

# Division of Personnel Security and Access Control (DPSAC)

## DPSAC NEWS – September 21, 2007

A weekly e-newsletter from the Office of Research Service, 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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### DPSAC News Changes Publication Schedule

Since June of this year DPSAC has been publishing the *DPSAC News* e-newsletter to the NIH community to help everyone understand and work with the new security requirements mandated by Homeland Security Presidential Directive 12 (HSPD-12), especially those related to the new procedures to obtain a Background Investigation and NIH ID Badge.

We will continue to publish this newsletter, but the frequency will change from weekly to bi-weekly. In the event of time-sensitive news or alerts, we will publish a special edition to keep you apprised. Also, look for *DPSAC News* to come out on Wednesdays instead of Fridays. We want to continue to keep you informed as NIH continues to implement this new government-wide security program. DPSAC is constantly striving to improve and simplify its procedures to help you obtain your new ID badge and expedite your background investigation. We greatly appreciate the feedback we receive from you, which often helps us develop better ways to accommodate your needs.

You can find past issues of *DPSAC News* on the PIV website:

<http://security.nih.gov/PIV/relatedLinks.htm>. We are currently re-designing our website to provide easier access to information as well as better navigation.

### 'Sponsorship' - The First Requirement For ALL Employees and Contractors Obtaining a Badge

One of the HSPD-12 requirements is that all employees and contractors be 'sponsored' for a badge (*DPSAC News*, 8/10/07, <http://security.nih.gov/PIV/relatedLinks.htm>). To obtain 'Sponsorship' your Administrative Officer must first enter certain data into the NED system\*. **We cannot process a badge request for employees or contractors who haven't been sponsored.** Once sponsorship occurs, the applicant can make an appointment with DPSAC to begin the process to obtain an ID badge.

We now offer five options to make it easy for an applicant to make an appointment with DPSAC to get fingerprinted. They are:

- 1) Schedule an appointment online with the help of your AO or IC POC. For a current list of IC POCs, click [here](#).

- 2) Schedule an appointment by stopping at the DPSAC office in Bldg. 31, Rm. 1B03.
- 3) Make an appointment by calling the appointment phone line 301-496-0051.
- 4) Sign up for Same-Day Service. Sign up begins at 7:00 a.m., and processing is done between 2:00-4:00 p.m.
- 5) Stop by the Enrollment Center for Wednesday evening processing from 5:00-8:00 p.m.; no sign-up required; all applicants arriving before 8:00 p.m. will be processed.

**Please be aware that before we can issue a badge, we must first obtain fingerprint results.** The results take between 3-5 days, and on occasion may take up to 14 days. We will alert applicants via e-mail once their results are back. Applicants will be advised to bring their e-mail along with them when they go to obtain their ID badge. If you have not received an e-mail regarding your fingerprint results by the 6<sup>th</sup> day, we recommend that you contact DPSAC to check on the status of your results.

*\*The NIH Enterprise Directory (NED) is a centralized directory that maintains current contact and organizational information for all NIH workers and people utilizing NIH services or facilities.*

For a complete explanation of the new security or suitability requirements, please visit the PIV website: <http://security.nih.gov/PIV/index.htm>.

### **Access Control: If Your Badge Fails to Function**

To Cardholders: If you have been issued a new badge and it stops functioning, please contact the Access Control Help Desk at 301-451-4766 prior to notifying your AO. We will be able to determine the cause of the problem and recommend a solution.

To AOs: If a badge holder notifies you that their badge is not functioning, please have them contact the Access Control Help Desk at 301-451-4766 prior to putting in a NED action to re-issue a badge. There are many reasons why a badge might stop working. Our help desk can pinpoint the problem and take corrective action or, if needed, recommend a badge replacement.

### **Helpful Tips**

- We continue to see a number of incomplete or 'non-submitted' e-QIP applications.

**Please complete your online e-QIP application, print a copy for yourself and print the required signature pages before hitting the "submit" button.** The printed Signature forms must be delivered to DPSAC (Bldg 31, Rm 1B03) in order to complete the background investigation process.

Please remember to hit the submit button. Failure to do so will result in a 'non-submitted' e-QIP application.

An incomplete or non-submitted e-QIP can lead to termination of your ID badge.

- **Some helpful links:**

1. [NIH ID Badge Process](#)
2. [HHS/NIH ID Badge Request Form](#)
3. [Background Investigation Approval Form \(Levels 2 – 6\)](#)
4. [Previous editions of the \*DPSAC News\*](#)

## **FAQs**

Q: I've heard that the new ID Badges will have a different look compared to our current badges. Can we get an advance peek at the badge and find out more about the changes incorporated into the new card?

A. Absolutely. We plan to preview the new badge in an upcoming issue of *DPSAC News*.

Q. I've reached the bottom of my E-QIP online application. I answered all of the questions and filled in all the blanks but I don't think I'm finished. Am I right?

A. Yes, there are still a few steps you must take before your e-QIP application can be processed. Once you have completed your online e-QIP application, print a copy for yourself. Also, print the required signature pages and then...**hit the "submit" button**. Your application is now complete and submitted for processing by DPSAC.

Remember, the printed Signature forms must be delivered to DPSAC (Bldg 31, Rm 1B03) in order to complete the background investigation process.

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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) Resources within the Office of Research Services (ORS).*