



Personal Identity Verification

HHS ID Badge Handbook for the National Institutes of Health

**Your Guide to the Personal Identity
Verification (PIV) Process and the
New HHS ID Badge (PIV Card)**

CONTENTS:

- Why you need a new HHS ID badge (PIV Card)
- How you get a new HHS ID badge
- Your responsibilities for holding a new HHS ID badge
- How your information is protected
- Your appeal rights
- Where to go for help
- Frequently Asked Questions
- List of acceptable identity source documents



Office of Research Services
Security and Emergency Response
Division of Personnel Security and Access Control



Office of Research Services

Why a new HHS ID badge?

Issuing the new HHS ID badge (PIV Card) is part of a process implemented to ensure that Federal buildings, property, individuals, IT systems and data are protected.

Homeland Security Presidential Directive 12 (HSPD-12) requires that all Federal agencies use a reliable, commonly accepted form of government identification for Federal employees and contractors to reduce identity fraud and improve security through a standardized process. The new HHS ID badge will serve as the common government identification for all HHS agencies. The process for obtaining an HHS ID badge, called Personal Identity Verification (PIV), includes the steps taken by an applicant to request a badge, verify an applicant's identity, and register, issue, and maintain the ID badge. To obtain a badge, the applicant's personal identity must be verified in accordance with HSPD-12 PIV requirements. All Federal employees, contractors, Commissioned Corps Officers, and other organizational affiliates who require access to government facilities or information systems are required to have an ID badge that:

- Is issued based on sound criteria for verifying an individual's identity
- Is strongly resistant to identity fraud, tampering, counterfeiting and terrorist exploitation
- Can be rapidly authenticated electronically
- Is only issued by providers whose reliability have been established

The ID badge will allow the applicant to enter NIH facilities and access information systems. It will also simplify access to other approved Federal buildings and information systems.

How do you get a new HHS ID badge?

The PIV Process and your ID badge

As part of Federal government requirements, NIH conducts a background check on you (whether you are applying for an ID badge for the first time or your badge is being re-issued) to determine whether you will be allowed to use the buildings and access the information necessary to do your job. The personal information provided on your background investigation form, along with information from your hiring/sponsoring office, will be used to verify your identity, create your ID badge, and create a record that you have been issued a badge.

The Objectives of the PIV Process

- Ensure that individuals issued an ID badge are who they claim to be.
- Ascertain that individuals issued an ID badge are not known terrorists.
- Determine that individuals issued an ID badge are suitable for Federal employment or meet the requirements to be employed as a Federal Contractor.

The Steps in the PIV Process

Follow these steps to obtain your HHS ID badge:

Step 1. Sponsoring the Applicant

HSPD-12 requires all Federal employees and contractor-employees working at NIH be sponsored for an HHS ID Badge.

1. The Sponsor (usually an Administrative Officer) substantiates that you need an HHS ID Badge (PIV Card);
2. The Sponsor enters your information into the NIH Employee Directory (NED), including a request to issue you an ID Badge. When you show up for your fingerprinting appointment, the Division of Personnel Security and Access Control (DPSAC) staff will confirm your sponsorship and proceed to fingerprint you.

Step 2. Fingerprinting

Arranging Your Fingerprinting Appointment

Choose from three options to be fingerprinted - *Please note: new Federal employees are fingerprinted as part of their Entry-On-Duty (EOD) training.*

1. Make an appointment
 - Contact your Administrative Officer (AO) to schedule your appointment online.
 - Stop by the DPSAC Office (Bldg. 31, Rm. 1B03).
 - Call the appointment line: 301-496-0051 (Hours: 8:00 a.m. - 4:00 p.m.).
2. Same day service
 - Sign up starts at 7:00 a.m. in Bldg. 31, Rm. 1B03.
 - Registration will be limited to the first 14 people who sign up.
 - Service is available Monday through Thursday from 2:00 - 4:00 p.m.
 - This service is not available on EOD days (the first Monday of every pay period).
3. Wednesday evening walk-in hours
 - Evening hours are from 5:00 - 8:00 p.m. in Bldg. 31, Rm. 1B03.
 - No sign up is necessary.
 - Everyone who arrives before 8:00 p.m. will be processed. Seating is available in the cafeteria to accommodate you while you wait.

(Continued on next page...)

The steps in the PIV Process (cont'd)

On your appointment day:

Bring these documents:

1. A completed *HHS ID Badge Request Form, Section A*.
2. Two forms of acceptable identification (one must be a Federal or State-issued photo ID) (see table on p. 11).

Complete the process:

1. Personnel Security will take your fingerprints.
2. Personnel Security will initiate your background investigation.

Step 3. Background Investigation

Watch for an e-mail alert about e-QIP titled “DPSAC: Background Investigation Initiation.”

e-QIP is the **E**lectronic **Q**uestionnaires for **I**nvestigations **P**rocessing. A link to this secure website, which allows you to complete your personnel investigation forms online, will be e-mailed to you soon after your fingerprinting session.

- Complete your e-QIP and additional required forms **within 7 business days** and **print your e-QIP Signature Form** as directed.
- To complete e-QIP you will need employment, education and residence history as well as personal references. Once you've completed your questionnaire, go to the bottom of the last screen and Click the button “**Release Request/Transmit to Agency.**”
- Foreign national applicants without a social security number must complete their personnel security investigation on paper forms.

Your AO will advise you on which of the following forms you will need to complete and sign:

- e-QIP Signature Form
- Background Investigation Form (SF 85, SF 85P) or SF 86
- OF 306 – employees and contractors
- OF 612– employees only

Sign the e-QIP Signature form and any other required forms and deliver only signature pages to Personnel Security in Building 31, Room 1B03.

Step 4. Obtain Your New HHS ID Badge

Watch for a second e-mail titled “PERSONNEL SECURITY OFFICE-NIH BADGE AUTHORIZATION.”

After your fingerprint check, Personnel Security will notify you by e-mail that your badge is ready for pick up in Bldg. 31, Rm. 1B03.

Applicant Responsibilities

As an Applicant, you have certain responsibilities as the holder of an HHS ID badge that include, but are not limited to the following:

- Cooperate fully with the PIV Process to obtain an ID badge.
- Do not attempt to clone, modify, or obtain data from any ID badge.
- Protect and safeguard your ID badge.
- If your ID badge is lost or stolen, you must report the missing badge to the Division of Personnel Security and Access Control (DPSAC) and your Administrative Officer (AO) within 24 hours of noting its disappearance. Your ID badge will be disabled and you will have to apply for a replacement. (facilityaccesscontrol@mail.nih.gov).
- If you become aware of any violation of these requirements or suspect that your ID badge may have been used by someone else, immediately report that information to DPSAC (301-451-4766).
- You must request a new ID badge within 30 days of any change that may affect the ability to determine that you are the individual associated with the badge (e.g., name change). You must provide documentation showing the reason for any such change where applicable.
- As part of the NIH exit process, you are to return your ID badge to your AO on your last day of employment at NIH or upon expiration of your authorized access to NIH facilities and/or IT systems.
- Do not attempt to assist others in gaining unauthorized access to Federal facilities or information. Accept responsibility for the whereabouts and conduct of all persons whom you have signed in (i.e., authorized admittance) to NIH facilities.
- Do not disclose or lend your ID number and/or password to someone else to gain access to NIH IT systems. This information is for your use only and serves as your electronic signature. You may be held responsible for the consequences of unauthorized access or illegal transactions resulting from improper disclosure of ID numbers/ passwords. You will receive further training on your responsibilities for using NIH IT systems.

Privacy

Information protection

Protecting personal information is of paramount importance to NIH. Information collected to conduct your background investigation and to issue you an HHS ID badge is protected by the privacy controls specified in Federal Information Processing Standards Publication 201-1 (FIPS 201-1), as well as those specified in Federal privacy laws and policies (including but not limited to the E-Government Act of 2002, the Privacy Act of 1974, and OMB Memorandum M-03-22, as applicable). The NIH will ensure that all Applicant records are:

- Secured against unauthorized access.
- Accessed by only those whose official duties require such access.
- Stored in secure facilities.

Access to your background investigation file

You have the right to request a copy of your background investigation file.

Direct your written request to:

OPM, Federal Investigations Processing Center
Post Office Box 618
Boyers, PA 16018-0618

Your request must include your full name, social security number, date and place of birth (City & State) and your signature.

Appeals Process

If you are denied an ID badge because you are unable to prove your identity

If you fail to provide authentic, appropriate identity source documents to prove your identity, NIH will not issue you an ID badge. The NIH has the discretion to issue you a one-day visitor badge or can require you to leave campus. If you are issued a visitor badge, you must follow NIH's policies and procedures for visitors.

The NIH will give you a reasonable number of opportunities within a reasonable amount of time to provide DPSAC with authentic, appropriate identity source documents. If you fail to provide these documents, DPSAC shall notify your AO that you have failed to comply with the PIV requirements for identity proofing.

If you are denied an ID badge as a result of your background investigation (i.e., suitability adjudication)

(1) Appeal Rights for FEDERAL SERVICE PIV Applicants

If you are denied an ID badge because you are found unsuitable for Federal employment as a result of your background investigation, and NIH withdraws its offer for employment or removes you from Federal service, you have the right to appeal. The appeals procedures at 5 CFR Part 731, Subparts D and E (Suitability); 5 CFR Part 315, Subpart H (Probationary Employees); or 5 CFR Part 752, Subparts D through F (Adverse Actions) will be followed depending on your status of Federal employment (i.e., whether you are an applicant, appointee, probationary employee, or tenured employee). Federal service PIV Applicants may dispute this action using applicable grievance, appeal, or complaint procedures available under Federal regulations, HHS directives, or collective bargaining agreements (if you are covered).

For additional information, consult your NIH Human Resources office.

Commissioned Corps officers shall follow the procedures issued by the U.S. Public Health Service, Office of Commissioned Corps Operations.

(2) Due Process Rights for CONTRACTOR PIV Applicants

If NIH officials adjudicating your background investigation determine that you are not suitable to be employed in the current or applied-for contractor position due to unfavorable information uncovered during your background investigation, DPSAC shall give you written notice of the determination. The notice shall state the reasons for the unfavorable decision, inform you of your right to respond to the notice in writing, inform you of the time limit for your response, and provide the appropriate address in which to direct your response.

Should you wish to respond to the determination in writing, your response should include documentation that addresses the validity, truthfulness, and/or completeness of each reason for the unfavorable determination listed in the notice.

NIH officials will review your response and supporting documentation for a reconsideration of the initial determination. Once complete, NIH officials will provide you with a written decision that includes the reasons for the decision. This reconsideration decision is final.

If you are a Contractor PIV Applicant, the Federal government is not responsible for paying you while you are not working on a contract with a Federal Agency. The Agency's denial of your ID badge does not prohibit the contracting company from employing you elsewhere.

ID Badge Reissuance

You will need to have an ID badge reissued if your badge is expired, lost, damaged or compromised. You will also need an ID badge reissued due to change in your legal name, type of security clearance, or access privileges to NIH facilities or information systems.

Please note that all NIH employees and contractors will be required to meet PIV requirements and receive a new HHS ID badge.

If you require a reissued ID badge for any reason, you must undergo the entire PIV registration and issuance process. An AO is required to initiate the PIV Process. A new background investigation and fingerprinting will not be required if you already have the appropriate investigation on file. If you do not have the required background investigation on file, DPSAC will initiate the appropriate investigation.

Where to go for help

The NIH HSPD-12 Website

For more information on the NIH PIV Process and getting your HHS ID badge, visit the NIH HSPD-12 website at: <http://www.IDBadge.NIH.gov>.

Contact Us

The Division of Personnel Security and Access Control office (DPSAC) is located on the NIH Bethesda Campus in Building 31, Room 1B03.

DPSAC Hours of Operation:

- 7:00 a.m. to 5:00 p.m., Monday to Friday.
- Evening Hours: Wednesday from 5:00 p.m. to 8:00 p.m.
- Same day service: Monday to Thursday from 2:00 p.m. to 4:00 p.m. (excluding EOD Days). Same day service sign-up begins at 7:00 a.m. and is limited to the first 14 individuals who sign up.

For questions about background investigations, please contact DPSAC's Personnel Security Office:

Helpdesk: 301-402-9755
Appointment Line: 301-496-0051
E-mail: orspersonnelsecurity@mail.nih.gov

For questions about your ID badge, please contact DPSAC's Access Control Office:

Helpdesk: 301-451-4766
E-mail: facilityaccesscontrol@mail.nih.gov

Frequently Asked Questions

What is the new HHS ID badge?

The new HHS ID badge is part of a system for protecting Federal buildings, building occupants, computers, applications and data. It is secure and reliable because it is your verified identity and it is extremely hard to fake, change, or duplicate. If you are a Federal employee or contractor-employee who currently has an NIH ID badge, your new HHS ID badge will replace it.

Why do I need an HHS ID badge to access NIH facilities and systems?

In August 2004, the President issued [Homeland Security Presidential Directive 12 \(HSPD-12\): Policy for a Common Identification Standard for Federal Employees and Contractors](#), requiring all Federal employees and contractor employees to replace their current identity badges with the more secure Personal Identity Verification cards, known as the HHS ID badge.

What information is stored on the new HHS ID badge?

The badge displays a printed picture of your face, your full name, Agency, badge expiration date, badge serial number, and a Federal Agency smart credential number that uniquely identifies your Agency and you. The badge also stores a personal identification number (PIN), a unique identifier, an authentication key, and two electronic fingerprints.

How do I apply for an HHS ID badge?

You will be notified to apply for your badge, and your AO or supervisor will help you determine the next steps.

What happens when I use my HHS ID badge?

When you show your badge to an authorized person, or swipe or insert your badge into a reader, your identity will be verified. A person will look at the picture on your badge and compare it to your face. The reader also will compare the data stored on the badge to the database of badge holders. (The machine may compare the fingerprint stored on the badge to your actual fingerprint.) When you gain access to NIH facilities or systems, your information is validated to ensure you have proper authorization.

I do not want everybody reading my personal information; who can see this information?

The only persons authorized to see your personal information are personnel security, suitability, and investigations professionals who have been investigated at the appropriate level and who have a genuine and demonstrated need for access to the information.

Frequently Asked Questions

What happens if I refuse to provide some of my personal information?

The background check is a Federal government job requirement. Providing the information is voluntary, but if you choose not to provide the required information, you will not meet the requirements of the job and will therefore not be considered further for employment with the Federal government. If you are already employed by the Federal government, your appointment will be terminated. The courts have upheld this principle.

If an Applicant is denied an ID Badge, what steps can he or she take to appeal the decision before a permanent denial is issued?

The NIH will not issue an ID badge if the Applicant has been found unsuitable to receive or maintain a badge, or if the Applicant is unable to provide authentic identity source documents to prove his/her identity. The applicant may appeal the decision, first to DPSAC, then to the NIH Appeals Board, and finally to the Office of Personnel Management (OPM). The decision by OPM is final.

Who will see my information?

Information about you that we collect to issue you an ID badge and operate the program is considered a system of records subject to the Privacy Act of 1974, 5 U.S.C. § 552a(b). The Act permits NIH to give your information to: the appropriate government organization if your records show a violation or potential violation of law; to the Department of Justice, a court, or other decision-maker when the records are relevant and necessary to a lawsuit; to a Federal, State, local, tribal or foreign agency that has records we need to determine whether to retain an employee, continue a security clearance, or agree to a contract; to the Office of Management and Budget to evaluate private relief legislation; to NIH contractors, grantees, affiliates or volunteers who need access to the records to do NIH work and who have agreed to comply with the Privacy Act; to the National Archives and Records Administration for records management inspections; and to other Federal agencies to notify them when your badge is no longer valid. HHS may also give your information to a Member of Congress or to congressional staff at your written request. The full system of records notice with complete description of routine uses was published in the [Federal Register](http://www.gpoaccess.gov/fr/index.html) <<http://www.gpoaccess.gov/fr/index.html>>.

For more FAQs, please visit <http://www.IDBadge.NIH.gov>.

List of Acceptable Identity Documents

(One of your identity source documents must be a Federal or State government-issued photo ID.)

List A: Documents that Establish Both Identity and Employment Eligibility	List B: Documents that Establish Identity	List C: Documents that Establish Employment Eligibility
<p>U.S. Passport (unexpired or expired)</p> <p>Permanent Resident Card or Alien Registration Receipt Card (Form I-551)</p> <p>An unexpired foreign passport with a temporary I-551 stamp</p> <p>An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)</p> <p>An unexpired foreign passport with an unexpired Arrival-Departure Record, Form I-94, bearing the same name as the passport and containing an endorsement of the alien's nonimmigrant status, if that status authorizes the alien to work for the employer</p>	<p>Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address</p> <p>ID card issued by Federal, State or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address</p> <p>School ID card with a photograph</p> <p>Voter's registration card</p> <p>U.S. Military card or draft record</p> <p>Military dependent's ID card</p> <p>U.S. Coast Guard Merchant Mariner Card</p> <p>Native American tribal document</p> <p>Driver's license issued by a Canadian government authority</p> <p>For persons under age 18 who are unable to present document listed above:</p> <p>School record or report card</p> <p>Clinic, doctor or hospital record</p> <p>Day-care or nursery school record</p>	<p>U.S. social security card issued by the Social Security Administration (<i>other than a card stating it is not valid for employment</i>)</p> <p>Certification of Birth Abroad issued by the Department of State (<i>Form FS-545 or Form DS-1350</i>)</p> <p>Original or certified copy of a birth certificate issued by a State, county, municipal authority or outlying possession of the United States bearing an official seal</p> <p>Native American tribal document</p> <p>U.S. Citizen ID Card (<i>Form I-197</i>)</p> <p>ID Card for use of Resident Citizen in the United States (<i>Form I-179</i>)</p> <p>Unexpired employment authorization document issued by DHS (<i>other than those listed under List A</i>)</p>



Personal Identity Verification

For more information on the
Personal Identity Verification process
visit:

<http://IDBadge.NIH.gov>

U.S. Department of Health and Human Services

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