

Defense Information System for Security (DISS)

Tips and Tricks
CSR

July 2019

SCREEN ASSESS PROCESS INVESTIGATE EXAMINE
VETTING
EXAMINE ASSESS INVESTIGATE EVALUATE
PROCESS ASSESS EXAMINE SCREEN



When to Submit a CSR in DISS



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Submit a CSR in DISS

- Change in Marital Status/Cohabitation (“Scheduled” investigation only)
- Change in Marital Status/Cohabitation with Foreign National
- SSN Change
- Cancel “Scheduled” Investigation (Subject No Longer Requires Access)
- No Determination Made with Previous Valid Eligibility
- Reciprocity
- Request Adjudication on Closed Investigation (provided the closed investigation is over 30 days)
- LOJ with Previous Valid Eligibility
- Request Adjudication on Closed Investigation (needs to move to a another DoD component for adj)
- Reopen "Discontinued" Investigation
- Upgrade/Downgrade Investigation
- DCSA requests a PR to be submitted but a PR is not required

Action to be taken

- Submit CSR: Provide Supplemental Information
- Submit CSR: Provide Supplemental Information
- Submit CSR: Provide Supplemental Information
- Submit CSR: Provide Supplemental Information
- Submit CSR: Recertify
- Submit CSR: Request Reciprocity
- Submit CSR: Provide Supplemental Information (if DISS does not indicate Adjudication in progress)
- Submit CSR: Recertify
- Submit CSR: Provide Supplemental Information
- Submit CSR: Provide Supplemental Information
- Submit CSR: Provide Supplemental Information
- Respond to RFA request from VROC



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Contact the JPAS/DMDC Contact Center

- PII Change (No Longer has DOD/Military associations)
- Change of Employment
- Cancel “Scheduled” Investigation (Employment Termination)
- Erroneous DOD/Military category

Action to be taken

- Follow [JPAS Data Correction Checklist](#)
- Losing facility needs to separate in JPAS/DISS; gaining facility establishes relationship/indoctrinates in JPAS
- Losing facility needs to separate in JPAS/DISS
- Follow [JPAS Data Correction Checklist](#)



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Contact the Knowledge Center

- Status of investigation/adjudication (outside standard timeframes)

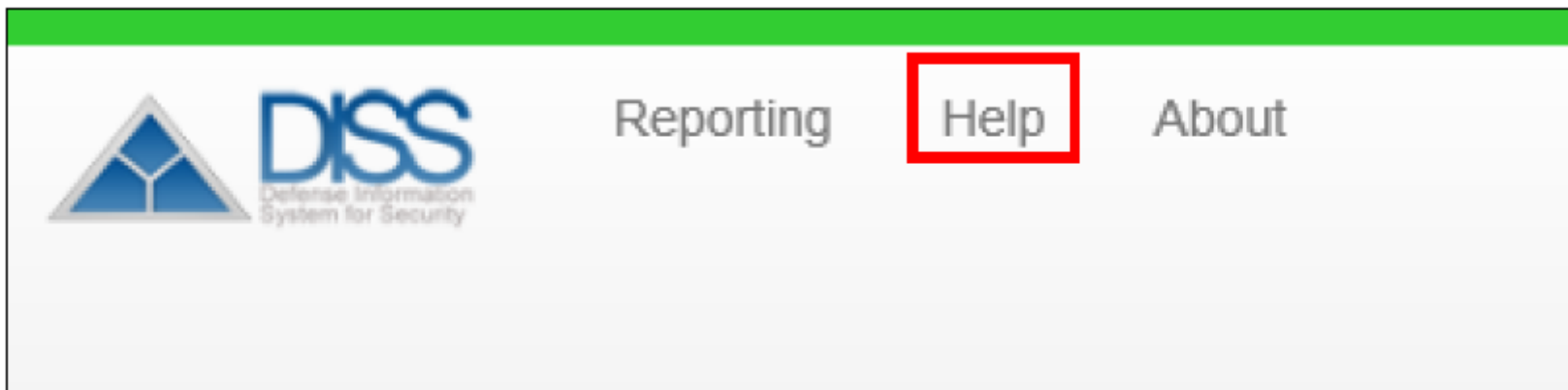
Action to be taken

- 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

How to Create CSR



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.

A screenshot of the DCISA Subject Details page for Sharon Debra Tyler. The page has a blue header with tabs for "Subjects", "Subject Details", "SMO Details", and "Subject Summary". The main content area displays the subject's name and various details: SSN: 446-75-4233 (with a pencil icon for editing), DOB: 1986/06/07, Eligibility Level: Top Secret, Eligibility Determination: Favorable made on 2016/06/06, and Supporting Investigation: ANACI. Below this is a navigation bar with tabs for "Basic Info.", "Contact Info.", "Other Subject Details", "SMO Relationships", "Incidents", and "Access". A "Foreign Travel" tab is also visible. On the right side, a "Subject Actions" button is highlighted in green, and a dropdown menu is open, listing several options: "CSR/Provide Supplemental Information", "CSR/Recertify", "CSR/Request Reciprocity", "CSR/SCI Sponsorship", "CSR/Upgrade Eligibility Request", and "Initiate Investigation Request".



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.

The screenshot shows a web application interface for creating a CSR. At the top, there is a navigation bar with tabs: "Subjects", "Subject Details", "SMO Details", "Subject Summary", and "Create CSR". The "Create CSR" tab is active.

The form is divided into several sections:

- Task Details:** Shows "Request Type: CSR Recertify" and "Description: Create Recertify CSR".
- Subject Details:** Displays information for "Sharon Debra Tyler", including SSN: 446-75-4233, DOB: 1986-06-07, Eligibility Level: Top Secret, and Eligibility Determination: Favorable made on 2016/06/06.
- Document Details:** A table with columns "Name", "Type", and "Description". It currently shows "No Documents Provided." and an "Upload Document" button.
- Request Details:** A section for "CSR Information" with the following fields:
 - *Eligibility Level Requested: Secret (dropdown)
 - *Recertify Reason: Other (dropdown)
 - *Break in Service: Yes (dropdown)
 - Break in Service Start: (text input)
 - Break in Service End: (text input)
 - *Comments: (text area)

At the bottom, there is a "Select CAF:" dropdown menu set to "DOE CAF" and a "Create" button. A note indicates "2000 characters remaining" for the comments field.

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.

The screenshot displays the 'Create CSR' interface. The main window has tabs for 'Subjects', 'Subject Details', 'SMO Details', 'Subject Summary', and 'Create CSR'. The 'Subject Details' section shows information for Sharon Debra Tyler, including SSN, DOB, Eligibility Level (Top Secret), and Eligibility Determination (Favorable). The 'Document Details' section shows 'Name: No Documents Provided' and a circled 'Upload Document' button. A red arrow points from this button to the 'Upload Document' pop-up window. The pop-up window has a title bar 'Upload Document' and a close button. It contains the following fields: 'Select PDF, DOCX, DOC documents to upload', '*Document Name' (DIF Packet), 'Document Description' (This is the subject's DIF Packet. 217 characters remaining.), '*Document Type' (DIF packet), and '*Document' (Testing Document.pdf). At the bottom of the pop-up are 'Add Document' and 'Cancel' buttons.

Create CSR



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

Document Details

Name	Type	Description
DIF Packet	DIF packet	This is the subject's DIF Packet.

Upload Document

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

Request Details

CSR Information

*Eligibility Level Requested: **Secret**

*Break in Service: **Secret**

Break in Service Start:

Break in Service End:

*Comments:

*Recertify Reason: **Other**

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

Request Details

CSR Information

*Eligibility Level Requested: **Secret**

*Break in Service: **Yes**

Break in Service Start:

Break in Service End:

*Comments:

*Recertify Reason: **Other**

Other

No Determination Made

Loss Of Jurisdiction



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

Request Details

CSR Information

*Eligibility Level Requested: *Recertify Reason:

*Break in Service:

Break in Service Start:

Break in Service End:

*Comments:

Create CSR



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

A screenshot of a web application interface for creating a CSR. The form is titled "Request Details" and "CSR Information". It contains several fields and a calendar.

*Eligibility Level Requested: Secret

*Recertify Reason: No Determination Made

*Break in Service: Yes

Break in Service Start: [Calendar icon]

Break in Service End: [Calendar icon]

*Comments:

Select CAF: DO

Today Done

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



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

The screenshot shows a web interface for creating a CSR. At the top is a blue header with a back arrow and the text "Request Details". Below this is another blue header with a back arrow and "CSR Information". The form contains several fields: "*Eligibility Level Requested:" with a dropdown menu set to "Secret"; "*Break in Service:" with a dropdown menu set to "Yes"; "Break in Service Start:" with a date input field containing "2015/01/01"; "Break in Service End:" with a date input field containing "2015/09/30"; "*Recertify Reason:" with a dropdown menu set to "No Determination Made"; and "*Comments:" with a text area containing "Subject needs to be recertified." and a "1968 characters remaining" indicator. At the bottom left is a green "Create" button. At the bottom right is a "Select CAF:" dropdown menu with "DOE CAF" selected, and a list of options including "DOE CAF" and "DoD CAF".

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



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