

Division of Personnel Security and Access Control (DPSAC)

DPSAC NEWS – September 7, 2007

A weekly e-newsletter from the Office of Research Service, Division of Personnel Security and Access Control (ORS/DPSAC) to keep you informed as NIH rolls out "Homeland Security Presidential Directive 12" (HSPD-12) establishing a common identification standard to better safeguard NIH and its workforce.

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Contract and Project Officer Alert

All NIH contractors, both expiring badge holders and new contractors, must follow the same Personal Identity Verification (PIV) Process required of NIH employees. Contract and Project Officers need to coordinate with their AO to make sure new contractors are authorized in NED before coming to DPSAC for an appointment. Contractors must also bring a completed [HHS ID Badge Form](#) to their Personnel Security appointment at the **Division of Personnel Security and Access Control Enrollment Center**, Building 31, Room 1B03.

Project Officers are responsible for alerting their contract personnel on how to obtain a badge and complete the necessary forms. Unfortunately, we have had to turn away contractors who have not been properly counseled and show up at the Enrollment Center with incorrect information.

Project Officers are encouraged to seek the assistance of their AOs to guide them through the process and to help them make appointments online for their contractors.

Processing Other Agency Employees & Contractors

The NIH regularly receives ID badge requests from federal employees and contractors who work for agencies other than NIH. Before receiving an NIH ID badge, these individuals must meet the same security requirements as NIH employees and contractors. The individual's employing agency is responsible for fingerprinting and initiating the appropriate background investigation. The NIH will verify that these requirements are met and that the appropriate investigation is on file with OPM prior to issuing an ID badge. If the individual has not met these requirements, they will be directed back to their respective agency for processing.

AO Alerts

Please remember the following applications when registering individuals in NED:

- Check and approve the badge authorization box in NED prior to sending individuals to DPSAC. Unfortunately, DPSAC continues to turn away a number of individuals on a daily basis who have not been authorized in NED.

We have found that many AOs are entering NED information BUT forgetting to click the 'authorize' badge button. Also, please be sure to provide the appropriate CAN to pay for the background investigation.

The screenshot shows a web interface for managing ID Badges. At the top, there are tabs for 'Services', 'Personal Information', 'Work Information', and 'Home Information'. Below these, the 'ID Badge' section is displayed with a status of 'Not Authorized'. There are two radio buttons: 'No Change' (unselected) and 'Authorize' (selected and highlighted with a blue box). Below the radio buttons, there is an 'Expiration Date' field set to 'None' with a 'Calendar' button. Underneath is a 'Badge Designation (Optional):' dropdown menu set to 'None'. At the bottom, there is a 'CAN' field containing the number '82345678', which is also highlighted with a blue box, followed by the text '(for background investigation)'.

- Input the correct employment end date in the NED badge expiration field. For example, if a contractor is employed at NIH on a 6-month contract, the badge expiration field date should be six months from his/her first day of work. A person's length of employment at NIH could impact the type of identity verification process that DPSAC conducts for that individual.

It is not uncommon to see individuals whose appointments are supposed to last just a few months presenting at the DPSAC Enrollment Office with 2-year badge approval. It appears that AOs are allowing the dates to 'default' to the given designation rather than changing it to the actual "NTE" date.

Your attention to these two important details will help everyone avoid unnecessary delays and frustration.

- We encourage AOs to take a proactive role in assisting project officers with the PIV Process. For example, AOs can help POs make online appointments for their contractors and guide them through the process.

Access Control

What AOs and ATs need to know when completing the "Badge Status" field in NED.

The "reason" for issuing the badge (appearing in NED as "badge status") needs to be accurate. Please note that "Initial Request" should be used only if the person is new and does not show up in the system as currently having a badge. We've had a number of individuals show up with broken badges for whom the "initial request" field has been selected in NED. Please select the "broken badge" field (or one of several other appropriate fields available depending on the circumstance).

Recognizing the Good Work of Many AOs

We'd like to acknowledge the following AOs who properly and accurately completed ALL of the fields in NED for their workforces undergoing the Personal Identity Verification and Badging processes. Their efforts have allowed us to process these people with great efficiency, thereby avoiding delays. They are:

Linda Sensen (NIMH)
Mary McMahon (NHLBI)
Cassandra Gibbs (OD)
Christine Bolling (NIDCD)
Bryan Reed (NIMH)
Carolyn Darden-Stutely (NEI)
Douglas Price (NHLBI)
Michelle Renehan (NHLBI)
Christine Spates (NCI)
Tarnzetta Hampton (OD)
Rollins Franks (NIDDK)

In addition to the AOs recognized here, there are many AOs and IC administrators who help process these requests daily, enabling NIH's new personal verification system to roll out with minimal inconvenience to our workforce. Thanks to all.

Helpful Tips

- Changing your appointment? If you made an appointment with Personnel Security but have decided you'd rather come in for same-day service or Wednesday-evening service, please call the appointment desk (301-496-0051) or stop by the DPSAC reception desk (Building 31, Room 1B03) to cancel your appointment. Your thoughtfulness will help free up time for another applicant.
- Please complete your e-QIP form and submit it along with the Signature form to DPSAC in order to complete the Background Investigation process.
- Individuals who will be working at NIH or who have regular business at NIH for less than six months are NOT processed by DPSAC. These individuals are processed by the NIH Division of Police.

FAQ's

Q: I was told that I'll receive an e-mail titled ORS e-QIP, which will allow me to complete the personnel investigation form online. Is there a timeline for when this e-mail will be sent?

A: We truly apologize for the delay. Due to heavy processing volumes, we are currently catching up on initiating individuals into the e-QIP system. We appreciate your patience. Please continue to watch your e-mail for the link to e-QIP.

Q: How long does it take to issue an ID badge?

A: Once an individual is fingerprinted, it usually takes 3-5 business days before DPSAC receives the fingerprint results and is able to renew or issue an ID badge. The process

may take up to 14 days. If you do not receive a badge authorization e-mail from Personnel Security after five business days after being fingerprinted, please send an e-mail request, with 'Badge Status Request' in the subject line, to orspersonnelsecurity@mail.nih.gov. A member of the DPSAC staff will check the status of your file and contact you.

Division of Personnel Security and Access Control

Building 31, Room 1B03

Days: 7:00 a.m. to 5:00 p.m. Monday through Friday

Evenings: Wednesday 5:00 p.m. to 8:00 p.m.

Same Day: 2:00 p.m. to 4:00 p.m. Monday through Thursday (excluding EOD Days). Sign-up begins at 7:00 a.m.

Contact Information

Personnel Security

- Helpdesk: (301) 402-9755
- Appointment Line: (301) 496-0051 (Hours: 8:00 a.m. to 4:00 p.m.)
- Fax: (301) 480-1119
- E-mail: orspersonnelsecurity@mail.nih.gov

Access Control

- Helpdesk: (301) 451-4766
- Fax: (301) 480-3364
- E-mail: facilityaccesscontrol@mail.nih.gov

HSPD-12 Program Office

- Office: (301) 496-3067
- Fax: (301) 480-3364

DPSAC is one of six divisions of Security and Emergency Response (SER) Resources within the Office of Research Services (ORS).