



# **ID BADGE**

## **Re-Issuance Procedures**

*Replacing Badges is  
necessary when...*

# Lost or Stolen

## Starts with Administrative Officer (AO)

- AO uses Modify function in NED to report the badge as lost/stolen
- Customer follows instructions from NED (must re-enroll if necessary)

# Classification Changes

## Starts with Administrative Officer (AO)

- AO uses Update menu to change classification in NED and sponsors customers for a new ID Badge
- Customer follows instructions from NED (must re-enroll if necessary)

# Renewal

## **Starts with Administrative Officer (AO)**

Renewal task is auto-generated in the Administrative Officer (AO) NED Inbox(42 days prior to expiration of the current badge)

- AO completes badge renewal task
- Customer follows instructions from NED  
(must re-enroll if necessary)

# Broken or Damaged

## Starts with Access Control

- Customer reports to Access Control with the broken (damaged) badge
- Access Control will determine if existing badge needs to be replaced
- Access Control will issue a new badge for those that cannot be repaired

# Name Changes

**Before Sponsorship: starts with AO**

**After Sponsorship: starts with DPSAC**

**After Enrollment: starts with DPSAC**

**After Issuance: starts with AO**

**Legal name change:** Used only after badge issuance

- Customer contacts AO to request name change
- AO must approve and sponsor the legal name change

**Name corrections:** All changes during a badge process are considered name corrections

1. Before Sponsorship: the AO should make the changes
2. After Sponsorship: the Enroller should make the change to reflect the two forms of ID. This overwrites the NED data
3. After Enrollment the person should re-enroll and the name should be changed to match the two forms of ID. This will overwrite the NED data
4. After Issuance this is considered a legal name change

**<http://idbadge.nih.gov>**

## **Personnel Security**

Helpdesk: 301-402-9755

Appointment Line: 301-496-0051

E-mail: [orspersonnelsecurity@mail.nih.gov](mailto:orspersonnelsecurity@mail.nih.gov)

## **Access Control**

Helpdesk: 301-451-4766

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