

# *Defense Manpower Data Center*

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Personnel Security & Assurance



## **Defense Central Index of Investigations (DCII) Frequently Asked Questions (FAQs)**

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## General Questions:

1. What are the system requirements for DCII access?

The current version of DCII is a Web based application and requires an Internet browser to access. Microsoft Internet Explorer 11 or higher is required. Other browsers might also be compatible with DCII, but are not supported.

2. Is there a User's Guide for DCII?

Yes. However, because the Guide is For Official Use Only (FOUO), it is only accessible to users after they log into DCII.

3. Will there be DCII training provided for Agency Administrators?

No formal training is currently provided. Please refer to the DCII Account Management Guide document located on the [DCII web site](#) under the 'Documentation' section.

4. Is Security-related training required to use DCII?

Yes, all new users and those requesting modifications to their accounts are required to have completed both **Annual Information Awareness Training** as well as **Personally Identifiable Information Training**. Links to approved classes are available on the [DCII website](#).

5. Is there an Agency Administrator users' guide for DCII?

No, not specifically. Refer to Section 6.3 in the DCII User's Guide for information on account administration. The User's Guide can be found under the 'HELP' menu once you log in.

6. What are the duties of the DCII Agency Administrator?

Please refer to the DCII Account Management Guide document located on the [DCII web site](#) under the 'Documentation' section. This document contains the roles and responsibilities for a DCII Agency Administrator.

## PSSAR Form Questions:

7. Where can I get a PSSAR (Personnel Security System Access Request) form?

You can download the [PSSAR form](#) from the DCII web site. Refer to the 'Access Request' section on the left side of the page.

8. Where do users requesting a DCII Agency Administrator account send their PSSAR form?

Users requesting an account at the Agency Administrator level are required to send their completed PSSARs to DMDC Contact Center by email at [dmdc.contactcenter@mail.mil](mailto:dmdc.contactcenter@mail.mil)

IMPORTANT NOTE ABOUT SENDING PII!: In order to protect Personal Identifiable Information (PII) sent via encrypted email, please follow the instructions at the following link: [Contact Center Email Encryption](#).



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Establishing encryption capability with the DMDC Contact Center is essential to ensure privacy of transmitted data.

9. Where do users requesting a DCII Agency User account send their PSSAR forms?

Agency Users must send their completed PSSAR forms to their Agency Administrators. **DO NOT SEND** them to DMDC or to the Contact Center.

10. I am an Agency Administrator. What do I do with the DCII User's PSSAR forms?

In accordance with the DCII Account Management Guide, it is the responsibility of the Agency Administrator to set up accounts for new DCII Users using the completed PSSAR form. The DCII Account Management Guide is located on the [DCII web site](#) under the 'Documentation' section.

On a periodic basis, when requested by DMDC, Agency Administrators should send an updated PSSAR Status Report with the most current list of users they administrate. Please provide the following information: User Name, SSN, Investigation Type, Investigation Date, and Clearance/Eligibility.

It is recommended that Agency Administrators maintain a repository of PSSAR forms for their users. DMDC may ask for verification of users at any time.

11. Are Nominating Official, Validating Official and User's signatures required on the PSSAR forms?

Yes. The signatures must be on all PSSARs, otherwise the form will be rejected during processing.

12. Do new Agency Administrators require a signed PSSAR?

Yes, a PSSAR is required along with your training certificates.

13. Will I receive a reply from the DMDC Contact Center once I have submitted a PSSAR?

The DMDC Contact Center will contact the requesting Agency Administrator with a User ID and Password via separate encrypted e-mail or via phone.

14. Who is the Nominating Government Official for Agency Administrators or Users?

The Nominating Government Official is designated by the Agency Administrator or User's agency. The Nominating Official must be GS-14 grade (or military branch equivalent) or higher.



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## Miscellaneous Questions:

### 15. Who is responsible for re-setting passwords?

For Agency Administrators: The DMDC Contact Center will assist with re-setting passwords if Administrators are locked out of their accounts. The DMDC Contact Center may be reached by phone at 1-800-467-5526 or e-mail at [dmdc.contactcenter@mail.mil](mailto:dmdc.contactcenter@mail.mil).

For Agency Users: Your agency's Administrator is responsible for resetting User passwords. If you don't know who your Administrator is, contact DMDC at [dmdc.dcii@mail.mil](mailto:dmdc.dcii@mail.mil) and ask them to provide contact information.

### 16. As an Agency Administrator, how can I get a list of my active DCII users?

Take the following steps to obtain a copy of your agency's active DCII users:

- a. Login to DCII
- b. Select 'Admin' from the blue menu bar.
- c. Under the 'Users' area, select 'View List of Users'.
- d. Select the 'Print' button on the upper right side of the screen to print the list.

### 17. What if I forgot the PIN or Password for my credential?

- a. This depends on the specific type of credential you are dealing with:
  - a. For a DoD CAC, you have 3 attempts to enter a correct PIN, if you fail the 3<sup>rd</sup> attempt your credential will be locked; in order to unlock you will need to visit a DEERS/RAPIDS station to unlock and subsequently use it.
  - b. For a Federal PIV, a similar procedure will be necessary as with the CAC. Check with your local PKI Issuance Office regarding procedures for the Federal PIV cards.
  - c. For ECA and other DoD approved PKI credentials this process can vary from issuer to issuer.
    - i. Note: some issuers do not conduct a PIN/Password reset and will require the purchase of a separate credential, please be forewarned and ask what the vendor's SOP is prior to purchase.

### 18. How do you request a new Agency on the DCII System?

You can download the new DCII Agency Request Form (ARF) from the [DCII web site](#). Refer to the 'Access Request' section on the left side of the page. Follow the instructions on the second page of the form.

Send the completed ARF to the DMDC Contact Center by email at [dmdc.contactcenter@mail.mil](mailto:dmdc.contactcenter@mail.mil). It is recommended that you add your agency name to the email subject line.

### 19. What do I do if I receive an inactivity pop-up window around 8 minutes?

Take the following steps to clear out the cache on your workstation. Note: Steps are for Internet Explorer (IE) only; other browsers are not supported by DCII.

1. From the IE Menu Bar, Under Tools, select Internet Options
2. Under Browsing History section, click the 'Delete' button
3. In the Delete Browser History window, click the 'Delete' button
4. Under Browsing History section, click the 'Settings' button
5. Click the 'View Files' button under the Temporary Internet Files tab



6. Select all files by pressing Ctrl-A
7. Click the 'Delete' key and select 'Yes' when the confirmation pop-up window appears.

As a reminder, we encourage all DCII Users to use 'Compatibility View' function when using the system. Take these steps to turn this function on.

1. Select Tools/Compatibility View Settings.
2. Check the Display all websites in Compatibility View checkbox.
3. Click the Close button.