

# Division of Personnel Security and Access Control (DPSAC)

DPSAC NEWS – August 17, 2007

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## **On-line Appointment System is Now Operational**

The DPSAC On-line Appointment System was implemented last Wednesday and is fully operational. Congratulations to both NINDS and NLM for being the first ICs to schedule appointments using the new system!

Links to the new appointment system and passwords were sent to IC Executive Officers and IC Points of Contact (POC) for DPSAC. Click [here](#) to view the current IC Points of Contact for DPSAC. DPSAC has received positive feedback concerning the effectiveness of the system. We are encouraging ICs to utilize the new system as an efficient way to schedule appointments. If you would like to request access to the On-line Appointment System, please contact your Executive Officer.

As a reminder, individuals can still schedule appointments in person by stopping by the DPSAC office in Building 31, Room 1B03 or over the phone (301) 496-0051. The appointment line is open from 8 a.m. – 4 p.m. Monday through Friday.

## **Processing Other Agency Employees & Contractors**

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. 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.

## **Remote Processing in Baltimore**

DPSAC has established a POC with each of the following areas at NIH's Baltimore facility:

- **NIDA** – Rich Guarnera ([guarnerar@mail.nih.gov](mailto:guarnerar@mail.nih.gov))

- **NIA** – Melissa Freeman ([freemanm2@mail.nih.gov](mailto:freemanm2@mail.nih.gov))
- **OD** – Marcus Biscoe ([biscoema@mail.nih.gov](mailto:biscoema@mail.nih.gov))

Radames Mendoza ([mendozr@mail.nih.gov](mailto:mendozr@mail.nih.gov)) from DPSAC works with these individuals to coordinate processing in Baltimore. If your badge is scheduled to expire and you work at NIH's facility in Baltimore, please contact the appropriate POC above to initiate the process to renew your badge. Your POC will work with you to schedule an appointment and provide you the necessary forms. We strongly encourage you to contact the POC from your area at least 30 days prior to your badge expiration.

### **e-QIP Assistance**

Individuals who do not have access to a computer and/or the internet, or experience difficulties completing their personnel investigation forms on-line via e-QIP, may request assistance from the Personnel Security Office. Personnel Security will schedule an appointment to assist you in completing the appropriate paperwork. To request assistance, please contact the Personnel Security Help Desk at (301) 402-9755 or [orspersonnelsecurity@mail.nih.gov](mailto:orspersonnelsecurity@mail.nih.gov).

### **Access Control**

Back on August 7<sup>th</sup>, the ORS IT Security Team conducted a non-intrusive security vulnerability scan on the sub-networks associated with the FACnet which maintains NIH's Access Control System. During the scan we experienced some issues in our system causing access in areas of some buildings to stop functioning. We were able to respond and restore appropriate access privileges. If you are experiencing any access issues, please call the Access Control Help Desk at (301) 451-4766.

### **Helpful Hints**

- **On-line Appointment System** – To request access to the On-line Appointment System, please contact your Executive Officer for authorization.
- **On-line Appointment System** – Login passwords for the On-line Appointment System are character and case sensitive. Please be aware of any number-lock or caps-lock commands prior to entering your login password.
- **On-line Appointment System** – If you are having problems logging into the On-line Appointment System and are certain you are entering the correct password, close your web browser and open a new On-line Appointment System web page. If you are still experiencing problems, please call (301) 402-7483.
- **NIH ID Badge** - If the pre-punched hole on your badge breaks, please do not punch a new hole. The badge contains a loop of wire and a small chip and if the wire is cut or the chip is damaged; your badge will not work. Instead, please stop by the badging office and ask for a sleeve for your badge.

- **NIH ID Badge** – If you report that your badge was lost or stolen and you are issued a new badge, the old badge is automatically disabled. If the badge is found later, please return it to the DPSAC office in Building 31, Room 1B03. Please, do not attempt to use the old badge.
- **CAN** – AO's, please remember to provide the CAN when authorizing individuals for an ID badge in NED. This step must be completed before individuals come to DPSAC for processing. For more information, please see the *Important Improvements to Expedite the NIH ID Badge Issuance Process* section in the [August 10<sup>th</sup> edition of DPSAC news](#).

## **FAQ's**

Q: Why doesn't my ID badge open all of the doors in my building?

A: When an NIH ID badge is issued, it is programmed to only allow access onto the NIH campus (via the perimeter fence). If you need access to specific buildings and/or rooms, please have your AO send an email to [FacilityAccessControl@mail.nih.gov](mailto:FacilityAccessControl@mail.nih.gov). DPSAC will verify that you have the proper clearance and will then grant access to the requested buildings and/or rooms.

Q: Why doesn't anything happen when my badge is scanned at a card reader?

A: If the light on the card reader flashes back and forth from red to green when your badge is scanned, you don't have access to that particular door. You must contact your AO to request access (see previous question). If the light on the card reader doesn't change, then your ID badge may be damaged or broken. In this case, please contact the Access Control Help Desk at (301) 451-4766 and our staff will troubleshoot the problem.

### **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
- Fax: (301) 480-1119
- E-mail: [orspersonnelsecurity@mail.nih.gov](mailto:orspersonnelsecurity@mail.nih.gov)

Access Control

- Helpdesk: (301) 451-4766
- Fax: (301) 480-3364

- Email: [facilityaccesscontrol@mail.nih.gov](mailto:facilityaccesscontrol@mail.nih.gov)

HSPD-12 Program Office

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