation of the Accession Action in NFC	Human Resources	From 3 Days prior to 3 Days after the Entry on Duty Date	Transfers from other USDA Agencies will take longer
6 eAuthentication (APHIS)	Human Resources	24 Hours after creation of the Accession Action in NFC	
7 eAuthentication (AMS)	Tanika Harris	24 Hours after creation of the Accession Action in NFC	
8 Access to AgLearn		24 Hours after the acceptance of the eAuthentication Invitation	
9 Access to WebTA	Human Resources	No sooner than than the 2nd Tuesday of the first pay period	
10 Linc Pass Enrollment Message	Human Resources	Within the first pay period <b>IF</b> there is a Linc Pass Credentialing Center open within the local geographic area	
11 Linc Pass Activation Message	Human Resources	7 Days after the Enrollment Appointment <b>UNLESS</b> there are discrepancies that needs to be rectified	
12 Access to Concur	Program FATA	Available only after acceptance of the eAuthentication Invitation	
13 Access to eTracker	Human Resources	No sooner than 3 weeks after the Entry on Duty Date	
14 Access to ePMA	Human Resources	No sooner than 3 weeks after the Entry on Duty Date	ePMA access is restricted to Supervisors
15 Access to USA Staffing	Human Resources	24 Hours after access is requested by the Staffing Specialist	
16 Employee Personal Page (EPP)	USDA	Available only after acceptance of the eAuthentication Invitation	
17 Electronic Official Personnel Folder (eOPF)	OPM	No sooner than 30 days after the Entry on Duty Date	Transfers from other USDA or Government Agencies will take longer
18 Access to Program Owned Applications	Program Administrators	Dependent on Program Requirements	Submission of access request forms may be required

# Onboarding

Prior to Day One



MRPBS HRD

New Hire

MRP IT/CEC

Hiring Office

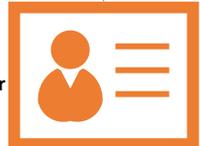


HR process the Accession Action



New Hire is sent initial eAuthentication invitation after EEMS Profile is established

HR Sponsors for Linc Pass



HR Adjudicates for Linc Pass



Overnight feed from EmpowHR to EEMS creates the eAuth profile

Day One Forms



New Hire receives eAuth Invitation and enables their account



New Hire now can log into Applications with their eAuth ID and Password

Enrollment Message



New Hire Enrolls for Linc Pass

New Hire Activates Linc Pass



Access to Applications via Linc Pass



Enterprise Entitlement Management Service (eAuth Portal)



CEC ensures that the AD and Windows Accounts are enabled, active and contain all the attributes

EEMS sends data downstream to allow access to other applications

Access to Applications via eAuthentication

Applications accessible with Active & Enabled eAuthentication or Linc Pass



USDA Applications

- [AgLearn](#)
- [WebTA](#)
- [ePMA](#)
- [APHIS Portal](#)
- [eTracker](#)
- [ConnectHR](#)
- [eOPF](#)
- [MyEPP](#)



Program Specific Applications



Hiring Office has the New Hire complete all the Day One Forms



Hiring Office Provides Orientation for New Hire