



# Quick Reference



Note\*\* Specific Job Aids listed below can be found on STEPP (<https://cdse.usalearning.gov/>). Navigate to the Job Aid section, select “Expand All” on the right side of the screen, and utilize the CTRL+F function (on your keyboard) to search within the browser

## INCORRECT SUBJECT SSN

If the Subject’s SSN listed in NBIS is incorrect, call the NBIS Agency Portal Help Desk immediately. 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*

## INCORRECT EMAIL ADDRESS

If an incorrect email address is present at the time of initiation, you will need to update the Subject's email on their profile, search for the Subject by SSN again to refresh the profile and reset the Subject's eApp Password.

*Job Aid: Reset eApp Password*

## AUTHORIZATION STATUS

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

## 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*

## HELP DESK INFORMATION

NBIS Agency Portal

Phone Number: 878-274-1765

Email: [dcsa.ncr.nbis.mbx.contact-center@mail.mil](mailto:dcsa.ncr.nbis.mbx.contact-center@mail.mil)

M-F; 6:00 AM – 6:00 PM EST

NBIS Subject Portal/eApp

Phone Number: 878-274-5091

Email: [DCSAACK@mail.mil](mailto:DCSAACK@mail.mil)

M-F; 6:00 AM – 4:30 PM EST

## 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 Workflows*

## 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](mailto: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.