



IRA Troubleshooting Guide



IRA TROUBLESHOOTING GUIDE

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

IRA TROUBLESHOOTING GUIDE

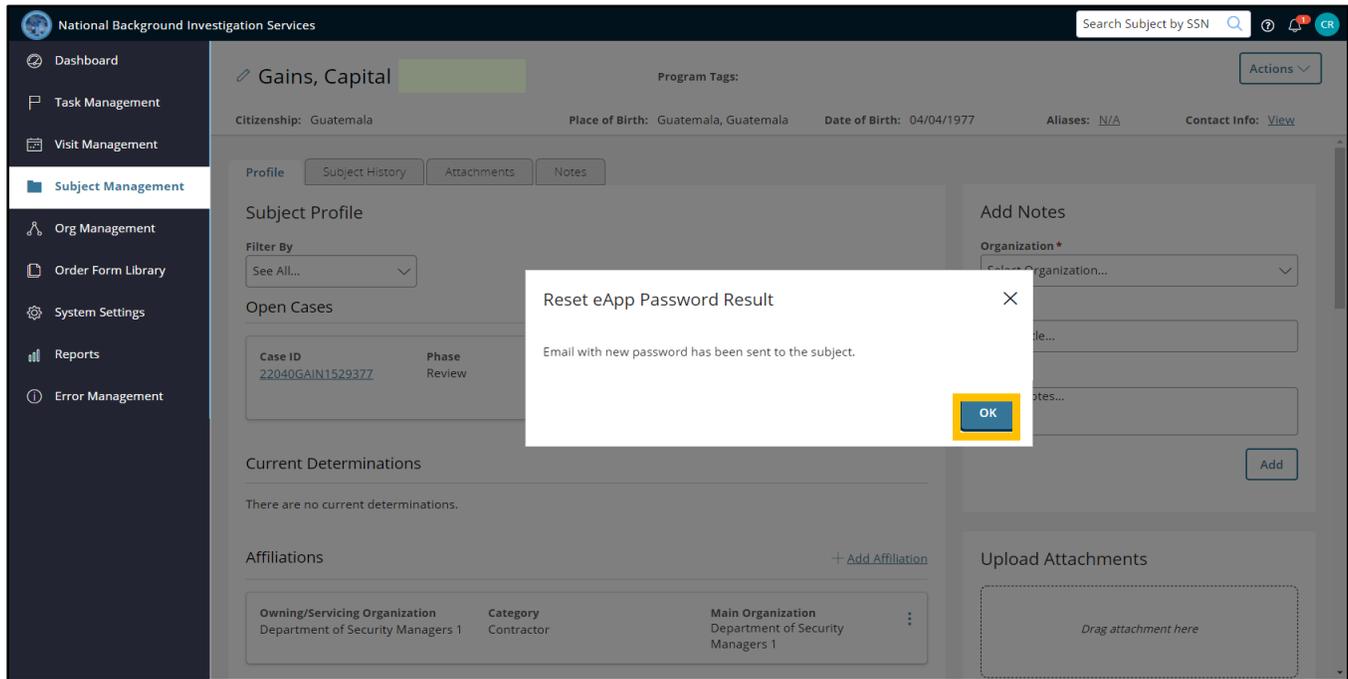
Reset eApp Password

Note: Users with the Authorizer, Reviewer, Subject Manager, Initiator, FSO, and Subject Profile Editor roles can reset the subject’s eApp password only when the case is in the Initiation status.

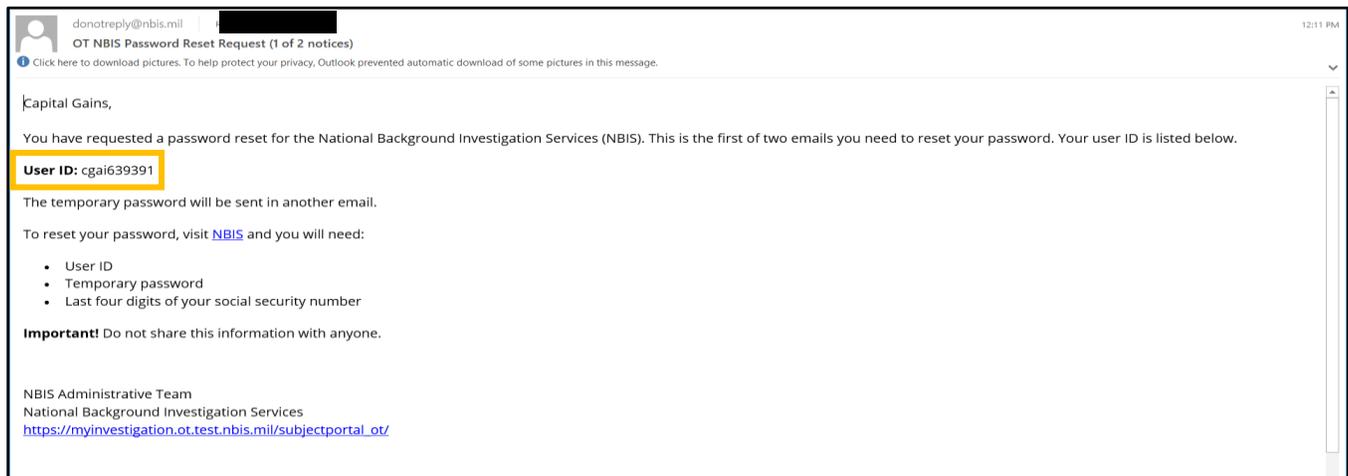
- To reset a subject’s eApp password, select **Reset eApp Password** under the Actions drop-down on the Subject Management Worksheet. Then select **Confirm** on the pop-up window.

The screenshot displays the National Background Investigation Services (NBIS) interface. The main content area shows the profile for 'Gains, Capital'. The 'Actions' dropdown menu is open, and the 'Reset eApp Password' option is highlighted in blue. The interface includes a sidebar with navigation options like Dashboard, Task Management, and Subject Management. The main profile section shows details such as Citizenship (Guatemala), Place of Birth (Guatemala, Guatemala), Date of Birth (04/04/1977), and Allises (N/A). There are also sections for Open Cases, Current Determinations, and Affiliations.

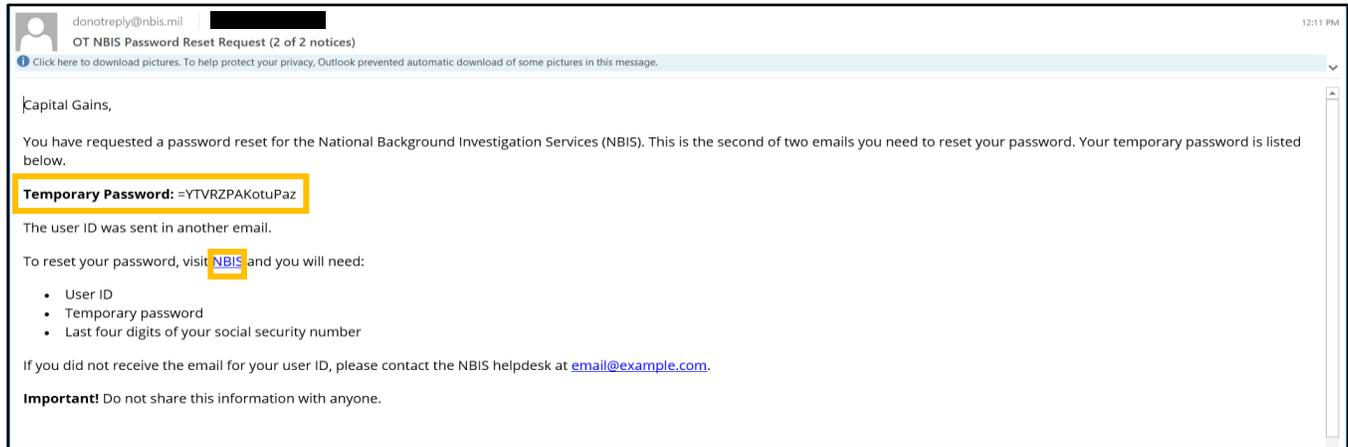
2. A new window will pop up confirming that an email with a new password has been sent to the subject. Select **OK** to continue.



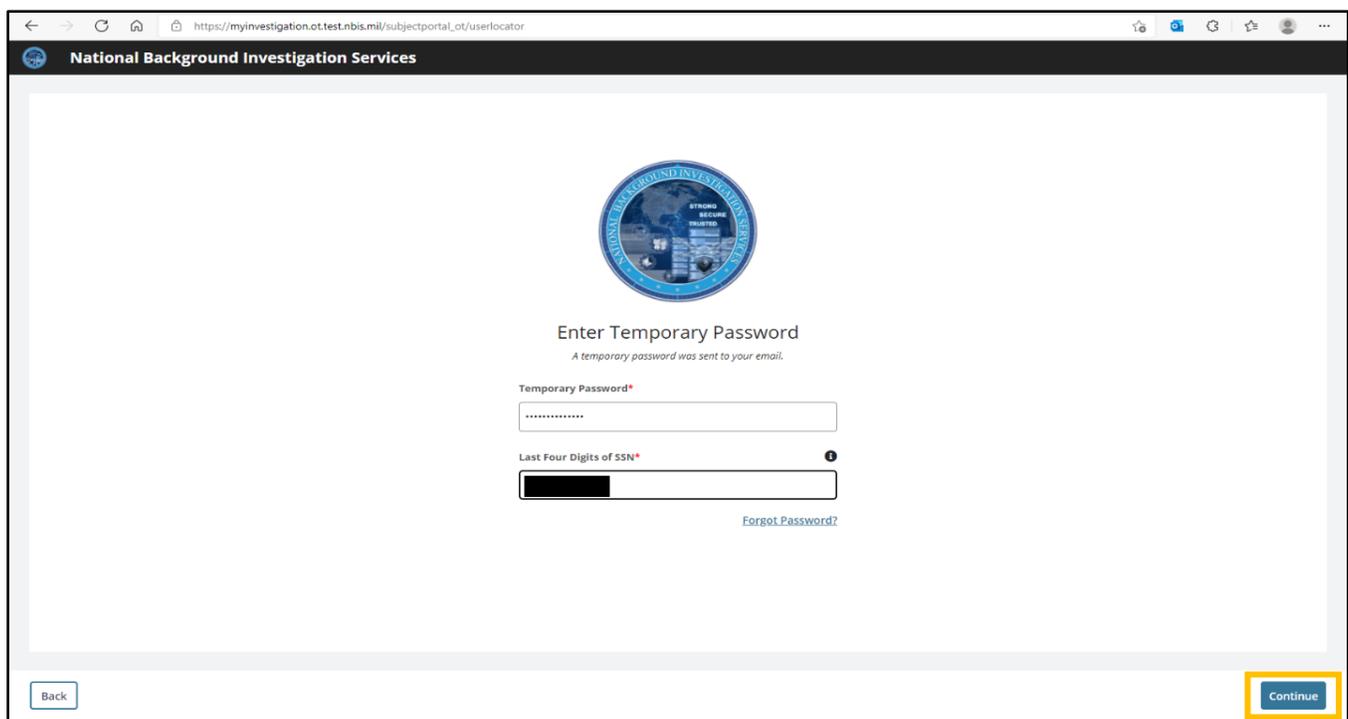
3. An email with a User ID will be sent to the subject using the email address entered in their NBIS profile.



- A second email containing the temporary password will also be sent to the email on file. To reset a password, the subject will need their User ID, temporary password, and the last four digits of their Social Security Number (SSN).
- Select the **NBIS** hyperlink.



- To sign in, enter the temporary password and the last four digits of the SSN. Then select **Continue**.



7. Create and confirm a new password that meets the requirements shown in the figure below. Select **Continue** to sign in.

https://myinvestigation.ot.test.nbis.mil/subjectportal_ot/setpassword

National Background Investigation Services



Create New Password

Password*

Choose a password with the following requirements

- Between 15 and 20 characters length
- At least one upper-case letter
- At least one lower-case letter
- At least one number
- At least one special character

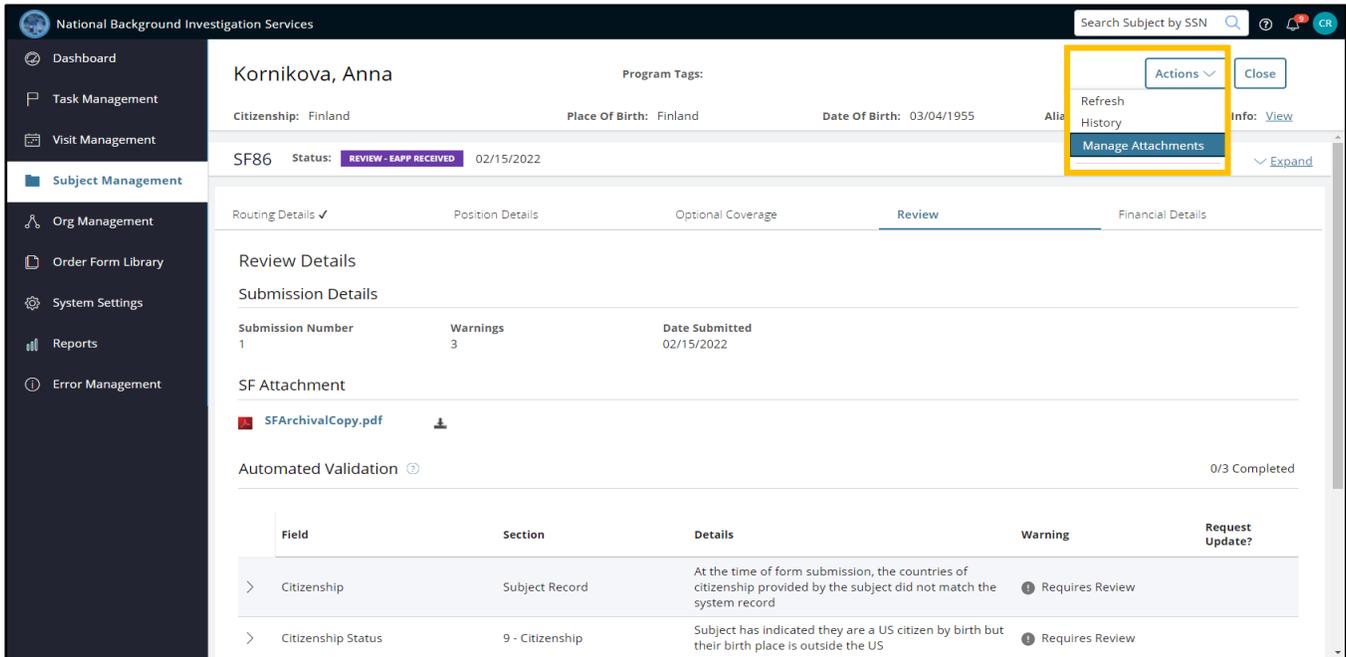
Confirm Password*

[Back](#) [Continue](#)

Manage Attachments

Attachments can be prepopulated by the system or manually uploaded by a user (FSO/SMO). Attachments that were uploaded manually can only be deleted by the user who uploaded them and will only be visible to the user's organization.

1. From the Actions drop-down, select **Manage Attachments**.

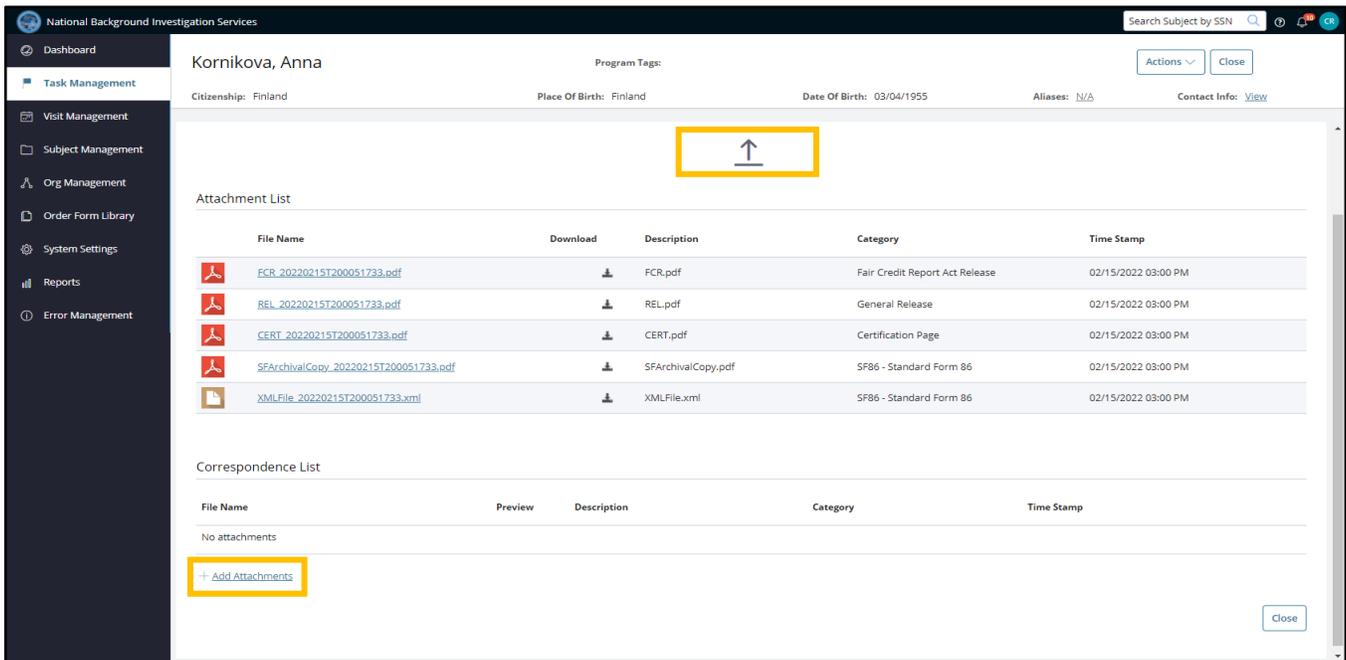


The screenshot shows the 'National Background Investigation Services' interface for subject 'Kornikova, Anna'. The 'Actions' dropdown menu is open, and 'Manage Attachments' is highlighted. The main content area shows 'Review Details' for submission SF86, including a table of warnings and a list of attachments.

Field	Section	Details	Warning	Request Update?
Citizenship	Subject Record	At the time of form submission, the countries of citizenship provided by the subject did not match the system record	Requires Review	
Citizenship Status	9 - Citizenship	Subject has indicated they are a US citizen by birth but their birth place is outside the US	Requires Review	

1

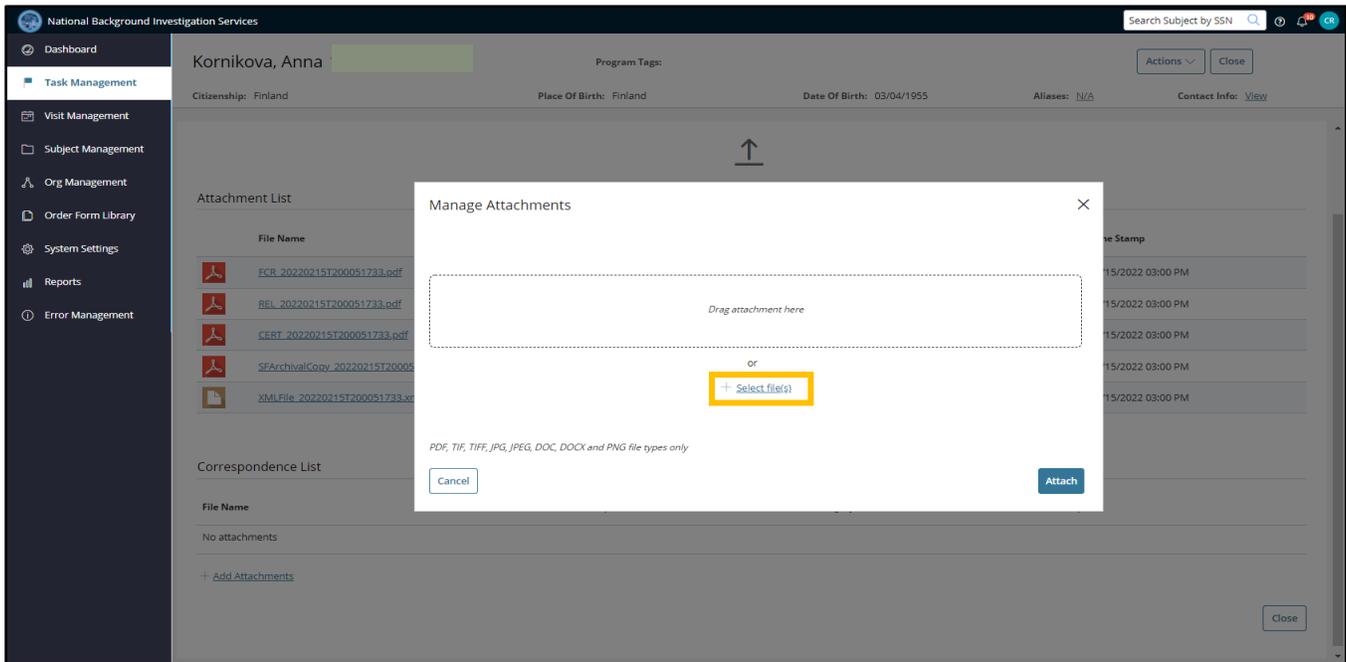
2. Select **Add Attachments** or select the **upload** icon above the attachment list. 2



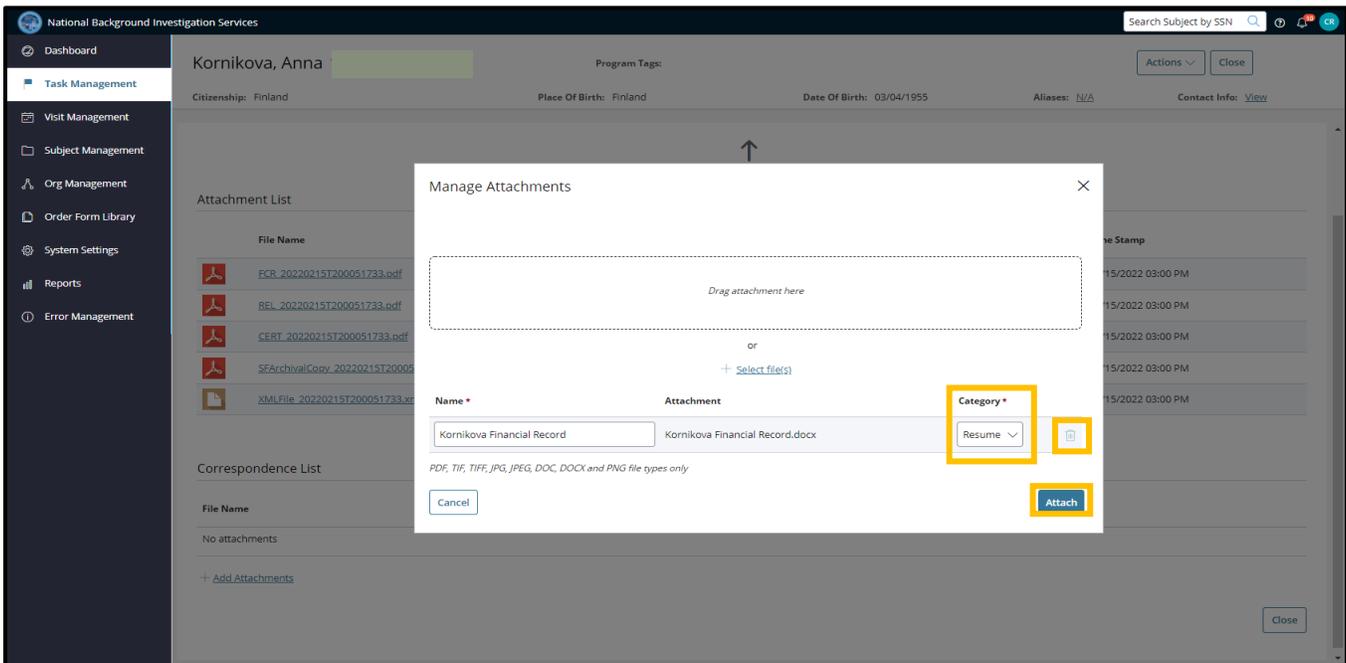
The screenshot shows the 'National Background Investigation Services' interface for subject 'Kornikova, Anna'. The 'Attachment List' table is visible, and the 'Add Attachments' button is highlighted. The table lists several attachments with their file names, descriptions, categories, and time stamps.

File Name	Download	Description	Category	Time Stamp
FCR_20220215T200051733.pdf	Download icon	FCR.pdf	Fair Credit Report Act Release	02/15/2022 03:00 PM
REL_20220215T200051733.pdf	Download icon	REL.pdf	General Release	02/15/2022 03:00 PM
CERT_20220215T200051733.pdf	Download icon	CERT.pdf	Certification Page	02/15/2022 03:00 PM
SFArchivalCopy_20220215T200051733.pdf	Download icon	SFArchivalCopy.pdf	SF86 - Standard Form 86	02/15/2022 03:00 PM
XMLFile_20220215T200051733.xml	Download icon	XMLFile.xml	SF86 - Standard Form 86	02/15/2022 03:00 PM

3. Choose **Select file(s)** to upload files from the computer or drag the files into the **Drag attachment here** box.



4. Change the name under the Description field when the file is uploaded.
5. Select the **Category** of the file being uploaded.
6. If necessary, select the **trash can** icon to delete an uploaded file.
7. Select **Attach** to complete attaching documents to the case.



Applicable uploaded attachments will display under Manage Attachments.

Initiation Setup Tier and Template

After setting up the organization associations during mass initiation, the user must complete the Setup Tier and Template section.

The screenshot displays the 'Setup Tier and Template' configuration page within the 'Mass Initiation' workflow. The page is divided into several sections:

- Initiating Organization:** A dropdown menu currently showing 'Department of Security Managers 1'.
- Workflow Type:** A dropdown menu currently showing 'Internal'.
- Form Type:** A dropdown menu currently showing 'SF86'.
- Case Type:** A list of options including 'National Agency Check', 'Tier 3', 'Tier 3 Reinvestigation', 'Tier 5', and 'Tier 5 Reinvestigation'.
- Form Version:** A dropdown menu currently showing '2017-07'.
- Order Form Template:** A section with a 'Template Name' dropdown menu set to 'Select a Template'.

The Setup Tier and Template section is relevant to both a single initiation and a mass initiation. Items that require configuration are configured by the Organization Hierarchy Manager. The template process will not work if they are not first configured. The Organization Hierarchy Manager is the point of contact for any questions or concerns about specific configurations. The breakdown below shows the different sections displayed on the Setup Tier and Template portion of the page:

Initiating Organization: Select this drop-down menu to select the organization for mass initiating the subjects.

Workflow Type: The selection for Workflow Type comes from the selected organization's configured workflows.

Form Type: Select the Standard Form (SF) that is applicable. The following are examples of the different SFs:

- SF-85 (questionnaire for non-sensitive positions)
- SF-85P (questionnaire for public trust positions)
- SF-85P-S (supplemental questionnaire for selected positions)
- SF-86 (questionnaire for national security positions)

Case Type: Contains specific information used in order forms for agency cases and for ingesting adjudication cases. They contain Identifier, Code, Legacy Code, Risk Level, Re-Investigation Status, Initial Case Type, and Form-Sensitivity relationships. The System Manager can add, view, and edit case types.

Form Version: The version of the SF that is applicable to the subjects that are being initiated.

Optional Coverage Tab

The Optional Coverage tab is not a requirement for Reviewers and is optional for FSOs, Initiators, and Subject Managers.

The screenshot displays the NBIS web application interface. The top navigation bar includes 'National Background Investigation Services' and a search field 'Search Subject by SSN'. The main header shows the subject's name 'Smithers, Ronald Donald' and 'Program Tags'. Below this, personal information is listed: 'Citizenship: United States', 'Place Of Birth: United States', 'Date Of Birth: 10/30/1964', 'Aliases: N/A', and 'Contact Info: View'. The main content area has tabs for 'Routing Details', 'Position Details', 'Optional Coverage', 'Review', and 'Financial Details'. The 'Optional Coverage' tab is active and highlighted with a yellow border. It contains the following sections:

- Optional Coverage Details**: A dropdown menu for 'Position requiring extra coverage' with a 'Select...' option.
- Federal Investigations Processing Center Code (FIPC)**: A section with the heading 'Selection of FIPC Codes' and two radio buttons: 'Not needed' (selected) and 'needed'.
- Extra Coverage Codes**: A section with the heading 'Selection of Extra Coverage Codes' and two radio buttons: 'Not needed' (selected) and 'needed'.
- Special Instructions for ISP**: A text area for 'Instructions' with a character count 'Remaining: 250 characters'.

At the bottom of the form are buttons for 'Cancel', 'Save', 'Send To Reviewer', and 'Continue'.

Authorizers can edit this section after the Reviewer has completed it.

Here is the breakdown of the different sections displayed on the Optional Coverage tab:

Position Requiring Extra Coverage: Select the necessary position.

Federal Investigations Processing Center Code (FIPC): Select if special processing requirements for an investigation request are necessary.

Extra Coverage Codes: Extra coverage will be used to request information or for further investigation. Agencies must request extra coverage when additional information is needed to help determine a person's qualifications, suitability, or security for a particular position.

Special Instructions for ISP: Any special instructions needed for the Investigative Service Provider (ISP) can be noted in this field.

Position Details Tab

The Position Details tab is the first step the user will be directed to after selecting a desired case from their My Work tab.

The screenshot shows the NBIS interface for subject Ronald Donald Smithers. The 'Position Details' tab is highlighted in yellow. The form includes the following sections:

- Position and Investigation Information:** Includes a checkbox for 'PDT Completed', a text field for 'Position Title', a dropdown for 'Risk Level' (set to 'Low Risk'), a dropdown for 'Case type', a dropdown for 'Priority Code', and a dropdown for 'Form Type' (set to 'SFIS').
- Position Details:** Includes a dropdown for 'Application Affiliation'.
- Deployment/Permanent Change of Station Details:** Includes a checkbox for 'Is subject being deployed or PCSing?'.
- Fingerprint Details:** Includes a dropdown for 'Submission Type' and a dropdown for 'Transmission Method'.

Buttons at the bottom include 'Cancel', 'Save', 'Send To Reviewer', and 'Continue'.

The user may prepopulate the required fields by selecting an order form template from the Select a Template drop-down. Alternatively, the user can use the Position Designation Tool to help fill out the tab manually.

Here is the breakdown of the different sections of the Position Details tab:

Position Title: Text field used to input the subject's position title.

Risk Level: Drop-down to select the subject's level of risk.

Case Type: Contains specific information used in order forms for agency cases and for ingesting adjudication cases. They contain Identifier, Code, Legacy Code, Risk Level, Re-Investigation Status, Initial Case Type, and Form-Sensitivity relationships. The System Manager can add, view, and edit case types.

Priority Code: Priorities are deadlines used within the system to indicate the time by which a request should be completed. The System Manager can add, view, and edit priorities.

Form Type: Shows what type of form was submitted through eApp (see page 7 for different types of SFs).

Application Affiliation: Drop-down to select an affiliation of the subject's role.

Is subject being deployed or PCSing?: Checkbox that should be checked if the subject is being deployed or is permanently changing stations (PCS).

Submission Type: Drop-down that allows the user to select the type of submission.

Transmission Method: Drop-down that allows the user to select the method of transmission.

