Defense Information System for Security (DISS)

Tips and Tricks

June 2020

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY
# When to Submit a CSR in DISS

## 1. Submit a CSR in DISS

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

## 2. Contact the JPAS/DMDC Contact Center

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

## 3. Contact the Knowledge Center

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

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**Contact the JPAS/DMDC Contact Center**

- **PII Change (No Longer has DOD/Military associations)**
  - **Action to be taken**: Contact DMDC

- **Change of Employment**
  - **Action to be taken**: Contact DMDC

- **Cancel “Scheduled” Investigation (Employment Termination)**
  - **Action to be taken**: Contact DMDC

- **Erroneous DOD/Military category**
  - **Action to be taken**: Contact DMDC

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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
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/NDAs are located in section 3.5.
Provisioning Tips & Tricks

• Industry Provisioning Instructions and forms are available on the DMDC PSAWEBDOCS site

• Activated account will expire if subject does not log into the account within 30 days

• Failure to follow provisioning instructions may result in the rejection of your provisioning package

• Most common package rejection reasons:
  • Selecting everything in PSSAR Part 2, Section 16b or alternatively selecting nothing at all
  • Certificates/training expired (more than one year old) or dates on certificates do not match dates on PSSAR form
  • Information missing (blank) or duties do not correspond to the roles requested in Part 2 Section 16b
  • KMP acting as the nominating official in the 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.
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.
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.
Create CSR

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

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

8. Select a Recertify Reason using the drop-down menu.
9. Indicate whether or not there was a break in service using the Break in Service drop-down menu.
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
Create CSR

12. Type comments into the Comments text box.

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

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

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

Additional examples are located in the JVS User Manual located under the Help Tab in DISS.
# Contact Information

## Vetting Risk Operations Center (VROC)

<table>
<thead>
<tr>
<th>DISS CSR Related Questions</th>
<th>Phone Number: 1-888-282-7682</th>
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<tbody>
<tr>
<td></td>
<td>Email: <a href="mailto:dcsa.ncr.dcsa-dvd.mbx.askvroc@mail.mil">dcsa.ncr.dcsa-dvd.mbx.askvroc@mail.mil</a></td>
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| DISS Provisioning Team | dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil |

## DISS Technical Assistance

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<tr>
<th>Phone Number</th>
<th>1-888-282-7682, Option 1 -DISS</th>
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