



icam
YOUR KEY TO USDA

OFFICE OF THE CHIEF INFORMATION OFFICER
IDENTITY, CREDENTIAL, & ACCESS MANAGEMENT PROGRAM

Logging In with my LincPass

February 23, 2015



Document Information

Document Revision and History

REVISION	DATE	AUTHOR	COMMENTS
1.0	10.14.2011	ICAM Team	Initial Draft
1.1	12.31.2012	Mike Peters, Cindy Lodge	Branding, 508 Compliant, Help Desk References
1.2	09.16.2014	Cindy Lodge	Login page revisions
1.3	02.23.2015	Alan Huggenberger	Screen Shot Updates, Removal of Two-Factor eAuth Login
1.4	03.24.2015	Glenda Rich	Branding, 508 Compliant, Technical Support References

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Your LincPass is your USDA personal identity verification card. This quick reference guide explains how to use your card and PIN to access and protect USDA network and computer resources. For a more in-depth training course, search in AgLearn for “LincPass Training” or click here to log into AgLearn.

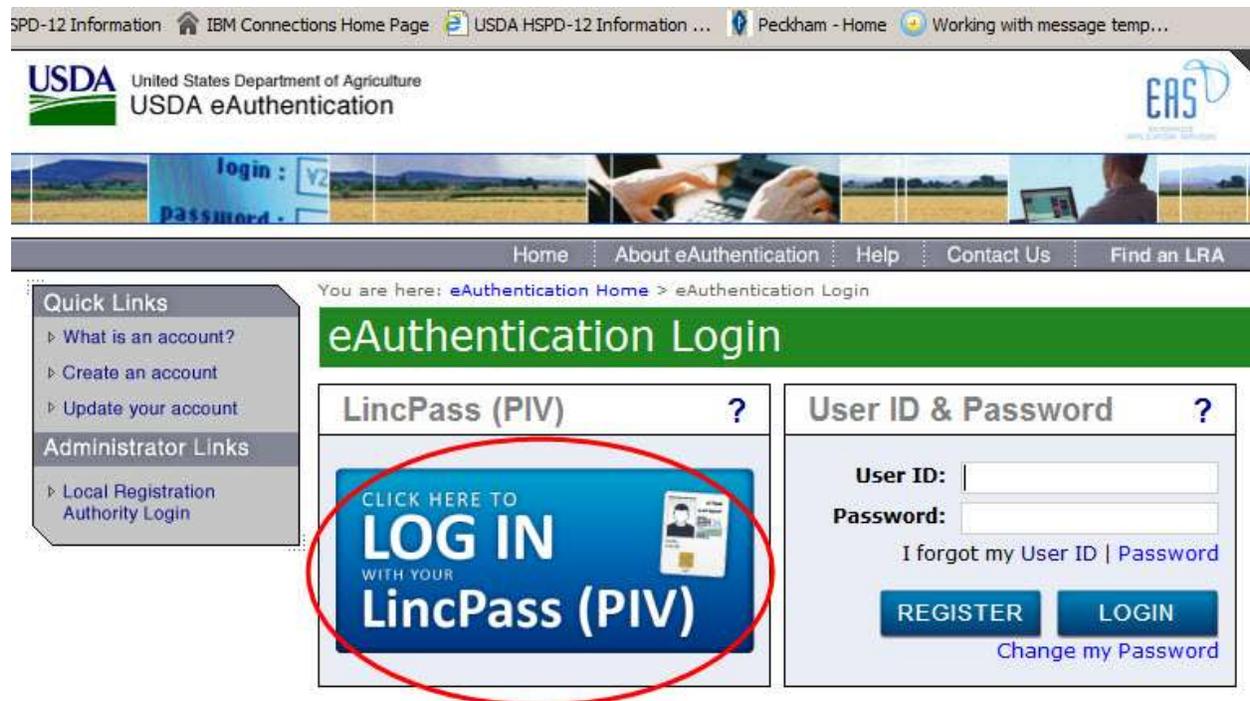
<http://www.aglearn.usda.gov>

1.0 Login with my LincPass

Step 1 – Insert your LincPass into the LincPass card reader attached to your USDA computer. (If you have used your LincPass & PIN to log into your computer/network, leave your LincPass in the card reader and move to Step 2.)

Step 2 – Open an internet browser session and navigate to the website address of the USDA service or application you wish to access.

Step 3 - On the eAuthentication Login page, click the blue **Log In with your LincPass (PIV)** button.



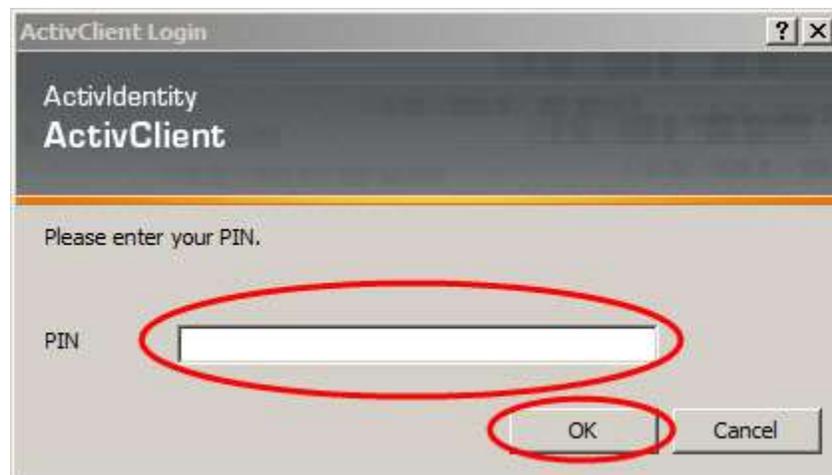
Step 4 – A pop-up box titled “Choose a digital certificate” may appear. If it does appear, click to highlight the first certificate. Then click “OK”. (If, from prior experience, you know the second certificate is the correct one for you, then select the second.)

If the pop-up box does not appear, move to Step 5.



Step 5a – The PIN prompt will appear, if needed. Enter your PIN and click “OK”. You are now logged in.

** The system will “cache” the entry of your PIN for up to four hours. If you have used your LincPass & PIN to log into your computer or another internet session within the last 4 hours, you may not be prompted to enter it again until the 4 hour “cache” expires or the LincPass is removed from the reader.*



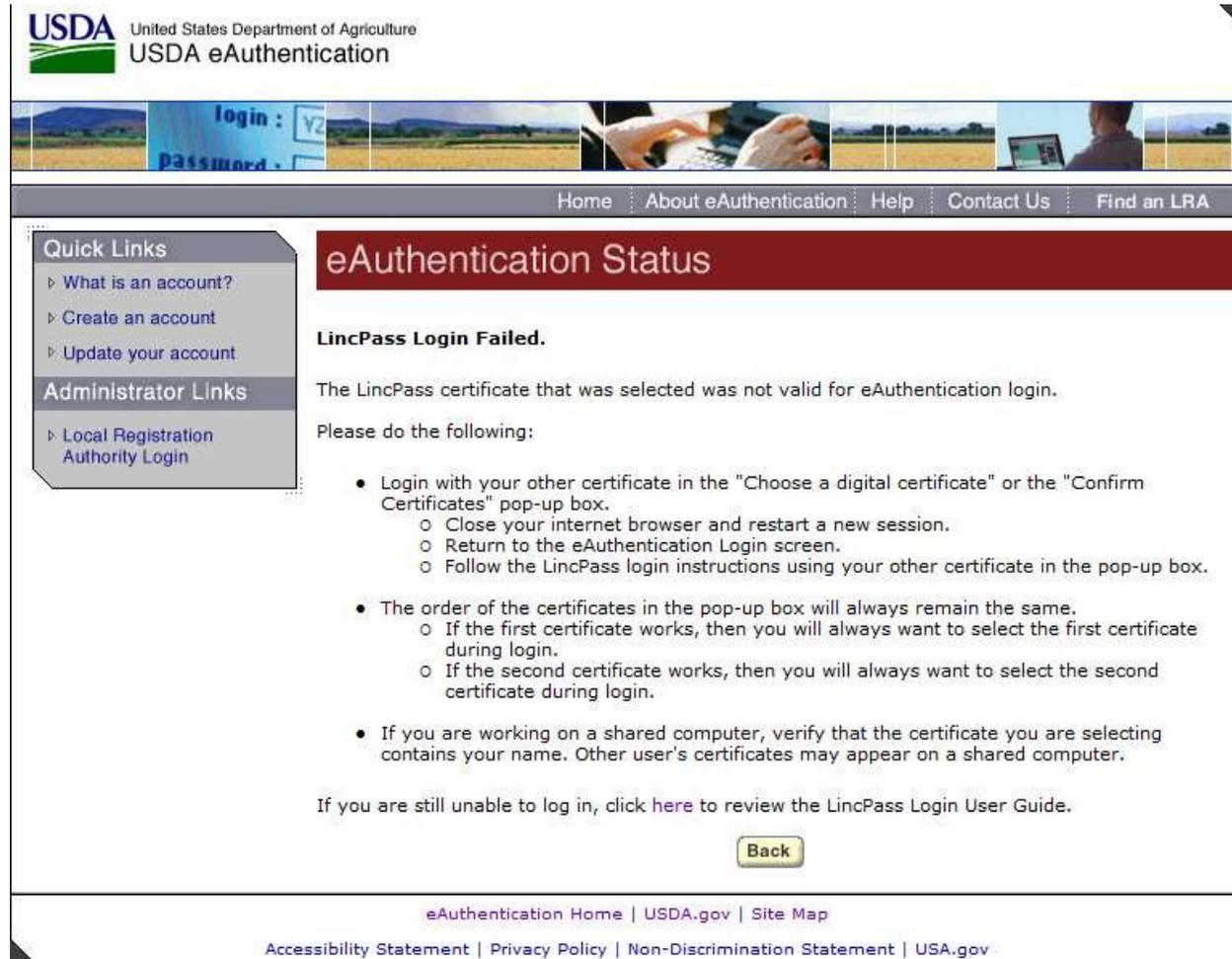
Step 5b - If you receive an error message screen, instead of either the PIN prompt or your requested webpage, please refer to **Section 2** of this User Guide for further instructions on the specific error message you received.

Remember to always remove your LincPass from the card reader before you step away from your computer.

2.0 Login Failed Pages and Instructions

2.1 LincPass Login Failed

The certificate that was chosen from the “Choose a digital certificate” pop-up box was not the valid login certificate.



The screenshot shows the USDA eAuthentication Status page. The page title is "eAuthentication Status". The main heading is "LincPass Login Failed." Below this, the message states: "The LincPass certificate that was selected was not valid for eAuthentication login. Please do the following:"

- Login with your other certificate in the "Choose a digital certificate" or the "Confirm Certificates" pop-up box.
 - Close your internet browser and restart a new session.
 - Return to the eAuthentication Login screen.
 - Follow the LincPass login instructions using your other certificate in the pop-up box.
- The order of the certificates in the pop-up box will always remain the same.
 - If the first certificate works, then you will always want to select the first certificate during login.
 - If the second certificate works, then you will always want to select the second certificate during login.
- If you are working on a shared computer, verify that the certificate you are selecting contains your name. Other user's certificates may appear on a shared computer.

If you are still unable to log in, click [here](#) to review the LincPass Login User Guide.

There is a "Back" button below the instructions.

At the bottom of the page, there are links for "eAuthentication Home | USDA.gov | Site Map" and "Accessibility Statement | Privacy Policy | Non-Discrimination Statement | USA.gov".

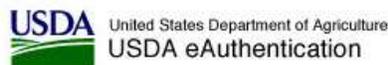
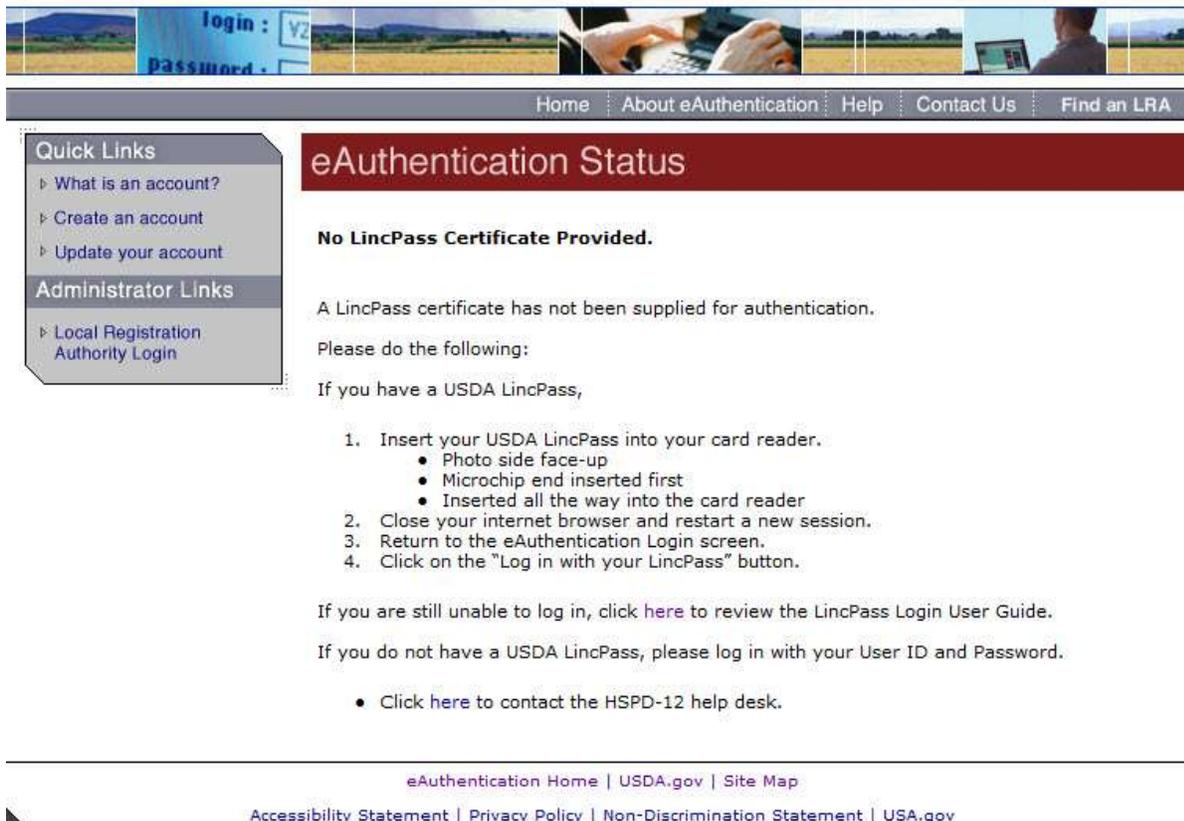
1. Leave your LincPass in the card reader.
2. Close your internet browser session.
3. Restart a brand new internet browser session.
4. Follow steps #1-3 in Section 1 of this user guide.
5. In step #4, select the other certificate (the one you did not select the first time) with your name in the pop-up box and click “OK”.



2.2 Enter your PIN at the prompt, if necessary; no LincPass Certificate provided

A LincPass certificate has not been supplied for authentication

Please verify your LincPass is inserted into the card reader correctly.

Home | About eAuthentication | Help | Contact Us | Find an LRA

eAuthentication Status

No LincPass Certificate Provided.

A LincPass certificate has not been supplied for authentication.

Please do the following:

If you have a USDA LincPass,

1. Insert your USDA LincPass into your card reader.
 - Photo side face-up
 - Microchip end inserted first
 - Inserted all the way into the card reader
2. Close your internet browser and restart a new session.
3. Return to the eAuthentication Login screen.
4. Click on the "Log in with your LincPass" button.

If you are still unable to log in, click [here](#) to review the LincPass Login User Guide.

If you do not have a USDA LincPass, please log in with your User ID and Password.

- Click [here](#) to contact the HSPD-12 help desk.

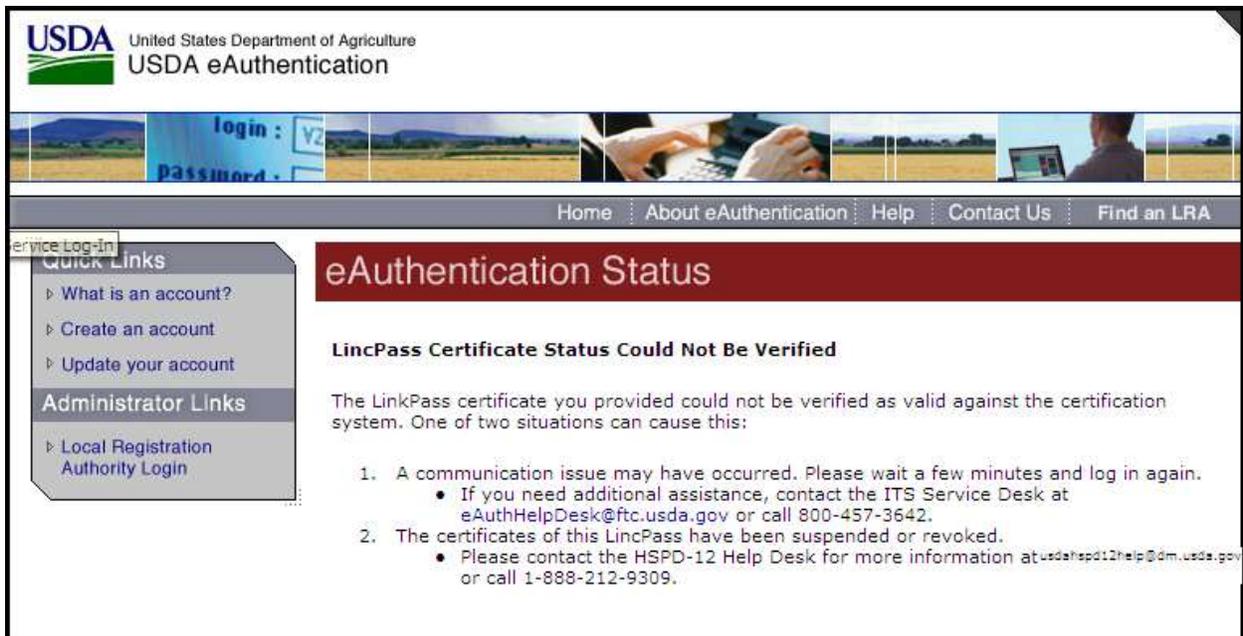
eAuthentication Home | USDA.gov | Site Map

Accessibility Statement | Privacy Policy | Non-Discrimination Statement | USA.gov

- 1) Insert your USDA LincPass into your card reader.
 - Photo side face-up
 - Microchip end inserted first
 - Inserted all the way into the card reader
- 2) Close your internet browser session.
- 3) Restart a brand new internet session.
- 4) Follow steps #1-4 in Section 1 of this guide.

2.3 LincPass Certificate Status Could Not Be Verified

The LincPass you provided could not be verified as valid against the certification system. One of two situations can cause this:



USDA United States Department of Agriculture
USDA eAuthentication

login : YZ
password :

Home About eAuthentication Help Contact Us Find an LRA

Service log-in

Quick Links

- ▶ What is an account?
- ▶ Create an account
- ▶ Update your account

Administrator Links

- ▶ Local Registration Authority Login

eAuthentication Status

LincPass Certificate Status Could Not Be Verified

The LincPass certificate you provided could not be verified as valid against the certification system. One of two situations can cause this:

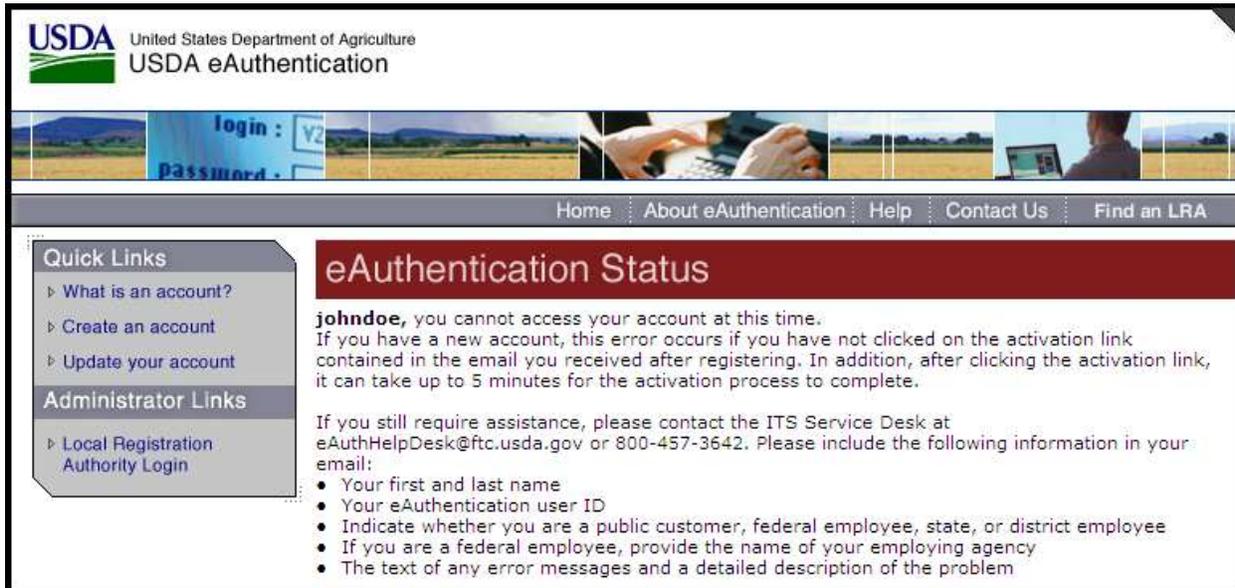
1. A communication issue may have occurred. Please wait a few minutes and log in again.
 - If you need additional assistance, contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.
2. The certificates of this LincPass have been suspended or revoked.
 - Please contact the HSPD-12 Help Desk for more information at usdahspd12help@dm.usda.gov or call 1-888-212-9309.

1. A communication issue may have occurred. Please wait a few minutes and log in again.
 - If you need additional assistance, contact the eAuthentication Help Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.
2. The certificates of this LincPass have been suspended or revoked.
 - Please contact the HSPD-12 Help Desk for more information at USDAHSPD12HELP@DM.USDA.GOV or call 1-888-212-9309.

2.4 eAuthentication Account has been disabled

The eAuthentication account you are attempting to access has been disabled.

For further assistance with this issue, please contact the eAuthentication Help Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.



USDA United States Department of Agriculture
USDA eAuthentication

Home About eAuthentication Help Contact Us Find an LRA

Quick Links

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- ▶ Update your account

Administrator Links

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eAuthentication Status

johndoe, you cannot access your account at this time.
If you have a new account, this error occurs if you have not clicked on the activation link contained in the email you received after registering. In addition, after clicking the activation link, it can take up to 5 minutes for the activation process to complete.

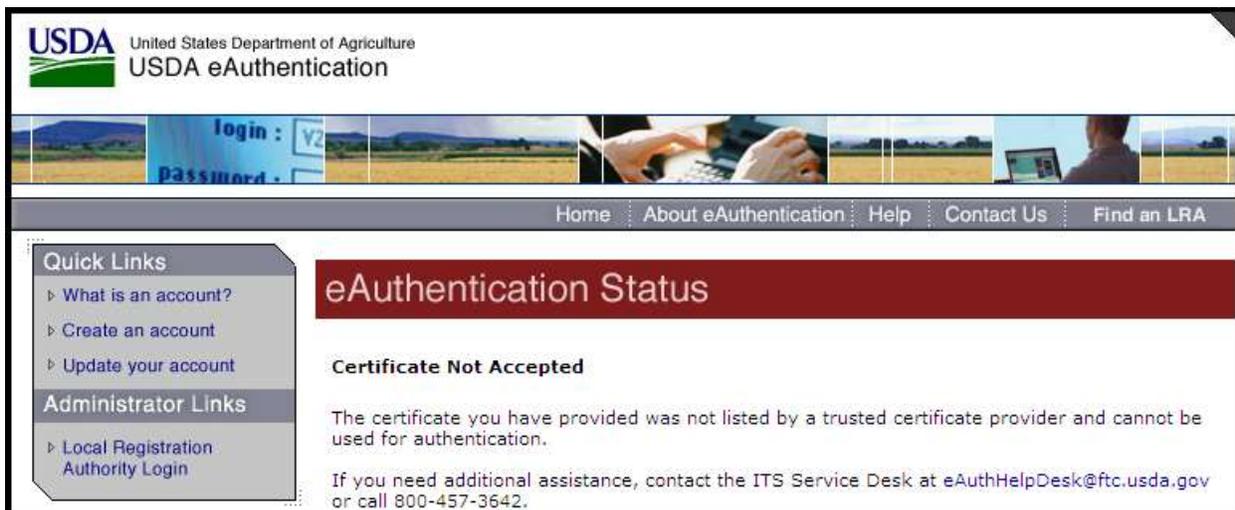
If you still require assistance, please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or 800-457-3642. Please include the following information in your email:

- Your first and last name
- Your eAuthentication user ID
- Indicate whether you are a public customer, federal employee, state, or district employee
- If you are a federal employee, provide the name of your employing agency
- The text of any error messages and a detailed description of the problem

2.5 Certificate Not Accepted

The certificate provided for this login session is not listed on the trusted certificate provider and cannot be used for authentication to eAuthentication.

A communication issue may have occurred. Please wait a few minutes and log in again.



USDA United States Department of Agriculture
USDA eAuthentication

Home About eAuthentication Help Contact Us Find an LRA

Quick Links

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eAuthentication Status

Certificate Not Accepted

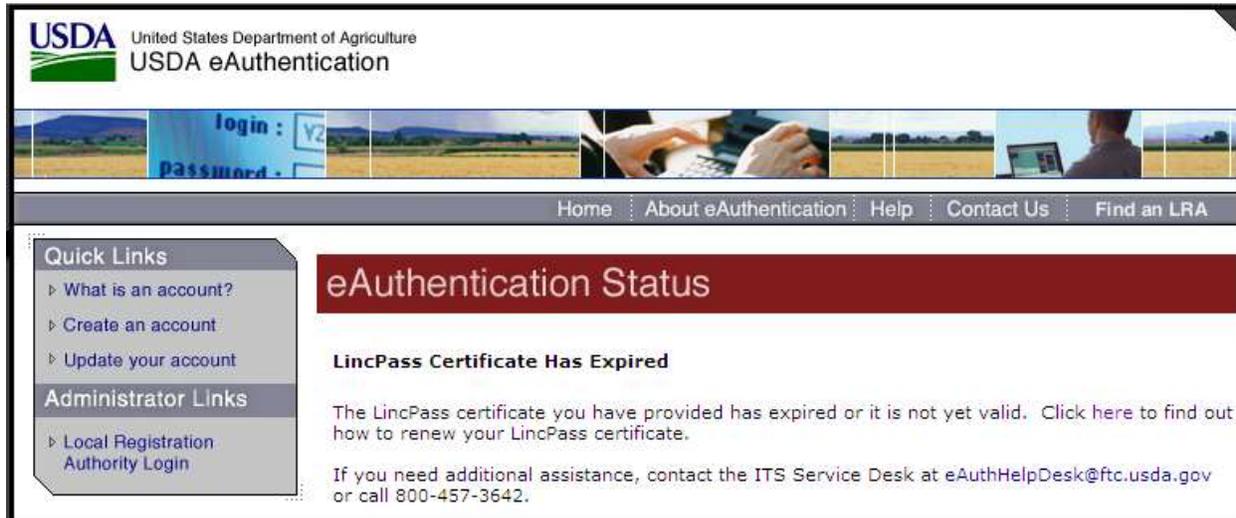
The certificate you have provided was not listed by a trusted certificate provider and cannot be used for authentication.

If you need additional assistance, contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.

If you reach this message a second time, please contact the eAuthentication Help Desk for additional assistance at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.

2.6 LincPass Certificate Has Expired

The LincPass certificate you have provided for login has expired or it is not yet valid.



The screenshot shows the USDA eAuthentication portal. At the top, it says 'USDA United States Department of Agriculture USDA eAuthentication'. Below that is a navigation bar with links: Home, About eAuthentication, Help, Contact Us, and Find an LRA. On the left, there are 'Quick Links' and 'Administrator Links'. The main content area has a red header 'eAuthentication Status' and a message: 'LincPass Certificate Has Expired'. The message text reads: 'The LincPass certificate you have provided has expired or it is not yet valid. Click here to find out how to renew your LincPass certificate.' Below this, it says: 'If you need additional assistance, contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.'

If you need further assistance with your LincPass renewal, please contact the HSPD-12 Help Desk for more information at USDAHSPD12HELP@DM.USDA.GOV or call 1-888-212-9309.

3. Technical Support

A. For further assistance logging into eAuthentication or creating/updating your eAuthentication account, please review the eAuthentication FAQs or contact the eAuth Help Desk at: 1-800-457-3642 eAuthHelpDesk@ftc.usda.gov

B. For assistance logging into your computer with your LincPass or for questions about your card reader or Active Client software, please contact your specific Agency's Help Desk.

C. For questions about your LincPass or the HSPD12 program, please contact the HSPD12 Help Desk at: 1-888-212-9309 USDAHSPD12HELP@DM.USDA.GOV

D. Also, several resource documents and trainings have been created to help you use your LincPass with your USDA computer.

- ★ ["How to use your LincPass"](#)
- ★ [AgLearn Training](#)