

RENEWING AN ID BADGE

Process Overview:

1. The NIH Enterprise Directory (NED) automatically generates an Awaiting Badge Renewal task 60 days prior to badge expiration. The task appears in the NED Inbox of any AO/AT who has the badge holder's SAC code listed in their Primary SACs list under NED Preferences.
2. An AO/AT runs the Awaiting Badge Renewal task and selects the option to renew the badge. The AO/AT ensures (or enters, if it's missing) any position or personal information that is required by DPSAC for the investigation and badge issuance process.
3. A PIV Sponsor runs the Awaiting Sponsorship task to approve and substantiate the need for a new ID badge.
4. NED sends an email to the badge holder indicating that the ID badge renewal process is underway.
5. NED passes the badge renewal request to BITS (Background Investigation Tracking System) and BITS opens a case for the person.
6. A staff person in the DPSAC Personnel Security Office conducts a PIPS (Personnel Investigations Processing System) check to see if the badge holder has a current background investigation on file and updates the badge holder's case in BITS.
7. If a current investigation is on file, go to step 10.
8. If a current investigation is not on file, DPSAC will initiate the person in e-QIP (Electronic Questionnaire for Investigation Processing) and email the person the appropriate forms to complete.
9. If fingerprints are required:
 - a. NED sends an email to the badge holder* indicating that a fingerprinting appointment should be scheduled.
 - b. The badge holder gets fingerprinted and the fingerprints are sent to OPM (the Office of Personnel Management) for processing.
 - c. Three to five business days (usually) after fingerprinting, DPSAC adjudicates the results of the fingerprint check and updates BITS to authorize the badge (if the check is favorable).
 - d. BITS sends confirmation that the fingerprint adjudication has been completed.
10. NED updates the ID badge system with the ID badge renewal request.
11. NED sends email to the badge holder* indicating that he/she is authorized for a new ID badge and where to pick it up. It is recommended that the email be brought to DPSAC in order to minimize the wait time.
12. A staff person in the DPSAC Access Control Office collects the old badge and issues the new badge to the badge holder.
13. The ID badge system notifies NED that issuance is complete.

*If NED does not have an email address for the badge holder, the email is sent to the POC, Servicing AO, and/or Supervisor (Contractor PM for contractors).

Before You Start:

The AO/AT ensures (or enters it, if it's missing) any position or personal information that is required by DPSAC for the investigation and badge issuance process.

Position Information:

- Servicing AO**
- Supervisor**
- Project Officer** (if badge holder is a contractor)
- Form NIH 2866** (information can be obtained from your Supervisor or Project Officer)
- New expiration date** (the maximum is five years)
- CAN** (Common Accounting Number)

Personal Information:

- Legal Name** (supported by an I-9 document)
- Gender** (M or F)
- Country of Citizenship**
- SSN** (9 digits)
- Date of Birth** (DOB)
- Country of Birth**
- City of Birth**
- State of Birth** (if born in the United States)

Note: There may be some exceptions to the above process that will need to be addressed on an individual basis.

PROCESS FOR RENEWING AN ID BADGE IN NED – Administrative Tech (AT)*

*Other than Administrative Officer personnel entering information in NED

- Step 1:** Click the green arrow to run the Awaiting Badge Renewal task.
- Step 2:** Click the **Renew Badge** button.
- Step 3:** To enter or change position information, click the **Edit** button in the Position Information section.
- Step 4:** Enter or correct any missing or incorrect information. Click the **Next** button when complete.
- Step 5:** Enter or correct any missing or incorrect information about the badge holder's position/function or applicable exception factors. Click the **Next** button.
- Step 6:** Enter or correct the CAN and click the **Save Changes** button.
- Step 7:** Review the summary screen and click the **Submit Changes** button.
- Step 8:** Review or change the badge expiration date.
- Step 9:** To enter or update personal information about the badge holder, there are two options:

Note: The default ID badge expiration date is set to the maximum of five years.

Option 1

- Step 10:** Click the **Update Record Myself** button.
- Step 10a:** Enter, correct, or validate the badge holder's personal (you will need a signed HHS- 745), work, and services information.
- Step 10b:** Click the **I agree** check box.
- Step 10c:** Click the **Submit Changes** button.

Option 2

- Step 10:** Click the **Send Request to Individual** button.

Note: Option 2 is only available if the badge holder has an NIH network account. If not, the button is grayed out and Option 1 must be used.

Note: If the badge holder will leave NIH prior to the badge expiration, click the **Allow Expiration** button.

If the badge holder has already left NIH and you want to deactivate the NED record, click the **Deactivate Record** button. (You'll be prompted to enter the date.)

Legend

- = Administrative Tech (AT)
- = Administrative Officer (AO)
- = Badge Holder

- Step 11:** Click the green arrow to run the Awaiting Approval: Confirm Badge Renewal task.
- Step 12:** Validate the CAN.
- Step 13:** Click the **Approve** button.

- Step 11:** Click the green arrow to run the Awaiting Approval: Request Badge Holder to Update Record task.
- Step 12:** Validate the CAN.
- Step 13:** Click the **Approve** button.

- Step 13a:** Enter personal information using NED self-service.
- Step 13b:** Click the **Submit** button.

- Step 14:** Click the green arrow to run the Awaiting Sponsorship task.
- Step 15:** Review the information, and click the **I Agree** check box.
- Step 16:** Click the **Sponsor** button.

NIH HELP DESK

<http://ithelpdesk.nih.gov>
301.496.4357 or
866.319.4357

PROCESS FOR RENEWING AN ID BADGE IN NED – Administrative Officer (AO)

- Step 1:** Click the green arrow to run the Awaiting Badge Renewal task.
- Step 2:** Click the **Renew Badge** button.
- Step 3:** To enter or change information about the position, click the **Edit** button in the Position Information section.
- Step 4:** Enter or correct any missing or incorrect information. Click the **Next** button when complete.
- Step 5:** Enter or correct any missing or incorrect information about the badge holder's position/function or applicable exception factors. Click the **Next** button.
- Step 6:** Enter or correct the CAN and click the **Save Changes** button.
- Step 7:** Review the summary screen and click the **Submit Changes** button.
- Step 8:** Review or change the badge expiration date.
- Step 9:** To enter or update personal information about the badge holder, there are two options.

Note: The default ID badge expiration date is set to the maximum of five years.

Note: If the badge holder will leave NIH prior to the badge expiration, click the **Allow Expiration** button.

If the badge holder has already left NIH and you want to deactivate the NED record, click the **Deactivate Record** button. (You'll be prompted to enter the date.)

Option 1

- Step 10:** Click the **Update Record Myself** button.
- Step 10a:** Enter, correct, or validate the badge holder's personal (you will need a signed HHS- 745), work, and services information.
- Step 10b:** Click the **I agree** check box.
- Step 10c:** Click the **Submit Changes** button.

Option 2

- Step 10:** Click the **Send Request to Individual** button.

Note: Option 2 is only available if the badge holder has an NIH network account. If not, the button is grayed out and Option 1 must be used.

Legend

- = Administrative Tech (AT)
- = Administrative Officer (AO)
- = Badge Holder

- Step 11:** Click the green arrow to run the Awaiting Sponsorship task.
- Step 12:** Review the information, and click the **I Agree** check box.
- Step 13:** Click the **Sponsor** button.

- Step 10a:** Enter personal information using NED self-service.
- Step 10b:** Click the **Submit** button.

NIH HELP DESK

<http://ithelpdesk.nih.gov>
301.496.4357 or
866.319.4357