OVERVIEW

If a user's PII (DOB/SSN) in eApp is incorrect, appropriate actions need to be taken by the initiating Security Manager or FSO to correct the eApp user's PII in the system.

Incorrect DOB/SSN in Subject Profile

If user attempts to log in with their DOB/SSN and they are unable to log in, **contact the FSO/Security Manager to confirm the accuracy of the information entered**.

Correct format
- DOB: MM/DD/YYYY
- SSN: xxxxxxxxx

Common mistakes
- User enters 2-digit year instead of 4-digit year
- User enters dashes in the SSN, (there should be none)

The max limit of login attempts is 5. The max limit of login attempts is 5. If the user exceeds this limit, it is recommended they utilize the self-service option to reset their login. If the issue persists, they can contact their FSO/Security Manager for assistance.

Mitigation: Correcting a User's Subject Profile

If it is determined by the FSO/Security Manager that the user is in fact entering the correct information, this means **the user's DOB/SSN in their eApp Subject Profile is incorrect**. The FSO/Security Manager must take the following steps to mitigate:
- Cancel the user's current SF
- Update the user's Subject Profile with the correct DOB/SSN or call the NBIS Help Desk (878-274-5080)/Customer Engagement Team (878-274-1765) if unable to change
- Create a new case for the user

Using a Pseudo SSN

If the user has no SSN, then the NBIS Agency system will automatically assign a Pseudo SSN for them. In that case, the FSO/Security Manager must inform the user of their Pseudo SSN for them to be able to pass the DOB/SSN validation.

The leading 'S' in a Pseudo SSN must be uppercase.