

NATIONAL BACKGROUND INVESTIGATION SERVICES (NBIS)

QUICK REFERENCE GUIDE – HELPFUL RESOURCES

INCORRECT SUBJECT SSN

If the Subject's SSN listed in NBIS is incorrect, add a copy of the subject's SSN card to subject documents in DISS, then call the Customer Engagements Team. Do not add an additional profile with the correct SSN.

EDITING SUBJECT INFO

To edit a Subject's information, including updating/adding an email address, you must first add an affiliation on the Subject Profile.

Job Aid: Manage Subject Affiliations

CV ENROLLMENT

All subjects should show enrolled in CV in DISS at this time. If not, an investigation request should be initiated through NBIS. The case should be initiated as a reinvestigation. For example, if the subject currently has a Secret clearance, the case should be initiated as a T3R. The subject will complete their eApp form and submit to their FSO. The FSO will review and submit the form to VRO.

VRO will determine if the subject needs to be enrolled in CV once the case is received. If not enrolled, VRO will enroll the subject in CV and then stop the investigation from going any further.

Once the subject has been enrolled in CV, the updated CV enrollment will appear under the Continuous Evaluation section in the subject details in DISS.

UNABLE TO WORK ON A CASE

If you find that you are unable to work on a case, such as review or authorize/release, you may need to reassign the case to yourself.

Job Aid: Reassign a Task

UNABLE TO REASSIGN A CASE

If you are unable to reassign a case to yourself, you will need to verify that the User Assignments on your persona are appropriate. If you do not have a user assignment for the applicable case type and phase, NBIS will not allow the case to be assigned to you.

Job Aid: Reassign a Task, Manage User Assignment Template

INITIATION WORKFLOW

If you do not have an option in the Workflow Type dropdown when initiating, a Form Routing Workflow needs to be created in Org Management.

Job Aid: Manage Form Routing Workflow Job

*Review a case Request
Initiate a case Request*

AUTHORIZATION STATUS

Once an initiation has advanced to Authorization, it is pending action with AVS, and you will not be able to take actions on the initiation.

NBIS TRAINING/JOB AIDS

NBIS Training Resources can be accessed in STEPP.

STEPP can be accessed [here](#).

To create a STEPP account, use the Create Account button located on the website and follow the instructions listed on the page. If you have any issues creating an account or logging in, please contact the STEPP help desk at 833-200-0035 or by email at support@usalearning.net.

SERVICES UNAVAILABLE

If you land at the NBIS Services Unavailable page, try clearing your [browser cache](#), [SSL state](#), and using a different browser. If these do not resolve your issue, contact the appropriate help desk.

HELP DESK INFORMATION

Customer Engagement Team
Phone Number: 878-274-1765
Email: dcsa.ncr.nbis.mbx.contact-center@mail.mil
M-F; 6:00 AM – 6:00 PM EST

Applicant Knowledge Center
Phone Number: 878-274-5091
Email: DCSAAKC@mail.mil
M-F; 6:00 AM – 4:30 PM EST

Note** Specific Job Aids listed can be searched in STEPP:
(<https://cdse.usalearning.gov/login/index.php>)

