

NATIONAL BACKGROUND INVESTIGATION SERVICES (NBIS)

QUICK REFERENCE GUIDE – eApp

eApp Troubleshooting: *The tips below have been recommended by DCSA's Customer Engagement Team (CET). Prior to contacting CET, it is recommended to take these steps.*

Is your eApp locked?

- If your account states that it is locked, your Security Office will be able to perform a reset. This reset will re-send you 2 automated emails from donotreply@nbis.mil. One email will contain your User ID, the other should contain a new temporary password. From there, you should be able to create a new password.
- Security Offices can reference Job aid: KB0013046-Reset an aApp Password

Immediate Troubleshooting Steps

- Ensure you are not connected to a Virtual Private Network (VPN), and clear Cookies and Cache from your browser (see below). Use of a home or personal network is recommended and may be necessary for eApp completion.
- Try switching between browsers, and use the latest versions of Google Chrome, Microsoft Edge, or Mozilla Firefox.
- It may be necessary to use a different computer or network due to configurations. It is common to experience issues on mobile and MAC devices. A Windows computer is recommended.

Logging into eApp for the first time

Ensure you are accessing the correct URL: <https://myinvestigation.nbis.mil>. It may be necessary to manually enter this URL into your browser. URL <https://eapp.nbis.mil> can also be used.

- If the website states the username is wrong, please try copying/pasting. If this does not work, you can manually enter the information. This information is case sensitive, and it is important to ensure there are no spaces before or after the entries.
- You will need to enter your Full SSN and DOB. If your account continues to become locked, it may be necessary to contact your Security Office to ensure NBIS contains the correct SSN and DOB.
- You will need to create a new password. The system should send you an email confirming your password was changed. It may be necessary to check for this email if you are unsure whether the system accepted your password.
- After creating a new password, you will be looped back to your Username to log in with the password you just created. You will need to enter the same User ID prior to using your new password.
- Upon entering your password, the system should ask you to enter a One Time Passcode (OTP). This is a 6-digit passcode which is sent to your email. You should receive a new passcode every time you log in. It is recommended that you manually enter the OTP.



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QUICK REFERENCE GUIDE – eApp

Below are some specific steps to take prior to contacting CET.

Clearing Cookies and Cache from your browser

It may be necessary to clear Cache and Cookies from your internet browser. These are two recommended browsers:

For Microsoft Edge:

1. Click the three dots/ellipsis (...) in the upper right corner.
2. Select 'Settings' and scroll down to 'Privacy, search, and services.'
3. Under 'Clear browsing data,' click 'Choose what to clear.'
4. Check 'Cookies and other site data' and 'Cached images and files.'
5. Click 'Clear.'

For Google Chrome:

1. Click the three dots/ellipsis (...) in the upper right corner.
2. Go to 'Settings' and scroll down to 'Privacy and security.'
3. Click 'Clear browsing data.'
4. Select 'Cookies and other site data' and 'Cached images and files.'
5. Click 'Clear data.'

Reasoning: Old cookies and cached information can interfere with logging in by storing outdated authentication data, redirects, and session information. This can lead to issues such as failed login attempts, session conflicts, and unexpected behavior on websites. Clearing your browser's cache and cookies regularly helps ensure a smooth and secure login experience by removing old and potentially problematic data.

Switch your browser to Private or Incognito mode

This could be called Private Browser, or Incognito if you are using Chrome. This prevents extensions from running.

For Microsoft Edge:

Click the three dots (...) and choose 'New InPrivate window.'

For Google Chrome:

Click the three dots (...) and choose 'New Incognito window.'

Try logging in there.

Reasoning: Private windows avoid potential extension issues and ensure a clean session, which can help if extensions are causing login problems.



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Below is a summary of eApp's pre-fill capability. Please be sure you are following these steps if you encounter issues with this feature.

Is the eApp form not populating previous entries?

- Initially, check to see if your name and citizenship status was pre-filled. You should do this prior to proceeding with updates to the form. If these are not pre-filled, sign off, close the browser, sign on again and check for pre-fill.
- eApp will always require entry of the Social Security Number, Place of Birth, Date of Birth, and any “No” or “I don’t know” responses to questions with “Yes” or “No” response options. You must always enter this information every time you submit the eApp form; therefore, you may need to revisit these sections, and proceed to each section, in order.
- After completing identifying information, if the form still is not populating entries, it may be necessary to log out and log back in again and attempt the troubleshooting steps noted below.
- It may be necessary to try a different browser (e.g., Chrome, Firefox, Edge) and use a Windows computer if you are experiencing issues on an IOS, using Safari or a mobile device. Also ensure that you are not connected to a VPN. Use of a home or personal network is recommended.

Applicable Form Types & Versions:

SF86 2010, 2016, 2017, & 2020

SF85P 2017 & 2021

SF85P+85PS 2017 & 2021

SF85 2013 & 2021



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If you are still experiencing issues and have performed all the troubleshooting steps, please be prepared to provide the information below.

Escalating errors to CET

CET is not able to view your entries within the form; therefore, it is necessary to obtain screenshots showing the error or issue you are encountering. Please be prepared to send this information via email.

Upon contacting CET, an agent will confirm if you've taken the appropriate troubleshooting steps that are necessary to document and may repeat some of these to remedy the issue.

HELP DESK INFORMATION

[Applicant Knowledge Center](#)

Phone Number: 878-274-5091 Email: DCSAAKC@mail.mil

M-F; 6:00 AM – 4:30 PM EST

