Defense Information System for Security (DISS)

Tips and Tricks
CSR

July 2019

When to Submit a CSR in DISS

1 — Submit a CSR in DISS

	Action to be taken
☐ Change in Marital Status/Cohabitation ("Scheduled" investigation only)	Submit CSR: Provide Supplemental Information
☐ Change in Marital Status/Cohabitation with Foreign National	Submit CSR: Provide Supplemental Information
☐ SSN Change	Submit CSR: Provide Supplemental Information
☐ Cancel "Scheduled" Investigation (Subject No Longer Requires Access)	Submit CSR: Provide Supplemental Information
☐ No Determination Made with Previous Valid Eligibility	Submit CSR: Recertify
☐ Reciprocity	Submit CSR: Request Reciprocity
☐ Request Adjudication on Closed Investigation (provided the closed investigation is over 30 days)	Submit CSR: Provide Supplemental Information (if DISS does not indicate Adjudication in progress)
☐ LOJ with Previous Valid Eligibility	Submit CSR: Recertify
☐ Request Adjudication on Closed Investigation (needs to move to a another DoD component for adj)	Submit CSR: Provide Supplemental Information
☐ Reopen "Discontinued" Investigation	Submit CSR: Provide Supplemental Information
☐ Upgrade/Downgrade Investigation	Submit CSR: Provide Supplemental Information
☐ DCSA requests a PR to be submitted but a PR is not required	Respond to RFA request from VROC

2 — Contact the JPAS/DMDC Contact Center

	Action to be taken
☐ PII Change (No Longer has DOD/Military associations)	Follow JPAS Data Correction Checklist
☐ Change of Employment	Losing facility needs to separate in JPAS/DISS; gaining facility establishes relationship/indoctrinates in JPAS
☐ Cancel "Scheduled" Investigation (Employment Termination)	Losing facility needs to separate in JPAS/DISS
☐ Erroneous DOD/Military category	Follow JPAS Data Correction Checklist

3 — Contact the Knowledge Center

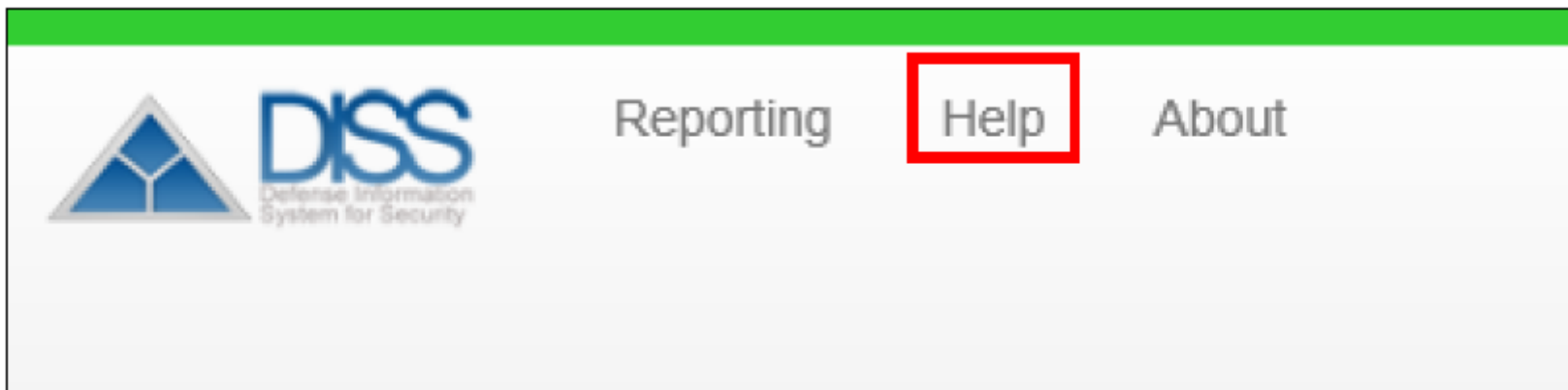|	Action to be taken
☐ Status of investigation/adjudication (outside standard timeframes)	Contact VROC Knowledge Center at (888) 282-7682, Option #2

User Manual Location

Upon logging in, you can access the JVS User Manual by selecting the "Help" link located at the top left of your screen

Additional examples can be located in the JVS User Manual located under the Help Tab in DISS. Complete instructions for processing a CSR are located in section 3.5

Provisioning Tips & Tricks

- If contacted with provisioning instructions by DCSA & DMDC, act quickly, because your activated account will expire if not logged into within 30 days.

- Failure to follow provisioning instructions may result in the rejection of your provisioning package, which will delay your provisioning.

- Most common package rejection reasons:

  1. **Selecting everything in PSSAR Part 2, Section 16b or alternatively selecting nothing at all**

  2. **Certificates/training expired (more than one year old) or dates on certificates do not match dates on PSSAR form**

  3. **Information missing (blank) or duties to not correspond to the roles requested in Part 2 Section 16b**

  4. **Letter of Appointment (LOA) missing or incomplete** (not signed by Key Management Personnel (KMP), requests a Joint Personnel Adjudication System (JPAS) account vice Joint Verification System (JVS) account, etc.)

  5. **KMP acting as the nominating official** (on both the LOA and/or PSSAR) is not cleared in connection with the facility clearance

1. Click on the **Subject Actions** button to display a drop-down menu for creating CSRs.

2. Select an option from the drop-down menu to create a CSR. The available options meet the above preconditions; otherwise, the CSR option does not display.

Create CSR

3. This opens a **Create CSR** tab for the selected CSR type.
4. This example displays a CSR Recertify. There is a Task Details; Subject Details; Document Details, in which you add any relevant documents; and a Request Details panel, which is unique to each CSR.

Create CSR

5. Add a document to the CSR by clicking on the **Upload Document** button. An **Upload Document** pop-up window opens. Fill in the required information and select **Add Document**. Or select **Cancel** to cancel the addition of the document.

6. The document is added to the Document Details table.

7. Select the Eligibility Level Requested using the drop-down menu.

8. Select a Recertify Reason using the drop-down menu.

9. Indicate whether or not there was a break in service using the Break in Service drop-down menu.

10. If you select "Yes" for Break in Service, you must select Break in Service Start and End dates by clicking on the calendar icon and using the navigable calendar.

Note: If there is a break in service greater than 24 months, the user receives an error message and cannot send the CSR.

11. Delete the data entered to clear the corresponding date

Create CSR

12. Type comments into the Comments text box.

13. Use the drop-down menu to select a corresponding active CAF. This field is applicable to the CSRs that are sent to CATS, including:
- Request Adjudication Reconsideration
- Recertify
- Provide Supplemental Information
- Upgrade Eligibility
- Expedite Process Request
- Request Reciprocity

If an industry Security Officer creates one of these types of CSRs, the CSR will automatically route to the Industry Process Team first for approval.

14. Click **Create** to complete the CSR. Or, click on the **x** in the tab header to close the CSR without sending it

Additional examples can be located in the JVS User Manual located under the Help Tab in DISS.

Customer Support

DISS Provisioning

DISS Provisioning Team

DISS Provisioning	DCSA.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil
VROC Homepage	https://www.DSS.mil/ma/tw/dvd/vroc/

Technical Assistance…

DMDC Contact Center

Phone	1-800-467-5526
Website	dmdc.contactcenter@mail.mil
Menu Options	1 – DISS