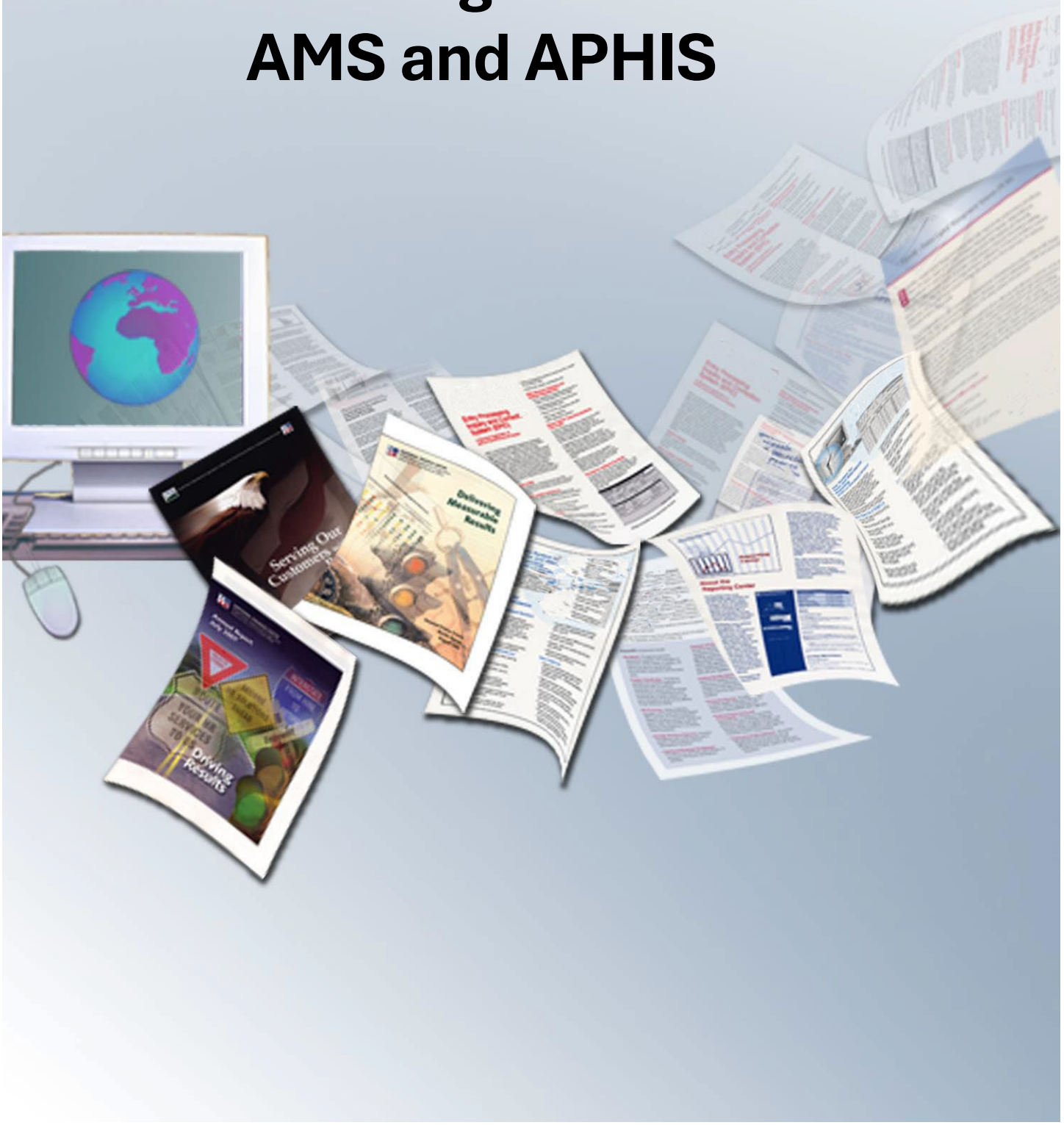
APHIS MRPBS

Human Resources Division

March 2025

Onboarding New Hires AMS and APHIS



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Welcome to USDA

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

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 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 the United States Department of Agriculture (USDA), which is to protect and promote food, agriculture, natural resources, and related issues.

At USDA, we remain committed to reaching new heights by recruiting, onboarding, supporting, and retaining a talented workforce and cultivating a workplace environment that is collaborative, service oriented, mission-centered, healthy, inclusive, and welcoming. This includes leaders and staff who work together to build a culture that welcomes, respects, and supports everyone in reaching their highest potential by ensuring equal opportunity compliance, providing proactive civil rights, and championing USDA's zero tolerance policy for unlawful discrimination and sexual harassment for all employees. We believe this focus on organizational culture will enable us to build the USDA back better as a premier organization and model employer that lives by its values.

As the landscape of talent continues to evolve, it is imperative that USDA seek to continuously find ways to attract talent.

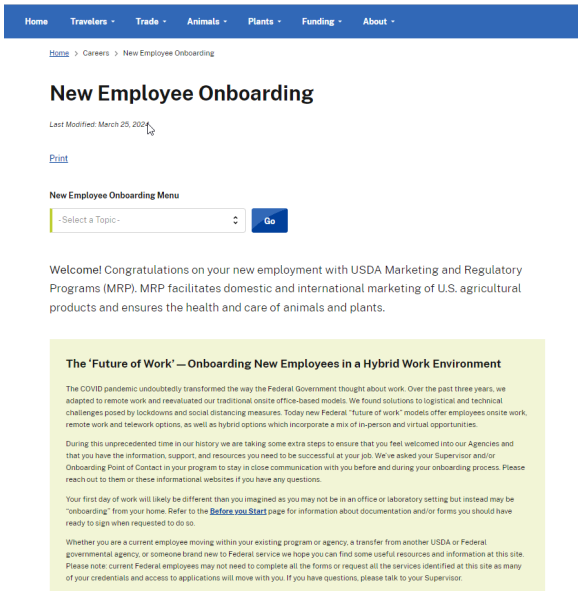
USDA's strategies to make this a great place for everyone to work and an employer of choice include:

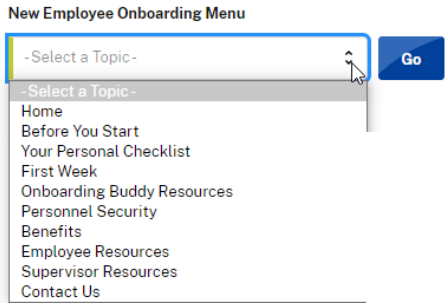
- Employee Health, Wellness, and Safety
- Modern Workplace
- Time Management and Process Improvement
- Science, Data, Evaluation and Continual Learning

New Employee **Onboarding** refers to the entire process of supporting newly hired employees' successful integration into the workplace. This includes providing information and training along with ongoing support and guidance that will help them to navigate federal employment.

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.

- Visit the **New Employee Onboarding Site**





APHIS' New Employee **Orientation** often referred to as 'NEO' is one piece of an employee's onboarding process that focuses on providing a broad understanding of APHIS' mission and its culture. This also includes insight into how their contribution fits into the mission of the United States Department of Agriculture (USDA).

The New Employee Orientation (NEO) Hub contains information, resources and a registration link to attend a NEO session within the first three months. Registration is currently limited to APHIS employees.

- Visit the – **APHIS New Employee Orientation (NEO) Hub**

The Information Technology needs of MRP's employees are met by various service providers.

	Name	How to Reach Them	Contact Them To	Customers
MTAC	MRP Technical Assistance Center	Help@usda.gov	Submit a SAAR System Authorization Access Request	AMS and APHIS Employees
			Troubleshoot Equipment Issues	
			Troubleshoot Application Access	
CEC	Client Experience Center	CEC Home Page	Locate Self Service Options	AMS & APHIS Employees in a Domestic Location **AND** who are NOT part of the Laboratory Network
		CEC Digital Workplace (DWP)	Report Issues	
		Getting Help	Request Services/Allocate Equipment	
			Schedule an Equipment Walk Thru for a New Hire	
LSIT	Laboratory & Scientific Information Technology	Help@usda.gov	Submit a SAAR System Authorization Access Request	AMS & APHIS Employees in either (1) an International Location **OR** (2) part of the Laboratory Network
		LSIT Support Page		
Depot	USDA Enterprise Depot	USDA Depot Site	Procure, Store, Configure, Distribute Hardware & Accessories	AMS & APHIS Employees
		Getting Started with your New Computer	Return Equipment	

MRP Employees are identified as either **Client Experienced Center (CEC)** serviced or serviced by the **Laboratory & Scientific Information Technology (LSIT)**. LSIT services employees in our laboratory network(s) as well as employees in foreign locations and CEC services the rest of the MRP population.

MRP's Technical Assistance Center (MTAC) disburses tickets to the appropriate group. Supervisors should direct specific equipment & network access questions to **Help@usda.gov.** In many ways, like the rest of AMS and APHIS, MTAC is a CEC customer. MTAC communicates with CEC via the System Authorization Access Request (SAAR) as they manage the information technology resources for the Agencies, Programs, and the New Hires.

The Enterprise Depot provides centralized and standardized information technology (IT) distribution services to include storage, shipping, imaging, refurbishment and excessing to over 100,000 USDA customers across the United States and its territories.

Additionally, AMS or APHIS Programs/Support Units may have their own internal specific process for requesting or obtaining IT resources. If so – please follow that guidance.

- Visit the - **MRP-IT Customer Site**
- Visit the - **CEC Customer Site**
- Visit the - **SAAR Information Site**
- Visit the - **LSIT Support Page**
- Visit the - **USDA Depot Site**

This document is a collaboration between the Human Resources (HRD) and the MRP Information Technology Divisions, designed to guide Hiring Offices onboarding a New Hire through the various processes or and/or tasks associated with bringing a new resource into the Agency.

- As processes change, this document will be updated.
- This document provides information in three (3) different ways. There is ***narrative text*** describing the various steps in onboarding; 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 as well as a timeline chart outlining when New Hires can generally expect access to various applications.
- The Agency/Program onboarding the New Hire is globally referred to as the ***Hiring Office***.
- For those seeking a **Quick Reference Guides** of Onboarding tasks, timelines, roles and responsibilities. They can be found starting on Page 28.

    - Onboarding Step by Step Process Flow Chart
    - Onboarding Roles and Responsibilities
    - Onboarding Timelines
    - APHIS New Employee Orientation (NEO)
    - CEC Set Up Assistance for the New Hire
    - Employee Personal Page (EPP) Access (access is available 3 weeks after onboarding)

APPLICATIONS USED BY HRD & ITD/CEC

Throughout this document references will be made to two applications that are vital as they build the foundations allowing New Hires access to equipment & applications.

- **EmpowHR** – Is the human resources application that establishes the person identity within the National Finance Center (NFC) and pushes data into the Enterprise Identity Management Service (EIMS) commonly referred to as the eAuthentication portal. It is vital for any New Hire needing access to USDA equipment or applications to have active and enabled EmpowHR and EIMS accounts.
- **Enterprise Active Directory Account (EAD)** – Is the authentication and authorization service used by Information Technology staffs to enforce security policies, provide exceptions, and assist with identity management. Data replication processes flow through EAD to connect New Hires with the network resources they need to access equipment and applications.

While these two applications build an enterprise-wide foundation of access 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 specific application access requirements.

HOW TO GET HELP WITH EQUIPMENT OR APPLICATION ACCESS QUESTIONS

Both HRD and ITD have centralized help locations that Supervisors, Onboarding Buddies, and New Hires can contact to have questions answered. Additionally, AMS has specific points of contact.

- **Human Resources** – for questions related to:
  - AMS eAuthentication
    - Contact: Tanika.Harris@usda.gov
  - APHIS eAuthentication
    - Contact: HR.System.Access@usda.gov
  - Access to common USDA applications used by both MRP Agencies
    - Contact: HR.System.Access@usda.gov
  - HRD Human Resources Operations
    - Contact: Service Provider Listing

- **MRP Information Technology** – to start a conversation with MTAC or CEC:
  - Contact Help@usda.gov
  - Contact the CEC Centralized Help Desk at 877-873-0783 or via Chat
  - If CEC Recommends you contact your ISS POC, send an email to Help@usda.gov

Hiring Office Responsibilities – Prior to Day One

- Make the New Hire selection.
- Confer with the HRD Staffing Specialist on an Entry on Duty (EOD) or Start Date.
- Watch for an entry in the Global Address Listing (GAL) for the new Federal Hire.
    - HRD requests the establishment of an @usda.gov email address and an (EAD) account for Federal New Hires who have completed their Information Security Awareness (ISA) requirement through USA Staffing's Onboarding module.
    - Respond to inquiries from MTAC/CEC or LSIT. The hiring office's POC for this new hire may have changed since selection. **Note: Please forward all messages to the appropriate POC in your office.**
- Submit a SAAR to request updates/additions to email distribution groups, shared mailboxes, network share drives and security groups. **Note: Submit this request only after verifying creation of the email address in the GAL.**
- Submit 30-day or 60-day PIV exemptions as appropriate
- Coordinate with your Program "Asset or Equipment Requester" to identify & allocate laptops/mobile devices from the Depot. Equipment can be requested 30 days prior to the EOD Date ensuring essential equipment is available on Day One.
- Work with CEC/LSIT on pick up or shipping logistics for the New Hire's equipment.
- Discuss space or other physical logistics with the facility team at the duty station.

Note: HRD does not request email or EAD account set up for Non-Federal resources. This is facilitated by completion of the MRP 408 form and submission of a SAAR.

New Hire Responsibilities – Prior to Day One

- Accept Tentative Selection Notice (TSN) and Official Offer Letter (OOL).
- Complete assigned tasks & provide requested documentation:
    - USAS Onboarding Tasks
    - Fingerprinting
    - National Questionnaire for Background Investigation (NBIS eAPP)
    - Information Security Awareness Test
- Work with the Hiring Office and MTAC/CEC to identify a ship to or pick up location for equipment.
- Alert your new Supervisor or Onboarding Buddy if an email indicating suitability for federal employment is not received within two weeks of submission of the eAPP Questionnaire and fingerprints.

Human Resources Responsibilities – Prior to Day One

- Set the Entry on Duty (EOD) or start date.
- Issue the Tentative Selection Notice (TSN) and the Official Offer Letter (OOL).
- Provide MTAC information to request creation of New Hire email address and EAD account.
- Provide the New Hire with information about how to be fingerprinted (*as applicable*).
- Provide the New Hire with log in information about NBIS eApp (*as applicable*).
- Determine suitability when the Special Agreement Check (SAC) and eAPP are returned.

Information Technology (MTAC/LSIT/CEC/Depot) Responsibilities

- Generate SAARs requesting CEC create an EAD account and USDA email address based on the New Hire report from Human Resources **(MTAC).**
- Contact the New Hire's identified Supervisor when the AD account and email configuration are complete **(USDA CEC/LSIT).**
- Configure equipment such as Laptops, iPad, iPhone **(USDA CEC/Depot).**
- Work with Hiring Office/New Hire on pickup/shipping logistics for equipment **(USDA CEC).**

PERSONAL IDENTIFY VERIFICATION (PIV) CARD - EXEMPTION

An exemption allows employees the ability to log into the system using their Network UserName and Password. The 1-day exemption process remains the same, however there are changes for all exemptions longer than 1-day. Windows Hello, significantly reduces the need for PIV exemptions for new hires or if a PIV card is missing, or damaged.

Note: A PIV card may be known as a USDA Linc Pass Card, or a US Access Credential or a Common Access Card (CAC)

- 30-Day exemptions **will require a SAAR request with justification.**
- Exemptions longer than 30 days must be submitted to and approved in writing by the Mission Area Assistant Chief Information Security Officer (ACISO) with appropriate justification.
  - The business needs and/or unique situation for this employee.
  - The plan, including milestones/deadlines, on how MRP will address this.
- Exemptions of 60 consecutive days or more will also require a formal/documented Risk-Based Decision approved by the USDA Chief Information Security Officer (CISO).
- With the availability of alternative Multi Factor Authentication (MFA), simply not having a PIV will no longer be an acceptable justification for exemption. An alternate MFA credential must be issued in lieu of an exemption.

The time between acceptance of the final offer and the Entry on Duty (EOD) date can vary by New Hire but it is typically one pay period or more. During this time HRD and MTAC/CEC/LSIT are working to ensure that equipment and application access is set up and available to the New Hire. The eAuthentication invitation and the Linc Pass enrollment message are typically sent out shortly after the Entry on Duty (EOD) date.

Generally, a New Hire should have access to equipment and applications via IDs and Passwords or Windows Hello within the first pay period.

- The Windows ID and Password will be used to sign into equipment.
- The eAuthentication ID and Password will be used to sign into applications.

Hiring Office Responsibilities – Day One & Beyond

- Ensure the New Employee 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 Program/Job/Location specific Orientation.
- Work with HR & MTAC/CEC to ensure New Employee has the access/exemptions they need. Use Help@usda.gov or HR.System.Access@usda.gov if there are access issues.
- Submit a SAAR requesting one-on-one IT Support for the New Employee's first day. SAAR's can be submitted as early as one week but no later than three business days before EOD.
- Remind the New Employees onboarding with APHIS to sign up for the APHIS New Employee Orientation course via AgLearn.

An onboarding buddy is a current employee who serves as a new hire's support system through their onboarding experience.

Onboarding buddies have been established in many AMS and APHIS programs. These designated and trained individuals guide the New Hire's onboarding activities from time of selection through the first 90 days.

Questions related to this responsibility or requests to add or to remove Onboarding Buddies can be sent to: HR.System.Access@usda.gov

- Find Resources - **Onboarding Buddy Resources**

New Hire Responsibilities – Day One & Beyond

Read the instructional insert provided or shipped with the equipment and contact the Depot with any equipment related questions

- Use Windows ID/Password with BitLocker Password to **Access EQUIPMENT**
  - Contact CEC/LSIT if there are questions about Windows ID/Passwords or VPN issues
  - Contact CEC/LSIT if there are questions about a Linc Pass exemption
- Respond to the eAuthentication Account Establishment or Recovery Invitation.
  - Use the eAuth ID/Password to **Access APPLICATIONS** until the Linc Pass is issued
  - Contact HR.System.Access@usda.gov or Tanika.Harris@usda.gov - eAuth concerns
- Make a Linc Pass Enrollment/Linc Pass Activation Appointments
  - Bring Identification documents. At least one of the documents must be a government-issued photo ID. First and Last names much match the names on the documents. See List of Approved Documentation.
  - Linking documentation. If your primary and secondary documents have different names, a linking document can be provided if it shows both names. Acceptable linking documents include a marriage certificate, certified copy of a birth certificate, or a court record.
- Complete mandatory AgLearn courses as soon as possible
- Make Benefits selections within 60 days of EOD

Note: New Hires requiring access to equipment or applications via eAuthentication, or Linc Pass should receive information about both within their first pay period. If they have not:

- Contact **HR.System.Access@usda.gov** or **Tanika.Harris@usda.gov** with eAuth concerns.
- Contact **LincPassHelpAPHIS@usda.gov** with Linc Pass questions. Both APHIS & AMS employees can use this email box.

Emergency Management Safety & Security (EMSSD) Responsibilities

- Sponsor the New Hire for their Linc Pass.
- Record the Adjudication decision that was made by a HRD Personnel Security Specialist.
- Assist New Hires with enrollment questions including locating open and available credentialing stations or troubleshooting Linc Pass problems.

A lost or stolen Linc Pass should be reported both to the Supervisor and to APHIS ERCS EMSSD at lincpass.security@usda.gov.

Human Resources Responsibilities – Day One & Beyond

- Process the Action (Hiring/Promotion/Conversion/Rehire, etc.).
- Send the eAuthentication Invitation:
  - APHIS – HR.System.Access@usda.gov
  - AMS -- Tanika.Harris@usda.gov
- Ensure the AgLearn profile is established
  - APHIS - Points of Contact by Program
  - AMS - Points of Contact by Program
- Determine initial/interim suitability for a Linc Pass.
- Initiate the full background investigation/reinvestigation process.

Note: The suitability determination made for the New Hire prior to a Final Offer is considered to be an ***interim decision***. A full background investigation can take up to 12 months and is completed during the employee's probationary period.

Information Technology (MRP IT/CEC) Responsibilities

- Deploy Configured Equipment with Windows & BitLocker protections **(Depot).**
- Ensure Windows & Active Directory (AD) Accounts are Active and Enabled **(CEC or LSIT).**
- Respond to Supervisor/New Hire Questions about Accessing Equipment **(CEC or LIST)**.

Within 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. These records are carried along with the employee as they return to an Agency or move between them.

This is important to understand as system access is tied to these records. It's 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 USDA employees may take longer and have different requirements.

The Enterprise Identity Management System (EIMS) 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 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 AD Account populated with all EEMS Attributes & Exemptions (MTAC).
- Configured equipment - Laptop/iPad/iPhone (MTAC/CEC/LSIT/Depot).
- Linc Pass or Alt Linc - *as appropriate or available* (EMSSD).

Onboarding Step by Step

Although every New Hire may not follow the same onboard path, most of the steps in the process remain the similar for everyone. **Note:** Some steps happen in parallel, some steps are dependent.

- Hiring Office selects the New Hire.
- HRD issues the Tentative Selection Notice.
  - New Hire accepts the tentative offer.
  - New Hire completes assigned tasks or provides required documentation.
    - Information Security Awareness Test
    - OF306
    - Medical/Drug Testing or education requirements
- HRD alerts MTAC to incoming New Hires needing email and EAD account creation.
- MTAC creates a SAAR for the New Hire depending on their type.
  - CEC or LSIT serviced.
  - New Account, Transfer Account, Activate a Disabled Account.

  MTAC may reach out to the Hiring Office/Supervisor with questions about the New Hire's IT Account(s). The person receiving them **should respond or forward them** as applicable; **do not** simply delete them and assume that MTAC will eventually figure out who in your Program is responsible. Doing so will only **delay** the New Hire's Onboarding.
- CEC or LSIT create the EAD Account ensuring that all New Hire exemptions required are applied.
- CEC/LSIT creates the government email address.
- HRD sends the New Hire suitability determination information.
  - New Hire completes a fingerprinting appointment.
  - New Hire completes & submits their NBIS eAPP.
- HRD reviews the results from the OF306, the eAPP, and the Special Agreement Check (SAC) to determine suitability for federal employment and notifies the New Hire.
- HRD confirms the effective date with the Hiring Office and issues the Official Offer Letter (OOL).
- CEC or LSIT notify the New Hire's Supervisor that the AD account & email configuration are complete.
- Hiring Office or Supervisor request a 30-Day or 60-Day PIV exemption (if needed)
- Hiring Office or Supervisor work with their Program specific Asset Requester to allocate & deploy equipment from the Depot via the Digital Workplace (DWP).
- Hiring Office and/or Supervisor prepare for the New Hire's first day.

- Hiring Office submits a SAAR asking for CEC support on the New Hire's first day.
- HRD processes the accession/transfer/conversion/rehire action.
- Hiring Office submits SAARs for specific network access, email groups, or shared drives.
- Hiring Office works with EMSSD Physical Security Specialists to ensure the New Hire has access to appropriate facilities or rooms.
- Onboarding Buddy records that the New Hire **showed up on Day One** inside USAS Onboarding.
- Hiring Office or Onboarding Buddy ensure the New Hire completes & signs the Day One forms.
- HRD sends the eAuthentication Invitation to the New Hire's personal email address.
- New Hire accepts the eAuthentication invitation and creates a Password.
- EMSSD sponsors the New Hire for their Linc Pass.
- EMSSD records the adjudication record for the New Hire.
- New Hire receives their equipment and follows the guidance on the Instructional Insert to log into their equipment via their Windows and/or BitLocker IDs or, the New Hire meets with CEC to do a virtual walk though of the set-up steps.
- New Hire successfully accesses equipment/applications/network drives via VPN.
    - Access to equipment is typically via the Windows ID/Password.
    - Access to VPN is typically via the Windows ID/Password.
    - Access to Applications is typically via the eAuthentication ID/Password.
- New Hire confirms access to AgLearn to begin completing required courses
- APHIS Hiring Office reminds the New Hire to sign up for the APHIS New Employee Orientation through AgLearn.
- New Hire looks for the email message providing the link to schedule their US Access credential enrollment appointment. **Note:** USDA refers to this credential as a "Linc Pass". It may also be called a Personal Identity Verification (PIV) card or a Common Access (CAC) Card

Access using various ID/Password combinations will be necessary until the New Hire can activate their Linc Pass and synch that credential with their equipment and applications.

New Hires should be reminded that a single ID/Password will not be available until they receive their Linc Pass and they should take whatever steps needed to ensure that they remember the various combinations to avoid being locked out of equipment and applications.

Appendix A - Frequently Asked Questions

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

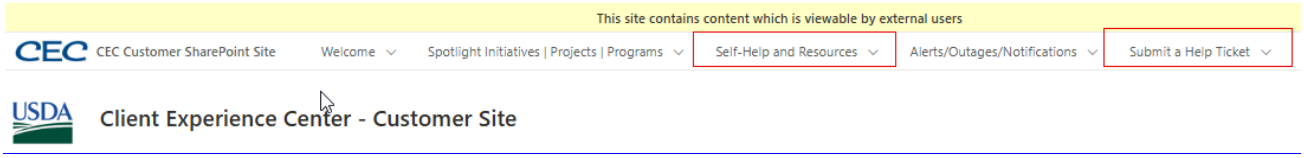
To help New Hires with Windows/Bitlocker/VPN ID and Password issues:

- Contact person identified in documentation shipped with equipment
- MRP Technical Assistance Center (MTAC) – Help@usda.gov
- CEC Help Desk 877-873-0783

For issues after initial equipment setup, contact CEC or LSIT depending on the servicing agreement:

- MRP Technical Assistance Center (MTAC) – Help@usda.gov
- CEC Help Desk 877-873-0783

Customer Experience Center – Customer Site



Each piece of equipment deployed from the Depot contains an Instructional Insert to guide the employee through all the set-up steps needed, or the Supervisor can submit a SAAR requesting Day One assistance for their New Hire.

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. The employee will be asked for this key every time you turn on your equipment. Once this information has been verified, they'll log into their computer using their Linc Pass or Windows ID and Password. If they enter a BitLocker key incorrectly multiple times, the equipment will lock, and they'll need to contact CEC/LSIS to obtain a recovery key.

The 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 MTAC at Help@usda.gov.

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

What are the changes in the PIV exemption process?

Effective immediately, the process for Personal Identity Verification (PIV) exemptions will be reverting to a "pre-pandemic" process. A PIV exemption allows customers the ability to log into the system using their Network User Name and Password. Customers are placed in an one day exemption group if a PIV card is forgotten, lost, stolen or damaged. New hires are also placed in an exemption group until the card is received.

The 1-day exemption process will remain the same, however there are changes for all exemptions longer than 1-day. The recent implementation of alternative multi-factor authentication (MFA) credentials, such as Windows Hello, significantly reduces the need for PIV exemptions for new hires or if a PIV card is lost, stolen, or damaged.

- 30-Day PIV exemptions **will require a SAAR request with justification.**
- Exemptions longer than 30 days must be submitted to and approved in writing by the Mission Area Assistant Chief Information Security Officer (ACISO) with appropriate justification.
- Exemptions of 60 consecutive days or more will also require a formal/documented Risk-Based Decision approved by the USDA Chief Information Security Officer (CISO).
- With the availability of alternative MFA, and Windows Hello for Business, simply not having a PIV will no longer be an acceptable justification for exemption. An alternate MFA credential must be issued in lieu of an exemption.

How will a New Hire know if this applies to them?

- They do not have a Linc Pass/ PIV card.
- They work overseas and there is no US Access credentialing station nearby to print a PIV card.
- They work in a containment labs or other facility where PIV card cannot be taken in/out due to biosecurity reasons.
- They utilize applications that do not provide a PIV option at login.

What Justification is acceptable for a PIV exemption?

- Use of a legacy system that only supports username and password.
- Use of an end-user computing platform not compatible with PIV or Alternative MFA credentials.

How to Request a PIV exemption

Click on one of the following links to complete the request and submit to help@usda.gov

- 1 Day PIV Exemption
- 30 Day PIV Exemption
- 60 Day PIV Exemption

Why is this changing now?

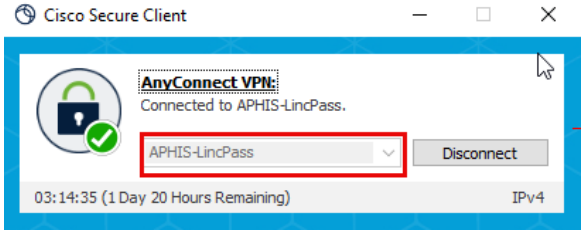
- The risk decision that enabled the current process has expired.
- The availability of HSPD-12 enrollment stations has improved since pandemic-induced closures.
- The President's Executive Order on Improving the Nation's Cybersecurity & the M-22-09 Federal Zero Trust Strategy both require the **full adoption** of MFA
- Most significantly, the availability of Alternative MFA has eliminated the need for an exemption in the most common situations.

If there are questions or concerns around the policy, please contact the Identity, Credential, & Access Management (ICAM) Division at icam.services@usda.gov.

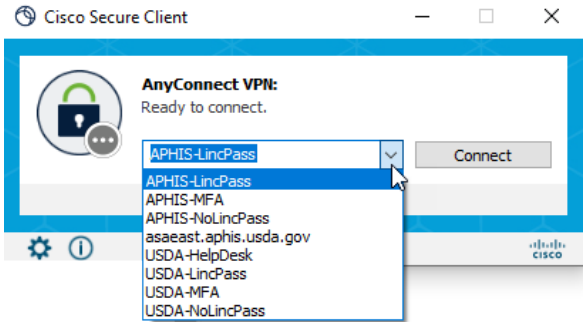
If there are questions around the process for requesting a PIV exemption, please contact the MRP IT Helpdesk at help@usda.gov.

How does a New Hire access their government furnished equipment (GFE)?

- Read the Instructional Insert accompanying the equipment.
- Turn on the equipment.
- Enter the BitLocker Key provided by CEC/LSIT.
- Enter Windows ID and Password – Typically formatted like this: John.Public.
- Access the VPN via the Cisco Secure Client AnyConnect VPN application



If the New Hire has a Linc Pass - Select APHIS Linc Pass or AMS Linc Pass depending on affiliation.



If the New Hire does not have a Linc Pass, follow the instructions provided by MTAC or CEC.

APHIS-NoLincPass, AMS-NoLincPass or the option of USDA MFA used in conjunction with Windows Hello, are methods to obtain VPN Access without a Linc Pass

Note: Windows and eAuthentication IDs are created based on the employee's OFFICIAL name. These cannot be changed to a preferred name or a nickname.

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.

What is eAuthentication?

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 as: John.Public. If a long tenured employee changes Agencies; however, it is possible that their ID was personally created: LuckyDuck1 or AbeLincoln. This option is no longer available.

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

The eAuthentication invitation or an eAuthentication recovery message can be sent upon request. Be sure to check SPAM, Trash and Junk folders before requesting a recovery message.

- AMS employees – Tanika.Harris@usda.gov
- APHIS employees – HR.System.Access@usda.gov

What is a SAAR and when is it used?

SAAR stands for System Authorization Access Request which is allows for tickets to be created, submitted, and tracked by someone in a supervisory capacity who has the authorization to request IT actions on behalf of their employees.

- The only SAAR initiated by HRD is to establish an EAD account and USDA email for New Hires.
- Most SAARs are initiated thru MTAC via Help@usda.gov

Lost or stolen equipment should be reported immediately to a Supervisor and entered in the CEC Digital Workplace. Look for the Report Lost or Stolen Equipment icon or type "Lost" in the search tool.

➢ Visit the - **SAAR Information Site**

- Update Request
  - EAD & Email address name change
  - Location change
  - Organization change
- Off-Boarding Employees
  - Remove EAD account
- Add/Remove Permission
  - Shared mailboxes
  - EAD Membership Access Groups
  - Shared drives
  - EVPN role
  - Security Groups for application access
  - Windows Hello for Business
- Enable and Disable EAD Accounts
  - Due to inactivity
  - Extended leave
- Supervisor Access to Retired / Extended Out-of-Office Employee
  - Email/home drive (*business continuity*)
- 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

How do I check the status of a SAAR?

Each SAAR is assigned a ticket number (REQ00000XXXXXXX) 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.

What if the Enterprise Active Directory profile is disabled/ terminated?

This is a common scenario with seasonal or intermittent employees who return or for employees returning from leave or leave without pay (LWOP) action. Supervisors should contact the MRP IT Service Desk at Help@usda.gov. MTAC will reach out to HRD and CEC/LSIT staffs that can assist.

What if the Enterprise Active Directory profile is disabled due to the ISA test?

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 until that course is complete and the employee is back in compliance.

The employee 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" error the end-user experiences will clear in approximately 4 hours.

Employees who cannot reach AgLearn but need to complete the ISA requirement can do so via the public portal - https://deliver.courseavenue.com. The completion certificate from this portal can be provided to the employee's AgLearn POC who can record it within that portal allowing the restriction to clear within 4 hours.

Have the Enterprise Active Directory AD account and email been created?

Check the Global Address Listing.

Additionally, the **Supervisor** identified on the SF52 request **will receive an email message**

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.

As with any messages related to New Hires from MTAC -- the person receiving them **should respond or forward them** as applicable; **do not** simply delete them and assume that MTAC will eventually figure out who in your Program is responsible. Doing so will only **delay** the New Hire's Onboarding.

What if the email cannot be located in the GAL?

The Hiring Office should email MTAC at 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.

How is equipment allocated to a New Hire?

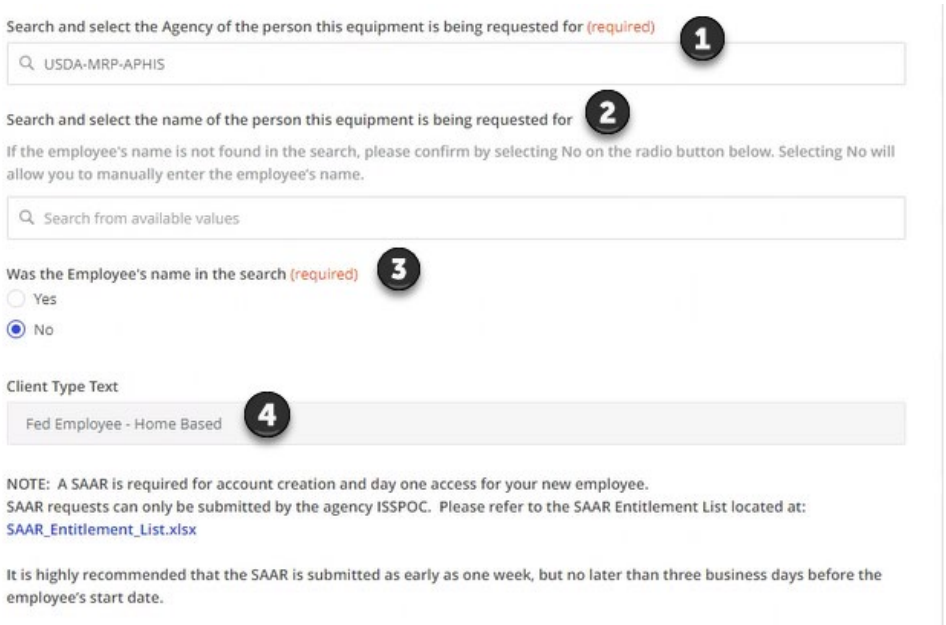
Equipment is allocated through the Digital Workplace (DWP). Access to the DWP is permission based and each APHIS or AMS Program has identified persons responsible for allocating equipment (Laptop/iPad/iPhone) to be deployed from the Depot. Configuration and deployment from the Depot can only take place is the New Hire has an EAD account. There are two ways to verify this:

- The Global Address Listing (GAL) with an email address for the correct Agency.
- The Hiring Office has received the email from the Access SAAR Group.

The Depot has 10 business days from the date of allocation request to deploy the equipment.

- Supervisors can submit the equipment request **as early as 30 days** before the EOD.
- Equipment requests (excluding iPhones) can be submitted even if the New Hire's name does not appear in the dropdown field of the DWP request.
- If the duty location and the telework/remote/onsite status of the New Hire is known at the time of submission, this should be included in that request.

If the New Hires' full ***OFFICIAL*** name cannot be found via the search mechanism, the full ***OFFICIAL*** name can be typed into the "Client Type Text" field identified in the screen shot below as number 4.



Who does the Supervisor or New Hire contact with Linc Pass Questions?

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

- HRD can provide answers to personal identify questions related to the New Hire's official NFC Record including information that may have been incorrectly keyed (Name Spelling, DoB, SSN, Address, etc.).
- EMSSD can answer questions about:
  - Linc Pass sponsorship, enrollment, or missing adjudication information.
  - Local or central printing or reprinting requests.
  - Linc Pass certificate or credential updates or renewals.
- Local Facility Staffs can answer questions about building or specific room access.
- MTAC or CEC or LIST can answer questions about access to equipment

- Find the HRD Operations – Processing Team Service Provider
- Contact the EMSSD Linc Pass Team – LincPassHelpAPHIS@usda.gov
- Contact the OCIO Customer Experience Center - Contact Options
- Contact the MRP Technical Assistance Center – Help@usda.gov

Every New Hire may not need a Linc Pass. Many employees in both AMS and APHIS who are hired for Seasonal or Intermittent work, an eAuthentication ID and Password along with various exemptions are typically sufficient and will allow for access to the equipment/applications needed. There is a "Is a Linc Pass Needed" question on every New Hire SF52 request authorized in the eTracker application. Both HRD and EMSSD rely on the answer to this question when identifying the suitability path, providing access, and/or entering sponsorship or adjudication information. Federal HSPD12 regulations require an interim suitability decision based on the NBIS eAPP questionnaire, OF306 and SAC if a Linc Pass will be required for the position.

New Hires coming into MRP from another USDA Agency should hold onto their Linc Pass. Additionally Hiring Offices bringing USDA transfers onboard (called the 'gaining' agency) should consider whether the employee could or should bring the equipment issued to them from the agency they left (called the 'losing' agency). When the New Hire is set up with equipment from their gaining agency, the other equipment can be returned. **This isn't always feasible but does give the New Hire a bridge between positions.** A USDA Linc Pass from the losing agency does work in equipment from the gaining agency. The contacts above can help to provide the needed permissions/exemptions.

Existing employees **MUST** keep track of their credential and certificate expiration dates to avoid being locked out of equipment/applications.

If the employee does not follow instructions provided on Linc Pass credential or certificate expiration emails sent 120, 90, 60, 30 days before expiration, neither HRD nor EMSSD can extend the expiration. This is vitally important for employees who will need to travel to renew their credential.

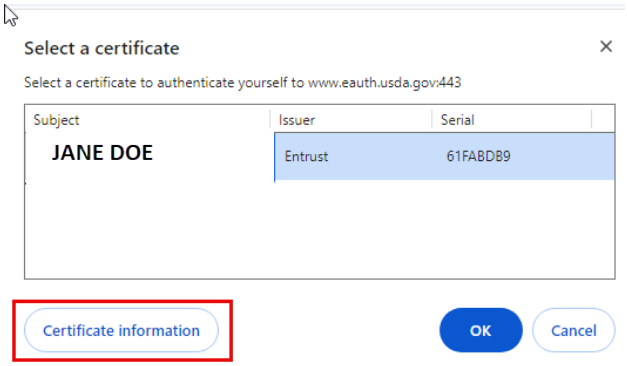
If locked out, the employee will need to work through MTAC to obtain daily PIV exemptions.

Linc Pass Status can be obtained using the LincPass Tracker.

Credential Expiration Date – found on the front of the Linc Pass

The Linc Pass credential expires every **5 years**. A new photo is taken every 10 years outside of extenuating circumstances.

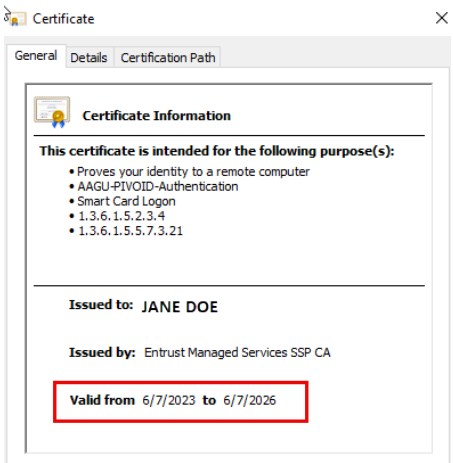
Credential expirations **require** an appointment at a Federal credentialing station, please bring the expiring Linc Pass plus other identification.



Certificate Expiration Date – found when accessing an application.

Linc Pass certificates expire every **3 years**.

Renewing the Linc Pass credential does reset the certificate renewal date.



Employees needing a certificate update no longer need to schedule a visit to a credentialing center as this can now be completed at the worksite.

Instructions on updating Linc Pass certificates can be found HERE

The employee can also submit a SAAR and request assistance from CEC or LSIT as applicable.

How to fix common Linc Pass issues

- **Employee just received/activated their Linc Pass and it "doesn't work" in their computer.**
  The Active Directory Account may be missing attributes and/or the number associated with the Linc Pass isn't populated in the account. Contact MTAC at Help@usda.gov for assistance.
- **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 MTAC at Help@usda.gov for assistance.
- **Employee receives a message indicating their Linc Pass is LOCKED.**
  This indicates that the employee has incorrectly entered their PIN multiple times. A visit to a credentialing or activation center may be needed. Contact LincPassHelpAPHIS@usda.gov for assistance.
- **Employee cannot open a facility door or pass through a magnetometer**
  The employee should contact the facility manager to have their credential updated in ePACS. This step is also necessary if the employee has a renewed or reprinted or reissued Linc Pass.

What if a User receives a Microsoft 365 error message

If a user receives a message stating: "Your account is blocked, We've detected suspicious activity on your account", they should reach out to cybersecurity at cyber.incidents@usda.gov and the Cyber Hotline at 1-866-905-6890. Blocked Microsoft 365 Account.

How to sign up for APHIS New Employee Orientation

New Employee Orientation (NEO) targets APHIS employees in their first 3 months of work.

The APHIS NEO experience is broken into two phases:

- Phase One is designed to create connections with other APHIS employees and gain a foundational understanding of APHIS prior to the webinar. After registering for NEO, New Hires should watch for a message that they have been added to the NEO Teams Channel.
- Phase Two is a 3-hour live webinar where participants will gain better understanding of USDA, the APHIS mission, and our important program and support areas. NEO participants will use Microsoft Teams to discover and practice how to engage with the broader APHIS community in a hybrid workplace.

➢ Visit the – **APHIS New Employee Orientation (NEO) Hub**

USDA New Employee Orientation is Coming Soon!!

New employees from all Agencies will be invited to attend a New Employee Orientation sponsored by USDA in their first two days of employment. This event will occur in person for employees located in the Washington DC area and over Microsoft Teams for all other employees.

This event provides an overview of USDA and her 8 Mission Areas; it **does not** cover information about Benefits selections, equipment delivery or application access via eAuthentication or Linc Pass. Hiring Offices are still responsible for ensuring their employees have the equipment/application access they need. Employees are responsible for researching and selecting the benefit options available to them.

What is the ConnectHR?

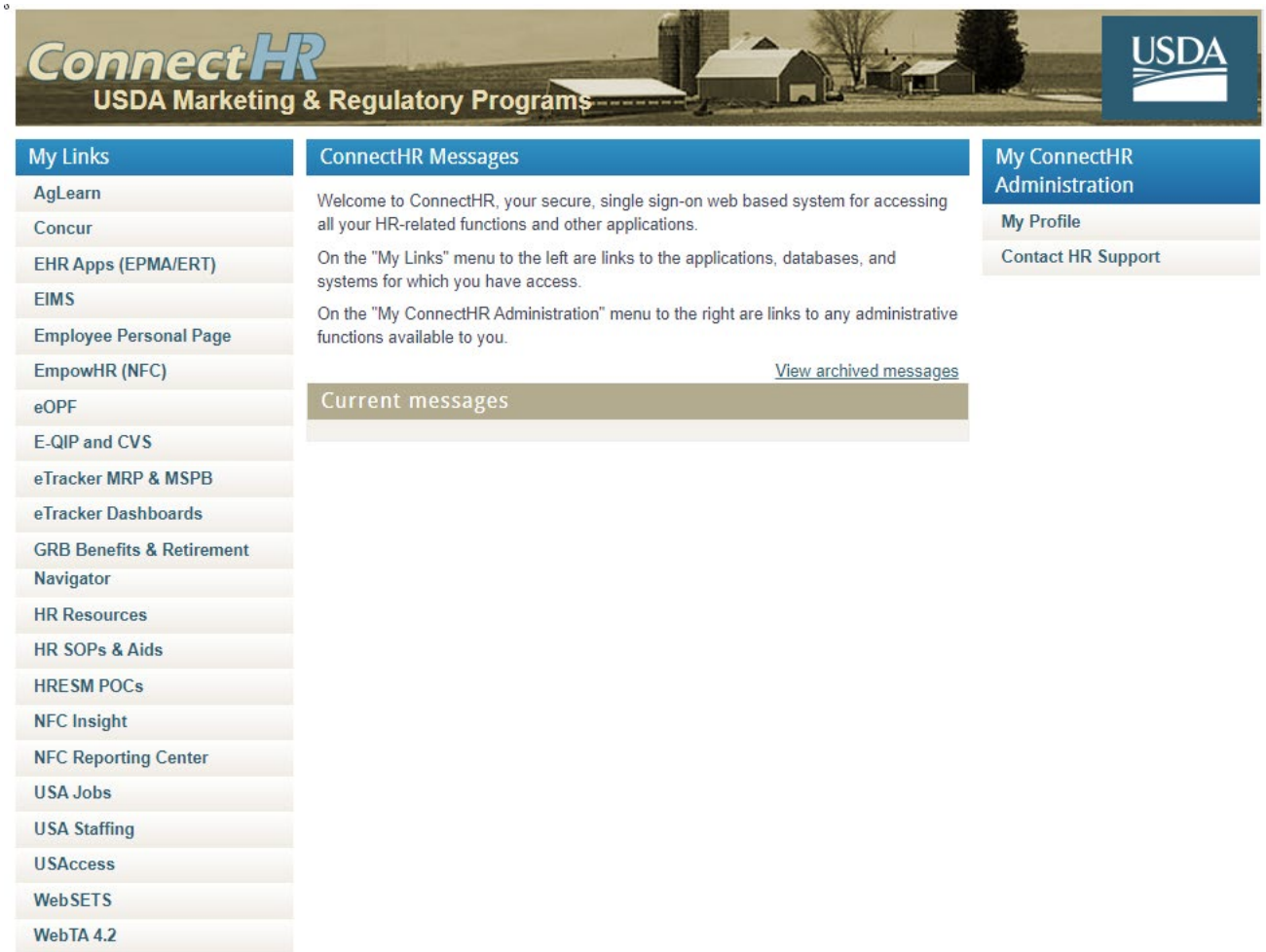
The ConnectHR (pronounced '*Connector*') is a secure, single sign-on web-based system for accessing all your HR-related functions and as well as some other common applications.

On the "My Links" menu to the left are links to the applications, databases, and systems for which you have access. My Links are permission based so every ConnectHR may not look the same.

On the "My ConnectHR Administration" menu to the right are links to any administrative functions available to you.

Messages around existing or upcoming system outages are populated in the "Current Message" space.

Access to the ConnectHR is available **3 weeks after** the New Hire's EOD. New Hire's will need to authenticate into the platform by providing some personal information. If an error message indicates that the personal information provided does not match what is in the NFC system, please contact HR.Systems.Access@usda.gov.

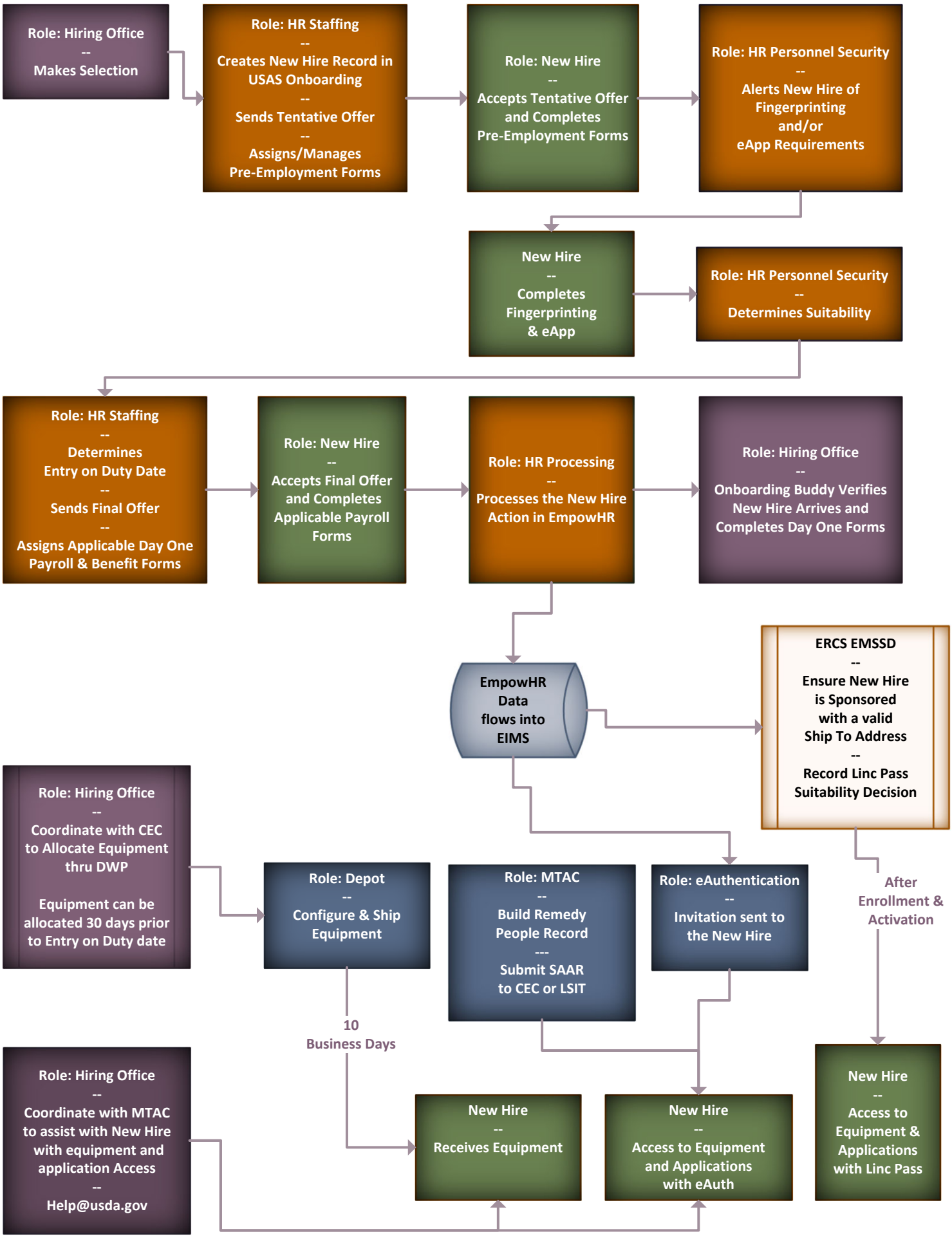


Appendix B – Index & Quick Reference Documents

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

	Event	Performed By	Expected Timeframe - BEST CASE SCENERIO	Comments
1	Email and Active Directory Creation	OCIO CEC MTAC LSIT	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 Depot	2 Weeks after receipt of equipment from the Program	Programs can request equipment allocation **30 days prior** to the New Hire's start date Configuration **CAN NOT** begin until the New Hire's name appears in Active Directory
3	iPad and iPhone Configuration & Shipping	OCIO CEC Depot	2 Weeks after receipt of equipment from the Program	
3	Network/Shared Drive/Email Group Configuration	OCIO CEC MTAC LSIT	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	Automation	24 Hours after the acceptance of the eAuthentication Invtiation	
9	Access to WebTA	Human Resources	No sooner than than the 2nd Tuesday of the first pay period	
10	Linc Pass Enrollment Message	ERCS EMSSD Linc Pass Team	Within the first pay period **IF** there is a Linc Pass Credentialing Center open within the local geographic area	
11	Linc Pass Activation Message	ERCS EMSSD Linc Pass Team	7 Days after the Enrollment Appointment **UNLESS** 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 via the ConnectHR	Human Resources	No sooner than 3 weeks after the Entry on Duty Date	
14	Access to ePMA via eHR Apps	Human Resources	No sooner than 3 weeks after the Entry on Duty Date	
15	Access to USA Staffing	Human Resources	24 Hours after access is requested by the Staffing Specialist	
16	Employee Personal Page (EPP)	USDA	No sooner than 3 weeks after the Entry on Duty Date	
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 utilizing eOPF will take longer

Quick Reference Role & Responsibility Flow Chart



HRD: This includes Staffing, Personnel Security and/or Processing

Hiring Office: This includes the Program Contact, Hiring Manager, Supervisor, and/or Program Onboarding Buddy.

***Program contacts are responsible for forwarding messages about the New Hire to any/all appropriate persons within their organization

Information Technology Points of Contact: This includes MRP IT (MTAC), CEC, LSIT and/or the Depot

Individual Programs may also have specific tasks assigned to specific team members. This checklist does not replace any Program guidance.

Phase 1: Tentative Offer				
	HRD	**New Hire**	**Hiring Office*** **	**ERCS EMSSD**	**MRP ITD/CEC/LSIT/Depot**
Timeline: 3 Days from Selection Identification	Send Tentative Offer Send New Hire information to MRP IT to build the Remedy People and the Enterprise Active Directory Records	Accept Tentative Offer	Assign an Onboarding Buddy to New Hire **Link to:** **Onboarding Buddy Resources** Alert New Hire to their upcoming Suitability Tasks & Timeframes		Create Remedy People Record and Assign System Access Request (SAAR) to CEC or LSIT as appropriate Build the Enterprise Active Directory (EAD) and USDA government email address
Phase 2: Pre-Hire Activities				
	HRD	**New Hire**	**Hiring Office*** **	**ERCS EMSSD**	**MRP ITD/CEC/LSIT/Depot**
Timeline: Depends on New Hire attention and speed, but can be completed in as little as a week	Monitor USA Staffing for New Hire Task completion Review materials as New Hire submits them (Selective Service, OF-306, etc)	Complete OF-306 and other Pre-Employment Forms **Link to:** **Information Security Awareness (ISA) Training** Potential Tasks Include: Drug Test, Medical Clearance, Official Transcripts, Fingerprints, SF-75 Contact, eApp Questionnaire	Monitor USA Staffing for Completion of Pre-Employment Tasks Reach out to New Hire about Delays or Incomplete Activities		

HRD: This includes Staffing, Personnel Security and/or Processing

Hiring Office: This includes the Program Contact, Hiring Manager, Supervisor, and/or Program Onboarding Buddy.

***Program contacts are responsible for forwarding messages about the New Hire to any/all appropriate persons within their organization

Information Technology Points of Contact: This includes MRP IT (MTAC), CEC, LSIT and/or the Depot

Individual Programs may also have specific tasks assigned to specific team members. This checklist does not replace any Program guidance.

Phase 3: Pre-EOD Activities

	HRD	New Hire	Hiring Office***	ERCS EMSSD	MRP ITD/CEC/LSIT/Depot
Timeline: Varies by New Hire, but can be completed in a week	Assign additional questionnaires and forms	Complete additional questionnaires and information in USA Staffing (Tax and Address Forms, Direct Deposit)	Reach out to New Hire about Delays or Incomplete Activities		Receive an equipment allocation request from the Program Contact
	Review materials as New Hire submits them (fingerprint results, eApp questionnaire, official transcripts, Pathways agreements)	Complete tasks not already finalized	Prepare for employee arrival - allocate equipment, develop training plan, determine resource or space needs in facilities		**Link to: USDA Depot**
	Make Suitability Determination		Schedule CEC equipment walk through for the New Hire	Receive Notification of the Suitability Determination	Configure & Ship equipment
			Work with CEC or LSIT on needed 30 Day or 60 Day PIV Exemptions		

Phase 4: Final Offer and Day One

	HRD	New Hire	Hiring Office***	ERCS EMSSD	MRP ITD/CEC/LSIT/Depot
Timeline: Typically a 2-3 week gap between completion of all tasks and issuance of final offer to Entry on Duty (EOD) Date	Issue Final Offer	Accept Final Offer	Coordinate desired (and available) Entry on Duty (EOD) dates		
	Assign Day One Forms	Sign Day One Forms	Verify New Hire Arrives on Day One		
	Code SF52		Verify Day One Forms		
	Process Accession (Hiring) Action		Alert the New Hire about signing up for New Employee Orientation (NEO) and reviewing resources available at:		
	Send eAuthentication Invitation - **within 3 days** of EOD	Create eAuthentication ID and Password - **within 3 days** of EOD	**Link to: NEO SharePoint Site**	Send Linc Pass Enrollment Message - **within 3 days** of EOD	
		Make Linc Pass Enrollment Appointment - **within 3 days** of EOD		Record Adjudication (Suitability) Decision -- Allow Linc Pass to move to Printing Status	
		Gain Access to Equipment and Applications with Windows Hello or eAuth ID/Password or Linc Pass			

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Prior to Day One

MRPBS HRD ERCS EMSSD

HR issues Tentative Offer & Codes SF52

HRD sends New Hire List to MTAC

HR receives SAC and eAPP results

HR makes Suitability Determination

HR issues Official Offer Letter

New Hire

New Hire accepts offer and completes all tasks within assigned workflows

New Hire receives Linc Pass enrollment message and makes appointment at a US Access Credentialing Station or Fieldprint Location

New Hire completes NBIS eAPP questionnaire and releases it to HR

New Hire arrives for Day One

If USDA Office

If WAH

New Hire receives equipment & instructions about the Windows Log In and Bitlocker Key.

These 'open' the equipment and allow access to Outlook

If the New Hire has equipment issues – they contact MTAC

MRP IT/CEC

MTAC creates SAAR for each New Hire and submit to CEC or LSIT as appropriate

CEC or LIST creates **NEW** AD Account & Email

CEC or LIST requests **TRANSFER** of AD Account & Email

CEC or LSIT **ACTIVATES** AD Account and/or Email that is disabled

Depot

The Depot has 10 business days to configure and ship equipment to the New Hire

MTAC CEC/LSIT

MTAC, CEC, LSIT provide network access, and add names to PIV Exemption or group email distribution lists

Hiring Office

START

Hiring Office makes a Selection

MTAC may reach out with questions

Hiring Office plans for the New Hire's first day: space, equipment, assigning work, facility tours, new employee orientation, day one forms & oath of office

Hiring Office is notified when email address and EAD Account set up are complete

Hiring Office requests PIV Exemption if needed

Hiring Office requests equipment configuration and deployment Digital Workplace (DWP)

Hiring Office requests shared drive & email distribution group access using help@usda.gov

Hiring Office requests Day One assistance from CEC for New Hire

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Day One and Beyond

MRPBS HRD ERCS EMSSD

HR processes the Accession Action

ERCS EMSSD Ensures New Hire is Sponsored with a valid Ship To site

ERCS EMSSD Records the Adjudication Decision

New Hire

Day One Forms

Overnight feed from EmpowHR to EIMS creates the eAuthentication profile

New Hire receives eAuth Invitation and enables their account

New Hire uses eAuth ID and Password to sign into applications

Enrollment Message

New Hire Enrolls for their Linc Pass

If Local Printing is available the Linc Pass can be printed and activated at the Enrollment Appointment

New Hire Activates Linc Pass

Access to Applications via Linc Pass

MRP IT/CEC

Enterprise Identity Management Service (eAuth Portal)

MTAC, CEC, LSIT ensure that the EAD and Windows Accounts are enabled, active and contain all the attributes and/or exemptions

Access to Applications via eAuthentication

EIMS sends data downstream to allow access to other applications

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

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

Hiring Office provides Orientation for New Hire and/or reminds the New Hire to sign up for the APHIS New Employee Orientation via AgLearn

F I N I S H

CEC New Customer Onboarding Expectations Document

Agency Communications and Expectations

CEC has enhanced the IT onboarding process with increased flexibility to meet new employee IT requirements. This process will provide a streamlined IT onboarding experience to customer agencies supported by the CEC Enterprise Depot and the System Authorization Access Request (SAAR) process.

CEC's Commitment to New USDA Employee Onboarding Success

CEC performs an instrumental role in the success of new employees by providing essential IT resources.

Upon receipt of the System Authorization Access Request (SAAR), a CEC IT Support Specialist will contact the supervisor to schedule a virtual onboarding meeting with the new employee.

NOTE: IT Onboarding meetings will be virtual except for special agreed-upon in-person services.

During the meeting with the new employee, an IT support specialist will guide the employee through the following:

- ✓ First-time login and access to the USDA computer and network
- ✓ Configuration of core applications.
- ✓ Connection to shared network resources.
- ✓ Demonstration of IT Self-service resources:
  - Software Center
  - CEC Customer SharePoint, How to Request IT Support and the OCIO Help Icon
  - Connecting to the USDA network and VPN

Agency Expectations for Day 1 Onboarding Success

Essential IT equipment and enhanced one-on-one IT support are available when agency expectations are met.

Agencies may now submit IT Equipment requests up to 30 days before the new employee's start date, ensuring essential equipment is available on Day 1. In addition, one-on-one IT support is available when the agency submits the System Authorization Access Request (SAAR) as early as one week but no later than three business days before the employee's start date.

Additional Expectations Include:

- Agency is fully supported by Depot and System Authorization Access Request (SAAR) process.
- Equipment is located at the Depot.
- Agency identifies and communicates who is responsible for submitting the IT Equipment request.
- IT Equipment request is submitted 15-30 calendar days before the start date.
- Agency Depot POC(s) promptly approves or denies the request upon receipt and ensures vendor purchase orders are fulfilled, and the required equipment inventory is available at the Depot.
- SAAR is submitted as early as one week but no later than three business days before the employee's start date to ensure availability for the one-on-one virtual IT onboarding support.
- Agency confirms shipping address is valid, matches the employee's location, and the employee is in possession of the equipment before the one-on-one virtual IT onboarding session.
- Agency ensures employee's start date is known, and employee is available for virtual IT onboarding.
- Agency ensures equipment is unboxed and powered on before virtual IT onboarding.
- IT Equipment and SAAR Request process and timeline is fully communicated throughout the agency.

Failure to submit the IT Equipment & SAAR requests according to the recommended timeline could negatively impact Day One onboarding for the new employee.

Hey APHIS Supervisors & Managers!

Have you recently hired a new APHIS employee?

What an exciting time for you, your new employee, and the organization! First impressions matter and having a strong onboarding process is the key to happy, productive employees who can more quickly contribute to the mission!

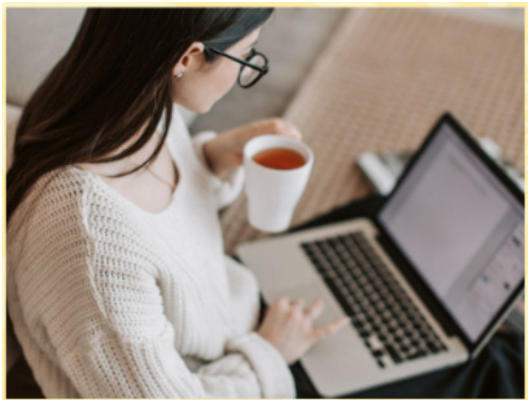
To enhance your onboarding efforts, The Center for Training and Organization Development (CTOD) offers virtual New Employee Orientation each month to welcome new employees to APHIS and to our multifaceted mission.

Learn More

To ensure we reach ALL new employees no matter their location, we offer NEO at different times each month, including:

- 9:00 am - 12:00 pm ET
- 1:00 pm - 4:00 pm ET
- 5:00 pm - 8:00 pm ET
- 7:00 pm - 10:00 pm ET

Phase I



Self-paced Learning via Microsoft Teams

1-2 weeks prior to Phase II

Participants will partake In a virtual discussion group through Microsoft Teams with fellow new employees and review Information about APHIS. The Intent of this phase It to create connections to other APHIS employees and have some foundational understanding of our organization prior to the Webinar.

Phase II

LIVE Webinar Orientation

3-hour Orientation

Participants will attend an engaging and Interactive webinar, consisting of Information sharing, small group discussions and report outs, polls, chat Interactions, and a live demo of the APHIS Portal.

Encourage APHIS employees to sign up through the New Employee Orientation site

EPP User ID/Password
Quick Reference Guide

The Employee Personal Page (EPP) allows employees serviced by the National Finance Center (NFC) to view their payroll, leave, health and life insurance, Wage and Tax Statement, and other personal information. EPP also allows employees (whose Agencies participate) to use Employee Self-Service (ESS), a self-service feature, to request updates to specific payroll information. Employees can access EPP from any computer at https://www.nfc.usda.gov/epps.

This Quick Reference Guide provides instructions for new and current employees on the EPP user identification (ID) and password process.

Are you a new employee accessing the Employee Personal Page (EPP) for the first time?

If you received a "Welcome to EPP" email at your work email address with a temporary password and instructions for accessing EPP, then your Agency has already established you in EPP.

Log in using the steps below.

1. Access EPP at https://www.nfc.usda.gov/epps.
2. Enter your **Social Security number** (SSN) and temporary password. You will be prompted to enter a new user ID and password.
3. The **Enter Your Work Email Address** page is displayed, and you will be required to enter your work email address in the **Work E-mail** field then select the **Submit** button.

   Note: The work email must end in either .gov, .edu, or .mil.
4. An email containing a verification code is sent to the email address entered, and the **Verify Your Work E-mail Address** page is displayed. Verify your work email address by entering the code provided in the email. Then select the **Submit** button.
5. Next, the **Enter Your Personal E-mail Address** page is displayed, and you will be required to enter your personal email address in the **Personal E-mail** field. Once you enter your personal email address select the **Submit** button.

   Note: If the user does not have a personal email address they may reenter their work email address in this field.
6. An email containing a verification code is sent to the email address entered, and the **Verify Your Personal E-mail Address** page is displayed.
7. Verify the personal email address by entering the code provided in the email and then select the **Submit** button.
8. Finally, the Two-Step Authentication page is displayed, and you will be required to register either a telephone number or authentication application to secure your EPP account. For instructions on completing these steps, please see the Two-Step Authentication section of this quick reference guide.

   Note: If your duty station is outside of the continental United States you will be required to secure your account with an authentication application.

If you did not receive a "Welcome to EPP" email at your work email address, but do have a valid work email address *(e.g., john.doe@usda.gov)*, then you need to complete the signup process in EPP.

Log in using the steps below.

1. Access EPP at https://www.nfc.usda.gov/epps.
2. Select the **I Agree** button.
3. Select **Sign In with EPP Account**.
4. Select the **New User Signup** link located under the login fields.
5. Enter your SSN and date of birth (DOB).
6. Select **Continue**.
7. Enter your work email address.

   Note: Your work email address should be a valid work email address on file for your Agency. If you do not have a work email address, select **No Work E-mail Address**. You will be redirected to sign up using an SPO PIN that will be provided to you.
8. Select **Sign-Up**. You will receive a message that your temporary password was emailed to you.

   Note: The temporary password email will be sent to your work email address. Follow the instructions provided in the email.

If you did not receive a "Welcome to EPP" email at your work email address or you do not have a valid work email address (*e.g., john.doe@usda.gov*), please contact your Agency Servicing Personnel Office (SPO) to request assistance with logging in to EPP.

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Two-Step Authentication

Authenticating with a Text Message (SMS)

Each time you log into your account with your password, we'll send a one-time use code via text message (SMS) to your verified cell phone. You will then enter that code to verify your account access. Message and data rates may apply.

Note: Employees stationed outside of the continental United States will not be able to use this option and must authenticate using an authentication application.

Authenticating with an Authentication Application

Authentication applications are downloaded to your device and generate secure, six-digit codes you use to sign in to your accounts. While authentication applications are not protected if your device is lost or stolen, this method offers more security than phone calls or text messaging against phishing, hacking, or interception.

Note: This option is required for employees stationed outside of the continental United States.

To authenticate using a phone number, follow the steps below.

1. To authenticate using a phone number, select the **Text Message (SMS)** radio button and select the **Continue** button. The Two-Step Authentication page (including the **Phone Number** field) is displayed and you will be required to enter your phone number in the **Phone Number** field.
2. Select the **Submit** button and a text message containing a verification code is sent to your phone, and the Two-Step Authentication page (including the Verification Code field) is displayed.
3. Verify your phone number by entering the code provided in the text. Select the **Submit** button.
4. The user is now logged in to EPP.

To authenticate using an authentication application, follow the steps below.

1. To authenticate using an authentication application, select the **Authentication Application** radio button and select the **Continue** button. The Two-Step Authentication page (including the authentication key and the QR code to be scanned) is displayed.
2. Either enter the key provided on an authentication application or scan the QR code. A security code will be provided by the authentication application.
3. Enter the code provided in the **Enter the code from the app** field. Select the **Submit** button.
4. The user is now logged in to EPP.

Forgot Your User ID?

To have your user ID made available to you online, in real time within the EPP application, follow the steps below.

1. Access EPP at *https://www.nfc.usda.gov/epps*.
2. Select the **I Agree** button.
3. Select the **Sign In with EPP Account** button.
4. Select **Forgot Your User ID?**, located under the login fields.
5. Select **Request User ID Online**.
6. Enter your first name, last name, and DOB and select **Continue**. You will receive a temporary security code either through text message (SMS) or an authentication application, depending on the method you chose during setup.
7. Enter the code provided and select the **Submit** button. Your user ID will be displayed online.

To have your user ID sent to your work email address, follow the steps below.

1. Access EPP at *https://www.nfc.usda.gov/epps*.
2. Select the **I Agree** button.
3. Select the **Sign In with EPP Account** button.
4. Select **Forgot Your User ID?**, located under the login fields.
5. Select **Request User ID by E-mail**.
6. Enter your first name, last name, and DOB and select **E-mail User ID**.
7. Choose an email address from your established email addresses within EPP to have the user ID emailed to that address.
8. Select **Submit**. You will receive a message stating that your user ID was emailed to you. Follow the instructions provided in the email.

Forgot Your Password?

To have your temporary password sent to your work email address, follow the steps below.

1. Access EPP at *https://www.nfc.usda.gov/epps*.
2. Select the I **Agree** button.
3. Select the **Sign In with EPP Account** button.
4. Select the **Forgot Your Password?** link located under the login fields.
5. Enter your EPP user ID and DOB and select **Continue**. You will receive a temporary security code either through text message (SMS) or an authentication application, depending on the method you chose during setup.
6. Enter the code provided and select the **Submit** button.
7. Select one of the email addresses you have established in EPP to send the temporary password to and select **Continue**.
8. Select **Continue**. You will receive a message that your temporary password was emailed to you.

Did Not Receive Your Temporary Password?

If you have an EPP user ID but never received the temporary password, follow the steps below.

1. Access EPP at *https://www.nfc.usda.gov/epps*.
2. Select the **Forgot Your Password** link located below the login fields.
3. Enter your EPP user ID and DOB and select **Continue**.

   The following message will appear *"You requested a password by e-mail within the last 7 days. It normally arrives by the next business day. Are you sure you want to request another password?"*
4. You will be given the following options:
   a. Select **No** to cancel this request if you do not want to proceed.
   b. Select **Yes** to send another password.
5. You will receive a temporary security code either through text message (SMS) or an authentication application, depending on the method you chose during setup.
6. Enter the code provided and select the **Submit** button.
7. Select one of the email addresses you have established in EPP to send the temporary password to and select **Continue**.
8. You will receive a message that your temporary password was emailed to you.

   Note: If you still do not receive the temporary password, you should contact your SPO to resolve the issue.

United States Department of Agriculture

Office of the Secretary

Office of the Chief Information Officer

1400 Independence Avenue S.W.

Washington, DC 20250

TO: Associate Chief Information Officers (ACIO)
Assistant Chief information Security Officers (ACISO)

FROM: Ja'Nelle DeVore
Chief Information Security Officer (CISO)
Office of the Chief Information Officer (OCIO)

DATE: January 31, 2024

SUBJECT: Personal Identity Verification (PIV) Exemption Process

During the COVID pandemic, a modified PIV exemption process was implemented, based on an OCIO risk based decision, to provide 30-day PIV exemptions upon end-user requests. This process change was needed to maintain business continuity and productivity for end-users with damaged or lost LincPass (PIV) cards. Additionally, new hires were automatically granted the PIV exemption programmatically.

Due to the end of U.S. national emergency declaration concerning COVID-19, it is imperative to return to the pre-pandemic process to maintain compliance with Executive Order 14028 – *Improving the Nation's Cybersecurity* and the Office of Management and Budget (OMB) Memorandum M-22-09 – *Moving the U.S. Government Toward Zero Trust Cybersecurity Principles*.

The recent implementation of alternative multi-factor authentication (MFA) credentials, including Windows Hello for Business (WHfB), significantly reduces the need for PIV exemptions for new hires or if a PIV card is lost, stolen, or damaged.

Effective immediately, requests for a PIV exemption must adhere to the following requirements:

- **Exemptions for up to 24 hours** may be granted to support business continuity if the system owner has determined the risk is acceptable.
- **Exemptions for up to 30 calendar days** must be documented and approved in agency or system access requests procedures with appropriate justification.
- **Exemptions longer than 30 calendar days** must be submitted to and approved in writing by the Mission Area or Agency ACISO with appropriate justification.
- **Recurring exemptions lasting longer than 60 consecutive calendar days** must be submitted to and approved by the USDA CISO with appropriate justification.

Simply not having a PIV credential will not be considered adequate justification for an exemption longer than 24 hours. Instead, an alternate MFA credential must be issued in lieu of an exemption. Examples of an adequate justification include, but are not limited to:

- Use of a legacy system that only supports username and password.
- Use of an end-user computing platform that is not compatible with PIV or USDA Alternative MFA credentials.

If you have any questions or concerns, please contact the Cybersecurity and Privacy Operations Center (CPOC) Identity, Credential, & Access Management Division Director, Adam Zeimet at adam.zeimet@usda.gov.

cc: Gary Washington, OCIO Chief Information Officer

UNITED STATES DEPARTMENT OF AGRICULTURE
MARKETING AND REGULATORY PROGRAMS

30-Day PIV Exemption Request Form

TO REQUEST A 30-DAY PIV EXEMPTION, COMPLETE THE BELOW FORM AND SUBMIT TO help@uda.gov FOR PROCESSING. THE REQUEST WILL BE ROUTED TO THE CYBER SECURITY TEAM FOR REVIEW AND APPROVAL. ONCE THE PIV EXCEPTION REQUEST HAS BEEN PROCESSED, AN EMAIL WILL BE SENT. THE REQUESTED COMPUTER(S) MAY NEED TO BE RESTARTED MULTIPLE TIMES FOR THE GROUP POLICY TO UPDATE TO REFLECT THAT THE SMART CARD IS NO LONGER NEEDED TO LOG INTO THE SYSTEM.

FIRST NAME	LAST NAME

THIS REQUEST IS FOR

☐ MYSELF ☐ SOMEONE ELSE

IF SUBMITTING FOR SOMEONE ELSE, PLEASE ENTER CUSTOMER'S NAME.

SELECT EMPLOYMENT TYPE ☐ FEDERAL EMPLOYEE ☐ CONTRACT EMPLOYEE ☐ TEMPORARY/SEASONAL EMPLOYEE

FULL LEGAL NAME *(if different from what is displayed above)*

PLEASE PROVIDE NETWORK LOGIN ID *(usually a combination of first and last name)* – THIS IS ESSENTIAL TO PROVIDING THE PIV EXCEPTION, PLEASE MAKE SURE THE CORRECT LOGIN ID IS PROVIDED.

COMPUTER NAME(S) – IF MULTIPLE, PLEASE SEPARATE WITH COMMAS (,) – IF THE CORRECT COMPUTER NAME(S) ARE NOT PROVIDED, THE PIV EXCEPTION PROCESS WILL BE SLOWED DOWN SIGNIFICANTLY. IF YOU DO NOT KNOW THE COMPUTER NAME, PLEASE CONTACT MTAC (help@usda.gov) FOR ASSISTANCE.

IS THE EMPLOYEE WORKING ON THE ACTIVE EMERGENCY PROGRAM TASK FORCE? *(ex. HPAI, ASF, etc.)* ☐ YES ☐ NO

WHERE IS YOUR OFFICIAL DUTY STATION?

☐ AREA OFFICE *(over VPN)*
☐ HOME OFFICE
☐ FIELD OFFICE
☐ HUB OFFICE *(National Capital Region (NCR), Fort Collins, Raleigh, etc.)*

PLEASE PROVIDE FULL ADDRESS OF OFFICE LOCATION *(**if home office, just city and state**)*

PLEASE PROVIDE THE REASON/JUSTIFICATION FOR THIS REQUEST

☐ NEW EMPLOYEE. IN THE DETAILED JUSTIFICATION BOX, PROVIDE THE DATE PAPERWORK WAS SENT TO HR AND A TRACKING NUMBER FOR UPS/FEDEX, IF AVAILABLE. A COPY OF THE SECURITY AWARENESS TRAINING CERTIFICATE WILL ALSO NEED TO BE ATTACHED TO THE REQUEST.

☐ LOST OR NON-FUNCTIONING CARD. IN THE DETAILED JUSTIFICATION BOX, PROVIDE THE DATE THE CALL WAS MADE TO THE LOST CARD/STOLEN HOT-LINE.

☐ OTHER *(provide in-depth reason/justification)*

PROVIDE DETAILED JUSTIFICATION

Clear Form