



NBIS GENERAL TROUBLESHOOTING GUIDE

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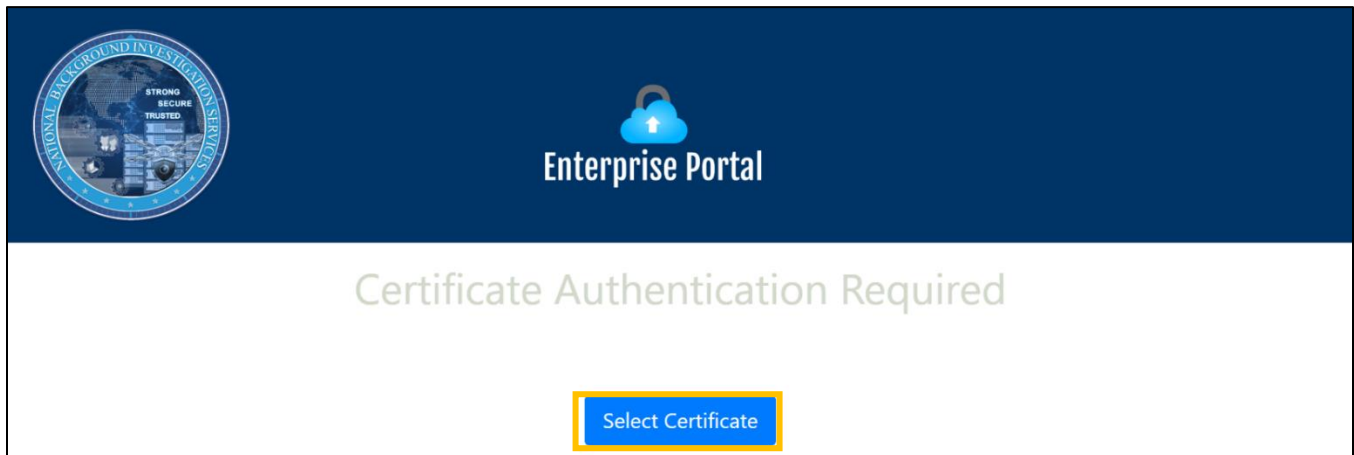
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Purpose: To serve as a user-oriented guide for a variety of tasks and functions in NBIS.

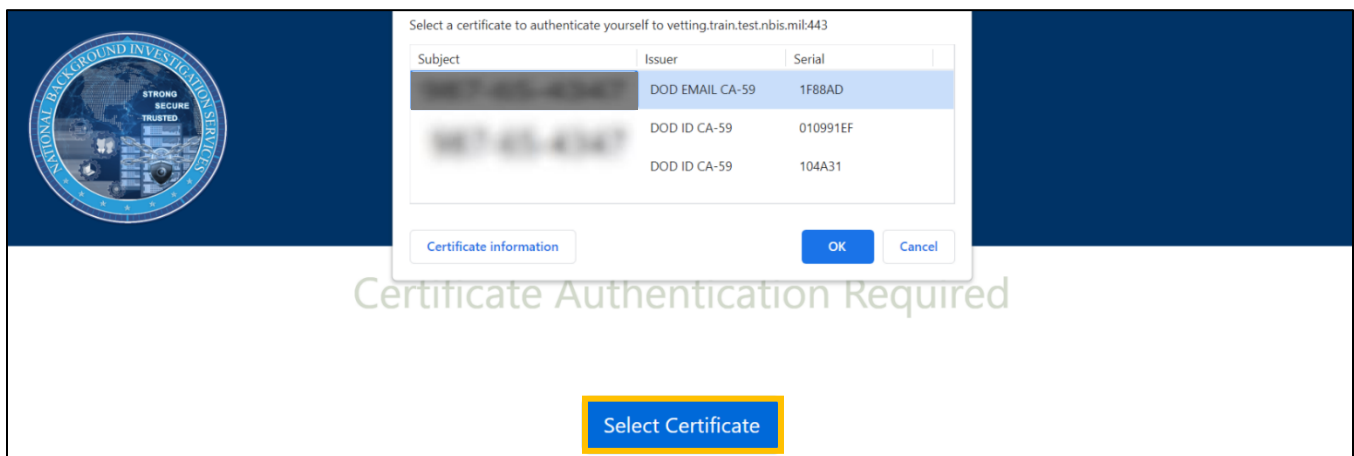
NBIS GENERAL TROUBLESHOOTING GUIDE

Avoid Getting Locked Out of NBIS

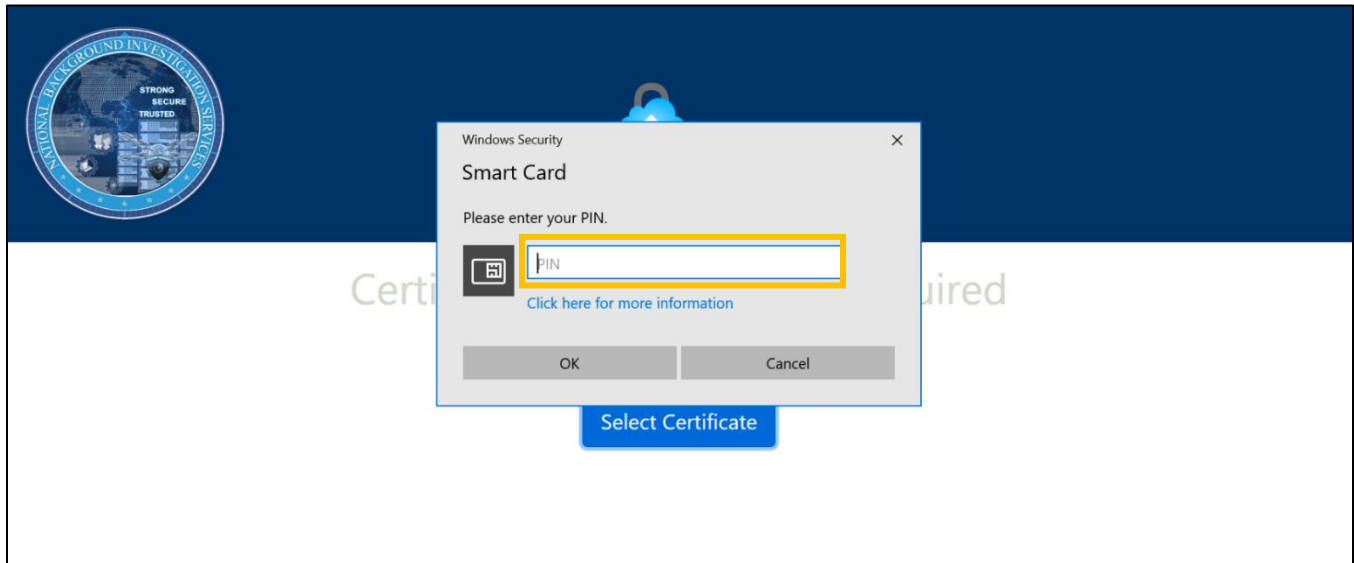
1. Select the **Select Certificate** button when in the enterprise portal.



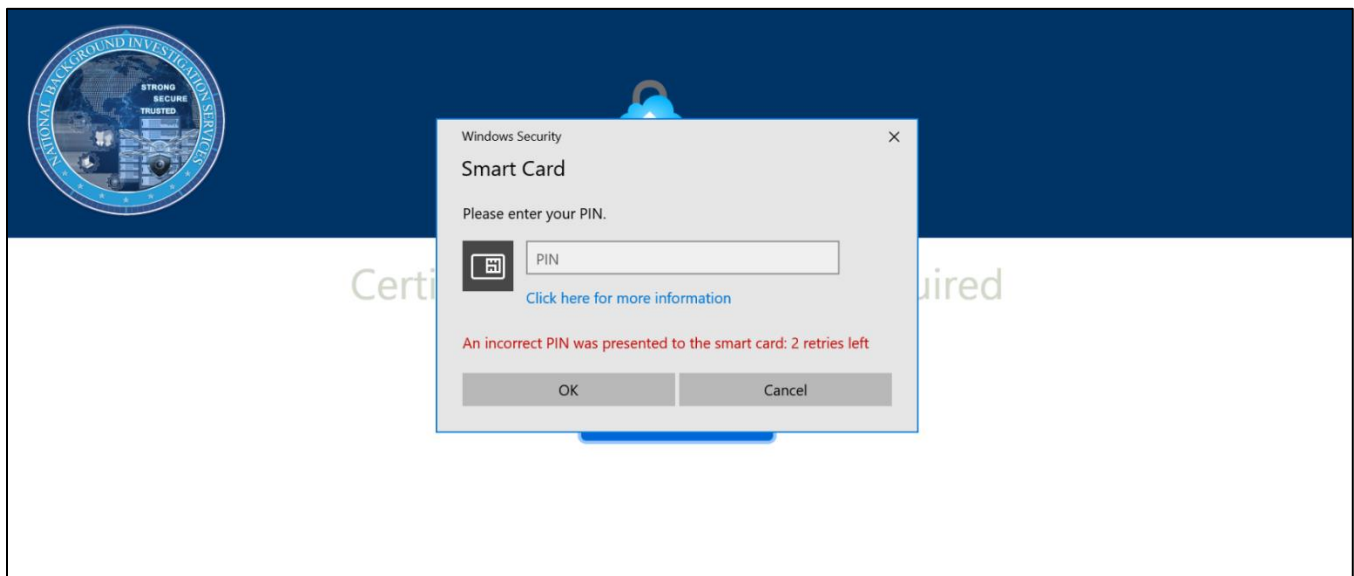
2. Select the relevant certificate to properly authenticate the user.



- When logging into NBIS, users must log in using their Common Access Card (CAC). Enter the pin for the CAC, if needed.



- If a password is entered incorrectly more than three times, it will lock. If the CAC becomes locked, the user must contact their point of contact (POC) for the CAC from their organization to receive the next steps to unlock the CAC. If the CAC is locked, users cannot enter NBIS or any website that requires it. If a user enters their password at least twice, it is best to contact the CAC POC to reset the password to avoid getting locked out.



5. When in the system, make sure to log out correctly. Logging out incorrectly results in getting locked out for 30 minutes. To log out correctly, select the icon with the user's **two letter initials** on the top right-hand side of the screen. From the drop-down select **Log Off**.

National Background Investigation Services

Search Subject by SSN

Task Management

My Work | My Outstanding Work | My Team's Work | My Organization's Work | My Organization's Outstanding Work | History

My Work

Search My Work

Table Settings | Table View

Case ID	Case Type	Last Name	Status	Task Age (Days)	Case Owner	Assigned on
22221ROAS1708000	Incident Report	Roast	OGC Review	19	Lashundra Billups	8/17/22
22055CRYS1320084	Tier 3	Crystall	---	185	Lynn Dorsey	8/17/22
22062CHIN1110149	Tier 5	China pink	TECT Review	178	Michael Lewis	8/17/22
22047PARK1251264	Tier 3	Park	TECT Review	193	Blair Webber	8/17/22
22061AERO1308221	National Agency Check	Aero	Received	179	Dawn Fears	8/17/22

6. Select **I Accept**. The session is now over and the logout is successful.

NATIONAL BACKGROUND INVESTIGATION SERVICES

STRONG SECURE TRUSTED

Enterprise Portal

Terms of Service

YOU ARE ACCESSING A U.S. GOVERNMENT (USG) INFORMATION SYSTEM (IS) THAT IS PROVIDED FOR USG-AUTHORIZED USE ONLY.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

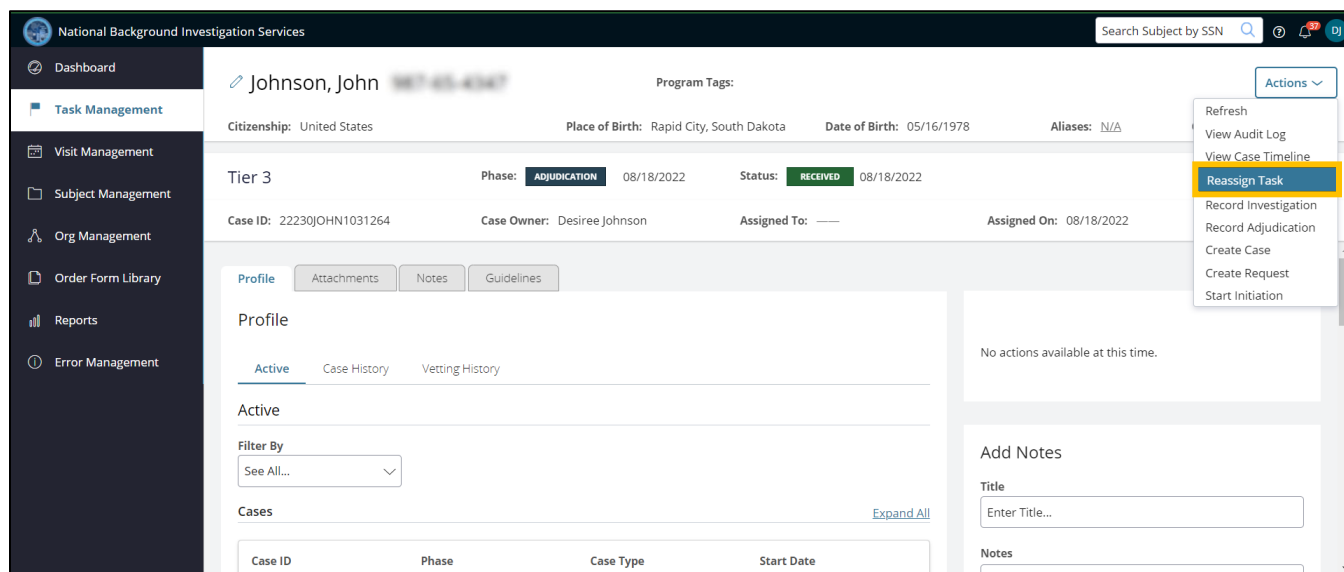
I Accept

Session has been logged out

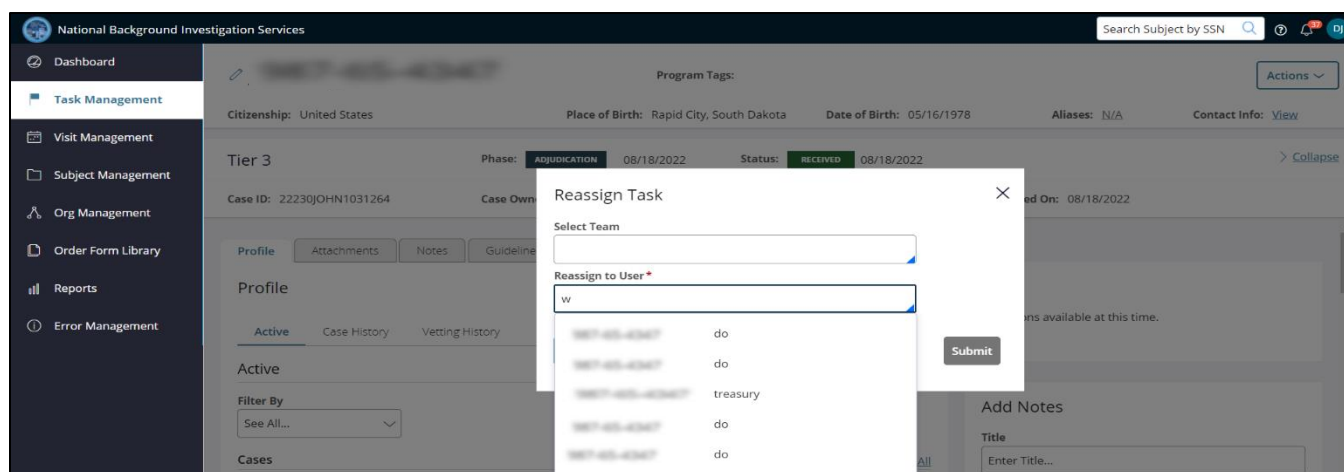
Avoid Locking Cases in NBIS

When a case is assigned to a user, that user can work a case based on the roles assigned to them. If a user needs to reassign a case to themselves, they must select their name when reassigning. If the wrong name is accidentally chosen, the user could get locked out of the case. If a user is not assigned the case, they are not able to access the Case Actions drop-down to complete specific actions for the case. If a user accidentally assigns a case to another user, they should contact their Organization Manager.

1. If a user needs to assign a case to themselves, select **Reassign Task** from the Actions drop-down.



2. After selecting **Reassign Task**, enter who to reassign the case to. Make sure to select the correct user when making a selection.



Note: If the wrong user is assigned the case, the user who is supposed to work the case will not have access to the Case Actions drop-down.

National Background Investigation Services

Search Subject by SSN

Dashboard

Task Management

Visit Management

Subject Management

Org Management

Order Form Library

Reports

Error Management

Program Tags:

Actions

Citizenship: United States

Place of Birth: Rapid City, South Dakota

Date of Birth: 05/16/1978

Aliases: N/A

Contact Info: View

Tier 3

Phase: ADJUDICATION

08/18/2022

Status: RECEIVED

08/18/2022

Collapse

Case ID: 22230JOHN1031264

Case Owner: 987-65-4321

Assigned To: 987-65-4321

Assigned On: 08/18/2022

Success. The task was reassigned.

Profile

Attachments

Notes

Guidelines

Profile

Active

Case History

Vetting History

Active

Filter By

See All...

Cases

Expand All

No actions available at this time.

Add Notes

Title

Enter Title...