



National Background Investigation Services- Secure Web Fingerprint Transmissions (NBIS-SWFT) Newsletter

June 2021

Issue 29

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SWFT/WebEnroll:

SWFT is the DoD enterprise system for online enrollment of electronic fingerprints (eFPs).

SWFT is a store-and-forward system for collection and distribution of eFPs plus WebEnroll, the web-based application for capture and enrollment of biographic and biometric data.

Access DCSA ServiceNow for current SWFT outages and notifications at <https://dcsa.servicenow.com>.

Access the SWFT DCSA website for current information regarding the SWFT application status and documentation at <https://www.dcsa.mil/is/swft/>.

NBIS-SWFT Announcements

- ❖ **ServiceNow** –Ticket application for SWFT support;
 - All requests for SWFT and WebEnroll application assistance must be sent through the DCSA ServiceNow ticket application at the following URL: <https://dcsa.servicenow.com>.
 - The ServiceNow instructions, “DCSA Customer Management User Guide” can be found on the SWFT Welcome Page. ServiceNow accounts have been created for all SWFT/WebEnroll users.
 - If you have questions regarding user guides or how to get an account in SWFT/WebEnroll, contact the SWFT Coordinators by email at dcsa.ncr.nbis.mbx.swft@mail.mil.
- ❖ **Scanner Validation** – All users whose eFPs are rejected due to an incorrect scanner serial number, need to contact their Site Administrators to verify their scanners are registered in SWFT with the correct serial number. If you are an administrator, and need steps on how to register your scanner, please review the Scanner Configuration and Registration Guide in the Help Files in SWFT.

WebEnroll Announcements

- ❖ A patch for the WebEnroll application was deployed on 29 April 2021. The fix allows the Organization and Site Administrators to edit groups and subgroups. The groups and subgroups are listed in alphabetical order.
- ❖ An upcoming patch will pre-populate the CRI fields (SON/SOI/ALC) on the eFP Enrollment screen.
- ❖ There is a new version of the SF-87 dated February 2021. It was approved for use on 1 June 2021. WebEnroll will continue to convert hard copies and print the SF-87 version dated December 2017. The new version will be available in WebEnroll by 30 November 2021. Once the new version is in WebEnroll, a message will be posted on the SWFT Welcome Page.

SWFT Regular Maintenance Schedule:

Scheduled maintenance is performed on SWFT the first Thursday of each month from 6PM–11PM ET (3PM–8PM PT). During this maintenance window, SWFT will be accessible but minor outages may occur. If you are logged out of the application during this time, please wait until after the outage period before logging back into SWFT.

Questions about SWFT?

Contact DCSA Contact Center:

Toll Free 1-800-467-5526

Send email to:

dcsa.ncr.nbis.mbx.contact-center@mail.mil

Contact SWFT Coordinators via ServiceNow:

<https://dcsa.servicenow.com>

It's YOUR SWFT Newsletter!

Have an idea for a newsletter article?

Write to the SWFT Mailbox at dcsa.ncr.nbis.mbx.swft@mail.mil and we may end up using your input as a newsletter article.

General Announcements

- ❖ Check the messages on the SWFT Welcome Page each time you log in to stay current with what is happening in SWFT and WebEnroll. Besides availability updates, such as maintenance announcements, upcoming instructional opportunities are posted. Resolutions for current issues, training announcements, and “Did You Know”, are some examples of the information available to enhance your SWFT and WebEnroll productivity.
- ❖ Log in to SWFT at least once every two weeks to avoid losing your SWFT access.
 - After 30 days, your account will be locked. If this occurs, contact your Site/Organization Administrator to have your account unlocked.
 - After 35 days, your account will be deactivated. Once your account is inactive, you will be required to fill out a new PSSAR and send to your Site/Organization Administrator.
- ❖ If you need an account created or updated in SWFT, please contact your Organization Administrator. If you need an Org Admin account created, please email your PSSAR to the DCSA Contact Center at dcsa.ncr.nbis.mbx.contact-center@mail.mil. Please do not send any PSSARs to the SWFT Coordinators. If requesting creation or update of a regular user account, send your PSSAR to either your Organization Administrator or Site Administrator. If you don't know the contact information for the appropriate administrator, please contact the DCSA Contact Center.
- ❖ The DCSA Contact Center is rejecting between 65% and 72% of the PSSARs they receive. The most common reasons a PSSAR is rejected are the following:
 - Part 2 - APPLICATIONS Section 15a (PERMISSIONS) is missing a checkbox selection;
 - Part 3 - TRAINING Sections 18 and/or 19 are missing the training certificate information;
 - Part 5 - NOMINATING OFFICIAL'S CERTIFICATION is missing a brief descriptive statement justifying your need for a SWFT account.
 - Please review the PSSAR Sample and PSSAR Help links on the DCSA SWFT Website at dcsa.mil/is/swft/swftresources. If you need additional assistance to complete your PSSAR, email the DCSA Contact Center at dcsa.ncr.nbis.mbx.contact-center@mail.mil.