This guide provides Sponsors with helpful tips for completing the Sponsorship portion of USAccess records. Log on to the Assured Identity Portal at https://gsa.usaccess.gsa.gov/AssuredIdentityportal.

Choose Your Role

If you hold more than one role in the USAccess system, the roles display when you log in to the Portal. To perform the role of Sponsor, choose Sponsor.

ROLE:

Role and Scope selection

Please choose a role and a scope.

Role	Agency
>> ADJUDICATOR	GENERAL SERVICES ADMINISTRATION
>> SPONSOR	U. S. POSTAL SERVICE
>> SPONSOR	GENERAL SERVICES ADMINISTRATION

Search for the Applicant

To edit an existing record or enter a new Applicant, you must first search for the record. Text fields are provided for you to search by Last Name and Date of Birth, or by Social Security Number and Date of Birth.

Applicant Search

Search by*

○ Lastname   ○ Social Security No.

Lastname	

~ or ~

Social Security No.	

~ and ~

Birth Date	

[Search] [Reset] [Sponsor Tools]

Depending on the Sponsor's scope, the Sponsor can take action on the record, view the Applicant's information, or create a new record.

If the Sponsor has scope into the Applicant's Sub-agency (and it's in the same Agency as the Sponsor), the Sub-agency name appears in the header of the Applicant's record, and the **Edit Applicant**, **Edit Sponsorship** and **Sponsor Utility** buttons are available.

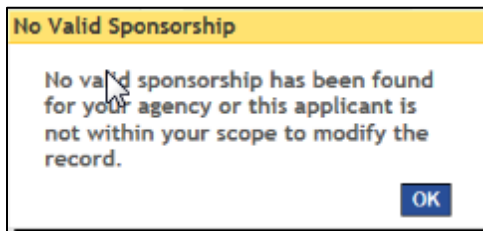| 3000050264 - HARRY FRED SMITH-SUBVIS - BUREAU OF LAND MANAGEMENT				
01/02/1981	xxx-xx-8888	NEW ENROLLMENT	[Edit Applicant] [Edit Sponsorship] [Sponsor Utility]	

If the Applicant is within same agency, but the Sponsor does not have scope in to the Sub-agency, the name of the Applicant's Sub-agency appears in the header, but only the **View Applicant** button displays.

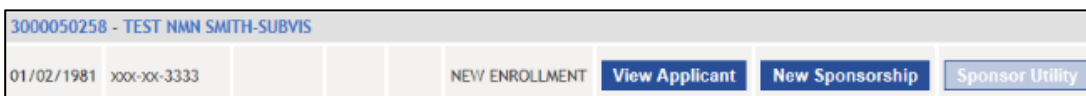| 3000050266 - JIMMY NMN SMITH-SUBVIS - NATIONAL PARK SERVICE				
01/02/1981	xxx-xx-2121	NEW ENROLLMENT	[View Applicant] [Edit Sponsorship] [Sponsor Utility]	

In this case, if the Sponsor clicks on **View Applicant**, the following message appears and the Sponsor must work within the Agency's HSPD-12 agency office to edit record.

No Valid Sponsorship

No valid sponsorship has been found for your agency or this applicant is not within your scope to modify the record.

OK

If the Applicant is sponsored in a different Agency, the name of the Agency or Sub-agency does not appear, and no editing is allowed. The Sponsor will see the **View Applicant** and **New Sponsorship** buttons, indicating the Applicant must be newly sponsored in the Sponsor's Agency.

3000050258 - TEST NMN SMITH-SUBVIS						
01/02/1981	xxx-xx-3333			NEW ENROLLMENT	**View Applicant**	**New Sponsorship**	Sponsor Utility

Choose an Action

The following button combinations display with the search results:

New Applicant	No Applicant records are found. The **New Applicant** button allows the Sponsor to create a new Applicant record. You are given the option to sponsor the Applicant immediately or wait until a later time.
View Applicant	If only the **View Applicant** button appears, the Applicant record is found, and the Applicant is within same agency as the Sponsor, but the Sponsor does not have scope in to the Sub-agency. Click the **View Applicant** button to view the Applicant's personal information.
View Applicant **New Sponsorship**	If both the View Applicant and New Sponsorship buttons appear, the Applicant record was found, but the Applicant is sponsored in a different agency. To sponsor the Applicant for your agency, click **New Sponsorship**. Click **View Applicant** to view and/or edit the Applicant's personal information.
Edit Applicant **Edit Sponsorship** **Sponsor Utility**	If the **Edit Applicant**, **Edit Sponsorship**, and **Sponsor Utility** buttons all appear, the Applicant record was found and the Applicant is sponsored by your Sub-Agency. Click **Edit Applicant** to view and/or edit the Applicant's personal information. Click **Edit Sponsorship** to edit the sponsorship information. Click **Sponsor Utility** to quickly resend Sponsorship Complete and Card Ready for Pick-up e-mails, or to reissue and reprint cards.

Enter Complete Legal Names

Remember, the Sponsor is the gatekeeper of the chain of trust. It is critical that the Sponsor enter accurate, complete information.

- Names are entered on the **Biographic Data** page. This is the first page you are presented with when you create a new record.
- Enter complete legal names of Applicants. Nicknames or initials cannot be entered as complete legal names.
- Enter a middle name or middle initial if one is available. If no middle name is available, enter **NMN** for No Middle Name. DO NOT LEAVE THE FIELD BLANK. Do not use any other acronym.

Examples:

Applicant name is Donald (Skip) Smith. Enter Donald Smith. Include a middle name if available. Enter Skip Smith as an alias.

Applicant name is D. D. Johnson. Look for legal name. If legal name is not included in the application materials, contact the Applicant for a complete legal name.

Applicant name is Donald (Skip) Smith. In this case, Skip is not a middle name; it is a nickname. This Applicant has no middle name available. Enter NMN for "No Middle Name."

Social Security Numbers

The **Social Security No.** field is required for all US Citizens, i.e. any USAccess Applicant with a value of *United States* in the **Citizenship** field. For Foreign Nationals with a value other than *United States* in the **Citizenship** field, Social Security Number is optional. For more information on Sponsorship of Foreign Nationals, see the *Entering Foreign Nationals into the USAccess System* section below.

Changing a Social Security Number

The **Social Security No.** field is editable, so if the Social Security Number has been entered incorrectly a correction can be made. Changing a Social Security Number will not result in any required card updates.

If a Sponsor is modifying the Social Security Number of an Applicant originally sponsored by another agency **it is strongly recommended that the Sponsor reach out to the Sponsor of the original agency to inform them of the change**. The GSA MSO may be contacted to locate a Sponsor at another agency.

Social Security Number Validation

USAccess automatically performs data validation on the **Social Security No.** field. The following warning/error messages apply to the **Social Security No.** field:

Message 1: Duplicate Social Security Number
A warning message displays to Sponsors when creating a new Sponsorship record using an SSN already in use by another Applicant. If entered via the Sponsorship portal, Sponsors are asked if they want to continue or cancel the request.
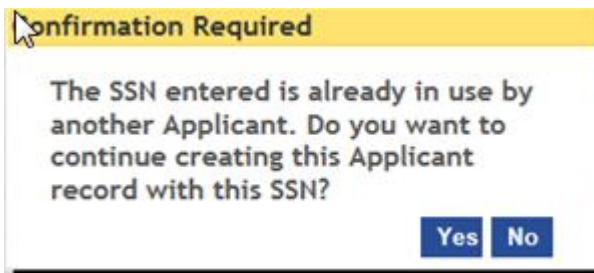
Message 2: SSN Required for US Citizen

An error message will display to Sponsors when attempted to Sponsor a record where **Citizenship** is *United States* and Social Security Number is null. To resolve, enter the Social Security Number, or change to the correct citizenship and complete the **Foreign ID** fields.

Biographic Data			
First Name *	Jane	Middle Name *	NMN
Last Name *	trainer-two	Suffix	
Social Security No.		Birth Date *	01/02/1981
Citizenship *	UNITED STATES	Race	
Foreign ID (Must be complete when SSN does not exist)	ALIEN REGISTRATION RECEIPT CA / 12343568963468	Tax ID	
Personal/Home Email		Other Email	
Home Phone		Cell Phone	

SSN is required when country of citizenship is United States. You will not be able to save this applicant with the current values.

[Next] [Cancel]

Entering Foreign Nationals into the USAccess System

USAccess Credentials for Foreign Nationals are printed with a blue color stripe Foreign Nationals can be entered into the USAccess system provided they hold either A) a valid Social Security Number or B) an acceptable Foreign ID document.

The acceptable Foreign ID documents are:
- Alien Registration Receipt Card (Form I-151)
- Employment Authorization Document with Photo (I-766)
- Foreign Passport with I-551 Stamp
- Foreign Passport with I-94
- Permanent Resident Card (Form I-551)

Each agency is responsible for establishing their own Foreign ID vetting process and policy.

Foreign National with a valid Social Security Number

Indicate an Applicant is a Foreign National by choosing their citizenship country from the **Citizenship** drop-down list on the **Biographic Data** page. Enter the Social Security Number into the **Social Security No.** field.

If the Applicant has a Social Security Number then the **Foreign ID** fields are not required.

Foreign National WITHOUT a valid Social Security Number

Foreign Nationals without a Social Security Number can be Sponsored into USAccess as long as they have an acceptable Foreign ID.

Indicate an Applicant is a Foreign National by choosing their country of citizenship from the **Citizenship** drop-down list on the **Biographic Data** page. Then, in the **Foreign ID** section, enter the Applicant's **Foreign ID Type** and **Foreign ID Document Number** associated with that ID. Both of these fields are required if no Social Security Number has been entered.

Foreign National Data Validation

If information is missing when Sponsoring an Applicant, and one of the following messages may appear.

Message 1: Duplicate Social Security Number

A warning message displays to Sponsors when creating a new Sponsorship record using a **Foreign ID Type** and **Foreign ID Document Number** combination already in use by another Applicant. If entered via the Sponsorship portal, Sponsors are asked if they want to continue. Clicking "NO" takes you back to the Biographic Data page.

Confirmation Required

The Foreign ID entered is already in use by another Applicant. Do you want to continue creating this Applicant record with this Foreign ID?

Yes No

Message 2: No SSN or Foreign ID Entered

If the **Social Security No.** field is left blank, then the **Foreign ID Type** and **Foreign ID Document Number** fields are required. If values are not entered/selected, then an error message appears. To resolve, enter the Foreign ID Document Number, or, if the Applicant has a Social Security Number, enter that number into USAccess.

Social Security No.		Birth Date *	01/02/1981
Citizenship *	ALBANIA	Race	
Foreign ID (Must be complete when SSN does not exist)	ALIEN REGISTRATION RECEIPT CA / Foreign ID Document Number	Tax ID	
Personal/Home Email		Other Email	
Home Phone		Cell Phone	

Either SSN or Foreign ID is required. You will not be able to save this applicant with the current values.

Message 3: Duplicate Record

If the values entered in the **Last Name**, **Birth Date**, and **Foreign ID** fields already exist, then an error message will appear.

Biographic Data

First Name *	Test	Middle Name *	nmn
Last Name *	fn-ba	Suffix	
Social Security No.		Birth Date *	01/02/1981
Citizenship *	ARMENIA	Race	
Foreign ID (Must be complete when SSN does not exist)	ALIEN REGISTRATION RECEIPT CA / AIEOW309834095	Tax ID	
Personal/Home Email		Other Email	
Home Phone		Cell Phone	

This Last Name, DOB, and Foreign ID combination already exists. Please verify that you have entered the correct information for Last Name, DOB, and Foreign ID. You will not be able to save this applicant with the current values.

Next Cancel

Change Citizenship Status

The Foreign National designation displays in the **PIV Card Type** field on the **Sponsor Applicant** page in the **Card Information** section. USAccess Credentials for Foreign Nationals are printed with a blue color stripe. Follow this process to ensure the correct color stripe is printed on the credential when a change to citizenship is required:

Search for the Applicant. Select **View Applicant**. Change Citizenship to desired country on the Biographic Data page. Click the **Next** buttons to click through the Biographic Data section and click **Finish** to save the record. Workflow will initiate automatically and take the necessary steps depending on the change/Applicant's status.

User Principal Name

The User Principle Name (UPN) is a specific identifier used in the USAccess certificates that are contained on the PIV Credential. It is constructed in the form of an e-mail address, but it may or may not be an actual e-mail address.

The UPN can be created in one of two ways:

- The USAccess system can generate a unique UPN.
- The Sponsor can enter a UPN specified by the Agency. Typically, it is an Agency-wide decision to adopt an Agency-specified UPN or let the system generate one. If you are in doubt as to which UPN to assign, contact your Agency Role Administrator.

Sponsorship Information	
Agency *	SECURITIES AND EXCHANGE COMMISSIO
Employee Type *	EMPLOYEE
Agency Rank	
Contract Number	
User Principal Name	○ System Generated UPN ● User Specified 33144000023273474@agency.gov

Agency Special Use: Restricted Access Indicator

Currently, this zone is used by Treasury only.

When selected, this field prints a special use character to the left of the chip on the front of the credential.

- To mark an Applicant's record for the indicator to appear on their credential, choose from the drop down box.

All existing Applicant records default to not having the Restricted Access Indicator. When a Sponsor goes in to an existing Applicant's record and chooses to mark the Agency Special Use field, the Sponsor is prompted for a Reprint Request through the Card Action Wizard.

Sponsor Info
Card Address Info
Save

Sponsorship Information	
Agency *	GENERAL SERVICES ADMINISTRATION
Employee Type *	EMPLOYEE
Agency Rank	
Contract Number	
User Principal Name	● System Generated UPN ○ User Specified
Sub-Agency Abbreviation	
Card Information	
Credential Option *	PIV
Smart Card Type	STANDARD DUAL INTERFACE
Agency Role	
Card Header	UNITED STATES GOVERNMENT
Last Enrollment Date	
Agency Special Use	

E-mail Addresses

There are three fields where an e-mail address can be entered:

- The **Personal/Home Email** field and the **Other Email** field on the **Biographic Data** page. These two fields are optional and do not need to be completed.

- The **Work Email** field on the **Sponsorship Information** page. This field must be completed if the Applicant is required to use his or her card for digital signature and/or encryption purposes. Leave the default selection, **Yes**, beside **Require Digital Signature and Encryption Certificates**.

All email addresses (Work, Personal/Home, and Other) must contain a continuous string of acceptable characters. If the email address entered contains a space, the Sponsor receives an error message that the email address is invalid.

If the Agency is not providing an e-mail address for the Applicant, select **No** beside **Require Digital Signature and Encryption Certificates** and leave the **Work Email** field blank.

Card Expiration Date

Card Expiration Date allows a Sponsor to indicate either a **System Generated** date or a **User Provided** date.

- If **System Generated** is selected, then the credential expiration date is 5 years from the date of last enrollment.

- If **User Provided** is selected, a date/calendar field is enabled and the Sponsor can enter or select a custom credential expiration date.

  The User Provided date must be at least 30 days from the current date or the Sponsor receives an error message.

Request Reissue during Multi-Agency Applicant Sponsorship

If the Applicant has already been sponsored and enrolled with an agency, USAccess allows a new sponsoring agency for that same Applicant to request a reissue during their own agency sponsorship.

At the end of the sponsorship record, the Sponsor is prompted with a message stating when the last enrollment was for this Applicant and asks if they wish to request a re-enrollment.

- Click the **Yes** button to have the Applicant re-enroll.
- Click the **No** button to send the sponsorship record directly to card production.

Information Toolbar

When an Applicant has been entered into the system, the Information Toolbar indicates the status of his/her record on all pages in the **View Applicant** and **Edit Sponsorship** sections of the Sponsorship portal.

The icon indicators in the upper right corner of the Toolbar, beside *Hide Applicant Status*, show, at a quick glance, whether there are any problems with the Applicant's status. More specific status information is displayed along the bottom of the Information Toolbar.

NOTE: If a blue dot appears next to Hide Applicant Status, it indicates that a replacement credential has been ordered for the Applicant. In the example below, the blue dot appears. The Information Tool bar reports the status of the replacement credential in the Sponsorship, Enrollment, Adjudication and Issuance fields. The status of the current credential (credential in hand of Applicant) appears in the Current Credential field.

If no replacement has been requested, the replacement credential has been activated, or this is the first credential for the Applicant (i.e., no other credential exists for the Applicant within this Agency), then the blue dot and the Current Credential field won't appear. The Sponsorship, Enrollment, Adjudication and Issuance fields will report status of the first/initial credential for the Applicant.

JAMIEA POLLARD, 1/1/1980				Issuance Criteria: 0 ✓	Hide Applicant Status ●●●●●
Sponsorship: SPONSORED	Enrollment: COMPLETE	Adjudication: ADJUDICATED	Issuance: CARD PRINTING IN PROCESS		Current Credential: ACTIVE

Issuance Criteria are available on the Information Toolbar. Issuance criteria are the Pre-issuance Validation rules that must be satisfied for a Credential to move to issuance status. When criteria failures exist for the selected record, the number of criteria failures and an '✘' are displayed next to the **Issuance Criteria** link. Selecting **Issuance Criteria** opens a drop-down list which shows the status of all the criteria. Incomplete criteria are indicated by an '✘'.

Card Action Request Wizard

Once an Applicant's Credential has been printed, most changes made to the Applicant's record will require a reprint, reissue, or either a credential or certificate renewal card action. The Card Action Request Wizard prompts you to enter information in the Wizard to determine the required action.

The following are some of the changes to an Applicant's record that require a card action request:

- Name
- Employee type
- Biometric (lose fingers or hand)
- Sub Agency
- Credential is expiring

- Law Enforcement status
- Agency Rank
- Card header
- Emergency Response Official status
- Lost or stolen Credential

Note: Text fields will be grayed-out and unavailable for information that cannot be changed.

Changes made to a record are indicated by an exclamation point ⊕ icon. Information about the change is available on the Information Toolbar.

In the following image of the **Biographic Data** page, the Applicant's middle initial has been changed. Notice the ⊕ beside **Middle Name** and a corresponding ⊕ beside **Show Previous Card Info** on the Information Toolbar.

⚠ Changes to an Applicant's record must be saved before the changes display on the Information Toolbar or before a card action can be requested.

Selecting **Show Previous Card Info** expands the Information Toolbar and displays a side-by-side comparison of the data elements that have changed. If the Credential has been issued, this is a comparison between the information currently printed on the Credential (Previous Value) and the recent changes made to the record (Next Value).

In the example below, the Applicant's middle initial was modified. Initially, the Credential was printed without a middle initial because the Applicant had "NMN" (No Middle Name) for the Middle Name value. The Sponsor then updated the record with the correct middle initial, "P". The next time the Credential is printed, it will be printed with the middle initial "P".

The Card Action Request Wizard will determine if a reprint, reissue, or certificate update is required for this or any change made to an Applicant's record.

When the **Next** button is selected, you will be prompted to run the Card Action Request Wizard to determine the required card action.

For this example, let's assume a Credential Holder has married and requested her last name be changed on her Credential. The Sponsor has changed her last name in her record and will now run the Card Action Request Wizard to determine the correct card action.

*A card action request may also be made from the **Card Actions** tab on **the Sponsor Utilities** page. See the "Sponsor Utility – Card Actions" section below.*

1. Select Yes or No and click **Next**.

The Card Action Request Wizard asks you a series of questions. Your answers will determine whether a Reprint, Reissue, or Certificate Update is needed.

Card Action Request Needed!

Would you like to start the Card Action Request Wizard now?

Yes No

The reason for our card action is a Data Update because the Sponsor updated the Credential Holder's biographic data with the last name change.

2. Select a reason for the Card Action and click **Next**.

Card Action Request Wizard

Please select a reason for this Card Action:

DATA UPDATE ▼
DATA UPDATE
MANUFACTURER'S DEFECT
DAMAGED
EXPIRED
BIOMETRIC UPDATE

Previous Next Cancel

At the end of the process, the Wizard presents the recommended action.

- In the **Select An Action** section, you can choose to follow the recommended action or select an Action from the drop-down list.
- In the **On Completion** section, select a radio button to choose the page to which you would like to return on completion of the card action. The choices are **Applicant Search** page or **Sponsor Utilities** page.

1. Click **Finish** to complete the request.

Card Action Request Wizard

Wizard Summary

The recommended action is **REISSUE**

This decision was based upon the following criteria (highest value used)

- Data Action: REISSUE
- Selected Reason Action: REISSUE

The current card is   ACTIVE ⚠

The selected reason is   BIOMETRIC UPDATE

There is a pending data change   YES ⚠

You can select an Action from this list

```
Please Select ...
REISSUE
```

On Completion
- ○ Return to the Applicant Search page
- ⦿ Return to the Sponsor Utilities page

Please click Finish to complete the request.

[Previous] [Finish] [Cancel]

Sponsor Utility – Card Actions

A card action request may also be made from the **Sponsor Utilities** page. Select **Sponsor Utilities** from the **Applicant Search** page. Select the **Card Actions** tab, and then select the **Start** button to run the Card Action Request Wizard.

ROLE: SPONSOR - GENERAL SERVICES ADMINISTRATION

Sponsor Utilities   sponsor@gsa.gsa.gov Logout

STEVE BACKFILLCTU-B, 1/1/1980   Issuance Criteria   Show Applicant Status ●●●● Show Previous Card Info ⚠

[Search]

Card Actions | System Notifications | Sponsor Reassignment
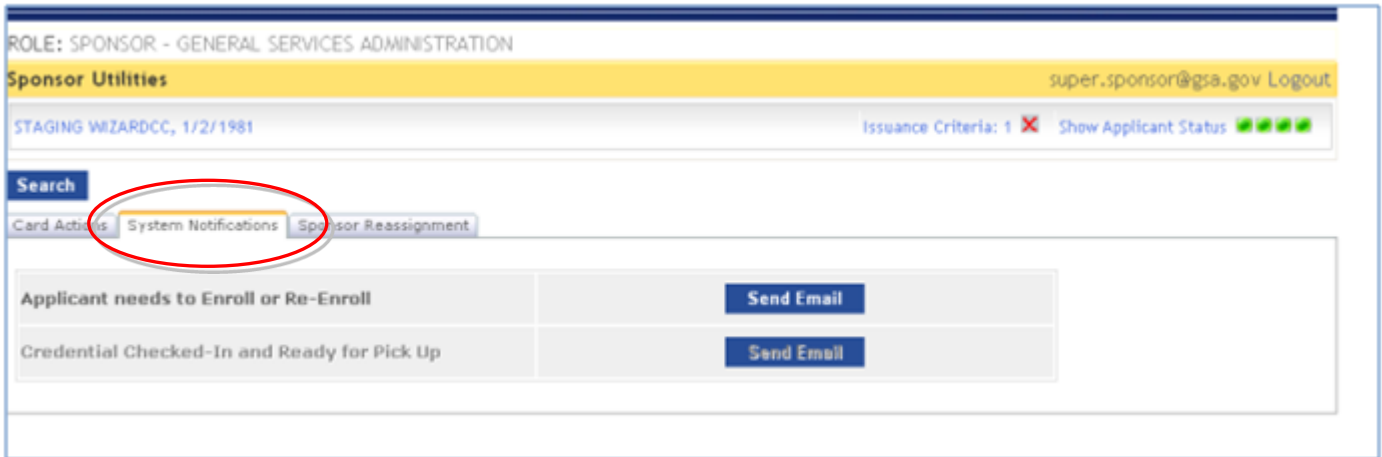
Request Card Action   [Start]

No PIV cards found.

Sponsor Utility - System Notifications

The Sponsor can send e-mails from the **Sponsor Utilities** page on the **System Notifications** tab.

Applicant needs to Enroll or Re-Enroll

When you click the **Send Email** button, the system detects whether the Applicant needs to enroll for the first time, or if the Applicant needs to re-enroll.

- If an Applicant needs to re-enroll, the system asks if you want to send the *Re-enrollment* email. If you click Yes, the system sends the *Reminder to Re-enroll* email to the Applicant. The *Reminder to Re-enroll* email reminds Applicants they must visit an enrollment workstation to present their identity documents, have their picture taken, and submit fingerprints. It informs them they will not receive their new Credential until they complete this step. It also provides instructions for how to make an appointment to re-enroll.

- If the Applicant needs to enroll for the first time, the system asks you if you want to resend the *Sponsorship Complete* email to the Applicant. The *Sponsorship Complete* e-mail contains the Applicant's Sponsorship information and directions for completing enrollment in the USAccess program.
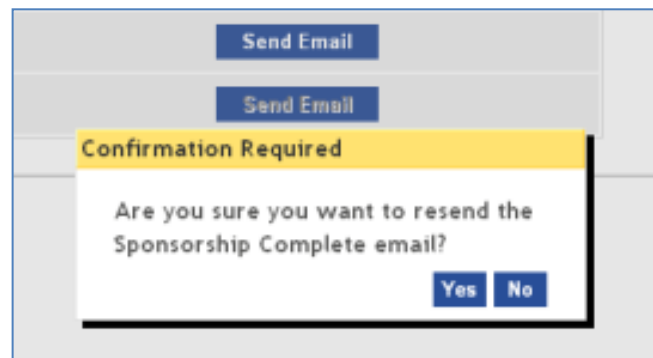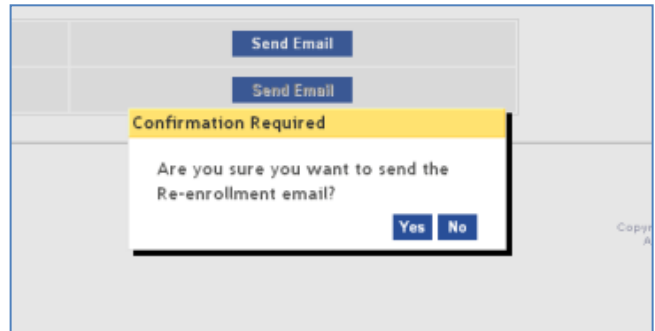
Credential Checked-In and Ready for Pick Up

The *Credential Ready for Pick-up* e-mail contains the subject "USAccess - Credential Ready for Pick Up" and explains where to pick up the Credential, how to make an appointment for card activation, and how to activate the Credential using the password included.

The Credential Ready for Pick Up e-mail can only be sent if the Applicant has been enrolled and his/her Credential has been printed and inventoried by the pick-up location. If the Credential has not been printed and inventoried by the pick-up location, the option to send the e-mail is disabled/grayed out.

The Sponsor can also resend the card pick up emails for a card renewal. As with re-enrollments, the system will detect which template needs to be sent to the Applicant. If it is a first issuance for the Applicant, the standard Credential Ready for Pick Up email will be sent. If it's a reminder to pick up a renewed credential, the Credential Ready for Pick Up for Renewals email is sent.

Record/Editing is Blocked During Card Printing

A warning message is displayed if card printing is in progress for the selected Applicant. The message states that Sponsors can only terminate or suspend the employee's status because the card is being printed. This is part of the effort to "lock down" the Applicant's record and prevent changes from being made (such as name, ship to address, etc.) because these types of changes will not take effect while card printing is in progress. The Sponsor must wait until printing is completed to make changes (e.g., reprint, change name, etc.).
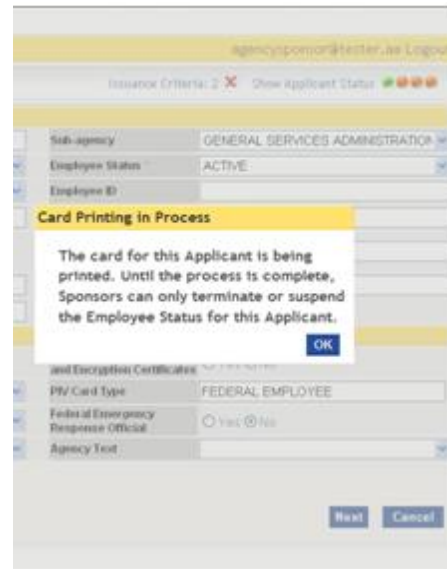
Select Card Shipping Address

Credentialing Centers and locations where cards can be shipped often change. They may move to a new location or be decommissioned and permanently closed. If you attempt to select an address within 21 calendar days of the site closure (End Date), the address will be available for selection in the **Site** drop-down list on the **Card Shipping Address** page; however, you will not be able to save the record and will receive a warning message to select another shipping address. Once the address End Date has passed, the address no longer appears in the drop-down list. This ensures that a card can only be delivered to a location that is still active and available by the time it is ready to be shipped.

Sponsor of Record

If a Sponsor updates a current record and he/she is not the current Sponsor of Record, check box is enabled, asking if they would like to become the Sponsor of Record for the Applicant.

If the checkbox is checked, the record is updated with the new Sponsor of Record.

If the checkbox is NOT checked, the record is updated with no change in Sponsor of Record.

If a Sponsor is already the Sponsor of Record for the Applicant, the checkbox is not enabled.

Sponsor Tools – Sponsor Reassignment

When a Sponsor leaves the Agency/Organization or no longer holds the Sponsor role, Applicant records are left without an active Sponsor of Record. The Sponsor Reassignment Tool allows an employee who currently holds the Sponsor role to assume Sponsorship of Records within his or her scope that does not violate the Separation of Duties rule.

The Sponsor Reassignment Tool is accessed from the **Applicant Search** page.

1. Select **Sponsor Tools** to navigate to the **Sponsor Reassignment** page.

Applicant Search

Search by*

○ Lastname   ○ Social Security No.

Lastname   [   ]

~ or ~

Social Security No.   [   ]

~ and ~

Birth Date   [   ] 📅

[Search]   [Reset]   [Sponsor Tools]

On the **Sponsor Reassignment** page, the Sponsor List displays the current Sponsors within scope, the current Sponsor's Agency or sub-Agency, the number of Applicant records for which each Sponsor is the Sponsor of Record, and whether the Sponsors listed currently hold the Sponsor Role (Role Status).

Sponsor Reassignment

Sponsor List   [Back to Search]

ID	Sponsor Name	Sub Agency	App. Count	Role Status		
1000000002	ADJUDICATOR, GSA MIDDLE	GENERAL SERVICES ADMINISTRATION	2059	SPONSOR	View Applicants	Reassign All
1000000070	APPLICANT, NEW A	GENERAL SERVICES ADMINISTRATION	499	NOT A SPONSOR	View Applicants	Reassign All
1000119693	CHINA, US	GENERAL SERVICES ADMINISTRATION	109	NOT A SPONSOR	View Applicants	Reassign All

2. To assume sponsorship of all of a current Sponsor's Applicants without viewing the Applicants, click **Reassign All**.

⚠️ *It is good practice to review the current Sponsor's list of Applicants before assuming sponsorship of all the Applicants.*

3. To review the current Sponsor's list of Applicants before assuming sponsorship of all the Applicants, click **View Applicants**.

Applicants available for reassignment are displayed with an empty check box in the **Reassign** column. Only 10 Applicants per page are displayed. Hyperlinked page numbers display below the Applicant list.

Applicants for CHINA, US

Reassign	ID	Applicant Name	Sub Agency
☐	1000120047	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
☐	1000120048	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
☐	1000120051	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
✕	1000120050	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
☐	1000120044	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
☐	1000120046	HUNDREDONE, APPLICANT	GENERAL SERVICES ADMINISTRATION
✕	1000120161	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
✕	1000120162	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
✕	1000120163	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION
☐	1000120158	TRIP, INDIA	GENERAL SERVICES ADMINISTRATION

1 2 3 4 5 6 7 8 9 10 …

Reassign Selected   **Reassign All**

You cannot assume sponsorship for Applicants whose records are marked with an ✕ because of the Separation of Duties rule. For example, if you hold the Adjudicator role, you cannot be Sponsor of Record for the Applicants you also adjudicate.

4. Click **Reassign All** to immediately assume sponsorship of all Applicants listed on all pages.

*Alternatively, Applicants can be selected individually by clicking the check box (thereby adding a check mark) beside the Applicants for whom you want to assume sponsorship. Click **Reassign Selected** when you have completed your selection and you want to complete the reassignment.*

Sponsor Utility – Sponsor Reassignment

1. To reassign sponsorship for individual Applicants, use the **Applicant Search** page to search for the Applicant.

2. When the Applicant's record displays, select **Sponsor Utility** next to the Applicant's record to navigate to the **Sponsor Utilities** page.

Search	Reset	Sponsor Tools						
ID	Last Name	First Name	Birth Date	Social Security	Email	Status			
1000121975	DOE	JANE	01/01/1980	XXX-XX-1975	DUSTIN.MILLER@HP.COM	REGISTERED	Edit Applicant	Edit Sponsorship	Sponsor Utility

3. On the **Sponsor Utilities** page, select the **Sponsor Reassignment** tab to view the status of the Applicant's Sponsor of Record.

Sponsor Utilities   47001000060855@FEDIDCARD.GOV Logout

JANE DOE, 1/1/1980   Issuance Criteria: 0 ✓   Show Applicant Status ●●●●

Search

Card Actions | System Notifications | Sponsor Reassignment

Current Sponsor of Record: HUNDREDONE, APPLICANT (NOT A SPONSOR)   **Reassign Sponsor**

4. Click **Reassign Sponsor** to assume sponsorship for the Applicant.

Sponsor Utilities   47001000060855@FEDIDCARD.GOV Logout

JANE DOE, 1/1/1980   Issuance Criteria: 0 ✓   Show Applicant Status ●●●●

Search

Card Actions | System Notifications | Sponsor Reassignment

Current Sponsor of Record: HUNDREDONE, APPLICANT (NOT A SPONSOR)   **Reassign Sponsor**

⚠ If the Separation of Duties check fails, the **Reassign Sponsor** button will be disabled and you will not be able to assume sponsorship of the Applicant.

Request Credential Renewal for Applicant

Sponsors can request renewals for Applicants with credentials set to expire within the next 12 months. If the Applicant's credential expires greater than 12 months from today's date, the renewal request cannot be created for that Applicant.

To request a renewal card for an Applicant, Sponsors can click on the **Card Renewal** tab located within Sponsor Tools, then search for Applicants with cards set to expire by selecting information from the available fields. Filling in the fields will narrow search results.

- Filling out the **Card Expiration Date** fields will return results only for Applicants whose credentials will expire within that timeframe. **NOTE:** Search results can only be displayed for a 90 day time period due to system load limits. If a Sponsor enters in a date range greater than 90 days, the system will return an error message next to the **Card Expiration Date** field and the Sponsor will be directed to enter a date range of 90 days or less.
- Leaving the date field blank will return a list of all credentials set to expire within the next 90 days.
- Once fields are selected, click **Show List**.
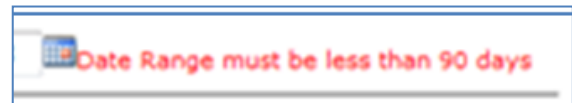
A list appears showing all Applicants with credentials set to expire matching the search request.

Results can be sorted by
- Last Name or
- Enrollment ID

The **Card Renewal Eligibility** column indicates whether Applicants are eligible to have their credential renewed. • If a green check mark appears, the Sponsor can request a renewal for the Applicant. • A red **X** indicates there is a problem with the record that prevents a renewal from being requested. These records will be grayed out and cannot be selected.	
To select individual records for renewal, place a check mark in the box next to the Applicant's record. To select all eligible Applicants within your search results, place a check in the box on the far left column next to **Agency Role** column. Once selections are complete, click on Submit Request.	
A processing screen appears, followed by a prompt asking the Sponsor to confirm to have renewals requested for the selected Applicants. • Clicking **YES** completes the request. • Clicking **NO** cancels it.	

Resolving issues with Renewal Eligibility Column

- If a red **X** appears in the **Card Renewal Eligibility** column indicating the Applicant is not eligible for renewal, click on the **X** next to the Applicant record to determine what is preventing the renewal from being requested.

- A **Card Eligibility** table appears indicating the issue preventing the Applicant from having the card renewed.

- Sponsors can check the Applicant's Sponsorship record and the Information Toolbar for more specific information.

Requesting Renewals via Card Action Wizard

Sponsors can also request a renewal for an Applicant credential by initiating the Card Action Wizard from the Sponsor Utility page.

- Select **Sponsor Utility** from the Applicant Search page.
- Select **Card Actions** tab,

Finally select the **Start button** to the run the Card Action Wizard.

- Select **Card Renewal**

- Complete the steps with the Wizard to request a **Card Renewal** for the Applicant.

- Click **Finish** to complete the request

Requesting Reprints
via Card Action Wizard

Sponsors can also request a reprint for an Applicant credential by initiating the Card Action Wizard from the Sponsor Utility page.

- Select **Sponsor Utility** from the Applicant Search page.
- Select **Card Actions** tab,
- Finally select the **Start button** to the run the Card Action Wizard.

• Select a reason for this Card Action For this example, STOLEN will be selected as the reason in the drop down menu. A selection must be made or an error messagew will appear. • Select the **Next** button to continue with the request	**Card Action Request Wizard** Please select a reason for this Card Action: Please Select ... CARD RENEWAL DAMAGED LOST STOLEN Card Renewal is ...... this Card Action Next Cancel
At the end of the process, the Wizard presents the recommended action. • In the **The recommended action is** field, Reprint appears. You must select a value from the dropdown menu of the **You can select an Action from this list** field or an error message will appear. • In the **On Completion** section, select a radio button to choose the page to which you would like to return on completion of the card action. The choices are **Applicant Search** page or **Security Officer Portal**. Click the **Finish** button to complete the request.	**Card Action Request Wizard** **Wizard Summary** The recommended action is REPRINT This decision was based upon the following criteria (highest value used) • Data Action: N/A • Selected Reason Action: REPRINT The current card is TERMINATED The selected reason is STOLEN There is a pending data change NO You can select an Action from this list Please Select ... **On Completion** ○ Return to the Applicant Search page ◉ Return to the Sponsor Utilities page Please click Finish to complete the request. Previous Finish Cancel