

SELF-SERVICE LINCPASS CARD UPDATE

VER 1.3

March 10, 2021

Prepared by:

**OCIO Client Experience Center
Technical Management Branch**

RECORD OF CHANGE

Revision/ Change Number	Update Number	Date of Change	Description/ Reason for Change	Pages/Sections Affected
CRQ000003734632	1	4/1/2020	Create guide	all
1.2	2	1/29/2021	Added software installation and instructional steps	Most
1.3	3	3/10/2021	Added Notes and Updated instructional Steps	Some

Self-Service LincPass Card Update

BEFORE attempting this update, please close all apps, processes, and browsers if you are not in an office. If your home network is slow or there are several users in your household this is best accomplished early in the morning or later evening when traffic is minimal.

- **To avoid damaging your LincPass** and having to get a new one, PLEASE follow these instructions. DO NOT attempt to do any additional work until the process has completed as you RISK losing all certificates and rendering your LincPass unusable. The update process typically completes in less than 2 minutes but, may take longer.
- Some newly activated and updated cards will require up to 90 minutes before the user can successfully use the card to login to a USDA computer. This delay will only occur in a subset of cards and does not apply for every activated card however please assume it does. This applies to the directions stated on Page 8. **Note:** Please instruct the cardholder to wait the full 90 minutes prior to contacting the helpdesk for support. If login is still not working after 90 minutes, please direct them to contact the Centralized Helpdesk.
- **Issues with Digital Signature Certificate IO admin account:**
 - **Randomly a New card or card with updated certificates, will only be loaded with 2 certificates and not 4.** You can check your certificates by going to Start/ActivID ActivClient/User Console/My Certificate Tasks/My Certificates and set View to Details, If you are only showing 2 certificates the CEC staff will NOT be able to assist you. You will need to contact the following and they will be able to issue a rekey with the 4 certificates. You can then do a retry of updating the certificates or go to a credentialing center.

USDA HSPD-12 Help Desk

Email: usdahspd12help@usda.gov

Phone: 833-682-4675

The following information outlines how to complete an expiring certificate update where the LincPass card holder knows the PIN of their card and is using a workstation already loaded with a smart card reader and ActivClient. The main purpose of this guide is to allow a user to update an expiring certificate on their LincPass card. This guide cannot be used if the **card** will be expiring and requires a new card.

If the user does not know their **PIN**, they will be required to visit an enrollment station.

INSTALLATION REQUIREMENTS

Open **Software Center** and locate the **USAccess CMS ActiveX Controls 5.2** application.

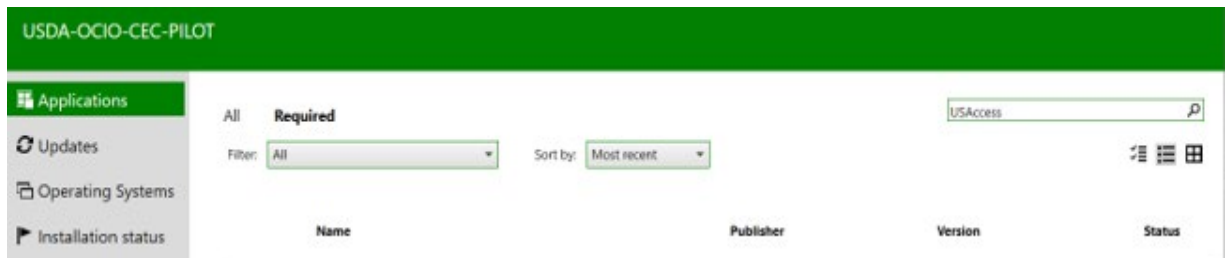
- Click on **[Start]**, type **software center**, and click **Software Center** at the top. Select **Applications** on the left and type **USAccess** in the search box.

You can also click on **[Start]** and select the menu option **Microsoft Endpoint Manager/Software Center**.

- This can be installed using an eVPN connection.

NOTE: The key search word is **USAccess**. If the machine already has this application installed it will not show up Applications, but under Installation Status and show as already installed.

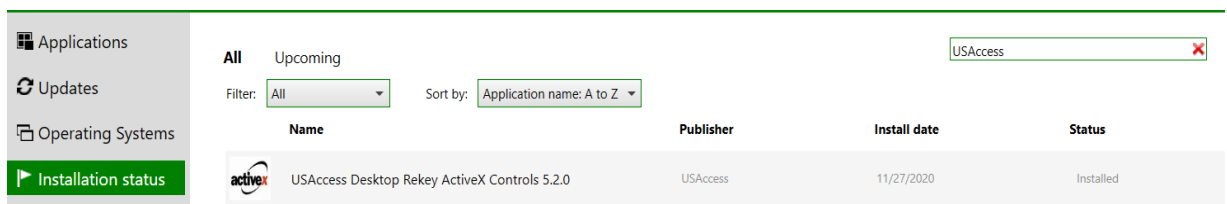
Figure 1 – Software Center



If you see it click **Install**. Give it time, as it will show Installing, then briefly pause, and resume Installing. Once it is installed, the **Uninstall** option appears.

If you do not see **USAccess Desktop Rekey ActiveX Controls 5.2.0** click **Installation status** on the left and type **USAccess** in the search box.

Figure 2 – Software Center – Showing Product Already Installed



If you still do not see the USAccess Application contact the following to have it installed:

Centralized HelpDesk
Phone: 877-873-0783

This application installs an **Active X Control** as well as the **Site Manager Plug-in** which allows the workstation to connect to the USAccess server.

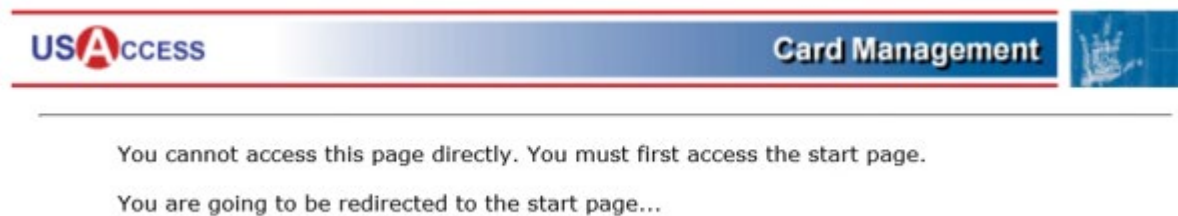
UPDATE OPTIONS

After the **USAccess CMS Active X Controls 5.2** is installed click the following URL, this should default to IE. If not, open an IE window and copy and paste url:

<https://issuance.usaccess.gsa.gov/aims/enterprise/user>

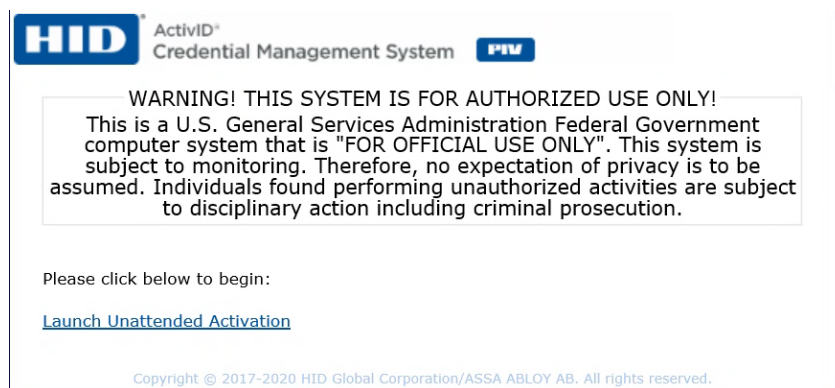
The following screen will appear. **Wait**, it will advance to another screen:

Figure 3 – USAccess Card Management Screen



Click **Launch Unattended Activation**

Figure 4 – Option to Launch Activation Screen



At the Welcome Screen click **Start**.

Figure 5 – Welcome Screen

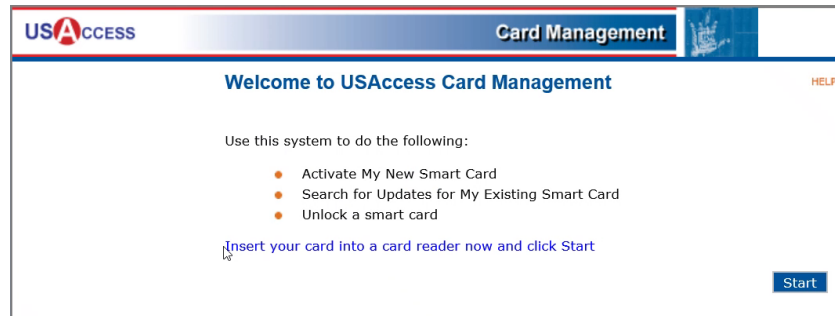
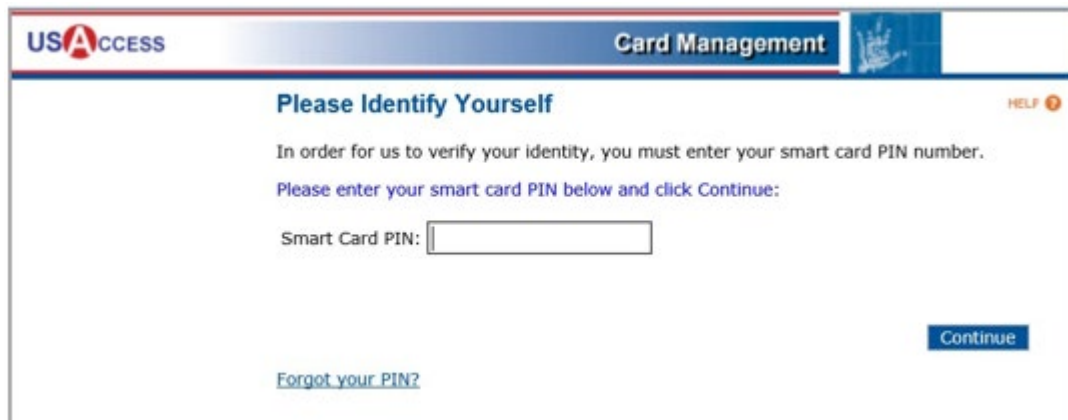


Figure 6 – Reading Your Smart Card Screen



Enter your **PIN number (the number you use to login and sign documents)**. If you do not know your PIN, you will not be able to complete any of the options.

Figure 7 – Smart Card PIN Screen

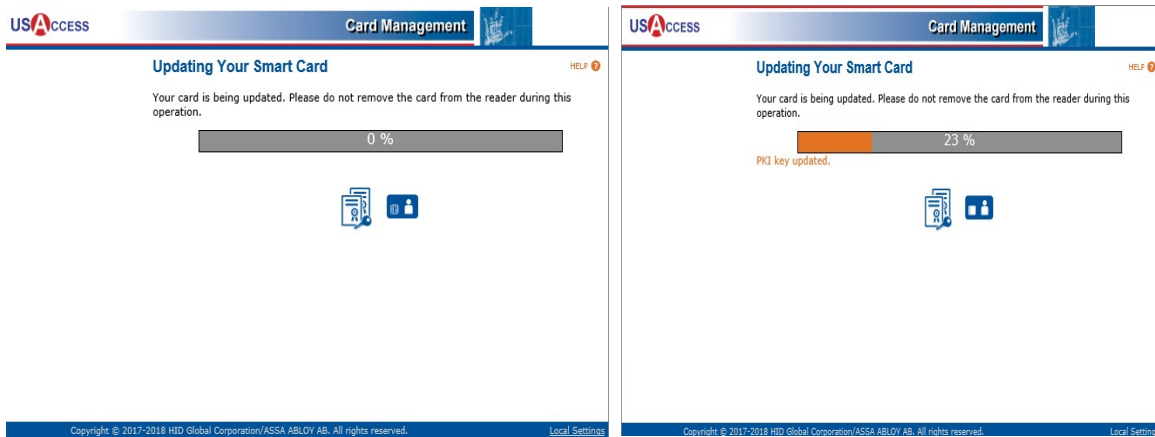


NOTE: PLEASE allow the process to finish, approximately 2 to 5 minutes. **Do not** attempt any work or touch anything until this process completes.

RISKS: The update could take up to 30 minutes or longer and you run the risk of losing the certificate and having to get a new card if there are any interruptions during the update.

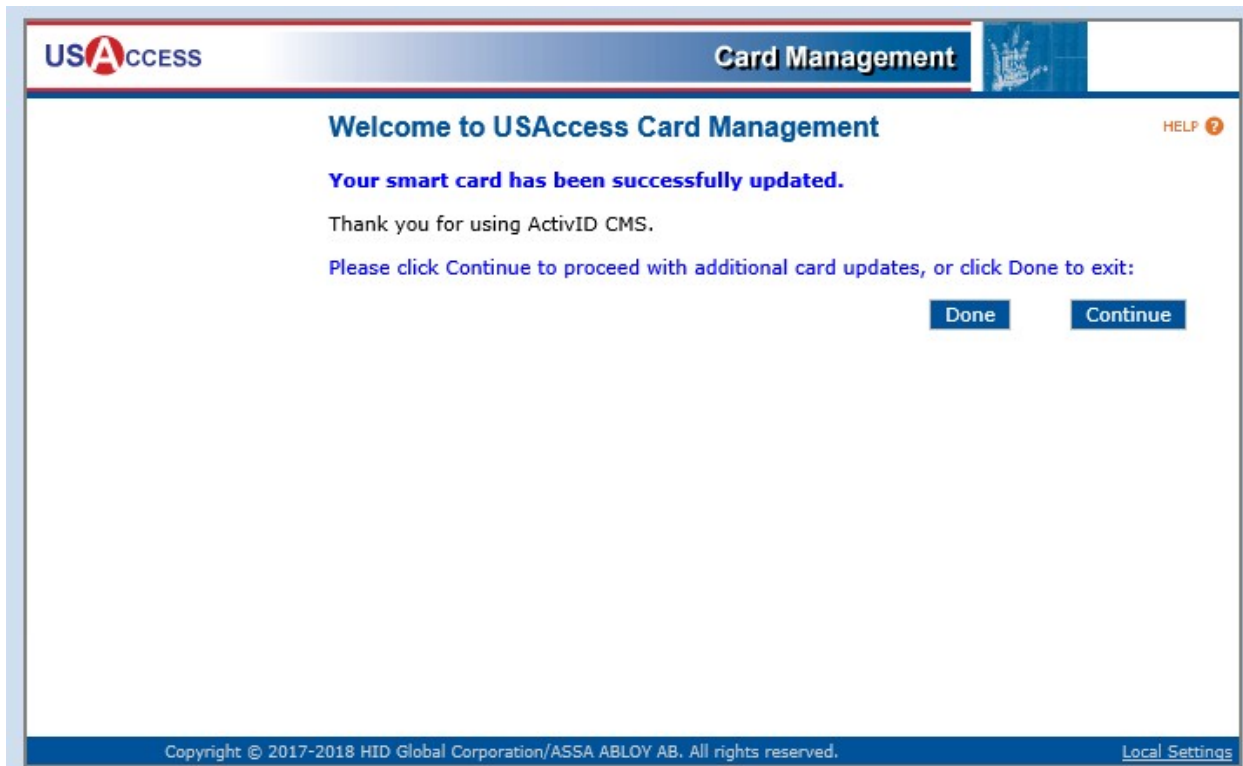
The system will check for any updates available for your card. If there are certificate updates available, you will see the following screen shots:

Figure 8 – Updating Your Smart Card Screen



The final screen will show that the Smart Card has been successfully updated. Click on **Done**. If you want to change your PIN you can click on Continue.

Figure 9 – Card Successfully Updated Screen



REQUIRED: After you have clicked on “Done” the screen will close out. Do not Remove your LincPass card for 90 minutes plus. After that waiting period you can remove the LincPass card, wait 10 seconds, re-insert LincPass and enter your PIN. If you try sooner, you run the risk of not being able to log back in. This will cache your new certificates of your card onto the workstation.

NOTE: If this process fails at **any time during the update** contact the following for assistance. TSD local support will **NOT** be able to assist you at this point. You will either be issued a retry for your certificates or a reprint will be issued for your card, depending on the failure of the update. A new issue of your certificates must be issued by a Sponsor or HSPD-12 before attempting the rekey again.

USDA HSPD-12 Help Desk

Email: usdahspd12help@usda.gov

Phone: 833-682-4675

If you are not able to update the certificates and a reprint of your card is issued, at that point you can contact the **Centralized Help Desk** for a 30 day exemption login and password for use until you are able to get your new card.

Centralized Help Desk

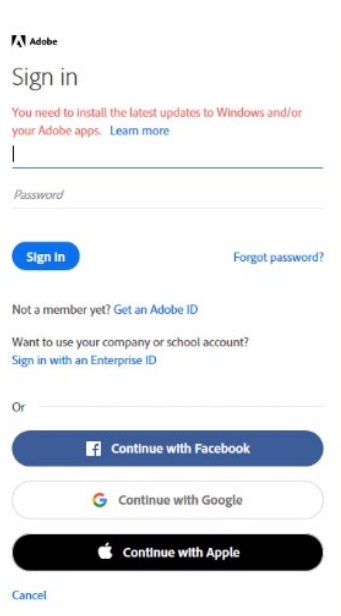
Phone: 877-873-0783

Clearing OLD Certificates Off Your Workstation

- Click on [Start], **Scroll down the menu that begins with Access and** select the menu option **USDA Applications**, and click on **DeleteExpiredCertificates** to run. Run a second time and you should **not** see red text, let it run to the end.
- Find or create a pdf document and sign using Digital Signature.

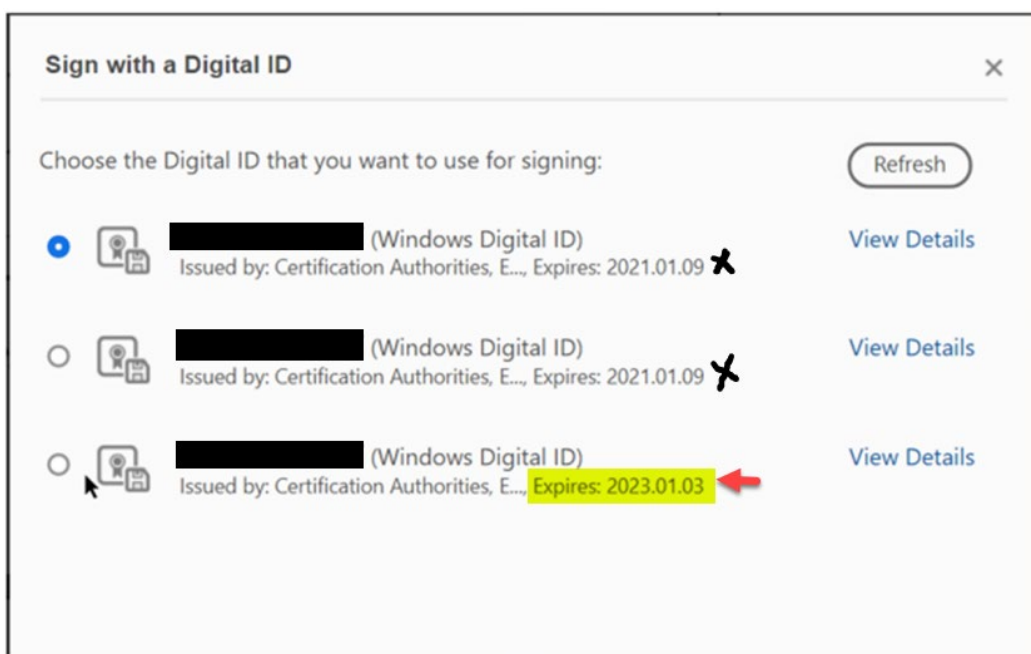
NOTE: You may receive the following screen if you have not used Adobe recently. If you receive this screen just **enter your email address** and click **Sign In** (no password needed).

Figure 10 – Option to Sign Into Adobe



- Continue with signing or creating a pdf. When you sign the pdf your certificates will be listed. The FIRST one in the list is your Default but may not be your New Certificate with the updated Expiration Date. If the Certificate selected has the expired date, find the one that has the corrected expiration date, select it, and finish signing the document. In the future if you have trouble signing a document remember to check the Expiration Date to ensure the correct certificate is selected. You will not be able to sign without the correct one.

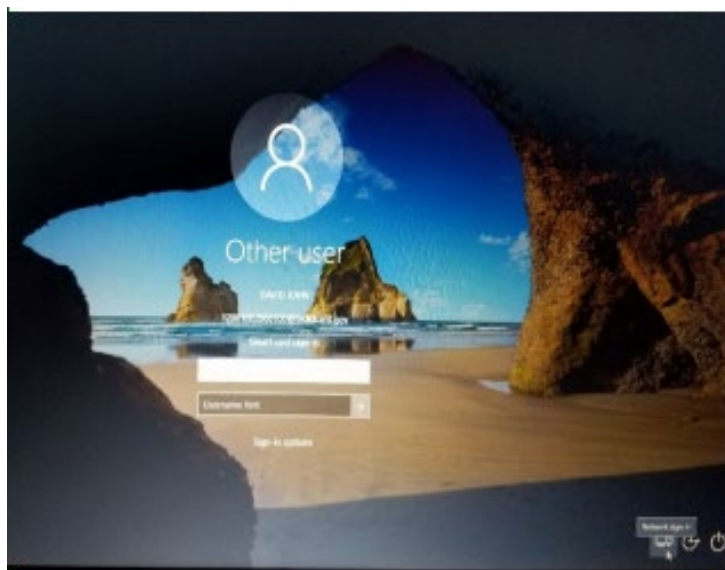
Figure 10 – Option to Sign Into Adobe



NOTE: Some certificate updates were incorrectly issued with only **2** certificates, and not **4** by **USAccess**. This may occur after a certificate update, as well as, a new card issued within the past few months. If you only received 2 you will need to contact HSPD-12 and request a reissue of your new certificates and go through the Desktop Rekey process again, after it has been reset. You can check the number of certificates you have by looking at the number of certificates showing on your card by going to **Start/ActivID ActivClient/User Console/My Certificate Tasks/My Certificates** and set View to **Details**

User needs to shut down and complete the login process to verify the LincPass is working properly. Before signing into your computer by entering your PIN, **click the icon for Internet** in the lower righthand corner as shown below (hover over monitor icon and Internet will appear above it). **Click Accept** on the Cisco AnyConnect popup. You will then be prompted for your PIN to log into Windows on your computer.

Figure 11 – Option to Sign Into Workstation



If unable to login contact the Centralized Help Desk. If the certificates were revoked HSPD-12 will be able to help reset so you can try again. **Only do this if the Centralized Help Desk is unable to resolve.**

USDA HSPD-12 Help Desk

Email: usdahspd12help@usda.gov

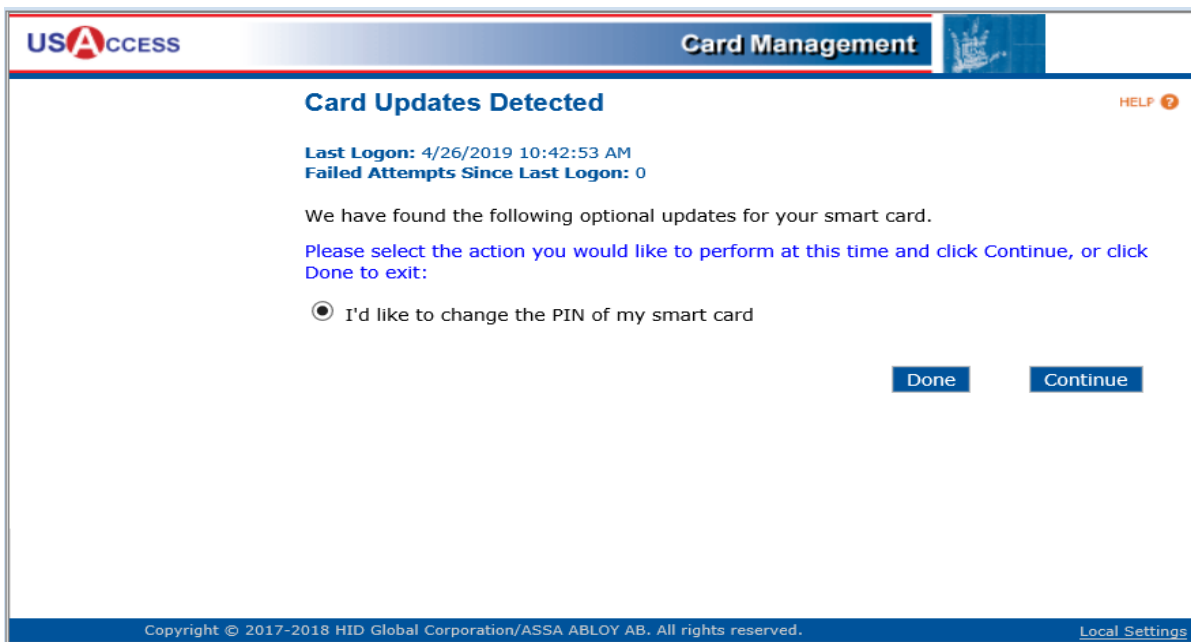
Phone: 833-682-4675

CHANGING PIN

The following steps can be used if you wanted to change your **PIN** as part of using the Card Management option of USAccess.

- The option to change the **PIN** on your card is selected by default, you cannot uncheck it. If you **want to change the Pin** on your card, you can click on **Continue**.
- If you **do not want to change the PIN**, then click **Done**.

Figure 11 – Option to Change PIN



REMOVE USACCESS CMS ACTIVEX CONTROLS 5.0

It is required you remove the **USAccess CMS ActiveX Controls 5.0** software unless this is a primary workstation in an office that will be used for this function.

Open Software Center and go to **Installation Status**, click **USAccess Desktop Rekey ActiveX Controls 5.2.0**, and click **Uninstall**.