

## Division of Personnel Security and Access Control (DPSAC)

### DPSAC NEWS – January 30, 2008

*A biweekly e-newsletter from the Office of Research Services, 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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#### [New Procedures for Processing Summer Students Coming Soon](#)

DPSAC will soon announce new, simplified, processing procedures for this year's Summer Students. These new procedures are approved and will be described in the next issue of *DPSAC News* (February 13, 2008). Stay tuned.

#### [Avoid Having Your Badge Disabled](#)

Please make sure you complete your e-QIP process. All employees, contractors and others needing an NIH badge from DPSAC receive e-mail notification to complete the e-QIP process soon after they have been fingerprinted. Individuals are given seven business days to complete the e-QIP process.

A number of individuals are still not completing their e-QIP questionnaires even after receiving two or three follow-up e-mail warnings from DPSAC that they must complete this important process.

Unfortunately, because an individual's Background Investigation (which is initiated through e-QIP) is a prerequisite of Federal employment, DPSAC will soon begin deactivating the badges of individuals who do not respond to this requirement. Once a badge is deactivated, the individual will lose his or her access privileges to the NIH campus and will have to obtain a visitor's badge at the Gateway Center. To reinstate badge privileges, the individual will be required to complete the e-QIP process. Questions about e-QIP should be directed to the e-QIP helpdesk at 301-496-1294.

#### [Standardized E-mail Alerts from DPSAC](#)

In the last issue of *DPSAC News* we wrote about the new standardized e-mail notifications from DPSAC and the standard subject lines now being used so that recipients will more easily recognize these important e-mails that require action, and avoid inadvertently filtering them out as "junk," mail.

To help our readers better understand the purpose of each of these e-mails, below is a description of six standard e-mail communications that go out to applicants. Five of the six e-mails require an action by the recipient in order to complete the background and badging process.

### **1. Initial Appointment E-mail**

**Context:** After the customer calls the appointment line to request a date and time, this e-mail is sent to confirm the appointment and inform the customer that they will need to bring certain forms and ID in order to be fingerprinted. A copy of the e-mail is sent to the NIH point of contact identified at the time the appointment was made.

**Subject Line:** DPSAC: Your appointment has been received.

**Required Action:** Customer must verify with their AO that they have been entered into NED and assigned a CAN number. They must bring the Badge Request Form [HHS / NIH ID Badge Request Form](#) (PDF) and two forms of identification to the badge issuing office for fingerprinting.

### **2. Badge Authorization E-Mail**

**Context:** 3-5 days (but up to 14 days) after fingerprinting a customer, DPSAC receives the results from OPM. If the results have no issues, this e-mail is sent to inform the customer to pick up their new badge from DPSAC

**Subject Line:** DPSAC: ID Badge Authorization

**Required Action:** Print this e-mail and report to DPSAC Office to receive badge.

**Note:** In the event the results turn up an issue, the customer is not notified via e-mail and the case details are sent to the adjudication team for review.

### **3. E-QIP Initiation E-mail**

**Context:** This e-mail notifies the customer of the required investigation procedures and provides detailed instructions for completing and submitting all e-QIP and security documentation.

**Subject Line:** DPSAC: Background Investigation Initiation

**Required Action:** Complete online e-QIP form, print the e-QIP signature page, complete and return all attached security and signature forms. These forms must be completed within 7 business days.

**Attachments:** e-QIP Applicant Brochure, Additional e-QIP Tips, Security Forms related to sensitivity level.

### **4. E-QIP Re-Initiation E-mail**

**Context:** An individual's e-QIP will become invalid and must be re-initiated because of failure to complete e-QIP within the allotted timeframe of 7 business days. This e-mail is sent to inform the individual they must complete the e-QIP process as well as turn in their security paperwork. All required forms will be attached in case they were lost.

**Subject Line:** DPSAC: Background Investigation Re-Initiation

**Required Action:** The customer must return their security forms within 5 business days.

**Attachments:** e-QIP Applicant Brochure, Additional e-QIP Tips, Security Forms related to level

### **5. E-QIP/Fingerprinting Re-Initiation E-mail**

**Context:** After a period of inactivity, an individual's fingerprints will become invalid and must be re-taken. This e-mail is sent to inform the individual to schedule a new appointment as well as turn in their security paperwork.

**Subject Line:** DPSAC: Background Investigation and Fingerprinting Re-Initiation

**Required Action:** The customer must schedule another appointment to be fingerprinted as well as return their security forms within 5 business days.

**Attachments:** e-QIP Applicant Brochure, Additional e-QIP Tips, Security Forms related to level

**6. Background Investigation Completion E-mail**

**Context:** After receiving investigation results from OPM, each case is adjudicated by DPSAC. If the adjudication results are favorable, this e-mail will be sent to the individual notifying them of completion. If the results are not favorable, no e-mail will be sent.

**Subject Line:** DPSAC: Background Investigation Complete

**Required Action:** None required.

**Updating the NED Profile – The Final Step Before Issuing a New ID Badge**

DPSAC reports that individuals who have been notified by e-mail to pick up their new ID Badges are often turned away at the Enrollment Center because their NED profile has not been updated. DPSAC is advising individuals to confirm with their AO that their NED profile is updated **before** they make the trip to the Enrollment Center to get their new ID Badge. Updating the NED profile is necessary to ensure that the badge will have the correct expiration date.

**An Applicant’s Category Determines Who Issues the ID Badge – DPSAC or NIH Police**

Everyone gaining access to the NIH campus is issued an NIH ID badge. Whereas most full-time employees and contractors fall within categories that will require them to undergo a PIV-based background investigation and be issued a new HHS ID badge (PIV card), some individuals will fall into categories that require a different process to get a non-PIV (NIH) ID badge. DPSAC administers the PIV-based background investigations; the NIH Police administers a different background check. Beginning with the December 12, 2007 issue, *DPSAC News* began posting categories, defining them, and explaining where individuals who fall within these categories should go to obtain their ID badge.

Category <sup>1</sup>	Description	NIH Security Organization Responsible for Processing
Fellow	Individuals who receive NIH stipends. Include: <ul style="list-style-type: none"> <li>• Intramural Research Training Award (IRTA) Fellows</li> <li>• Cancer Research Training Award (CRTA) Fellows</li> <li>• Visiting Fellows</li> <li>• Howard Hughes</li> </ul>	DPSAC Building 31, Rm. 1B03
Tenant	FDA employees - DPSAC will check PIPS for the completed investigation. <sup>2</sup>	DPSAC Building 31, Rm. 1B03
	<ul style="list-style-type: none"> <li>• Child Care Center employees</li> <li>• Credit Union employees</li> <li>• R&amp;W employees</li> <li>• Children’s Inn employees</li> <li>• Cafeteria Workers<sup>3</sup></li> <li>• Sign Language Interpreters</li> </ul>	NIH Police Building 31, Room B3B17

<sup>1</sup> **Foreign nationals** from any category shall be processed by the Division of International Services (DIS) prior to security processing by the NIH Police or DPSAC.

Individuals processed by the **Division of Personnel Security and Access Control (DPSAC)** will be fingerprinted and **will** undergo a background investigation, and will receive their HHS ID badge (PIV card) from DPSAC.

<sup>2</sup> Required background investigation conducted by FDA. DPSAC verifies results. Individuals must be entered in NED.

<sup>3</sup> Cafeteria workers will be processed as Tenants until further notice.

## Helpful Tips

### **DPSAC Appointment Information Guide**

Applicants who would like a handy reference guide to the Fingerprinting Appointment Process can stop by the DPSAC Enrollment Center to pick up a copy of the *DPSAC Appointment Information Guide*. This guide provides information on the various ways an Applicant can schedule their fingerprinting appointment.

### **Find Previous Issues of *DPSAC News* on our Website**

All past issues of *DPSAC News* are posted on the ORS PIV website and can be found at: <http://security.nih.gov/PIV/relatedLinks.htm>

## FAQs

- Q. When individuals end their employment at NIH, where should they go to turn in their badge and parking hanger?
- A. NIH Badge Holders who are terminating their relationship with NIH should turn in their badge and parking hanger to their AO or supervisor.
- Q. I left my form at DPSAC but I missed my appointment. When I returned I had to complete the form again. What happened to my original form?
- A. Due to the large volume of cases, DPSAC does not maintain paperwork for 'no show' cases. If you miss your appointment, all forms are shredded and you must complete them again when you next appear at DPSAC.

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### **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](mailto:orspersonnelsecurity@mail.nih.gov)

Access Control

- Helpdesk: (301) 451-4766
- Fax: (301) 480-3364
- E-mail: [facilityaccesscontrol@mail.nih.gov](mailto: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) within the Office of Research Services (ORS)*