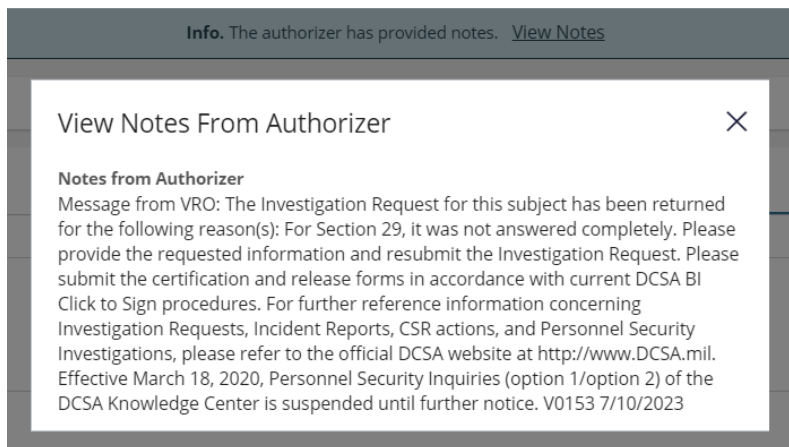




NBIS Tips for Initiate/Review/Authorize (IRA) Processing and Continuous Vetting (CV) Enrollment

As we transition to National Background Investigation Services (NBIS), the Vetting Risk Operations (VRO) wanted to highlight a couple features that did not exist in the Defense Information System for Security (DISS) that are in NBIS.

- When a Subject forgets their login information to complete their eApp, the user will have the ability to resend their login information without having them reach out to the Customer Engagement Team (CET)
 - To reset the Subject’s eApp login, go to the Subject’s NBIS profile and from the Actions drop down (top right) select “Reset eApp Password”. This will send an email to the Subject to allow them to reset their password and log back into their eApp.
- If a case needs corrections after submission to VRO, the VRO has the ability to send it back to the organization without having the Subject to fill out a new SF-86.
 - In the Task Management tab, it will say “Returned Form Authorizer” in the status.
 - When the case is in this status, click on the case and select “View Notes” in the blue banner, this will open a text box that will have a message from VRO (sample below). At this point, the user will need to return the eApp back to the Subject and have them make the update.



- ***Tip** – Make sure the “Returned from Authorizer” (RFA) user assignment is set so the case can be worked.
- If a case needs corrections after submission to the Investigation Service Provider (ISP), the ISP has the ability to send it back to the organization without having the Subject fill out a new SF-86.
 - In the Task Management tab, it will say “Returned From ISP” in the status
 - When the case is in this status, click on the case and select View Notes in the blue banner, this will open a text box that will have a message from the ISP. VRO will send the Facility Security Officer (FSO) via RFA function in DISS, the exact reason (s) for the return and instructions on how to resubmit the investigation request via NBIS.



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- *Tip – Make sure the “Returned from ISP” user assignment is set so the case can be worked.
- When an SF-86 update received in NBIS is enrolled into CV, DISS will not provide a notification to the FSO. Please monitor DISS via Subject Report for an updated CV enrollment date.