

If you need assistance from DPSAC, PLEASE READ THE FOLLOWING MESSAGE IN ITS ENTIRETY:

Due to a higher than normal volume, our office is currently experiencing significant delays in processing incoming requests. Please allow at least **3 business days** for your request to be processed; you will receive an e-mail confirmation once it has been processed and completed. Please be patient – our office is working diligently to serve the entire NIH community. Please see commonly requested information below or visit our [website](#).

DPSAC Approximate Processing Times

Our office is currently experiencing processing delays. DPSAC processing times are averaging 4-6 weeks from NED badge sponsorship to badge issuance (not including DIS clearance wait times, or applicant response times).

e-QIP Assistance

If you need assistance with your online e-QIP or background investigation forms, please view the e-QIP help guides [here](#) or email us at ORSeQIP@mail.nih.gov.

PIN Resets/Certificate Renewal

If you require a PIN-reset, certificate renewal, or need assistance with a damaged PIV badge, please contact Access Control at 301-451-4766.

If your badge certificates have expired prior to the badge expiration date, please reach out to your ISSO to request a login/password exemption. Alternatively, you must visit an NIH enrollment center as soon as possible to complete enrollment for your badge renewal.

Remote Enrollment Services

If you will not be working within 200 miles of an NIH campus and require assistance with remote enrollment or badging services, please visit our [Remote Enrollment](#) page for additional information.

NED Record

If you need to update your NED record or report a lost/stolen badge, please contact your administrative officer.

For all other inquiries, please call us at 301-402-9755.