

Defense Information System for Security (DISS)

Tips and Tricks

June 2020

DEFENSE COUNTERINTELLIGENCE AND SECURITY AGENCY



UNCLASSIFIED

When to Submit a CSR in DISS

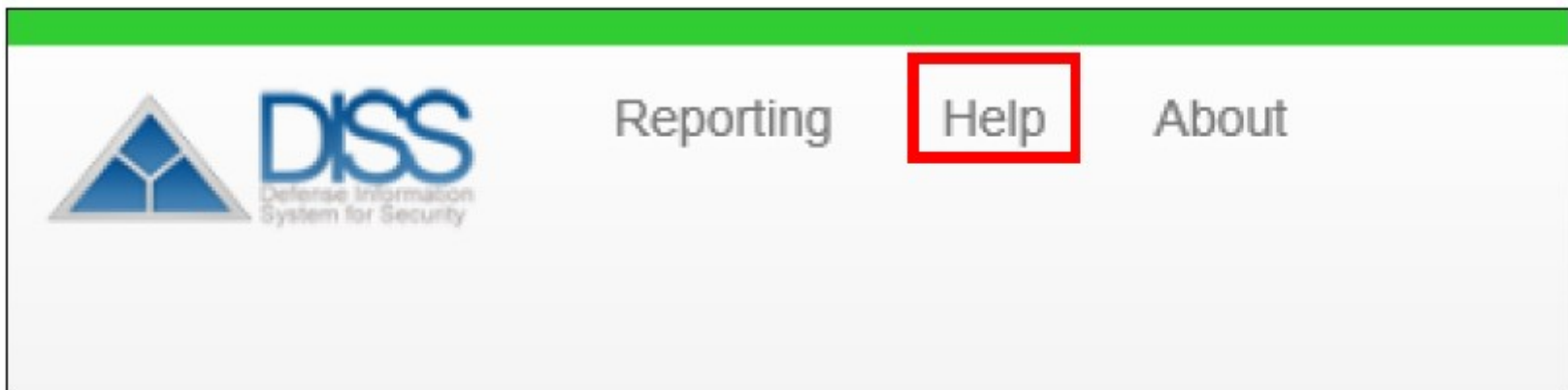


1	Submit a CSR in DISS		
	<input type="checkbox"/> Change in Marital Status/Cohabitation (“Scheduled” investigation only)	Action to be taken	Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> Change in Marital Status/Cohabitation with Foreign National		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> SSN Change		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> Cancel “Scheduled” Investigation (Subject No Longer Requires Access)		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> No Determination Made with Previous Valid Eligibility		Submit CSR: Recertify
	<input type="checkbox"/> Reciprocity		Submit CSR: Request Reciprocity
	<input type="checkbox"/> Request Adjudication on Closed Investigation (provided the closed investigation is over 30 days)		Submit CSR: Provide Supplemental Information (if DISS does not indicate Adjudication in progress)
	<input type="checkbox"/> LOJ with Previous Valid Eligibility		Submit CSR: Recertify
	<input type="checkbox"/> Request Adjudication on Closed Investigation (needs to move to a another DoD component for adj)		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> Reopen "Discontinued" Investigation		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> Upgrade/Downgrade Investigation		Submit CSR: Provide Supplemental Information
	<input type="checkbox"/> 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
	<input type="checkbox"/> PII Change (No Longer has DOD/Military associations)	Contact DMDC	
	<input type="checkbox"/> Change of Employment	Contact DMDC	
	<input type="checkbox"/> Cancel “Scheduled” Investigation (Employment Termination)	Contact DMDC	
	<input type="checkbox"/> Erroneous DOD/Military category	Contact DMDC	
	3	Contact the Knowledge Center	Action to be taken
	<input type="checkbox"/> Status of investigation/adjudication (outside standard timeframes)	Contact VROC Knowledge Center at (888) 282-7682, Option #2	

User Manual Location



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



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

A screenshot of the DCISA Subject Details page for Sharon Debra Tyler. The page has a blue header with tabs for "Subjects", "Subject Details", "SMD Details", and "Subject Summary". The main content area displays the subject's name and various details: SSN (xxx-xx-xxxx), DOB (xxxx/xx/xx), 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", "SMD Relationships", "Incidents", and "Access". A "Foreign Travel" section is also visible. On the right side, a "Subject Actions" 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". A green "Subject Actions" button is located at the bottom right of the page.

Create CSR



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

The screenshot shows a web interface for creating a CSR. The top navigation bar includes tabs for "Subjects", "Subject Details", "SMD Details", "Subject Summary", and "Create CSR". The main content area is divided into several sections:

- Task Details:** Request Type: CSR Recertify, Description: Create Recertify CSR.
- Subject Details:** Sharon Debra Tyler, SSN: XXX-XX-XXXX, DOB: xxxx/xx/xx, Eligibility Level: Top Secret, Eligibility Determination: Favorable made on 2016/06/06.
- Document Details:** A table with columns "Name", "Type", and "Description". It shows "No Documents Provided." and an "Upload Document" button.
- Request Details:** A section for "CSR Information" with fields for:
 - *Eligibility Level Requested: Secret
 - *Recertify Reason: Other
 - *Break in Service: Yes
 - Break in Service Start: [text input]
 - Break in Service End: [text input]
 - *Comments: [text area, 2000 characters remaining]
- Select CAF:** DOE CAF
- Create** button

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" tab is active, showing information for "Sharon Debra Tyler" with fields for SSN, DOB, Eligibility Level, and Eligibility Determination. A red arrow points to the "Upload Document" button in the "Document Details" section. A pop-up window titled "Upload Document" is open, containing fields for "Document Name" (DIF Packet), "Document Description" (This is the subject's DIF Packet.), "Document Type" (DIF packet), and a "Choose" button. Below the pop-up, the "Add Document" and "Cancel" buttons are visible.

Create CSR



- The document is added to the Document Details table.
- Select the Eligibility Level Requested using the drop-down menu.
- Select a Recertify Reason using the drop-down menu.

Document Details

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

Upload Document

Request Details

CSR Information

*Eligibility Level Requested: Secret

*Break in Service: Top Secret

Break in Service Start: []

Break in Service End: []

*Comments: []

*Recertify Reason: Other

Request Details

CSR Information

*Eligibility Level Requested: Secret

*Break in Service: Yes

Break in Service Start: []

Break in Service End: []

*Comments: []

*Recertify Reason: Other

No Determination Made

Loss Of Jurisdiction

Create CSR



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

A screenshot of a web application interface for creating a CSR. The interface is divided into two main sections: "Request Details" and "CSR Information". The "CSR Information" section contains several fields:

- *Eligibility Level: A dropdown menu with "Secret" selected.
- *Recertify Reason: A dropdown menu with "No Determination Made" selected.
- *Break in Service: A dropdown menu with "Yes" selected.
- Break in Service Start: A dropdown menu with "Yes" selected and "No" as an option.
- Break in Service End: A date input field with a calendar icon.
- *Comments: A large text area for entering 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

The screenshot shows a web form titled "Request Details" with a sub-section "CSR Information". The form contains the following fields:

- *Eligibility Level: Secret
- *Recertify Reason: No Determination Made
- *Break in Service: Yes
- Break in Service Start: [Calendar icon]
- Break in Service End: [Calendar icon]
- *Comments: [Text area]
- Select CAF: DO

The calendar for Break in Service Start is open, showing January 2016. The date 27 is highlighted in yellow. The calendar for Break in Service End is also open, showing the same month and year, with the date 31 highlighted in blue.

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.

A screenshot of the "Request Details" form in the DCISA system. The form is titled "Request Details" and "CSR Information". It contains several fields for input:

- *Eligibility Level Requested: A dropdown menu with "Secret" selected.
- *Recertify Reason: A dropdown menu with "No Determination Made" selected.
- *Break in Service: A dropdown menu with "Yes" selected.
- Break in Service Start: A date input field with "2015/01/01" entered.
- Break in Service End: A date input field with "2015/09/30" entered.
- *Comments: A text area containing "Subject needs to be recertified." and a "1968 characters remaining" indicator.
- Select CAF: A dropdown menu with "DOE CAF" selected, showing a list of options including "DOE CAF" and "DoD CAF".

A green "Create" button is visible at the bottom left of the form.

Contact Information



Vetting Risk Operations Center (VROC)

DISS CSR Related Questions

Phone Number: 1-888-282-7682

Email: dcsa.ncr.dcsa-dvd.mbx.askvroc@mail.mil

DISS Provisioning Team

dcsa.dcsa-northern.dcsa-dvd.mbx.diss-provisioning@mail.mil

DISS Technical Assistance

Phone Number

1-888-282-7682, Option 1 -DISS

DMDC DISS Notices, Updates and Guides

<https://psa.dmdc.osd.mil/psawebdocs/docPage.jsp?p=DISS>