

SWFT+ (BioSP/WebEnroll) Frequently Asked Questions

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Questions about Access, System Requirements, and User Guide

1. Who can use the WebEnroll feature in SWFT?

ANSWER – The WebEnroll feature of SWFT is currently available only to DoD Components that enter into an agreement with DMDC. ARMY users, please contact PSI-COE at usarmy.apg.inscom.mbx.psi-coe-fingerprint-services@mail.mil for details. Other inquiries should be directed to SWFT Program Manager at dmdc.swft@mail.mil.

2. How can I obtain a SWFT account with access to eFP online enrollment?

ANSWER – Please refer to the SWFT Access, Registration and Testing Procedures that is available at <https://www.dmdc.osd.mil/psawebdocs/docPage.jsp?p=SWFT>. Click on the “Access, Registration, and Testing Guide” link in the “Access Request” section. The eFP online enrollment feature can be requested by checking the “Enroller” item in Box 15b on the PSSAR form. PSSARs should be submitted to your Organization Administrator for account creation.

3. What are the minimum security requirements for obtaining a SWFT account?

ANSWER – All SWFT users must have, at a minimum, a national agency check with law and credit (Tier 3) investigation completed and favorably adjudicated, and at least an interim secret eligibility.

4. Where do I get the Personnel Security System Access Request (PSSAR) form?

ANSWER – The PSSAR form is available at <https://www.dmdc.osd.mil/psawebdocs/docPage.jsp?p=SWFT>. Click on the “PSSAR Form” in the “Access Request” section. Army users should submit the completed PSSAR to usarmy.apg.inscom.mbx.psi-coe-fingerprint-services@mail.mil.

5. How recent must the training certificates that I submit with my PSSAR be?

ANSWER – In order to receive a SWFT account, training certificates must be less than 12 months old. Please attach the certificates to PSSAR.

6. How often must I log into my account in order to avoid account suspension or termination?

ANSWER – Users must log into their accounts every 30 days in order to avoid account suspension. Suspended accounts can be unlocked by Organization Administrators. Accounts that are not accessed within 45 days of the last login will be terminated. Terminated accounts will require a new PSSAR to be submitted to your Organization Administrator.

7. As an Organization Administrator, how do I reinstate a user who has had his or her account terminated due to 45 days of inactivity?

ANSWER – If a SWFT user account has been terminated, you will need to create a new account for that user once you have received a completed PSSAR from that user. You will not be able to reuse the user’s previous username. If his or her account has been suspended due to 30 days of inactivity, reset the user’s password through the Account Management portal.

8. What are the system requirements for SWFT and BioSP/WebEnroll?

ANSWER – In order to use the eFP online enrollment feature of SWFT+, users must

have Adobe Flash Player 9.0.24 or higher, Java version 7 Update 45 or higher, and their scanner's vendor provided SDK installed on their machine. SWFT+ supports Internet Explorer 9.0 or above, including Internet Explorer 11, but it must be a 32-bit version of the browser.

A free download of Adobe Flash Player is available at <http://get.adobe.com/flashplayer/>. The most recent version of Java can be found here: <http://java.com/en/download/installed.jsp>. Prior to installing either Flash or Java, please check your organization's IT policy.

The SDK will vary depending on the make and model of scanner that is being used. Additional information about commonly used SDKs and their locations can be found in the [Troubleshooting Guide](#) and the [Users Guide](#). Links to the device SDKs can be obtained from your Organization Administrator or found on Army Knowledge Online.

9. Is there a User Guide for the SWFT system?

ANSWER – A SWFT User Guide is available online to the users after logging into the SWFT web application. Click the “Help” button that is available on each web page. The User Guide is For Official Use Only (FOUO), and is not available to the general public. Information about online enrollment of eFP can be also found in the “eFP Enrollment” section on the [PSA Website](#).

Questions about the Equipment

10. Which fingerprint scanners can be used with SWFT+ online enrollment?

ANSWER – A list of Live Scan and Card Scan devices that are supported by SWFT+ is available on the Personnel/Security Assurance website or directly [here](#).

11. What reference guides should I consult while setting up my scanner?

ANSWER – ARMY users should request Startup Users Guide from the Help Desk at usarmy.apg.inscom.mbx.psi-coe-fingerprint-services@mail.mil and/or consult the [Troubleshooting Guide](#) and [Users Guide](#) (available also to users from other DoD Components)

12. Why does online eFP enroll take a long time to load for the first login?

ANSWER – The first time that you login to the eFP enrollment web page, it might take more than 15 minutes to download all necessary runtime files, depending on the network bandwidth and speed of your virus check engine. If the application appears to have stopped loading, refer to the [Troubleshooting Guide](#) to ensure that you are using the most recent version of Java, the correct SDK, and that the key file's location from the SDK is included in your workstation's system path.

If you were previously able to login to the eFP enrollment web interface and the application freezes up while loading, check with your IT department to determine if a new version of Java was loaded onto your workstation and refer to the [Troubleshooting Guide](#).

13. What do I do if I receive an error message while accessing eFP online enrollment that states than an additional add-on failed to run?

ANSWER – Users should have <https://swft.dmdc.mil/> added to their trusted sites. This may require coordination with your local IT department. In Internet Explorer, go to Tools > Internet Options > Security Tab > Select the “Trusted Sites” icon > Click the “Sites” button and copy <https://swft.dmdc.mil/> into the text dialog > Apply the changes.

14. Where can I reach technical support for scanner installation and set up?

ANSWER – Users should first work with their local IT staff to set up and configure their

scanners. For additional assistance, ARMY users should contact usarmy.apg.inscom.mbx.psi-coe-fingerprint-services@mail.mil, otherwise contact the SWFT+ Coordinator.

Questions about the Fingerprints

15. What do I do if I receive an error message saying that the subject's name is too long?

ANSWER – Shorten the subject's middle name to be just an initial. Do NOT remove the comma, which separates the last name from the first name.

16. How can I print the fingerprints on the FD-258, SF-87 or state fingerprint forms?

ANSWER – Viewing and printing PDFs of fingerprint submissions requires “Transaction Viewer” role added to your account. If you do not see the Transaction Manager tab at the top of the eFP enrollment web page, then this permission has not been enabled on your account. The “Transaction Viewer” role can be requested from your account administrator.

If you are a “Transaction Viewer”, select the checkbox to the left of the fingerprint file that you wish to print. After doing so, select the PDF View button at the bottom of the screen. Select the desired format in the window that appears and select View PDF. The file will then appear in a printable PDF file.

17. How do I confirm that my electronic fingerprints were successfully submitted to OPM?

ANSWER – Navigate to “eFP Search” on the SWFT Home Page to check the status of any eFP submission. If the status of the eFP is “Stalled”, review the details of the transaction and refer to SWFT User Guide for guidance.

Please note that the presence of an electronic fingerprint file in the transaction manager in the eFP enrollment interface does not confirm that the file was released to OPM. Use the “eFP Search” or the appropriate SWFT report to check the status of any eFP submission.