

DISS JVS JOB AID

Defense Information System for Security
Joint Verification System

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY



DISS Components



System of Record for of all DOD employees, military personnel, civilians and DOD contractors in support of:

- Personnel Security
- Suitability
- Credential Management

Secure communications between Adjudicators, Security Officers, and Component Adjudicators.

There are three components of DISS

- Joint Verification System (JVS)
- Consolidated Adjudication Tracking System (CATS)
- Appeals System

Industry uses the Joint Verification System side of DISS



DMDC LINKS

DISS CATS LOGIN

DISS JVS LOGIN

DISS APPEALS LOGIN



<https://www.dcsa.mil/is/diss/>



DISS Resources

| | |
|---------------------|---|
| General Information | <ul style="list-style-type: none">■ Instructions for Adding DISS as a Trusted Site■ Contact Center Encryption■ DISS Fielding Plan■ DISS Fact Sheet |
| Access Request | |
| Data Quality | |
| Training Aids | |

- DISS
- DISS Resources
- DISS FAQs
- DISS Alerts
- DISS Contact Information

DISS Resources

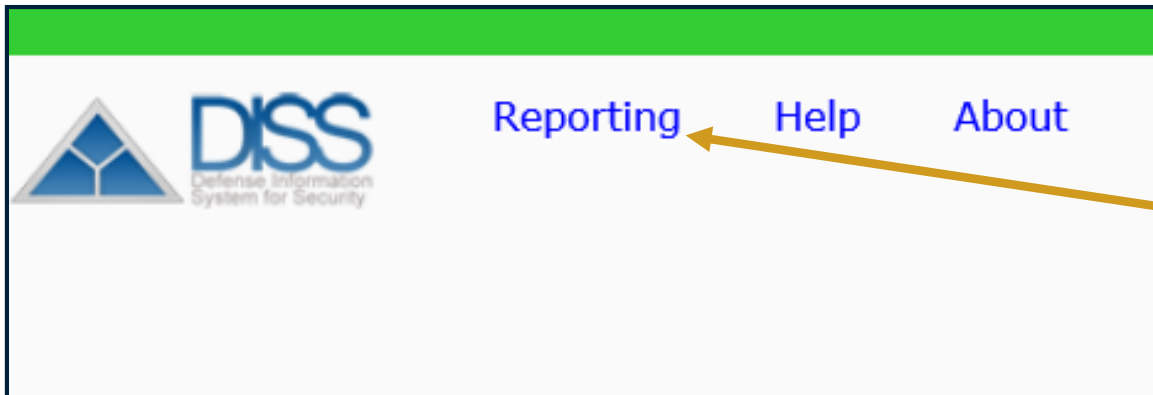
| | |
|---------------------|--|
| General Information | <ol style="list-style-type: none">1. Creating and Viewing a Subject in DISS2. Removing Subject Relationship from SMO in DISS3. Submitting NDAs in DISS4. Granting Access and Temporary Access in DISS5. Debriefing and Suspending Access in DISS6. Creating Visit Requests in DISS7. Changing Visit Requests in DISS8. DISS Visit Request FAQs9. Moving SMOs in DISS10. DISS Tips and Tricks11. Investigation Requests (Industry Only) <p>DISS Virtual Training Presentation</p> |
| Access Request | |
| Data Quality | |
| Training Aids | |

DISS Resources

| | |
|---------------------|--|
| General Information | |
| Access Request | <ul style="list-style-type: none">■ DISS Account Management Policy■ DISS Account Request Procedure■ PSSAR Form■ PSSAR Industry FAQs |
| Data Quality | |
| Training Aids | |




The User Manual for JVS and Reporting is designed for the users in the Security Management Office (SMO) who have access to view and edit personnel security information. The User Manual guides users through all of the functionalities of JVS and Reporting by following the control panels and menu options from the top of the webpage to the bottom.



DISS JVS User Manual is accessible inside DISS. To access the user manual click on Help link located at the top of the home page once you log into JVS.

Navigation Links



ReportingHelpAbout

1

2

3

4

5

6

Communications

Task Inbox
Unread Notifications: 728

User Management

My User Detail
View Users
User Search:

Search Users

SMO

View Current SMO
View SMO Tree
Search SMOs
Create SMO
Create SMO Visit
View SMO Visits
Current SMO:

DISS

Set Default SMO

Organization

View Current Organization
Search Organizations
Create Organization

Subject

View Subjects
Mass Subject Transfer
Mass Indoctrination
Mass Debrief
Subject Search:

Search Subjects
Create Subject
SII Search

About JVS

ATTENTION DISS USERS!
Please review the DISS 13.3.2.1 Release Features at
DISS 13.3.2.1 Enhancements

- The following enhancements were included in this release.
- Please refer to Section 5.0, Tips and Tricks, for additional information.

| |
|---|
| Add 508 Compliance Statement to DISS |
| New Document Upload Capability within Subject Detail |
| Secret (NATO) and Restricted Data access for Internal Users |
| New SOI codes to Investigation Request dropdown |
| Ability to Pause/Resume Investigation Requests |
| Investigation Request eQIP timers |
| JVS User Roles and Optional Permissions Report Changes |
| PSMO-I Reports Changes |

- The JVS User Manual is available within the JVS application.
- Refer to the application Release Notes for more information.
- Additional DISS information and operational guidance is available in the DISS User Manual.

Notices

- ATTENTION:** The DoD subject summary and sub summary must be reported in DISS
 - Adjudication/Eligibility and Incident Functional Summary
 - All Subject Incidents must be reported in DISS
 - All Subject Owning Relationships, to include eQIP, must be reported in DISS
 - Managing Subject Access and Visits must be reported in DISS
- If information is updated in DISS only instead of JVS, please contact the CCC to report data discrepancy.
- Please contact the CCC to report data discrepancy.
- All Personally Identifiable Information (PII) updates must be reported in DISS.
- ATTENTION:** DoD users need to maintain a Joint Subject Summary (JSS) in DISS.
- DISS interfaces with JPAS (as the DoD) and CentCom.
- ATTENTION:** Please be aware that the first time you log in with your PIV you must select "New User".
- ** When logging in with your PIV you must select "New User".
- ** This process will need to occur each time you log in.
- DISS will ONLY accept the DD FORM 2962 Volume 1.
- Contact the Customer Call Center (CCC) at 1-800-451-7700.

AGENCY DISCLOSURE NOTICE
OMB CONTROL NUMBER: 0704-0542
OMB EXPIRATION DATE: 10/31/2021

Your roles are Security Manager, Hierarchy Manager

Your last Login was Friday, Feb. 12, 2021 20:03 PM UTC

1. Reporting Link
2. Help – User Manual
3. Task Inbox
4. View Users
5. SMO (Tree, Create, Visits)
6. View Subjects

Select Your Topic...



Accounts & SMO Hierarchy



Account Manager process, roles, permissions and SMO Hierarchy alignment

Relationships



Create Subject and establish relationship within SMO

NDA Submission Process



NDA (SF312) Submission Process within JVS

Access Management



Manage Subject Access within SMO (Grant, Debrief, and Suspend)

Visit Requests



Create and Change Visit Request within JVS

Investigation Requests



Industry - Investigation Request using JVS

Tips and Tricks



Quick Tips and Tricks in JVS for users

Personnel Security Support



DSCA Contact Information

ACCOUNTS AND SMO HIERARCHY

DEFENSE
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AND SECURITY AGENCY



Program Security System Access Request (PSSAR):



- Account access information/process is provided in the DISS Account Management Policy and the Account Request Procedure.
- Industry is **no longer required** to submit LOA to receive a DISS account. KMP must sign the DISS PSSAR.
- Industry send PSSAR to dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil

- DISS PSSAR (account access request): make sure you are using the latest version of the DD FORM 2962 and completed in its entirety. For guidance refer to the **PSSAR FAQs** found on the Personnel Security/Assurance DISS webpage <https://www.dcsa.mil/is/diss/dissresources/>
- For proper **User Roles and Permissions** review the DISS Account Management Policy. (**Note:** Manage SCI Users and Manage SCI Access, if required)
- **Common Rejections**
 - PSSAR Part 2, Section 16b: Selecting everything in this section or alternatively selecting nothing at all.
 - PSSAR Part 3, Sections 18 and 19: Certificates/training expired (more than one-year old) or dates on certificates do not match dates on PSSAR form.



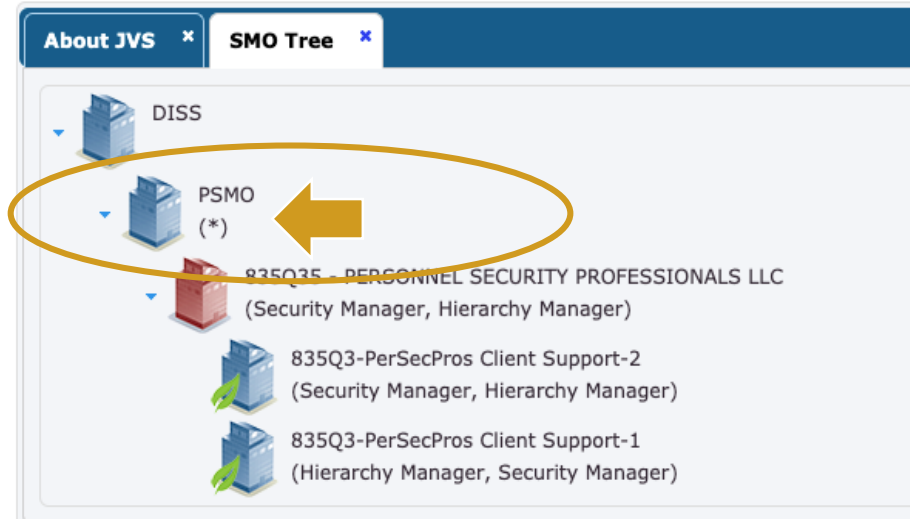
Hierarchy Management 101



- When data migration occurred, JPAS Levels were transferred to different SMOs in DISS. This means if a user was provisioned for Level 2, 4 and 5 for SMO 12AB3 in JPAS, there are now three SMOs in DISS, one for each level (12AB32, 12AB34 and 12AB35).
- In order to accurately assess the Hierarchy needs, users should understand the scope of their hierarchy by searching for all SMOs associated with their CAGE Code.
- All SMOs should be managed at the highest Parent with at least one Hierarchy Manager.
- It is important that all CAGE Codes within the hierarchy tree can be accessed and managed by a Security Manager/Officer. This can be done through provisioning for each SMO, or configuring the hierarchy to account for all SMOs and provisioning for Security Manager at the highest Parent level.



Know Your Current Hierarchy



- Within the SMO Tree you have Parent SMOs and Child SMOs, these are at different levels within the SMO tree.
- Hierarchy Managers should ensure they are operating at the highest SMO with PSMO (VROC) as the parent SMO for Industry.
- Think of a SMO (Security Management Office) tree like a company's org chart, the person at the top is responsible for the organization(s) below them. A manager in one branch can't take action on another manager's team that is at a higher level.
- The SMO tree is the same concept. As an example, let's replace people in the org chart with SMOs, a small company may have a flat org chart and only one SMO they are responsible for, while larger companies may have many and need to segment certain SMOs from others.
- If you have more than 75 children/grandchildren SMOs, you will not be able to see your Hierarchy in the application. For resolution, you will need to contact the DMDC Contact Center / VROC.



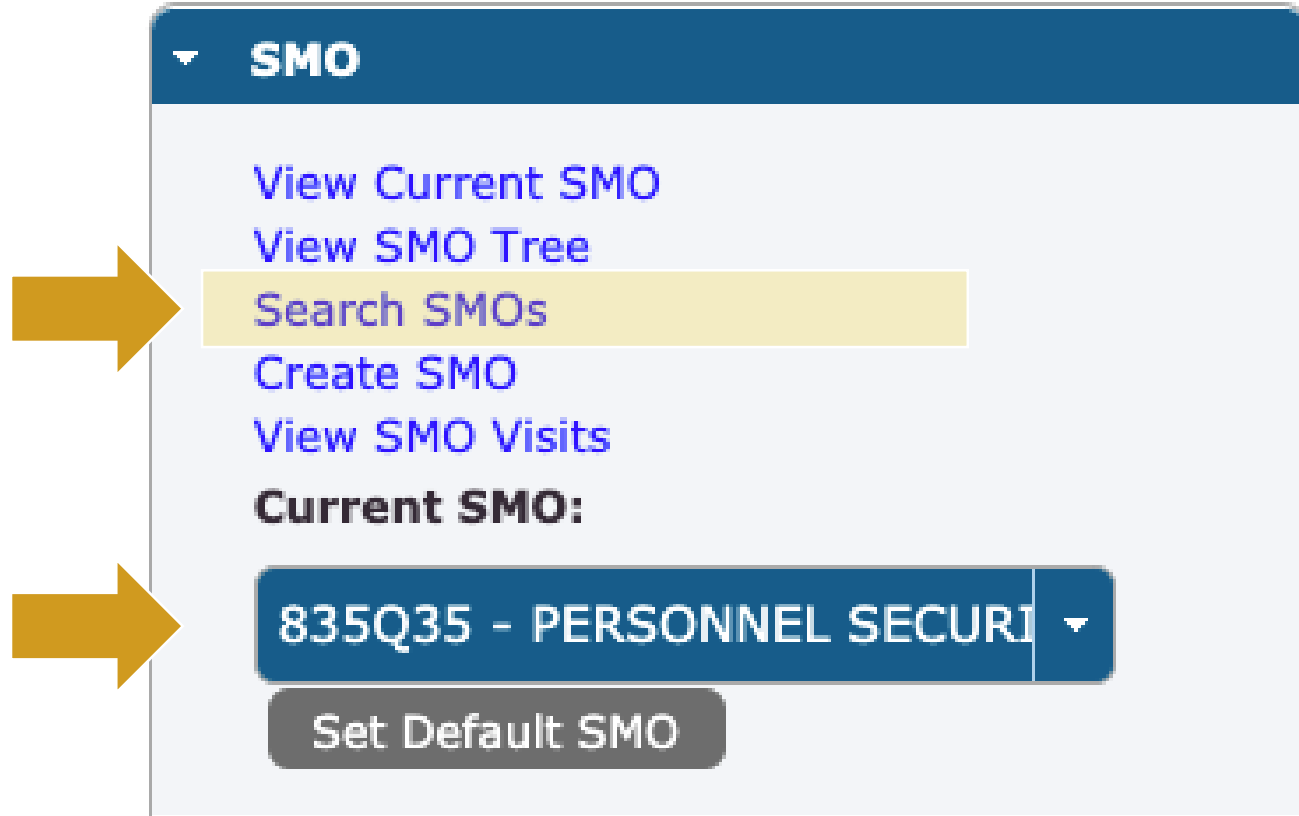
Process to Move a SMO



Select Search SMO:

If you do not have the **Search SMOs** option, please work with your Hierarchy Manager to determine your role/permission setup.

Ensure that your current SMO is set for the SMO you are working or at the Highest SMO in your branch.



Step 1: Search SMOs



1. Type the 5 digit CAGE Code in the SMO Name and select *Search*.

Find SMO

SMO Attributes

SMO Name: 835Q3

Organization Attributes

CAGE Code: Unit Identification Code:

U.S. Joint Organization: **Select Joint Organization Code** U.S. Agency Code:

Service Organization Code: Non U.S. Agency Code:

Sub Agency Code:

Location Attributes

Address Line 1: Address Line 2:

City: State: **State/Territory**

Zip Code: Country: **Country**

Search **Reset**



Step 2: SMO Results



2. Select the appropriate SMO to be moved.

*In many instances, searching for the 5 digit CAGE will result in multiple SMOs. The SMO Parent identifies where in the hierarchy that SMO sits. If the SMO Parent is not accurate, a SMO move or Hierarchy Change Request will be required.

| SMO Name | Status | Organization | Organization Type | SMO Parent |
|---|--------|--------------------------------|------------------------------------|---|
| 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC | Active | PERSONNEL SECURITY PROFESSIONA | Contracting Organization or Vendor | PSMO |
| 835Q3-PerSecPros Client Support-2 | Active | PERSONNEL SECURITY PROFESSIONA | Contracting Organization or Vendor | 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC |
| 835Q3-PerSecPros Client Support-1 | Active | PERSONNEL SECURITY PROFESSIONA | Contracting Organization or Vendor | 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC |

2



Step 3: SMO Actions



3. Select ***Move SMO*** from the **SMO Actions** tab, this will bring up the ability to search for the new Parent.

* If you do not get the ***Move SMO*** option, you can select ***Make Current SMO*** if available. This is due to the SMO not being in the hierarchy of the SMO you're currently operating as. If no SMO Actions are available, a Hierarchy Change Request (HCR) will need to be submitted.

The screenshot displays the 'SMO Details' tab in the JVS system. The main section is titled 'General Information' and shows details for '835Q3-PerSecPros Client Support-1 (Active)'. Below this, fields for Parent SMO, Organization, CAGE Code, Clearance Level, Type, and Home Office CAGE Code are visible. At the bottom, there is a table for 'SMO Location (0)' with columns for Address, City, State, Zip+Ext., and Country. A yellow starburst with the number '3' highlights the 'SMO Actions' dropdown menu, which is open and shows options: 'Create Child SMO', 'Deactivate SMO', 'Make Current SMO', and 'Move SMO'. The 'Move SMO' option is circled in yellow.

| Address | City | State | Zip+Ext. | Country |
|---------|------|-------|----------|---------|
|---------|------|-------|----------|---------|



Step 4-5: Search for New Parent



4. Type the 5-digit CAGE Code or SMO Name for the desired Parent. Select **Search**.

The SMO Name appears below.

5. Select the desired Parent.

Move SMO

Find SMO

SMO Attributes

SMO Name: 835Q3

Organization Attributes

CAGE Code: Unit Identification Code:

U.S. Joint Organization: **Select Joint Organization Code** U.S. Agency Code:

Service Organization Code: Non U.S. Agency Code:

Sub Agency Code:

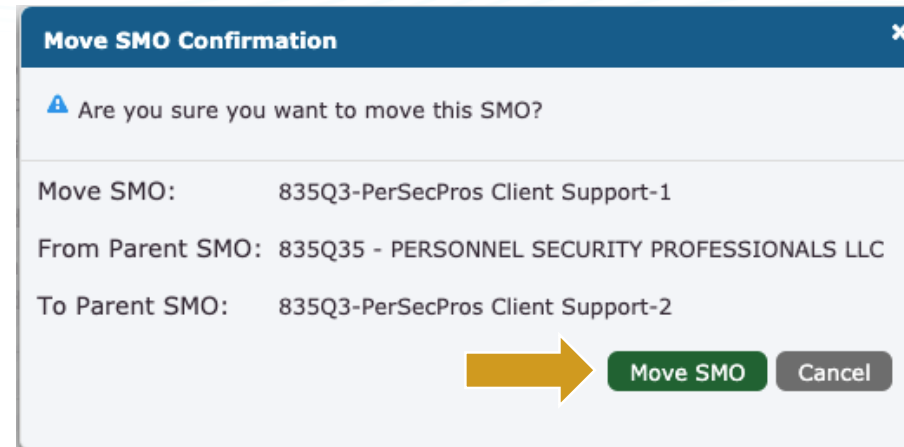
Search **Reset**

| SMO Name | Status | Organization | Organization Type | SMO Parent |
|-----------------------------------|--------|---------------------------------|------------------------------------|---|
| 835Q3-PerSecPros Client Support-2 | Active | PERSONNEL SECURITY PROFESSIONAL | Contracting Organization or Vendor | 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC |



Slide 5a-b: Move SMO Confirmation and Create CSR

5a. If the SMO is already in your Hierarchy, a pop-up will confirm the movement with the chosen parent. Selecting ***Move SMO*** will finalize the process.




Move SMO Confirmation

⚠ Are you sure you want to move this SMO?

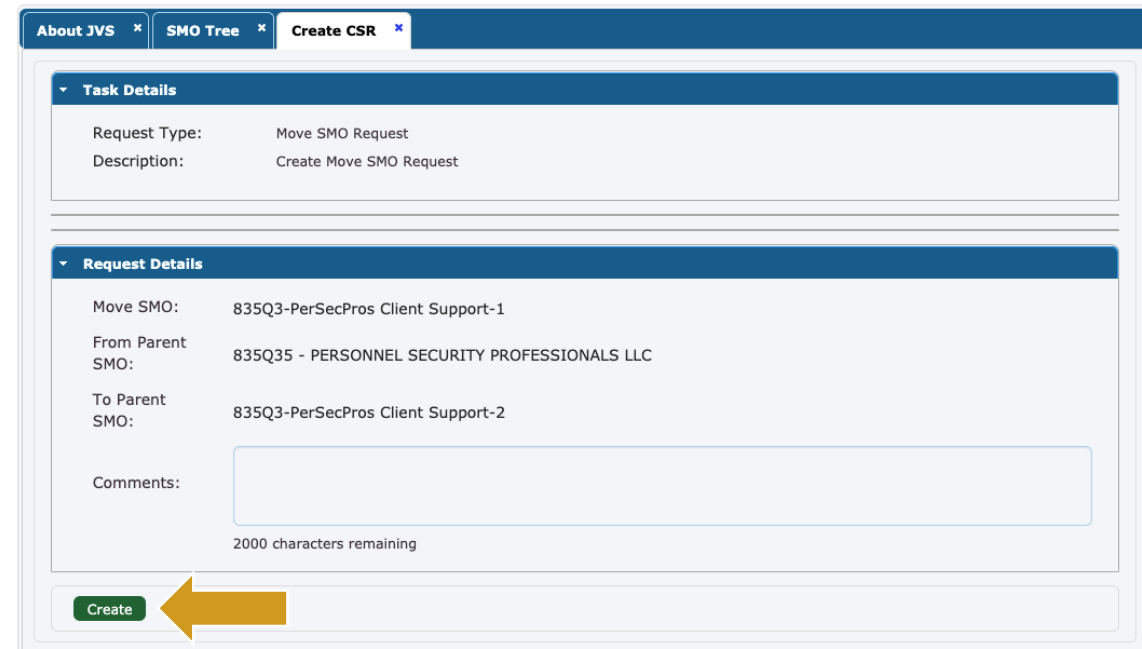
Move SMO: 835Q3-PerSecPros Client Support-1

From Parent SMO: 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC

To Parent SMO: 835Q3-PerSecPros Client Support-2

 **Move SMO** **Cancel**

5b. If the SMO is currently outside of the chosen Hierarchy, a Customer Service Request (CSR) will be created and sent to the new Parent SMO. This may also occur if the SMO is in a Transient status.



About JVS **SMO Tree** **Create CSR**

Task Details

Request Type: Move SMO Request

Description: Create Move SMO Request

Request Details


Move SMO: 835Q3-PerSecPros Client Support-1

From Parent SMO: 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC

To Parent SMO: 835Q3-PerSecPros Client Support-2

Comments:

2000 characters remaining

Create 



Step 6: Finding Move SMO CSR (Unassigned Tasks)

- If a CSR was created, the Hierarchy Manager of the new Parent can view the CSR under the **Task Inbox** by searching for the CSR. Ensure that the timeframe is accurate or disabled. The task will be for **Hierarchy Manager**, select the checkbox for **CSR** and select **Move SMO Request** under the CSR Task Names, select search.

Task Inbox

Assigned Tasks **Unassigned Tasks**

Search Criteria

*Period: Last Day

*From Date: 2020/05/25

*To Date: 2020/05/26

Enable Date Range Filter: ☒ Yes ☐ No

*Task For: Hierarchy Manager

*Available Tasks: ☒ CSR

*CSR Task Names: Select Tasks

Search **Reset**

Active Tasks Unassigned (1)

| Task Name | Description | Task Owner | Task For | Due Date |
|--|---|------------|-------------------|------------|
| Move SMO Request - Review Move SMO Request | Review Move SMO Request regarding 835Q3-PerSecPros Client Support-1 | | Hierarchy Manager | 2020/05/29 |

Step 7-8: Claim and Approve/Reject SMO Move



7. After selecting the appropriate CSR, select ***Claim*** to process CSR.
8. Once claimed, the Hierarchy Manager will have the ability to ***Approve*** the request which will finalize the move. Rejecting the request will close out the CSR and the move will be terminated.

About JVS × **Task Inbox** × **Move SMO Request** ×

Task Details

Request Type: Move SMO Request
Description: Review Move SMO Request regarding 835Q3-PerSecPros Client Support-1
Assignee:
Due Date: 2020-05-29 18:35:22

Request Details

Move SMO: 835Q3-PerSecPros Client Support-1
From Parent SMO: 835Q35 - PERSONNEL SECURITY PROFESSIONALS LLC
To Parent SMO: 835Q3-PerSecPros Client Support-2
Request Comments:
Comments:
2000 characters remaining

Approve Reject **Claim** Unclaim



Updated SMO Tree



When the SMO Move has been completed, your SMO Tree will reflect the change upon next login.



Hierarchy Change Request



- If there are SMOs not within your hierarchy and you are not provisioned for the SMO, you will need to submit a [Hierarchy Change Request \(HCR\)](#).
 - The HCR must contain ALL SMOs related to your CAGE Code.
 - The HCR must show ONE parent that the Hierarchy Manager is provisioned under.

| HIERARCHY CHANGE (Parent-Child) | |
|--------------------------------------|-------------------------------------|
| SMO CHILD TO BE MOVED | NEW PARENT SMO |
| ** 835Q3-PerSecPros Client Support 1 | 835Q3 - PerSecPros Client Support-2 |
| | |
| | |

- Send the HCR to dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil.
 - All identified SMOs will be moved to the ONE Parent.
 - The Hierarchy Manager will be able to configure their Hierarchy under the identified Parent SMO.



RELATIONSHIPS

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**

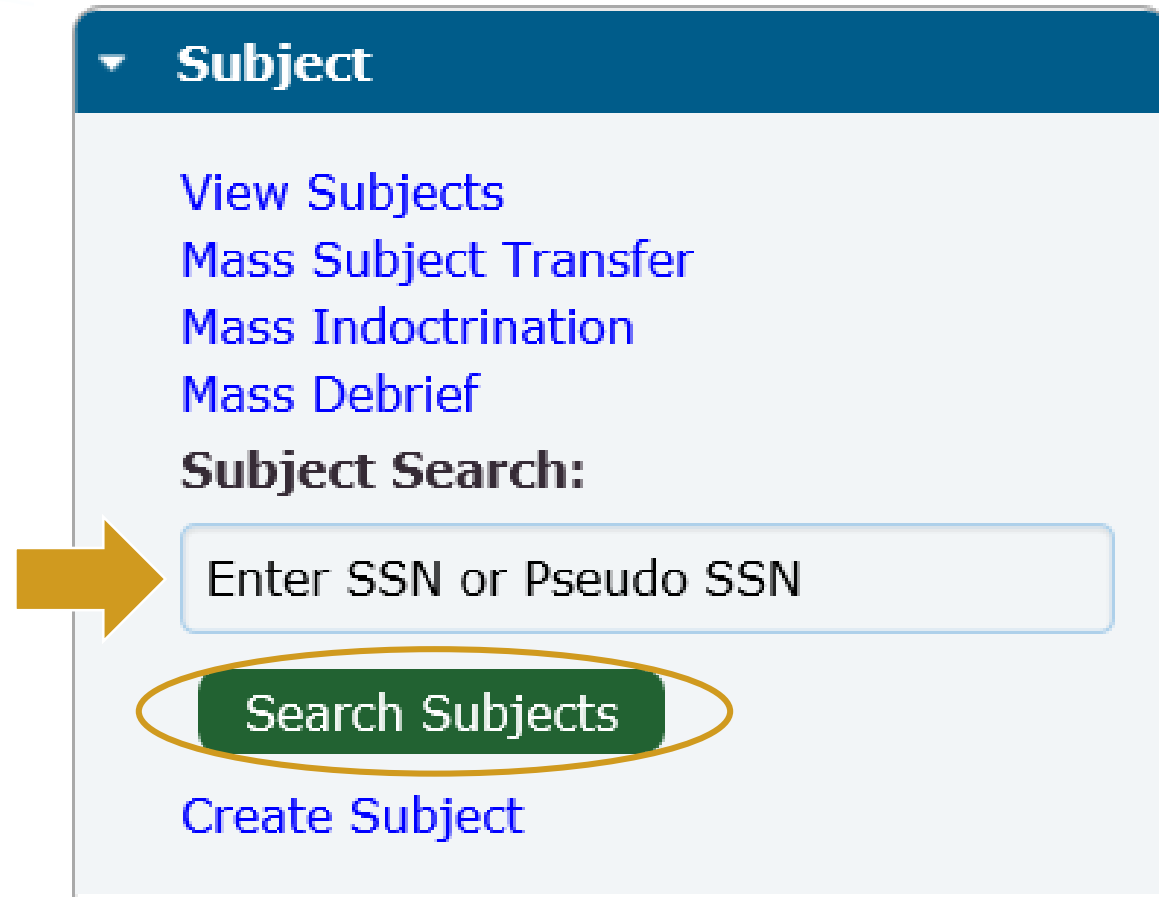


Search Subject



To find a Subject in the **Subject Management** control panel, search for a subject by entering their nine-digit SSN or PSSN in the **Subject Search** field and clicking on *Search Subjects*.

If the Subject is not in DISS or you typed in the wrong SSN you will get a **No Subject Found for SSN/PSSN**.

A screenshot of the "Subject" management interface. At the top is a dark blue header with a dropdown arrow and the word "Subject". Below this is a light blue area containing several links: "View Subjects", "Mass Subject Transfer", "Mass Indoctrination", "Mass Debrief", "Subject Search:", a text input field with the placeholder "Enter SSN or Pseudo SSN", a green button labeled "Search Subjects" which is circled in orange, and a link "Create Subject". A large orange arrow points from the left towards the text input field.

▼ Subject

[View Subjects](#)
[Mass Subject Transfer](#)
[Mass Indoctrination](#)
[Mass Debrief](#)
Subject Search:

Search Subjects
[Create Subject](#)

Note: You can not view your own record. You will get an error message.



Create Subject: Required Information



▼ Subject

[View Subjects](#)
[Mass Subject Transfer](#)
[Mass Indoctrination](#)
[Mass Debrief](#)
Subject Search:

Search Subjects

Create Subject



Subject Information

*SSN:

☐ PSSN

*Date of Birth:

*First Name:

*Last Name:

*Birth Country:

United States

Suffix:

None

*Birth State:

Select State

*Gender:

Select Gender

*Birth City:

*Marital Status:

Select Status

▼ *Citizenship Information (0)

| Country | Citizenship Date | Citizenship Type | Renunciation Date | Options |
|-------------------|------------------|------------------|-------------------|-----------------|
| No records found. | | | | |
| | | | | Add Citizenship |



Subject Details



If you typed in the SSN correctly, the Subject Summary will show.

If the *Subject Details* hyper link is missing next to the subject name. There could be 3 possible reasons:

- Missing Relationship
- Missing Organization
- Missing Both

About JVS ×

Subjects ×

Subject Summary ×

Guy Nice

Subject Details

SSN:

444-99-1111

DoD EDI PN:

DOB:

1980/01/01

Eligibility Level:

None

Place Of Birth:

Nome, United States

Eligibility Determination:

None

Exception Code:

None

Open Investigation:

No

Supporting Investigation:

None

NDA Signed Date:

Incident Report:

NDS Signed Date:



Subject Details



If the SMO details link is not showing in a subject record - you will need to establish a category and relationship by clicking the **Add Category** radio button and **Add Relationship**.

▼ SMO Relationships

▼ Categories (2)

| Category ▾ | Effective Date ▾ | Separation Date ▴ | Expand |
|------------|------------------|-------------------|--------|
| Industry | 2020/09/09 | | ⓘ |
| Industry | 2020/09/09 | | ⓘ |

Add Category

▼ Relationships (1)

| Category ▴ | Relationship ▾ | SMO ▾ | Begin Date ▾ | End Date ▾ | Options | Expand |
|------------|----------------|--------------|--------------|------------|---------|--------|
| Select ▾ | Select ▾ | | | | | |
| Industry | Owning | DISS-DISS-12 | 2017/03/28 | | | ⓘ |

Add Relationship

Once the category and relationship is established the Subject Details link will appear. Subject Details will expand the record with other tabs relating to the subject.



Category Type and Relationship



If the **Category Type** is **Industry**, use the drop-down menu to select an **Industry Classification Code**. Use the search field to find a specific **Industry Classification Code**.

*Citizenship Information (0)

| Country | Citizenship Date | Citizenship Type | Renunciation Date | Options |
|-------------------|------------------|------------------|-------------------|---------|
| No records found. | | | | |

Add Citizenship

Category and Relationship

*Category Type: Select Type

Industry Classification Code: Select Type

Projected Separation Date:

Comments:

75 characters remaining.

Create Subject



Subject Details



Under the **Subject Details** tab, the header displays the subject's name, SSN, DOB, and current Eligibility Level, and Eligibility Determination.

The Basic Info. sub-tab includes Citizenship Information, Investigations, Subject's Case History, Continuous Evaluation, HSPD-12 and Suitability Determinations, and Subject Personal Information.



The screenshot shows the 'Subject Details' tab selected in a navigation bar. The subject's name is 'Guy Nice'. Below the name, a table displays personal information:

| | |
|----------------------------|-------------|
| SSN: | 444-99-1111 |
| DOB: | 1980/01/01 |
| Eligibility Level: | None |
| Eligibility Determination: | None |
| Supporting Investigation: | None |

Below this table is a sub-tab navigation bar with the following options: Basic Info., Contact Info., Other Subject Details, SMO Relationships, Incidents, Accesses, CSRs/RFAs, and Foreign Travel. The 'Basic Info.' sub-tab is currently selected. To the right of the sub-tab bar is a green button labeled 'Subject Actions'. Below the sub-tab bar, a list of expandable sections is shown:

- Citizenship (1)
- Investigation Requests (0)
- Adjudication History (0)
- Continuous Evaluation (0)
- Investigation History (0)
- HSPD-12 and Suitability Determinations (0)
- Subject Personal Information



NDA SUBMISSION PROCESS

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**



Subject Details



If you typed in the SSN correctly the **Subject Summary** will show.

Select *Subject Details*.

Scenario: In this case there is an open investigation but no SF-312/Non Disclosure Agreement in the subject's record and the subject can not be granted temporary (interim) access until a SF-312 is uploaded.

The screenshot shows a web application interface with three tabs: 'About JVS', 'Subjects', and 'Subject Summary'. The 'Subject Summary' tab is active, displaying a form for a subject named 'Red Apple'. The 'Subject Details' link is circled in orange. Below the screenshot, the 'Subject Details' tab is shown in isolation, also circled in orange.

| Red Apple Subject Details | | | |
|---------------------------|--------------------------|----------------------------|------|
| SSN: | | DoD EDI PN: | |
| DOB: | 1970/07/01 | Eligibility Level: | None |
| Place Of Birth: | Chantilly, United States | Eligibility Determination: | None |
| Exception Code: | None | Open Investigation: | Yes |
| Supporting Investigation: | None | NDA Signed Date: | |
| Incident Report: | | NDS Signed Date: | |

Subject Details tab appears.



Subject Details: Accesses



About JVS × Subjects × Subject Details ×

Basic Info. Contact Info. Other Subject Details SMO Relationships Incidents **Accesses** CSRs/RFAs Foreign Travel

1. Under the Subject Details tabs - select **Accesses**.

Basic Info. Contact Info. Other Subject Details SMO Relationships Incidents **Accesses** CSRs/RFAs Foreign Travel

▼ NDA and NDS History (0)

| NDA/NDS | Signed Date ▼ | Effective Date ▼ | Show Document |
|---------------------|---------------|------------------|--------------------|
| No Prior NDA or NDS | | | |
| | | | Add NDA/NDS |

2. Select the green *Add NDA/NDS* link.



Add NDA/NDS Upload Document



The NDA/NDS must be a PDF file. The following are mandatory fields that must be entered.

Steps:

- Enter the **Signed Date** of the NDA.
- Enter the **Document Name**.
- Select the **Document Type** - click the drop down arrow and select **NDA**.
- Select **Document** – Select PDF.

A screenshot of the 'Upload Document' form. The form has a title bar with a close button. Below the title bar, it says 'Select PDF document to upload and provide Signed Date'. There are four mandatory fields circled in yellow: '*Signed Date:' (a date input field), '*Document Name:' (a text input field), '*Document Type:' (a dropdown menu currently showing 'Select One'), and '*Document:' (a button labeled '+ Document'). Below the 'Document Description:' text area, it says '250 characters remaining.'. At the bottom right, there are two buttons: 'Add Document' (green) and 'Cancel' (grey).

Add Signed Date

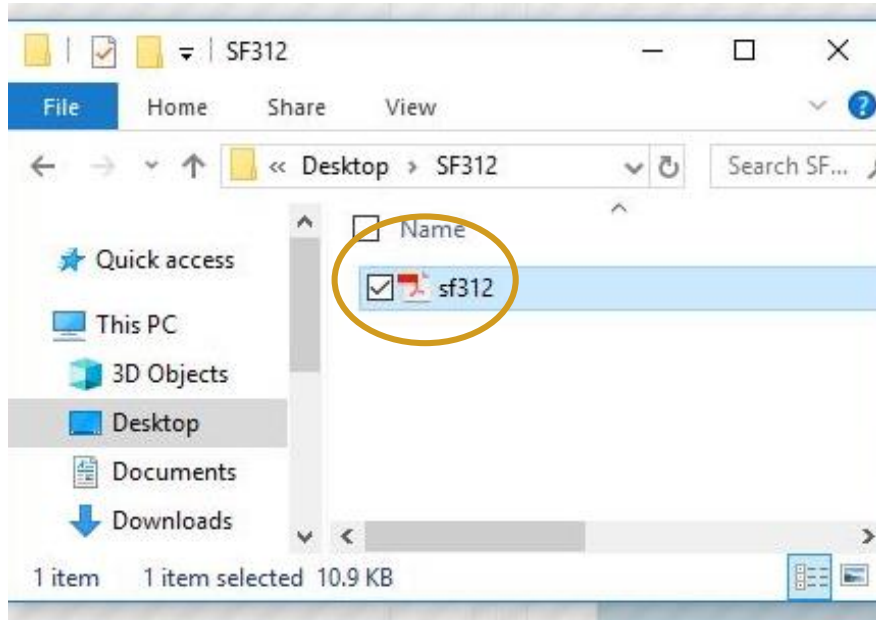


To add the **Signed Date** click on the calendar icon in the pop up **Upload Document**.

Select the **Signed Date** of the NDA and select *Close*.

A screenshot of the 'Upload Document' pop-up window. The window has a blue header with the title 'Upload Document' and a close button (X). Below the header, it says 'Select PDF document to upload and provide Signed Date'. There are four required fields: '*Signed Date:', '*Document Name:', '*Document Type:', and '*Document:'. The '*Signed Date:' field is highlighted with a yellow circle and contains a calendar icon. A calendar for September 2020 is displayed, with the date '11' highlighted in green. The calendar has a blue header with 'Sep' and '2020'. Below the calendar, there are two buttons: 'Current Date' and 'Close'. The 'Close' button is also highlighted with a yellow circle. At the bottom of the window, there are two buttons: 'Add Document' (green) and 'Cancel' (grey).

Upload Document



Click on **Document** and select the PDF to upload.

A screenshot of the 'Upload Document' form. The title bar says 'Upload Document'. The instructions are 'Select PDF document to upload and provide Signed Date'. The form has the following fields:

- *Signed Date: A text box containing '2020/09/10' with a calendar icon.
- *Document Name: A text box containing 'SF312'.
- Document Description: A large text area.
- 250 characters remaining.
- *Document Type: A dropdown menu showing 'NDA'.
- *Document: A section with a blue button labeled '+ Document' circled in yellow.

At the bottom are two buttons: 'Add Document' (green) and 'Cancel' (grey).

Add SF312



When the document is uploaded it will show in the box, then select **Add Document**.

A screenshot of a web form titled "Upload Document" with a close button (X) in the top right corner. The form contains the following fields: "Signed Date" with the value "2020/09/10", "Document Name" with the value "SF312", and "Document Description" which is empty. Below the description field, it says "250 characters remaining." The "Document Type" is a dropdown menu currently showing "NDA". Below this is a blue button with a plus sign and the text "+ Document". The "Document" field is empty. At the bottom, the filename "sf312.pdf" is displayed above a light gray box. In the bottom right of this box, there is a green button labeled "Add Document" and a gray button labeled "Cancel". A yellow arrow originates from the text "select Add Document" in the previous block and points directly to the green "Add Document" button. The "Add Document" button is also circled in yellow.

Subject Basic Inform: NDA/NDS History



DOB: 1970/07/01

Eligibility Level: None

Eligibility Determination: None

Supporting Investigation: None



CSR NDA submitted for review.



NDA Document Saved.

Basic Info.

Contact Info.

Other Subject Details

SMO Relationships

Incidents

Accesses

CSRs/RFAs

Foreign Travel

Subject Actions

Citizenship (1)

Once completed, information will load as history under this section. Status message will appear under the NDA/NDS History section - *Pending Approval from CATS.*

NDA and NDS History (1)

| NDA/NDS | Signed Date ▾ | Effective Date ▴ | Show Document |
|-------------|---------------|------------------|----------------------------|
| NDA | 2020/09/10 | 2020/09/11 | Pending Approval from CATS |
| Add NDA/NDS | | | |



Approved/Reject NDA



- When a Security Officer adds an NDA or NDS document while granting a new access, JVS automatically sends an NDA/NDS Review task to CATS.
- The VROC Industry Process Team reviews the NDA/NDS and either approves or rejects, and if the NDA/NDS task is rejected/revised, the Security Officer must revise the task before resubmitting. If rejected, a message in the **Task Inbox** will appear. **Task Inbox** link is in the **Communications** control panel.
- If the NDA/NDS task is approved, the task will close and JVS users will be able to view the NDA/NDS document on the Accesses sub-tab in JVS.



ACCESS MANAGEMENT

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**



Subject Details



If you typed in the SSN correctly the **Subject Summary** will show.

Select *Subject Details*.

Scenario: In this case there is an open investigation but no SF-312/Non Disclosure Agreement in the subject's record and the subject can not be granted temporary (interim) access until a SF-312 is uploaded.

The screenshot shows a web application interface with three tabs: 'About JVS', 'Subjects', and 'Subject Summary'. The 'Subject Summary' tab is active, displaying a form for a subject named 'Red Apple'. The 'Subject Details' link is circled in orange. Below the screenshot, the 'Subject Details' tab is shown again, also circled in orange.

| Red Apple | | | |
|---------------------------|--------------------------|----------------------------|------|
| SSN: | | DoD EDI PN: | |
| DOB: | 1970/07/01 | Eligibility Level: | None |
| Place Of Birth: | Chantilly, United States | Eligibility Determination: | None |
| Exception Code: | None | Open Investigation: | Yes |
| Supporting Investigation: | None | NDA Signed Date: | |
| Incident Report: | | NDS Signed Date: | |

Subject Details tab appears.



Subject Details: Grant Accesses



About JVS × Subjects × Subject Details ×

Note: Permissions must be set at Grant Non-SCI Access or Manage SCI Access. If users need View SCI Access make sure they have been authorized the Permission (front desk, security guards, Security Admin).

Basic Info. Contact Info. Other Subject Details SMO Relationships Incidents **Accesses** CSRs/RFAs Foreign Travel

1. Under the Subject Details tabs - select **Accesses**.

▼ Access (0)

| Access Level ▾ | Status ▲ | Granted ▾ | Granted By ▾ | Expand |
|-------------------|----------|-----------|--------------|---------------------|
| No records found. | | | | |
| | | | | Grant Access |

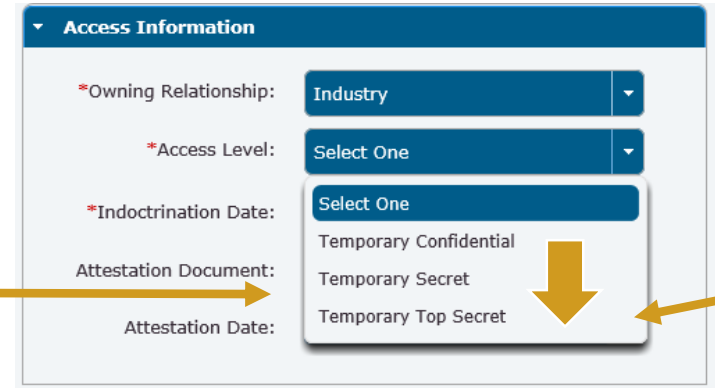
2. To grant access to a subject, click on the **Grant Access** button in the Accesses sub-tab. A pop-up window called **Grant New Access** opens.

Industry: If Access was granted at the Secret level based on Interim Eligibility, no action required when Final Favorable Determination made by DoD CAF.



Access Information: Temporary/Industry Access

- Next, select **Access Level** – click the drop down arrow and select the applicable level:
 - Temporary Confidential
 - Temporary Secret
 - Temporary Top Secret
 - Secret
 - Top Secret...
- **Military** and **Agencies** can grant “Temporary” access while waiting for an investigation to close and final adjudication determination.
- **Industry** – “Secret/Top Secret” access can be granted if the supporting Interim determination is posted by VROC.
- **Reminder:** Industry is authorized NATO or other special access levels (see NIPSOM) with an Interim Top Secret Eligibility determination.



Access Information

*Owning Relationship: Industry

*Access Level: Select One

*Indoctrination Date: Select One

Attestation Document:

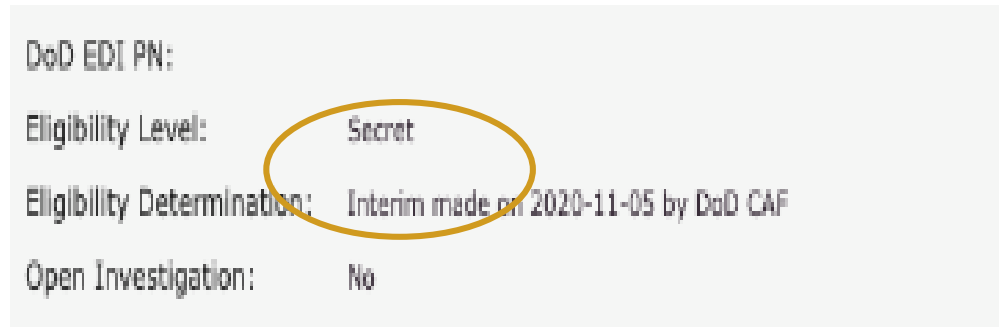
Attestation Date:

Temporary Confidential

Temporary Secret

Temporary Top Secret

Scroll down
to find level



DoD EDI PN:

Eligibility Level: Secret

Eligibility Determination: Interim made on 2020-11-05 by DoD CAF

Open Investigation: No



Temporary Secret (Interim) Access

Once access is established, the Access subtab will show the Type (Level), Status, Granted (date), and Granted By (SMO), and Subject Category.

Military and Agencies

| Type | Status | Granted | Granted By | Subject Category | Expand |
|------------------|--------|------------|------------|------------------|--------|
| Temporary Secret | ACTIVE | 2020/11/05 | DISS | Academy | |

To expand the Access box click on the blue arrow to see Associated Relationships

Industry

| Type | Status | Granted | Granted By | Subject Category | Expand |
|--------|--------|------------|---------------|------------------|--------|
| Secret | ACTIVE | 2020/11/05 | IWORKS-TEST-1 | Industry | |

Industry Access will be established based on **Interim/Final Eligibility** at the Secret/Top Secret Level based on Reciprocity across the National Industrial Security Program (NISP).





Access is Active and Associated Relationship

When the Access box is expanded the Associated Relationships show relationships to include Type, SMO Name, Begin Date, Industry Classification Code (ICC), End Date and Termination Reason.

Access (1)

| Access Level | Status | Granted | Granted By | Subject Category | Expand |
|--------------|--------|------------|------------------------|------------------|--------|
| Secret | ACTIVE | 2019/08/05 | 561P94 - TEKSYNAP CORP | Industry | |

Access Information

Indoctrination Date: 2019/08/05

Subject Category: Industry

Debrief Information

Debrief Date:

Access Removal Reason:

Debriefing SMO:

Attestation Date:

Attestation Document:

Debrief Type:

Access Removal Date:

Debrief Comments:

Associated Relationships

| Type | SMO Name | Begin Date | ICC | End Date | Term. Reason |
|--------|------------------------|------------|-----|----------|--------------|
| Owning | 561P94 - TEKSYNAP CORP | 2019/07/30 | | | |

Grant Access



Access Information: Owning Relationship



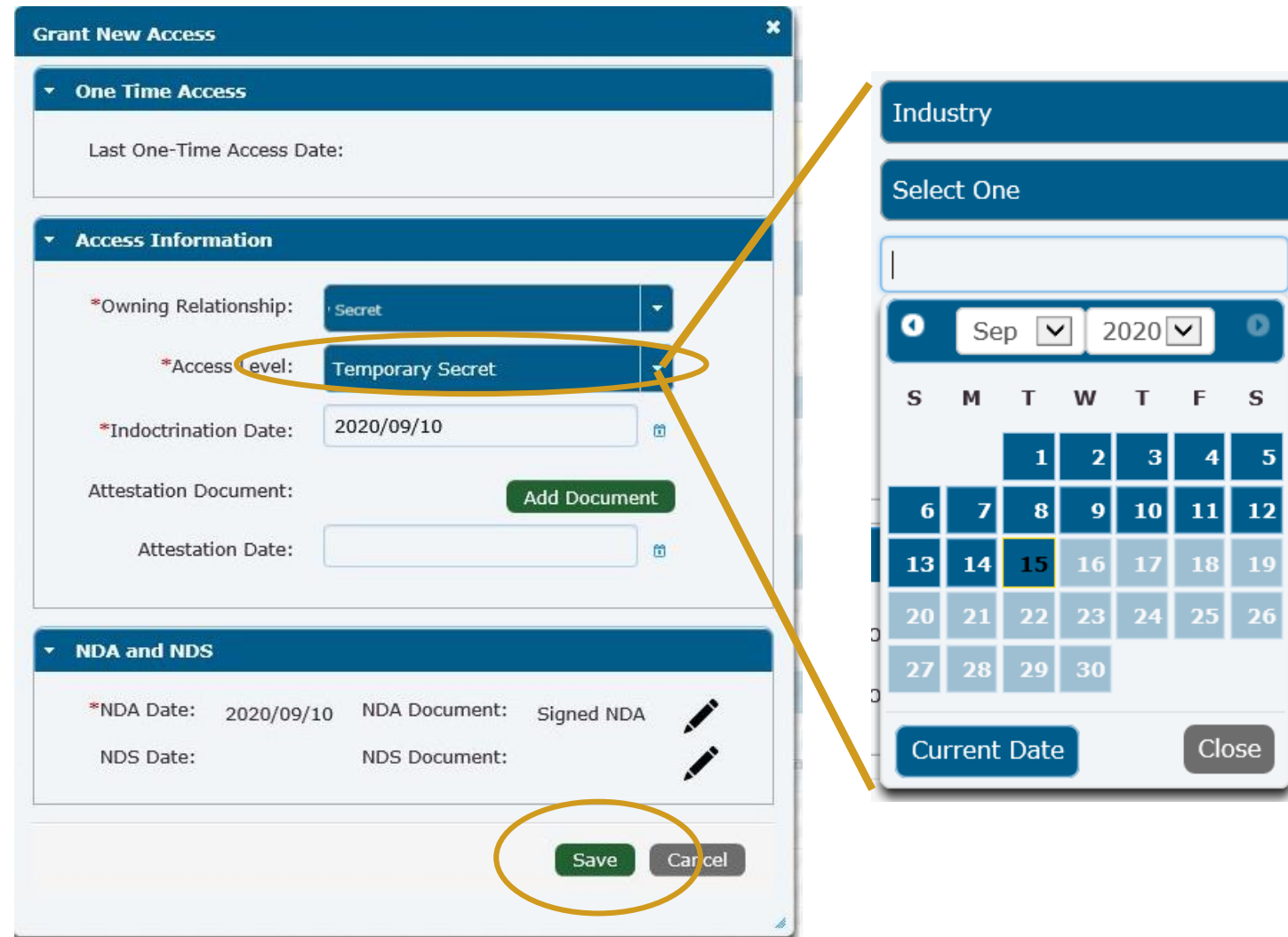
- If the subject has only one owning relationship, the Owning Relationship field is disabled and automatically filled.
 - Otherwise, use the drop-down menu to select an Owning Relationship.
- In this case, **Industry** is automatically displayed.

A screenshot of the "Grant New Access" form. The form has a blue header with the title "Grant New Access" and a close button. It is divided into three main sections: "One Time Access", "Access Information", and "NDA and NDS". The "Access Information" section is highlighted with a yellow oval. In this section, the "Owning Relationship" field is a disabled drop-down menu showing "Industry". Other fields include "Access Level" (a drop-down menu showing "Select One"), "Indoctrination Date" (a date field), "Attestation Document" (a text field with an "Add Document" button), and "Attestation Date" (a date field). The "NDA and NDS" section contains fields for "NDA Date" (2020/09/10), "NDA Document" (Signed NDA), "NDS Date", and "NDS Document". At the bottom of the form are "Save" and "Cancel" buttons.

Access Information: Temporary (Interim) Access Level

Add the
Indoctrination date
using the calendar.
NDA date will show
under NDA/NDS
Section.
Select *Save*.

Note: The Attestation Date is required when the Attestation Document has been uploaded, and Access Level selected is Top Secret, it is not required for SCI.



Grant New Access

One Time Access

Last One-Time Access Date:

Access Information

*Owning Relationship: Secret

*Access Level: Temporary Secret

*Indoctrination Date: 2020/09/10

Attestation Document: Add Document

Attestation Date:

NDA and NDS

*NDA Date: 2020/09/10 NDA Document: Signed NDA

NDS Date: NDS Document:

Save Cancel

Industry

Select One

Sep 2020

| S | M | T | W | T | F | S |
|----|----|----|----|----|----|----|
| | | 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 | | | |


Current Date Close

Access Tab: Associated Relationships



When the Access box is expanded the Associated Relationships show the relationships to include SMO Name, Begin Date, Industry Classification Code (ICC), End Date and Termination Reason (Term. Reason).

Access (1)

| Access Level | Status | Granted | Granted By | Subject Category | Expand |
|--------------|--------|------------|------------------------|------------------|---|
| Secret | ACTIVE | 2019/08/05 | 561P94 - TEKSYNAP CORP | Industry |  |

Access Information

Indoctrination Date: 2019/08/05

Subject Category: Industry

Debrief Information

Debrief Date:

Access Removal Reason:

Debriefing SMO:

Attestation Date:

Attestation Document:

Debrief Type:


Access Removal Date:

Debrief Comments:

Associated Relationships

| Type | SMO Name | Begin Date | ICC | End Date | Term. Reason |
|--------|------------------------|------------|-----|----------|--------------|
| Owning | 561P94 - TEKSYNAP CORP | 2019/07/30 | | | |

Grant Access



Click to expand



VISIT REQUESTS

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**



Create SMO Visit



Select Hosting SMO is a required field. Options available are Current SMO or Find Hosting SMO.

A screenshot of a web application menu titled 'SMO'. The menu items are: View Current SMO, View SMO Tree, Search SMOs, Create SMO, Create SMO Visit (highlighted with a yellow circle), and View SMO Visits. Below the menu is a section labeled 'Current SMO:' with a dropdown menu showing 'PSMO-I-1' and a 'Set Default SMO' button. A dark blue note box on the right says: 'Note: If "Create SMO Visit" is not showing you may not have the correct Role to take this action.'

1

Click on *Create SMO Visits*.

If you have a role for more than one SMO, ensure you are in the correct SMO to submit the visit under.

2

Select *Current SMO* or *Hosting SMO*.

A screenshot of a dialog box titled 'Select SMO'. It has two tabs: 'Select SMO' (active) and 'SMO Location'. Under 'Select a SMO', there is a label '*Select hosting SMO:' followed by two radio buttons: 'Current SMO' (selected and circled in yellow) and 'Find Hosting SMO'.

3

Select *Next*.

A screenshot of a dialog box titled 'Confirmation'. It has a 'Next' button (green, circled in yellow) and a 'Cancel' button (grey).



SMO Location



Select Existing SMO Location and Select *Next*.

New Visit

Select SMO **SMO Location** Visit Information Confirmation

Select Location

Select a SMO (PSMO-I-1) Location to host the visit:

☒ Existing SMO Location ☐ Temporary Visit Location ☐ No Location

Visit Location

| Existing SMO Locations (2) | | | | |
|---------------------------------|-----------|-------|----------|---------|
| Addr. | City | State | Zip+Ext. | Country |
| 8401 Greensboro Drive Suite 220 | McLean | VA | 22102 | USA |
| 111 Glendole Lane | Chantilly | VA | 22033 | USA |

Back **Next** Cancel



Select SMO: Find Hosting SMO



New Visit

Select SMO SMO Location Visit Information Confirmation

Select a SMO

*Select hosting SMO: ☐ Current SMO ☒ Find Hosting SMO

Find Hosting SMO

Find SMO

SMO Attributes

SMO Name:

Organization Attributes

CAGE Code: Unit Identification Code:

U.S. Joint Organization: U.S. Agency Code:

Service Organization Code: Non U.S. Agency Code:

Select Joint Organization Code

If you are not the Host then you need to find the Hosting SMO.

Select **Find Hosting SMO**.

Use the SMO Attributes to search for the SMO such as SMO Name, Cage Code, Service, Unit Identification Code, etc.



Select SMO: Finding Hosting SMO



Service Organization Code: Non U.S. Agency Code:

Sub Agency Code:

Location Attributes

Address Line 1: Address Line 2:

City: State:

Zip Code: Country:

Search **Reset**

SMO Search Results

| SMO Name | Status | Organization | Organization Type | Facility Clearance |
|-------------------|--------|--------------|-------------------|--------------------|
| No records found. | | | | |

Next **Cancel**

Click on **Search** to generate any matching results.

The results display in the SMO Search Results table.

Select the appropriate SMO and Select **Next**.





SMO Location: Temporary Visit Location

If you select **Temporary Visit Location**, you need to fill in the location fields. Use the drop-down menus to select a State and Country.

New Visit [Close]

Select SMO → **SMO Location** → Visit Information → Confirmation

Select Location

Select a SMO (PSMO-I-1) Location to host the visit:

☐ Existing SMO Location ☒ **Temporary Visit Location** ☐ No Location

▼ **Visit Location**

*Address 1: [Text Field] Address 2: [Text Field]

*City: [Text Field] State: [State/Territory] ▼

Zip Code: [Text Field] *Country: [Country] ▼

[Back] [Next] [Cancel]



SMO Location: Select Existing SMO location



Select the correct Existing SMO Location from your options and select *Next*.

New Visit

Select SMO → **SMO Location** → Visit Information → Confirmation

Select Location

Select a SMO (PSMO-I-1) Location to host the visit:

☒ Existing SMO Location ☐ Temporary Visit Location ☐ No Location

▼ **Visit Location**

| Existing SMO Locations (2) | | | | |
|---------------------------------|------------------|-----------|--------------|------------|
| Addr. | City | State | Zip+Ext. | Country |
| 8401 Greensboro Drive Suite 220 | McLean | VA | 22102 | USA |
| 111 Glendole Lane | Chantilly | VA | 22033 | USA |

Back **Next** Cancel



Visit Information



The screenshot shows the 'New Visit' form with the following sections and fields:

- Navigation Bar:** Select SMO, SMO Location, **Visit Information** (active), Confirmation.
- Visit Details Section:**
 - 1. *Visit Name: [Text Field]
 - 2. *Start Date: [Calendar Picker] (format: yyyy/mm/dd)
 - *End Date: [Calendar Picker] (format: yyyy/mm/dd)
 - 3. *Access Level: [Drop-down Menu] (options: Select Visit Access)
 - 4. *Reason: [Drop-down Menu] (options: Select Visit Reason)
 - 5. Visit Notes: [Large Text Area] (2000 characters remaining)
- Point of Contact Information Section:**
 - 6. *First Name: [Text Field]
 - *Last Name: [Text Field]
 - *Phone Number: [Text Field]
- Buttons:** Back, Next, Cancel.

1. Enter **Visit Name**.
 - This is a free text field.
2. Enter **Start Date** and **End Date**.
 - Use the calendar to ensure proper entry however, this information can be manually entered in the DISS approved date format.
3. Enter **Access Level**.
 - Drop-down option contains: None, Top Secret, Top Secret SCI, Secret and Confidential.
4. Enter **Visit Reason**.
 - Drop-down option contains: Inspection, Meeting, Other, Planning Conference, Seminar, Symposium, TAD/TDY, and Training.
5. Enter **Visit Notes**.
 - While this is not a required field this space could be utilized for additional information such as contract being utilized for meeting or other special instructions.
6. Enter **Point of Contact information**.
 - First Name, Last Name and Phone Number are all required fields to be completed under this section.
7. Select **Next** when complete.



Visit Confirmation (continued)



After you selected **Next** the Visit Confirmation Details appear.

Review the **Visit Details** to confirm they are correct.

If the **Visit Details** are incorrect select **Back** to correct.

If the **Visit Details** are correct select **Save**.

| SMO Location Details | | | |
|----------------------|-------------------|-----------------|---------------|
| SMO Location Type: | Existing Location | | |
| Address Line 1: | 111 Glendole Lane | Address Line 2: | |
| City: | Chantilly | State: | Virginia |
| Zip Code: | 22033 | Country: | United States |

| Visit Details | | | |
|----------------------|--------------|-----------------|------------|
| Visit Name: | James Outlet | | |
| Visit Start Date: | 2020/09/30 | Visit End Date: | 2020/12/18 |
| Visit Access Level: | Secret | Visit Reason: | Inspection |
| Visit Notes: Testing | | | |

| Point of Contact Information | | | |
|------------------------------|--------------|------------|---------|
| First Name: | Mike | Last Name: | Growler |
| Phone Number: | 444-555-6969 | | |

Back

Save

Cancel



Visit Actions



- Once you have saved the Visit information it will appear in the **Visit Details Tab** where you are able **Activate Visit** and take other actions: **Visit Actions**, **Change Location** or **Add Subject**.
- Under **Visit Actions** menu you can **Edit Visit Information** or change **Visit Status** to **Cancel** or **Activate**.
- To activate an existing **Visit**, click on the “**Visit Actions**” drop-down menu and select **Activate Visit**.

About JVS xVisit Details x

Visit Name:James Outlet

Access Level:Secret

Creating SMO:PSMO-I-1

Start Date:2020/09/30

POC Name:Growler, Mike

Visit Notes:Testing

Visit Status:Created

Hosting SMO:PSMO-I-1

Reason:Inspection

End Date:2020/12/18

POC Number:444-555-6969

Visit Location

| Address | City | State | Zip+Ext. | Country |
|-------------------|-----------|----------|----------|---------------|
| 111 Glendole Lane | Chantilly | Virginia | 22033 | United States |

Visit Subjects (0)

| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status |
|-------------------|--------------|-------------|------------|----------|---------------|--------------|--------------|
| No records found. | | | | | | | |

Add Subject

Visit Actions

Visit Information

Edit Visit Information

Visit Status

Cancel Visit

Activate Visit

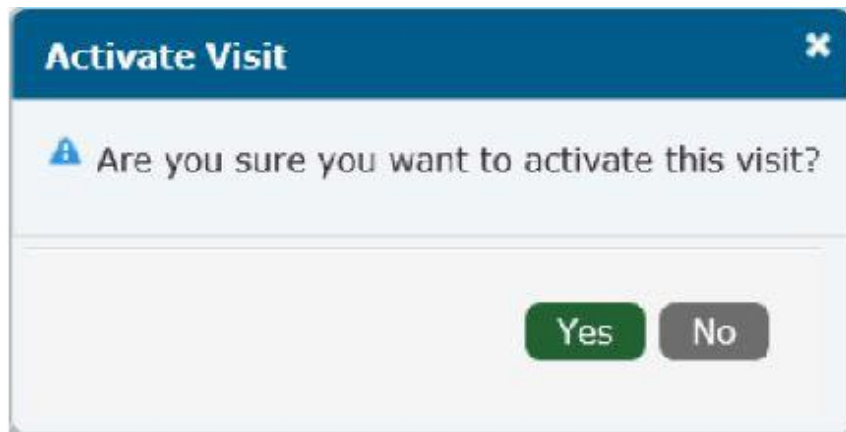
Archive Visit



Visit Actions (Activate)



A pop-up window called **Activate Visit** opens.
Select **Yes** to finish activating the visit, or select **No** to cancel the activation.



Once activated, the status of the visit changes to **Active** and you receive a confirmation message.



Change Visit Location



If you need to change Visit Location select *Change Location*.

About JVS x

Visit Details x

Visit Name: James Outlet

Access Level: Secret

Creating SMO: PSMO-I-1

Start Date: 2020/09/30

POC Name: Growler, Mike

Visit Notes: Testing

Visit Status: Created

Hosting SMO: PSMO-I-1

Reason: Inspection

End Date: 2020/12/18

POC Number: 444-555-6969

Visit Actions

Visit Location

| Address | City | State | Zip+Ext. | Country |
|-------------------|-----------|----------|----------|---------------|
| 111 Glendole Lane | Chantilly | Virginia | 22033 | United States |
| Change Location | | | | |

Visit Subjects (0)

| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status |
|-------------------|--------------|-------------|------------|----------|---------------|--------------|--------------|
| No records found. | | | | | | | |
| Add Subject | | | | | | | |



Edit Visit Location



If you need to change Visit Location select ***Change Location***.

Visit Location

| Address | City | State | Zip+Ext. | Country |
|-------------------|-----------|----------|----------|---------------|
| 111 Glendole Lane | Chantilly | Virginia | 22033 | United States |

Change Location

The **Visit Location** box appears with the same options you had before when you established the Visits Request.

When completed with the edits select ***Save*** or if no changes were made or you want to discard those changes select ***Cancel***.

Edit Visit Location

Select a SMO Location to host the visit:

☒ Existing SMO Location ☐ Temporary Visit Location ☐ No Location

Visit Location (2)

| Addr. | City | State | Zip+Ext. | Country |
|---------------------------------|-----------|-------|----------|---------|
| 8401 Greensboro Drive Suite 220 | McLean | VA | 22102 | USA |
| 111 Glendole Lane | Chantilly | VA | 22033 | USA |

Save Cancel

If the **Visit Location** is changed and saved a yellow box will confirm **Visit Location saved**.

Visit Location

| Address | City | State | Zip+Ext. | Country |
|---------------------------------|--------|----------|----------|---------------|
| 8401 Greensboro Drive Suite 220 | McLean | Virginia | 22102 | United States |

Change Location

Visit Location saved.



Visit Details



Now you need to add visitors to the request by selecting *Add Subject*.

About JVS x

Visit Details x

Visit Name: James Outlet

Access Level: Secret

Creating SMO: PSMO-I-1

Start Date: 2020/09/30

POC Name: Growler, Mike

Visit Notes: Testing

Visit Status: Created

Hosting SMO: PSMO-I-1

Reason: Inspection

End Date: 2020/12/18

POC Number: 444-555-6969

Visit Actions

Visit Location

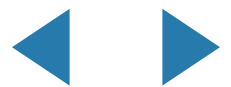
| Address | City | State | Zip+Ext. | Country |
|-------------------|-----------|----------|----------|---------------|
| 111 Glendole Lane | Chantilly | Virginia | 22033 | United States |

Change Location

Visit Subjects (0)

| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status | |
|-------------------|--------------|-------------|------------|----------|---------------|--------------|--------------|--|
| No records found. | | | | | | | | |

Add Subject



Add Subject to Visit

You have two options to add a Subject to the Visit.

Type in the Social Security number and Select **Add Subject**.

Or

Scroll through the subject's for the Current SMO appear within the table. The entire subject list will populate.

Note: Not all subjects in the list will meet the conditions to be added to the visit.

| Last Name | First Name | SSN/PSSN | Birth Date | Eligibility | Inv Type | Inv Close Date |
|----------------------|----------------------|----------|------------|-------------|----------|----------------|
| Martinez | Yvette | | | None | | |
| Larkin | Tracy | | | None | | |
| Costello | Ingrid | | | None | | |
| McNash | Aria | | | None | Tier 5 | 2020-03-17 |
| CSRUppgradeElig-1562 | CSRUppgradeElig-1562 | | | Top Secret | Tier 5 | 2018-09-18 |
| Test | Jack1 | | | None | | |
| SCI1 | SCI1 | | | Top Secret | Tier 5 | 2019-07-11 |
| Rose | Sammy | | | None | | |
| Ros1 | Sammy | | | None | | |
| H15 | H15 | | | Top Secret | Tier 5 | 2019-05-15 |
| S1 | S1 | | | None | | |
| Miller | Mary | | | None | | |
| GATV222 | GATV222 | | | Top Secret | Tier 5 | 2018-09-06 |
| Apple | Red | | | None | | |
| Four | Test | | | None | | |

Select Subject to Visit



Selecting a subject from the table will display their information below.



| S1 | S1 |
|---------|---------|
| Miller | Mary |
| GATV232 | GATV232 |
| Apple | Red |
| Four | Test |

Subject Information
Subject Name: Test Four
DOB: 1987/07/01
Eligibility: None
Start Date: 2020/09/30
End Date: 2020/12/18

Select Owning/Servicing SMO

| Category | Relationship | SMO | Begin Date | BCC |
|----------|--------------|----------|------------|------------|
| Industry | Owning | PSMO-I-1 | 2020/07/30 | Contractor |

Subject Visit Access: ☒ Existing Access ☐ Defer to Hosting SMO

Select Subject Access for Visit

| Type | Status | Granted | Granted By |
|-------------------|--------|---------|------------|
| No records found. | | | |

Exception Reason:
50 characters remaining.





Select Owning or Services



Select the calendar icon to select a **Start Date** and **End Date** The selectable dates will filter based on the dates of the visit.

Eligibility: None

*Start Date: 2020/09/30 

*End Date: 2020/12/18 

▼ Select Owning/Serviceing SMO

| Category ^ | Relationship ^ | SMO ^ | Begin Date ^ | ICC ^ |
|------------|----------------|----------|--------------|------------|
| Industry | Owning | PSMO-I-1 | 2020/07/30 | Contractor |

Subject Visit Access: ☒ Existing Access ☐ Defer to Hosting SMO

▼ Select Subject Access for Visit

Click on a row to select an **Owning/Serviceing SMO** relationship.

Use the radio buttons to select a visit access: **Existing Access**, or **Defer to Hosting SMO**. If you select **Defer to Hosting SMO**, the hosting SMO will then need to create a servicing relationship with the subject, and grant the subject the same level of access as the hosting SMO. **Use this option when the creating SMO has a lower access than the hosting SMO.**



Select Subject Access for Visit



If you select **Existing Access**, click on a row to select an existing access.

Subject Visit Access: ☒ Existing Access ☐ Defer to Hosting SMO

▼ Select Subject Access for Visit

| Type | Status | Granted | Granted By |
|------------|--------|------------|------------|
| Top Secret | ACTIVE | 2020/05/13 | Army |

Exception Reason:

50 characters remaining.

Save Cancel

If the subject's access is lower than the visit's access level, you must type an **Exception Reason** into the text box. Click **Save**.



Selected Subject



Visit Location

| Address | City | State | Zip+Ext. | Country |
|------------------------------------|--------|----------|----------|---------------|
| 8401 Greensboro Drive Suite 220 | McLean | Virginia | 22102 | United States |

Change Location

Visit Subjects (1)

| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status | |
|--------|-----------------|-------------|------------|------------|---------------|--------------|--------------|--|
| | GATVZ22 GATVZ22 | Top Secret | 2020/09/30 | 2020/12/18 | | | Approved | |

Add Subject

If saved, the subject is added to the **Visit Subjects table** and the number increases by one.

You can view the subject visit on ‘Subject details’ page under visit section in JVS, CATS and Appeals application.

To edit a subject after adding them to the visit, click on the edit icon in that row of the **Visit Subjects** table. A pop-up window called **Edit Subject Visit** opens. Edit the fields as appropriate. Click **Save** to save your edits, or click **Cancel** to cancel your edits. **Note:** You can only add a subject once to a visit. Otherwise, you will receive an error message.



Search SMO Visits



SMO Visits tab shows all the visits. You can filter visits by checking the boxes in **Visitor Status:** Created, Active, Cancelled and Archived/Completed.

Select *Find Visit* to show only the visit status you want to see.

SMO Visits Search Criteria

Start Date After: 2019/09/02 End Date Before: 2021/09/02

SMO Type: ☒ Hosting SMO ☐ Creating SMO

Visit Status: ☒ Created ☒ Active ☐ Cancelled ☐ Archived/Completed

Find Visits

SMO Visits (7)

| Visit Name | Visit Reason | Creating SMO | Hosting SMO | Access Level | Start Date | End Date | Visit Status | Expand |
|---------------|--------------|--------------|-------------|--------------|------------|------------|--------------|--------|
| 13.0_Visit | Meeting | PSMO-I-1 | PSMO-I-1 | Top Secret | 2020/08/31 | 2021/08/17 | Active | |
| 13_GATVisit1 | Meeting | PSMO-I-1 | PSMO-I-1 | Secret | 2020/08/31 | 2020/09/28 | Active | |
| RV Trip | Other | PSMO-I-1 | PSMO-I-1 | Top Secret | 2020/08/20 | 2020/08/31 | Created | |
| hippie chicks | Meeting | PSMO-I-1 | PSMO-I-1 | Confidential | 2020/08/05 | 2020/08/31 | Created | |
| coy fish | Meeting | PSMO-I-1 | PSMO-I-1 | Top Secret | 2020/08/01 | 2021/01/07 | Created | |
| Visit 1 | Meeting | PSMO-I-1 | PSMO-I-1 | Secret | 2020/08/27 | 2020/10/07 | Created | |
| James Outlet | Inspection | PSMO-I-1 | PSMO-I-1 | Secret | 2020/09/30 | 2020/12/18 | Active | |

Create New Visit





Cancel Visit For Subject

| Visit Subjects (1) | | | | | | | | |
|--------------------|-------------------|-------------|------------|------------|---------------|--------------|--------------|--|
| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status | |
| | Security Officer1 | Secret | 2020/07/24 | 2020/08/31 | | | Approved | |
| | | | | | | | | |

To cancel a visit for a subject, click on the *Delete icon* for that subject in the **Visit Subjects** table.

A pop-up window called **Cancel Subject Visit** opens.

Type a **Cancellation Reason** into the text box.

Select **Yes** to cancel the visit for the subject. Or, select **No** to keep the subject on the visit.

Cancel Subject Visit

Are you sure you want to cancel visit for: Officer1, Security

*Cancellation Reason:

300 characters remaining.

Yes **No**



Visit for Subject Cancelled



| Visit Subjects (1) | | | | | | | |
|--------------------|-----------------|-------------|------------|------------|---------------|--------------|--------------|
| Expand | Subject Name | Eligibility | Start Date | End Date | Access Status | Access Level | Visit Status |
| | GATVZ22 GATVZ22 | Top Secret | 2020/09/30 | 2020/12/18 | | | Canceled |

The subject remains in the **Visit Subjects** table, but their **Visit Status** changes to **Canceled**.



Changing Visit Status



To change the Visit Status to **Cancelled** or **Archived/Completed** select the visit you wish to change.

About JVS ×SMO Visits ×Visit Details ×

SMO Visit Search Criteria

Start Date After: 2019/09/08End Date Before: 2021/09/08

SMO Type: ☒ Hosting SMO ☐ Creating SMO

Visit Status: ☐ Created ☒ Active ☐ Cancelled ☐ Archived/Completed

Find Visits

SMO Visits (2)

| Visit Name | Visit Reason | Creating SMO | Hosting SMO | Access Level | Start Date | End Date | Visit Status | Expand |
|----------------|---------------------|--------------|--------------|--------------|------------|------------|--------------|--------|
| Visitation | Planning Conference | DISS-DISS-12 | DISS-DISS-12 | None | 2020/06/15 | 2020/06/16 | Active | |
| UAT conference | Planning Conference | DISS-DISS-12 | DISS-DISS-12 | Top Secret | 2020/07/24 | 2020/08/31 | Active | |

Create New Visit



Visit Actions



About JVS ×

SMO Visits ×

Visit Details ×

Visit Name: UAT conference

Access Level: Top Secret

Creating SMO: DISS-DISS-12

Start Date: 2020/07/24

POC Name: Edwards, Scotty

Visit Notes: needed to check

Visit Status: Active

Hosting SMO: DISS-DISS-12

Reason: Planning Conference

End Date: 2020/08/31

POC Number: 7779311

Visit Actions

Visit Location

The **Visit Details** tab will open. To change Visit Status select **Visit Actions**.



Change Visit Status



Under the Visit Actions menu you can *Cancel Visit* or *Archive Visit*.

Select *Cancel Visit*.

Navigation: About JVS | SMO Visits | Visit Details

| | | | |
|---------------|-----------------|---------------|---------------------|
| Visit Name: | UAT conference | Visit Status: | Active |
| Access Level: | Top Secret | Hosting SMO: | DISS-DISS-12 |
| Creating SMO: | DISS-DISS-12 | Reason: | Planning Conference |
| Start Date: | 2020/07/24 | End Date: | 2020/08/31 |
| POC Name: | Edwards, Scotty | POC Number: | 7779311 |
| Visit Notes: | needed to check | | |

Visit Location

| Address | City | State | Zip + Ext. |
|------------------|------------|------------|------------|
| 180 Grove Street | San Adreas | California | 22664 |

Visit Subjects (1)

Visit Actions

Visit Information

Edit Visit Information

Visit Status

Un

Cancel Visit

Activate Visit

Archive Visit



Cancel Visit



A **Cancel Visit** box will pop up asking you to confirm you wish to cancel the meeting.

Type a **Cancellation Reason** into the text box.

Select **Yes** to cancel the visit, or select **No**, which will not cancel the visit.

The status of the visit changes to Canceled and you receive a confirmation message in the upper right corner.

A screenshot of a web-based dialog box titled "Cancel Visit" with a close button (X) in the top right corner. The dialog contains the question "Are you sure you want to cancel this visit?". Below this is a text input field with a red asterisk and the label "*Cancellation Reason:". A yellow arrow points from the text "Type a Cancellation Reason into the text box." to this input field. Below the input field, it says "300 characters remaining.". At the bottom right of the dialog are two buttons: a green "Yes" button and a grey "No" button. A yellow arrow points from the text "Select Yes to cancel the visit, or select No, which will not cancel the visit." to the "Yes" button.

Archive Visit

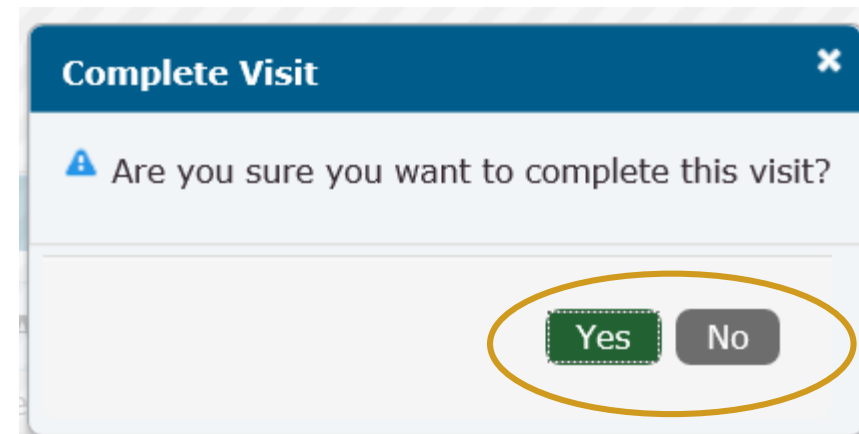
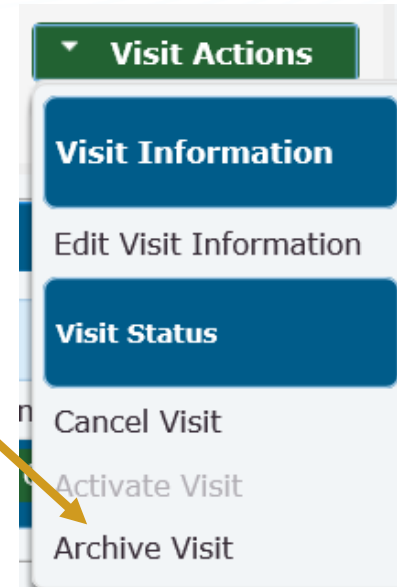


If you wish to archive the visit, select **Archive Visit** under the **Visit Actions** drop down menu.

A **Complete Visit** box will pop up.

Select **Yes** to complete the visit, or select **No**, which will not archive the visit.

The status of the visit changes to **Archived/Completed** and you receive a confirmation message in the upper right corner.



INVESTIGATION REQUESTS

(INDUSTRY ONLY)

DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY



Subject Details and Subject Actions



Within the **Subject Details** page, select the **Subject Actions** drop-down menu and select **Initiate Investigation Request**. See next slide for closer view.

James Howler

SSN: 001-01-0001
DOB: 1990/08/08
Eligibility Level: None
Eligibility Determination: None
Supporting Investigation: None

Basic Info. **Contact Info.** **Other Subject Details** **SMO Relationships** **Incidents** **Accesses** **CSRs/RfAs** **Foreign Travel**

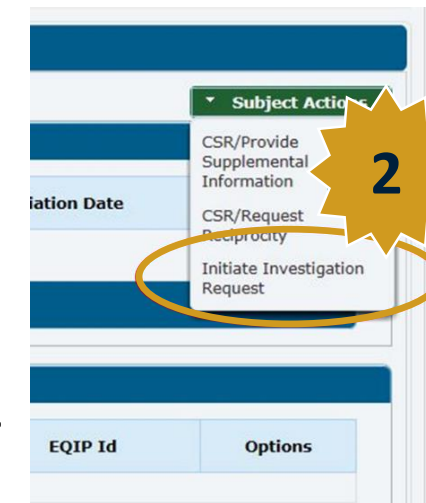
Subject Actions

Citizenship (1)

| Country | Citizenship Date | Citizenship Type | Renunciation Date | Options |
|---------------|------------------|---|-------------------|---------|
| United States | 1990/08/08 | Born in the U.S. or U.S. territory / commonwealth | | |



1. Select Subject Actions.



2. Select Initiate Investigation Request.

Owning relationship required and one of the following Industry roles:

- Security Officer
- Security Manager



Investigation Scope



1. A new tab called **Investigation Request** opens. The first step in the wizard is **Investigation Scope**.

The screenshot shows a web application interface for the 'Investigation Request' wizard. At the top, there are tabs: 'About PVS', 'Subjects', 'Subject Details', 'Subject Summary', and 'Investigation Request'. Below the tabs, the subject information for 'James Howler' is displayed, including 'Category: Industry', 'SSN: 001-01-0001', and 'Active Request: YES'. A yellow star with the number 1 points to the 'Investigation Request' tab. Below the subject information, there are three steps in the wizard: 'Investigation Scope' (highlighted in blue), 'Additional Scope Information', and 'Treasury Account'. A yellow star with the number 2 points to the 'Select Eligibility' dropdown menu, which is open and shows options: 'Secret', 'Confidential', and 'Top Secret'. The dropdown is circled in yellow. Other fields visible include 'Investigation Type: Select Eligibility', 'Override Justification: Secret', 'Investigative Requirement: Confidential', 'Break In Service: Top Secret', and 'Periodic Reinvestigation: ☐'. The 'Investigation Type' field is also circled in yellow.

When you select **Requested Eligibility**, the **Select Eligibility** drop down menu will give you three options: **Secret**, **Confidential**, and **Top Secret**. In this example we will select **Top Secret**.

2. Use the drop-down menu to select a **Requested Eligibility**. This functionality applies only to security cases.



Tier 3R Reinvestment Example



1. Select **Secret**.
2. **Tier 3R** will automatically populate if there is a check in the **Periodic Reinvestment** box.
3. **Investigation Requirements** will automatically show **Reinvestment** when **Tier 3R** is selected.

A screenshot of a web form for Tier 3R Reinvestment. The form is light blue with white text. It contains several fields: "Requested Eligibility" with a dropdown menu showing "Secret" (callout 1), "Investigation Type" with a dropdown menu showing "Tier 3R" (callout 2), "Override Justification" with a dropdown menu showing "Select Justification", "Investigative Requirement" with a dropdown menu showing "Reinvestment" (callout 3), and "Break In Service" with a checkbox. To the right of the "Investigation Type" dropdown is a checkbox labeled "Periodic Reinvestment" which is checked.

1 *Requested Eligibility: Secret

*Investigation Type: Tier 3R Periodic Reinvestment: ☒

Override Justification: Select Justification

Investigative Requirement: Reinvestment

Break In Service: ☐



Save and Next Button



1. After you have completed the **Investigation Scope** section make sure you select **Save** before selecting **Next**.

About JVS * **Subjects** * **Subject Details** * **Subject Summary** * **Investigation Request** *

James Howler

Category: Industry

SSN: 001-01-0001

Active Request: YES

Investigation Scope → Additional Scope Information → Treasury Account → Coverages and FIPC → Additional Request Information → Deployment → Summary

*Requested Eligibility: Secret

*Investigation Type: Tier 3

Override Justification: Select Justification

Investigative Requirement: Initial

Break In Service: ☐

Periodic Reinvestigation: ☐

Save **Next**

2. Select **Next** to move to the section **Additional Scope Information**.



Additional Scope Information



1. Use the drop-down menu to select a **Nature of Action Code**. Select from the drop-down menu **Contractor**.

Additional Scope

Form Type: SF-86

*Access Eligibility: **Secret**

*Sensitivity/ADP: **Select Sensitivity**

Geographic Location:

*Applicant Affiliation: **Industry**

Obligating Document Number:

*Contract Number: **A12345**

*Local Agency Check: 2020/08/03

Nature Of Action Code: **Contractor**

Nature of Action Date: yyyy/mm/dd

Business Event Type:

Account Data/Agency Case Number:

Submitting Office Number: 346W

Security Office Identifier: **DD03**

Back Save Next

Select the Calendar icon to select a date for the Local Agency Check and the Nature of Action Date.

Note: The Submitting Office Number automatically fills in with the default SON for industry or non-industry.

2. From the drop-down menu select an **Applicant Affiliation**. Select **Industry**.
3. From the drop-down menu select the **Security Office Identifier** (Select other Adjudication Offices).
4. Include **Contract Number**.
5. Select **Save** and select **Next** to move to the section on to the **Treasury**.



Select Extra Coverage and FIPC



The fourth step is Coverages and FIPC, which is also entirely optional, and Special Handling Instructions.

About JVS * **Subjects** * **Subject Details** * **Subject Summary** * **Investigation Request** *

James Howler

Category: Industry

SSN: 001-01-0001

Active Request: YES

Investigation Scope → Additional Scope Information → Treasury Account → **Coverages and FIPC** → Additional Request → Deployment → Summary

Extra Coverages/Advance Results

| Available | Selected |
|--|---|
| <ul style="list-style-type: none">- Attachments (Agency submitted additional information/request, i.e. request for license or certificate verification; issue information; personnel folder or security file information, etc- Catch'em in Linguists- Catch'em in Training- Automated scheduling of SESE (Selective Service) Items- Automated scheduling of BVS (Bureau of Vital Statistics, birth or death) Items- Bar Association License Check- Wounded Warrior | <ul style="list-style-type: none">- Advance NAC (National Agency Check)- Catch'em in CONUS |

*Special Handling Instructions:

500 characters remaining

You can only add eight Extra Coverages/ Advance Results, and five FIPC. Otherwise, you will receive an error message.



Select FIPC



To move **Selected** items back to the **Available** box, click on the selection and then click the **remove** icon. To move all items from the Selected box back to the Available box, click the **remove all** icon.

A screenshot of the FIPC (Fingerprint Information Control) interface. The interface has a blue header bar labeled "FIPC". Below it are two main sections: "Available" and "Selected". The "Available" section contains the text "- FP Electronically Transmitted". The "Selected" section contains the text "- Advanced Fingerprint Results Report Required". Between these two sections are four small icons: a right arrow, a double right arrow, a left arrow, and a double left arrow. A yellow bracket connects the "Available" section to the "Selected" section, with a text overlay that reads "Alternatively, you may drag and drop items between the two boxes." At the bottom right of the interface are three buttons: "Back", "Save", and "Next". A yellow arrow points to the "Save" button.

Select **Save** and **Next** to continue to the next step, **Add Additional Information**.



Add Additional Information



The fifth step is **Additional Request Information**. The current user will automatically fill in as the primary **Requesting Official**.

Select **Save** and **Next** to continue to the next step, **Deployment Information**.

Investigation Scope Additional Scope Information Treasury Account Coverages and FIPC **Additional Request Information** Deployment Summary

Requesting Official

| Primary | *Name | *Title | *Email | *Phone | |
|-------------------------------------|-----------|------------------|---------|---------------|--|
| <input checked="" type="checkbox"/> | Out1 Out1 | Security Officer | a@a.com | 5454544554454 | |
| <input type="checkbox"/> | | | | | |

Security Folder Location

| *Location | *Address | *City | *State | *Zip Code | |
|-----------|-----------------------|--------|--------|-----------|--|
| Security | 8401 Greensboro Drive | McLean | VA | 22102 | |

Official Personnel Folder Location

| *Location | *Address | *City | *State | *Zip Code | |
|--------------------|-----------------------|--------|--------|-----------|--|
| Official Personnel | 8401 Greensboro Drive | McLean | VA | 22102 | |

To edit or to add a secondary requesting official, select the edit icon in that row.

You also add/edit Security Folder Location and Official Personnel Folder Location with the edit icon.



Deployment Information





The sixth step is **Deployment**, which is entirely optional. Fill in the appropriate fields. Use the **calendar icon** to select a **From Date** and **To Date**.

SSN: 001-01-0001
Active Request: YES

Investigation Scope → Additional Scope Information → Treasury Account → Coverages and FIPC → Additional Request Information → **Deployment** → Summary

Deployment/Permanent Change of Station

From Date:  To Date: 

Address/Unit/Duty Location:

City/Port Name:

Country:

Zip Code:

State:

Point of Contact:

Contact Phone Number:

Reason:

Instructions:

500 characters remaining

Select *Save* and *Next* to continue to the next step, **Summary**.



Summary Screen (Continued)



Additional Request Information Summary

Requesting Official Summary

| Requesting Official | | | | |
|-------------------------------------|-----------|------------------|---------|---------------|
| Primary | *Name | *Title | *Email | *Phone |
| <input checked="" type="checkbox"/> | Out1 Out1 | Security Officer | a@a.com | 5454544554454 |

Security Folder Location

| *Location | *Address | *City | *State | *Zip Code |
|-----------|-----------------------|--------|--------|-----------|
| Security | 8401 Greensboro Drive | McLean | VA | 22102 |

Official Personnel Folder Location

| *Location | *Address | *City | *State | *Zip Code |
|--------------------|-----------------------|--------|--------|-----------|
| Official Personnel | 8401 Greensboro Drive | McLean | VA | 22102 |

Deployment/Permanent Change of Station Summary

From Date:

Duty Location:

State:

Country:

Contact Phone Number:

To Date:

City/Port Name:

Zip Code:

Point of Contact:

Reason:

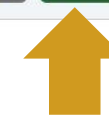
Special Handling Instructions

Back

Save

Create

Select *Create* to send the investigation request.



Investigation Initiation



The Investigation Requests table on the Subject Details tab now has a new entry, and the status is **Initiated**.

Basic Info. Contact Info. Other Subject Details SMO Relationships Incidents Accesses CSRs/RFAs Foreign Travel

Subject Actions

▼ Citizenship (1)

| Country | Citizenship Date | Citizenship Type | Renunciation Date | Options |
|---------------|------------------|---|-------------------|---------|
| United States | 1990/08/08 | Born in the U.S. or U.S. territory / commonwealth | | |

▼ Investigation Requests (1)

| Request Date | Status | Type | SMO | Agency | EQIP Id | Options |
|--------------|-----------|--------|----------|--------|---------|---------|
| 2020/08/03 | Initiated | Tier 3 | PSMO-I-1 | | | |

▼ Adjudication History (0)

| Activity Description |
|----------------------|
| No records found. |

Add Adjudication History



Initiate Request Grayed Out



After an **Investigation Request** has been submitted the **Initiate Request** is grayed out under **Subject Actions**. This prevents another investigation from being initiated.

A screenshot of the DCISA Subject Information System (SIS) interface. The top navigation bar includes tabs for Basic Info., Contact Info., Other Subject Details, SMO Relationships, Incidents, Accesses, CSRs/RFAs, and Foreign Travel. The 'Basic Info.' tab is active, showing a 'Citizenship (1)' section. A table lists citizenship information for the United States, with columns for Country, Citizenship Date, Citizenship Type, and Renunciation Date. The 'Subject Actions' dropdown menu is open, showing options: 'CSR/Provide Supplemental Information', 'CSR/Request Reciprocity', and 'Initiate Investigation Request'. The 'Initiate Investigation Request' option is grayed out and circled in yellow.

| Country | Citizenship Date | Citizenship Type | Renunciation Date |
|---------------|------------------|---|-------------------|
| United States | 1990/08/08 | Born in the U.S. or U.S. territory / commonwealth | |

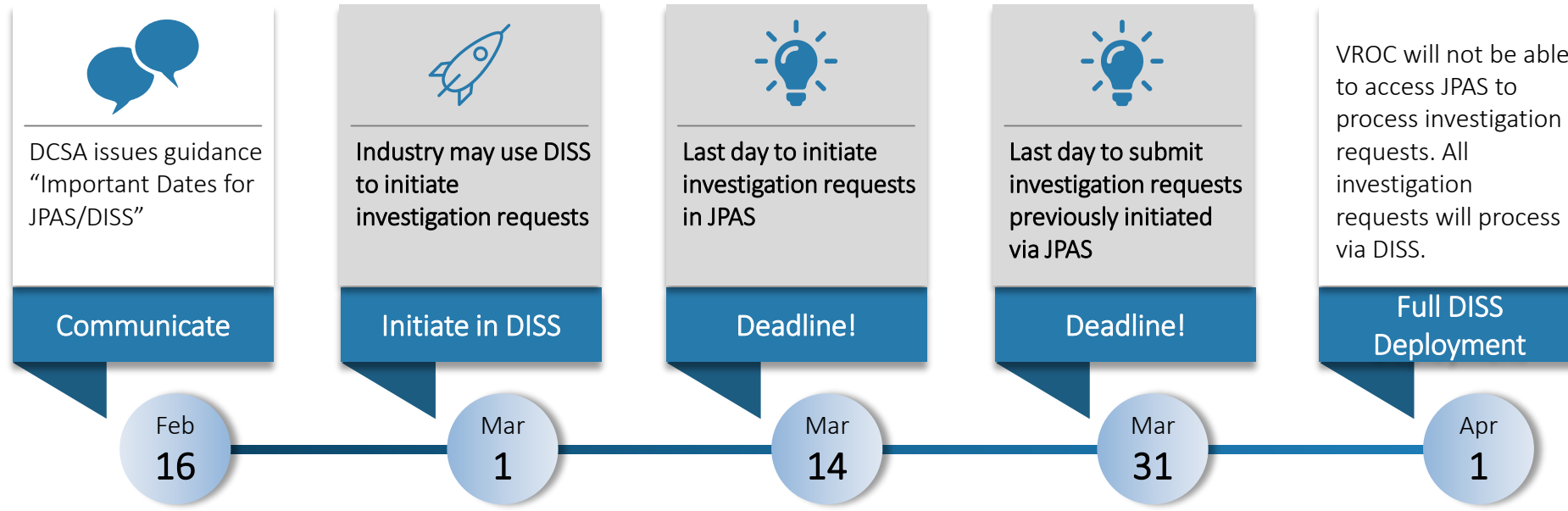
- Subject Actions
 - CSR/Provide Supplemental Information
 - CSR/Request Reciprocity
 - Initiate Investigation Request



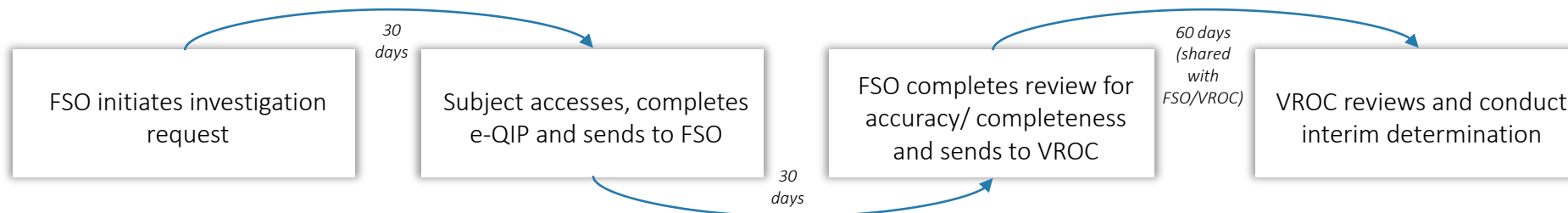
JPAS to DISS timelines



Total Days to Submit an Investigation Request via JPAS to VROC: 37



Total Days to Submit an Investigation Request via DISS = 120 days



If there are any investigation requests initiated in JPAS, they must be:

1. Filled out by the Subject
2. Reviewed for accuracy and completeness by the FSO
3. Submitted to VROC NLT March 31st, 2021.



TIPS AND TRICKS

**DEFENSE
COUNTERINTELLIGENCE
AND SECURITY AGENCY**





It is important to validate the accuracy of all your records, particularly while you still have access to JPAS. The following are some of the discrepancies reported.

- Active employees (employees in JPAS PSMnet and Not in DISS).
- Current eligibility that is reflected.
- Investigation not matching up to JPAS.
- If placed in Continuous Evaluation – date is not reflected.
- Access (In access in JPAS not in DISS).



Quick Tips – JVS



- **Tip 1:** When searching SMOs in DISS the asterisk (*) is not required for a “wild card” search.
- **Tip 2:** The IE browser “Back and Forward” icons do not work within DISS. It will cause an error and require you to log-in again. Use only the tabs and buttons within DISS to navigate.
- **Tip 3:** Inactivity in DISS for more than 10 minutes, DISS will log you out. You will get a warning at 8 minutes.
- **Tip 4:** If you haven’t been provisioned for the right SMO(s), and cannot see your hierarchy, you’ll need to contact DCSA at dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil to request changes to your provisioned account.
- **Tip 5:** If your hierarchy is inaccurate (missing SMOs, incorrect parent to child relationships, etc.) you will need to complete a Hierarchy Change Request (HCR) form.
- **Tip 6:** Failure to login within 30 days will lock your account, 45 days the account will be deactivated.





- **What if my person is not listed in my subject list to be picked?**
 - Most likely, the relationship did not flow over correctly from JPAS. You will need to search for the person by SSN and then add the relationship to the subject.
- **What if I don't have the blue "Subject Details" link after their name?**
 - This means you do not have a relationship with the person, you will need to establish a relationship for that link to show up.
- **What if I don't see any of my people in the subject list?**
 - You may have been provisioned under the wrong SMO, look up a record of a person that should be in your subject list, compare the SMO that has the relationship with the record to the SMO you have an account under. If they are different, then reach out to your account manager to be added to the SMO with the correct role needed.





- **Mass Indoctrinate, Transfer, and/or Debrief subjects**
 - Added the ability to indoctrinate, transfer, and/or debrief all subject's en masse with one-click.
- **Report Schedule and Pickup**
 - Added the ability for reports to run in the background to be retrieved at a later time, so as to not impact system performance especially with large organizations and reports.
- **Enhanced Reports (7 Jan 2021)**
 - **Pre-Case Status Report:** Assists in the management of Investigation Requests in a Users Hierarchy.
 - **One-Time Access Report:** Non-Industry Report for "One-Time Access."
 - **Notifications Report:** Assists in the management of Notifications in a Users Hierarchy.
 - **Task Inbox Report:** Assists in the management of Tasks in a Users Hierarchy.
 - **Non-SCI Access Report:** Provides Non-SCI Access information on subjects in a Users Hierarchy.
 - **Subject Report:** CE Information included in Subject Report.



Personnel Security Support



Knowledge Center Inquiries

In an effort to continue to protect our workforce during the COVID-19 pandemic, Personnel Security Inquiries (option 1/option 2) of the DCSA Knowledge Center has been suspended until further notice. We will continue to provide status updates via DISS Customer Service Requests and VROC email dcsa.ncr.dcsa-dvd.mbx.askvroc@mail.mil. When calling (888) 282-7682, customers will have the following menu options:

- Personnel Security Clearance Inquiries (e-QIP PIN Resets, Golden Questions & VROC)
- For Industry PIN Resets: **HANG UP** and **Call** the Applicant Knowledge Center at 724-738-5090, or;
- Email DCSApplicantSupport@nbib.gov, or;
- For all other PCL related inquiries email dcsa.ncr.dcsa-dvd.mbx.askvroc@mail.mil
- Industry PSAARs should be sent to: dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil

Other DCSA Offices

| | |
|--|--|
| DCSA Policy | DSS.quantico.DSS-hq.mbx.policyhq@mail.mil |
| DCSA Facebook | https://www.facebook.com/DCSA.Stakeholders |
| DCSA Twitter | https://twitter.com/DSSPublicAffair |
| Background Investigations | |
| DCSA's System Liaison | 724-794-5612, Ext. 4600 or eQIP@nbib.gov |
| For Technical Issues with e-QIP | 866-631-3019 |
| For Agent's/ Investigator's Identity or Status | 1-888-795-5673 or RMFSIMSST@nbib.gov |

DoD CAF Call Center

| | |
|--------------|--|
| Phone | 301-833-3850* (SSOs and FSOs ONLY) |
| Menu Options | 5 -Industry |
| Email | dcsa.meade.dcsa-dvd.mbx.dodcaf-callcenter@mail.mil |

* Temporarily suspended due to COVID-19

DOHA

| | |
|---------|--|
| Phone | 866-231-3153 |
| Website | dohastatus@osdgc.osd.mil |

DMDC Contact Center

| | |
|--------------|---|
| Phone | 1-800-467-5526 |
| Email | dmdc.contactcenter@mail.mil |
| Menu Options | 1 – DISS 3 – JPAS 4 – e-QIP 5 – SWFT 6 – DCII 7 – PerSec/ General Questions 8 – STEPP/ISFD/FCL |

Updated as of January 2021

