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.**

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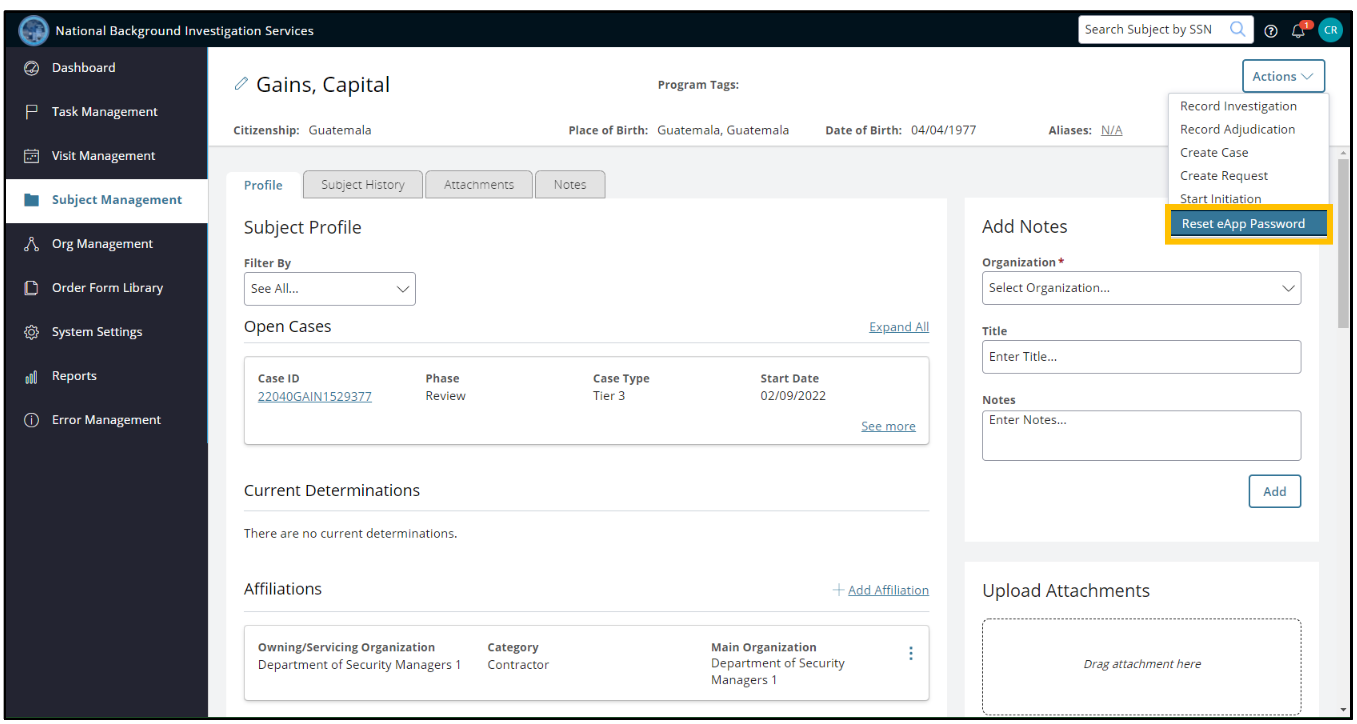
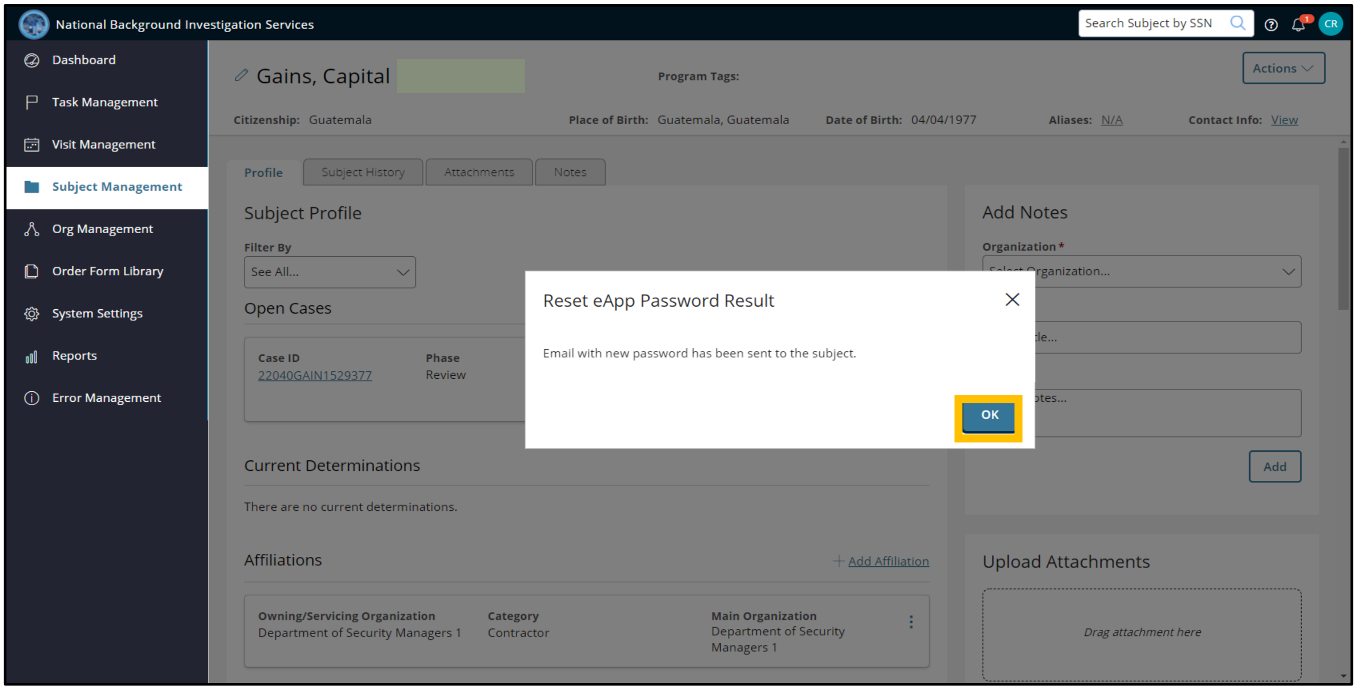
Reset eApp Password

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.

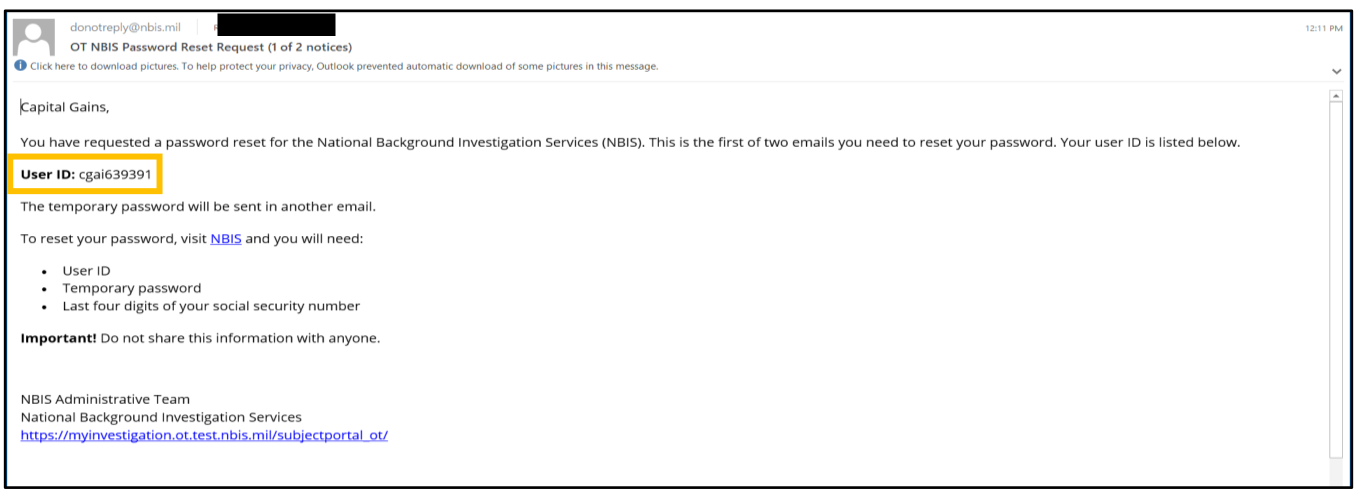
1. To reset a subject's eApp password, select **Reset eApp Password** under the Actions drop-down on the Subject Management Worksheet. Then select **Confirm** on the pop-up window.



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.



donotreply@nbis.mil | [redacted]
12:11 PM
OT NBIS Password Reset Request (1 of 2 notices)
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Capital Gains,

You have requested a password reset for the National Background Investigation Services (NBIS). This is the first of two emails you need to reset your password. Your user ID is listed below.

User ID: cgai639391

The temporary password will be sent in another email.

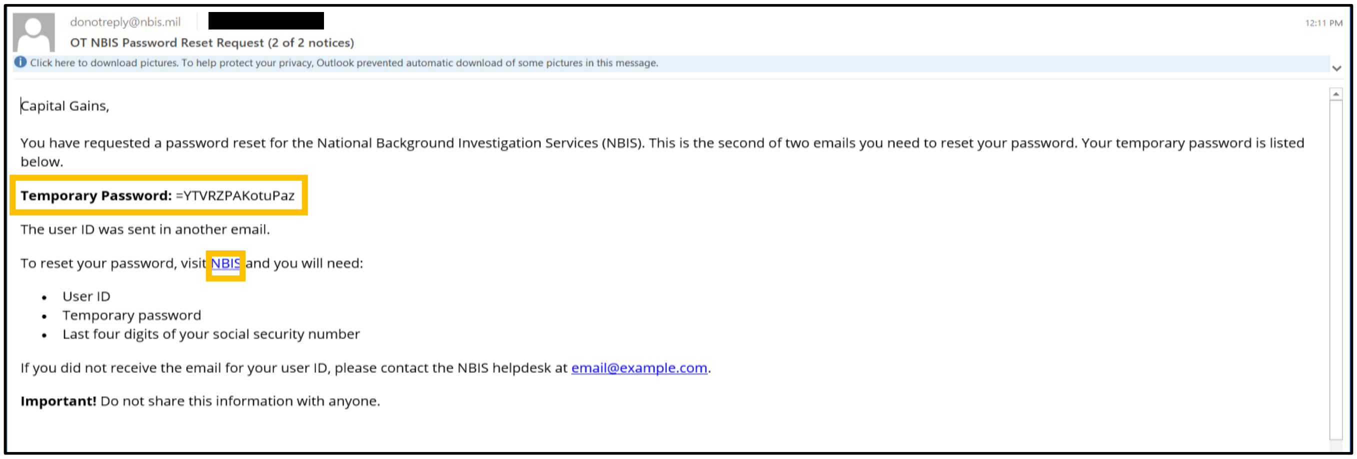
To reset your password, visit NBIS and you will need:

- User ID
- Temporary password
- Last four digits of your social security number

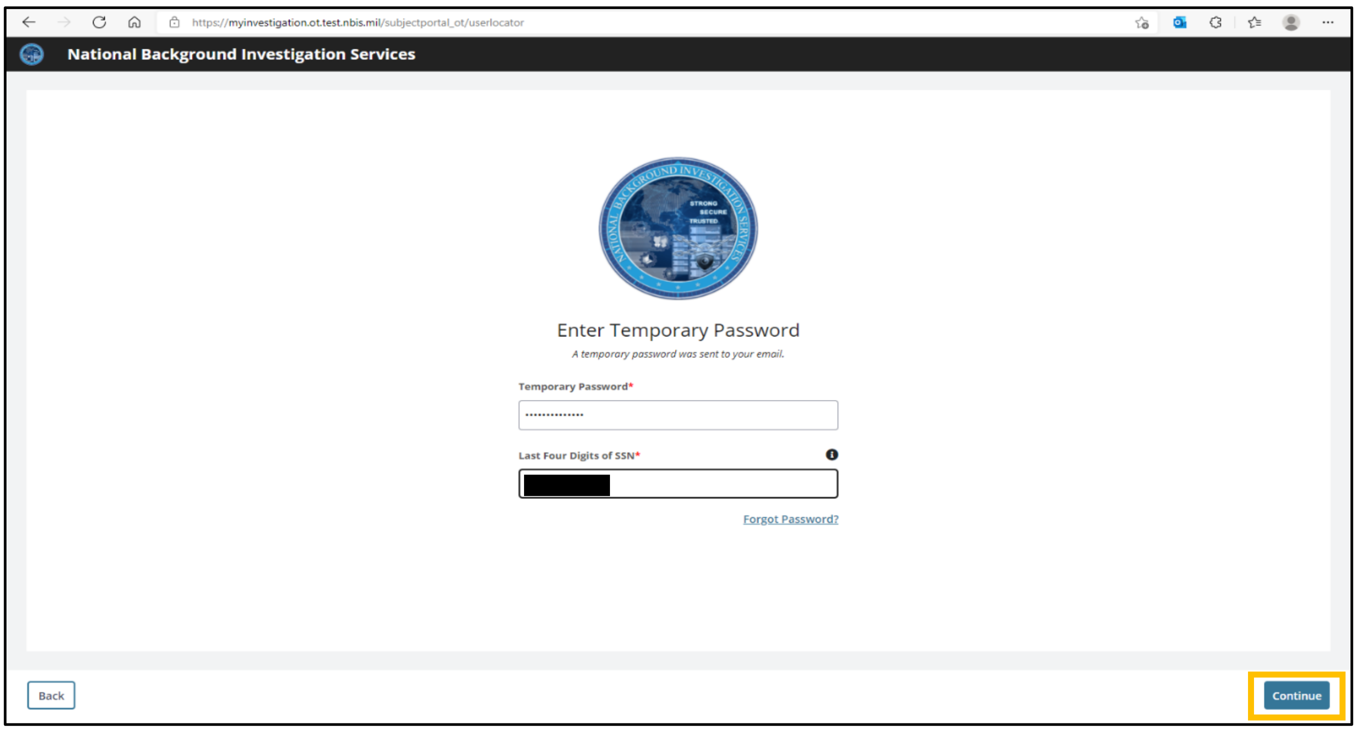
Important! Do not share this information with anyone.

NBIS Administrative Team
National Background Investigation Services
https://myinvestigation.ot.test.nbis.mil/subjectportal_ot/

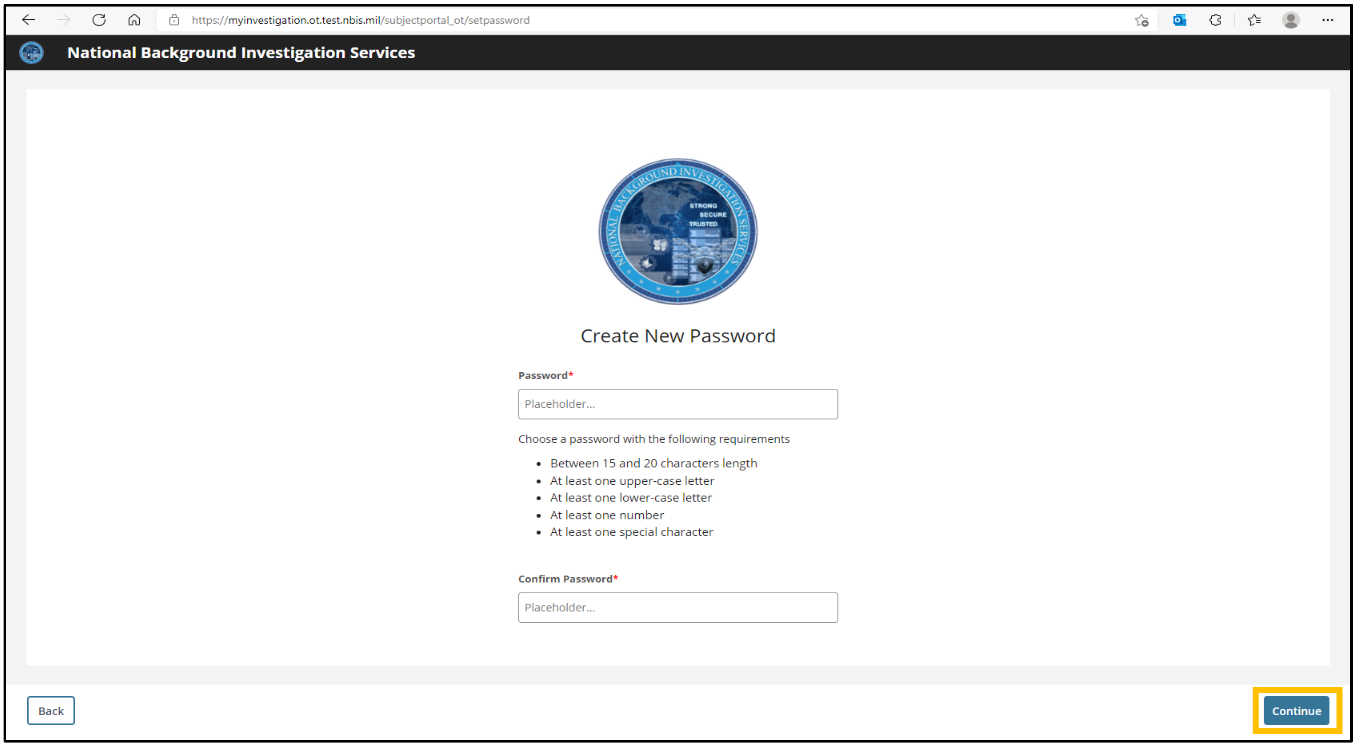
4. A second email containing the temporary password will also be sent to the email on file. To reset a password, the subject will need their User ID, temporary password, and the last four digits of their Social Security Number (SSN).
5. Select the **NBIS** hyperlink.



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



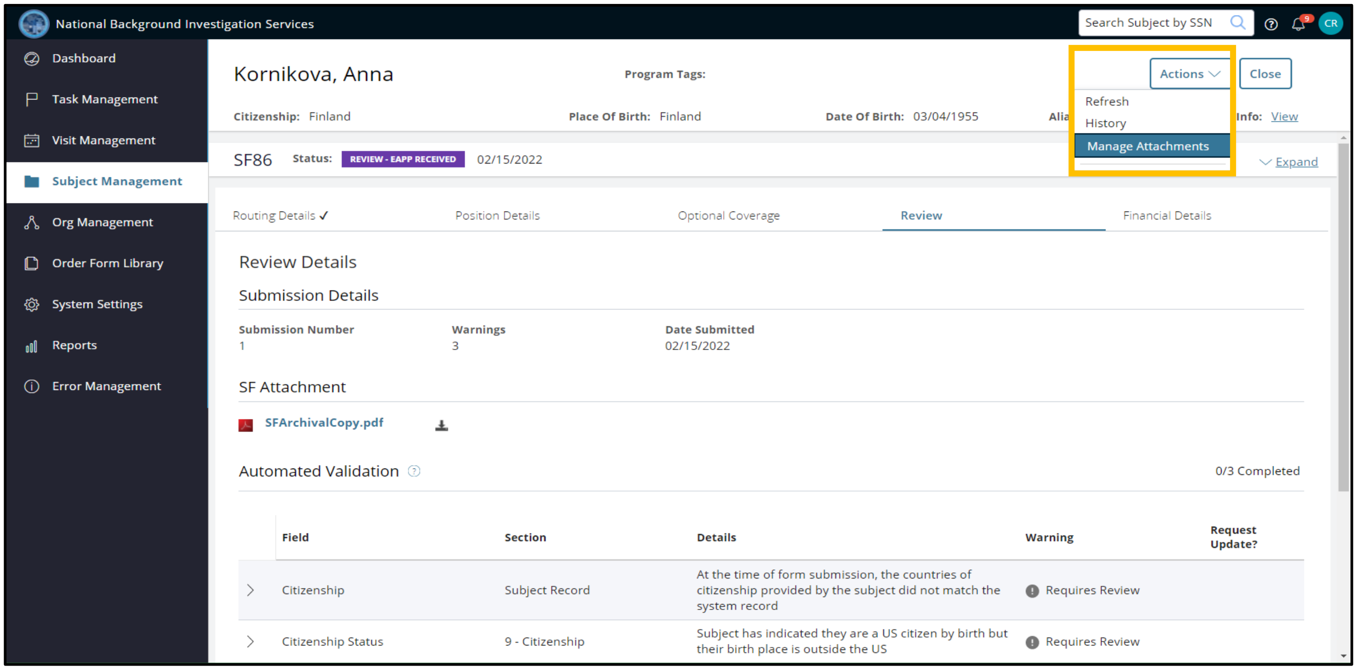
7. Create and confirm a new password that meets the requirements shown in the figure below. Select **Continue** to sign in.



Manage Attachments

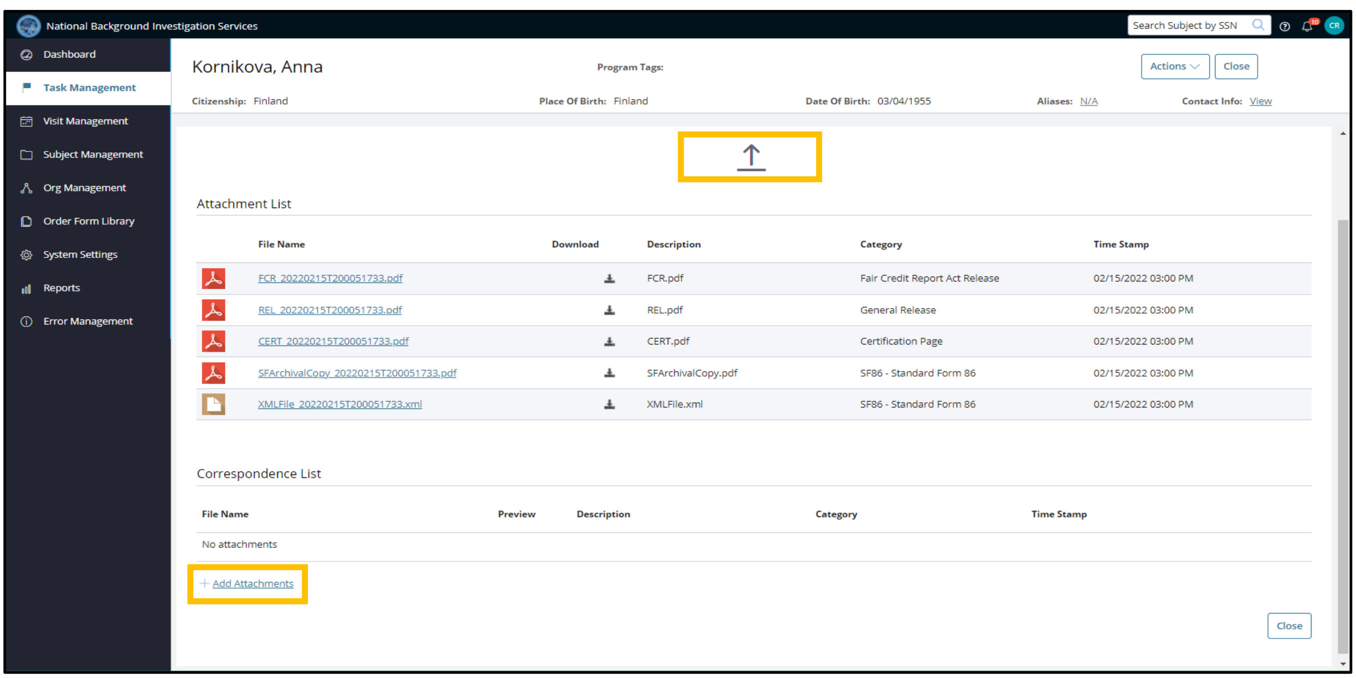
Attachments can be prepopulated by the system or manually uploaded by a user (FSO/SMO). Attachments that were uploaded manually can only be deleted by the user who uploaded them and will only be visible to the user's organization.

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

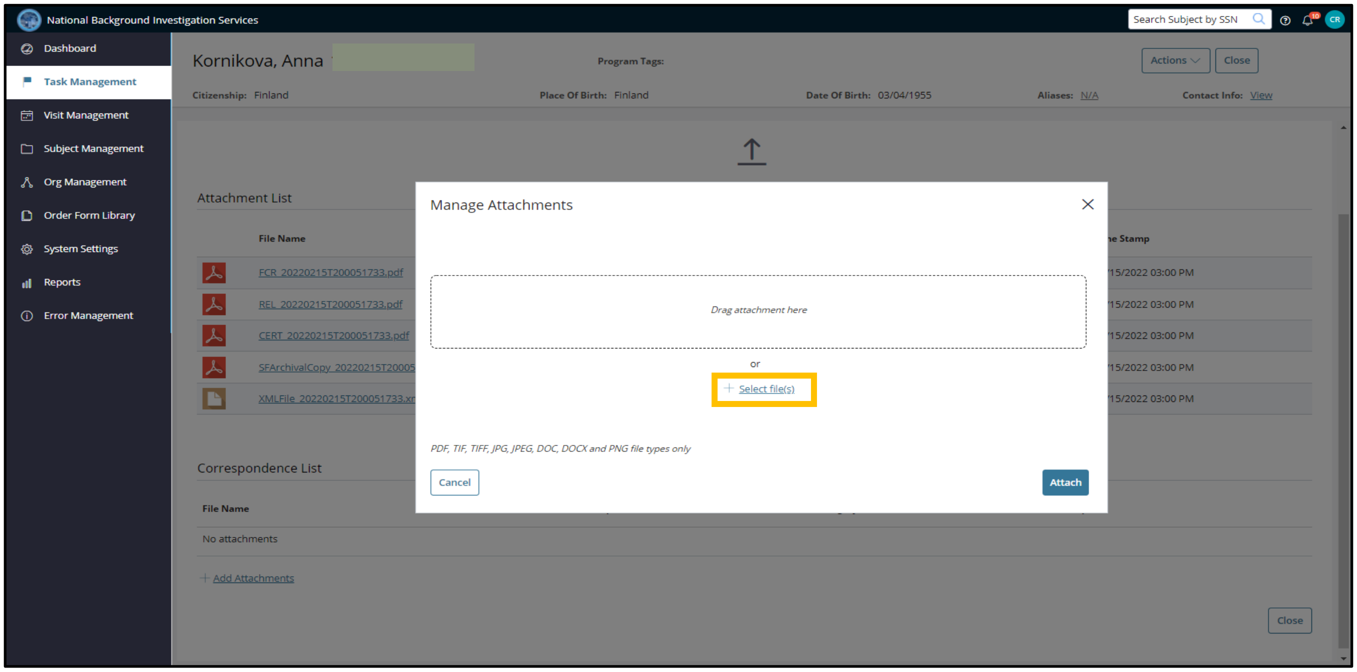


1

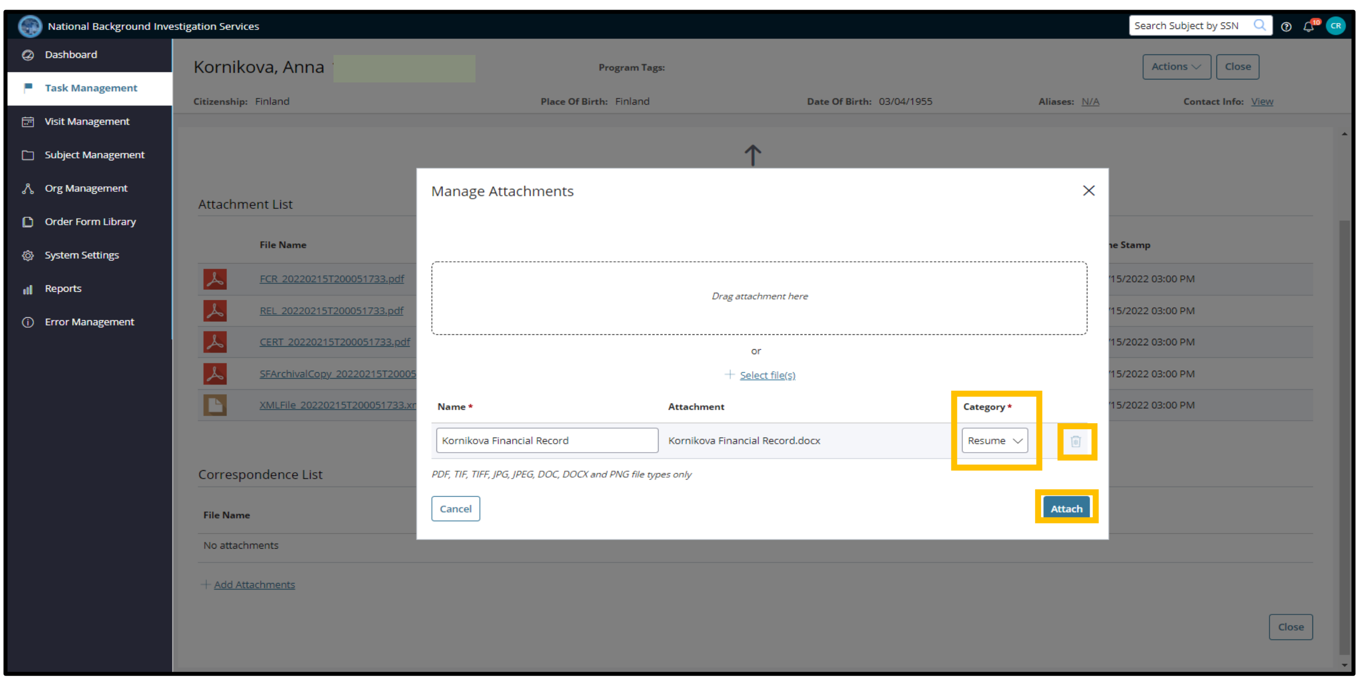
2. Select **Add Attachments** or select the **upload** icon above the attachment list. 2



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



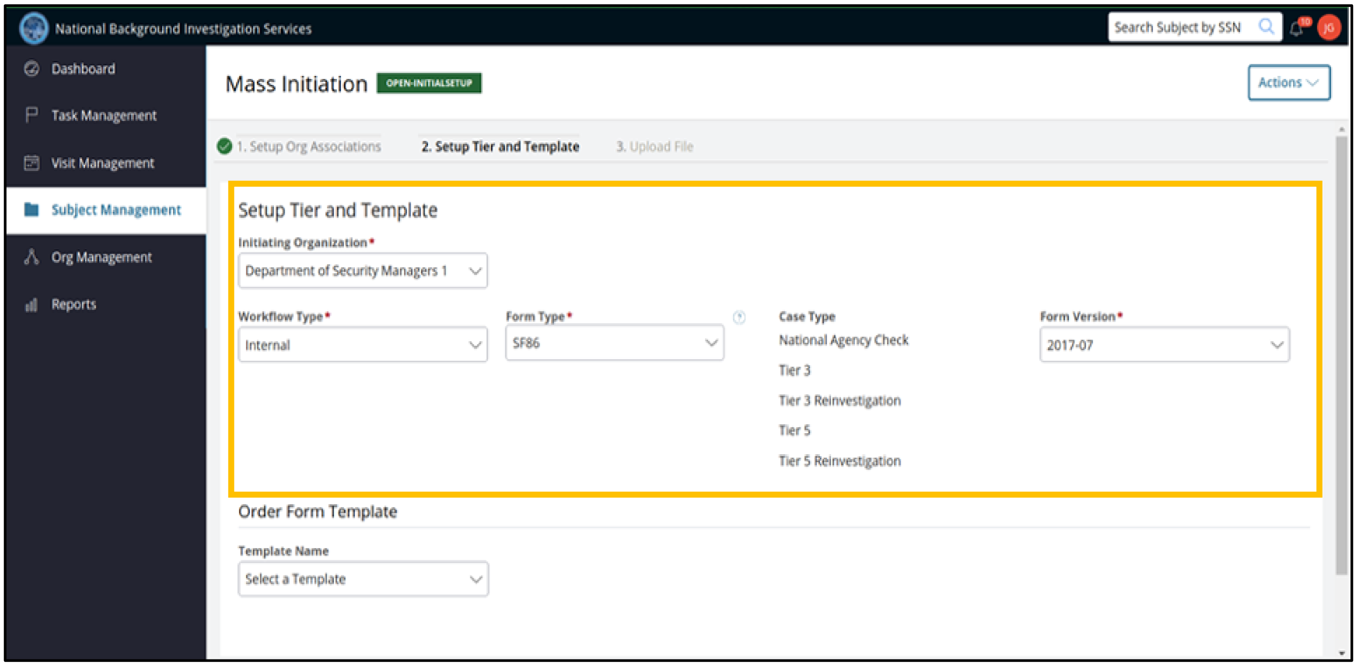
4. Change the name under the Description field when the file is uploaded.
5. Select the **Category** of the file being uploaded.
6. If necessary, select the **trash can** icon to delete an uploaded file.
7. Select **Attach** to complete attaching documents to the case.



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 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:

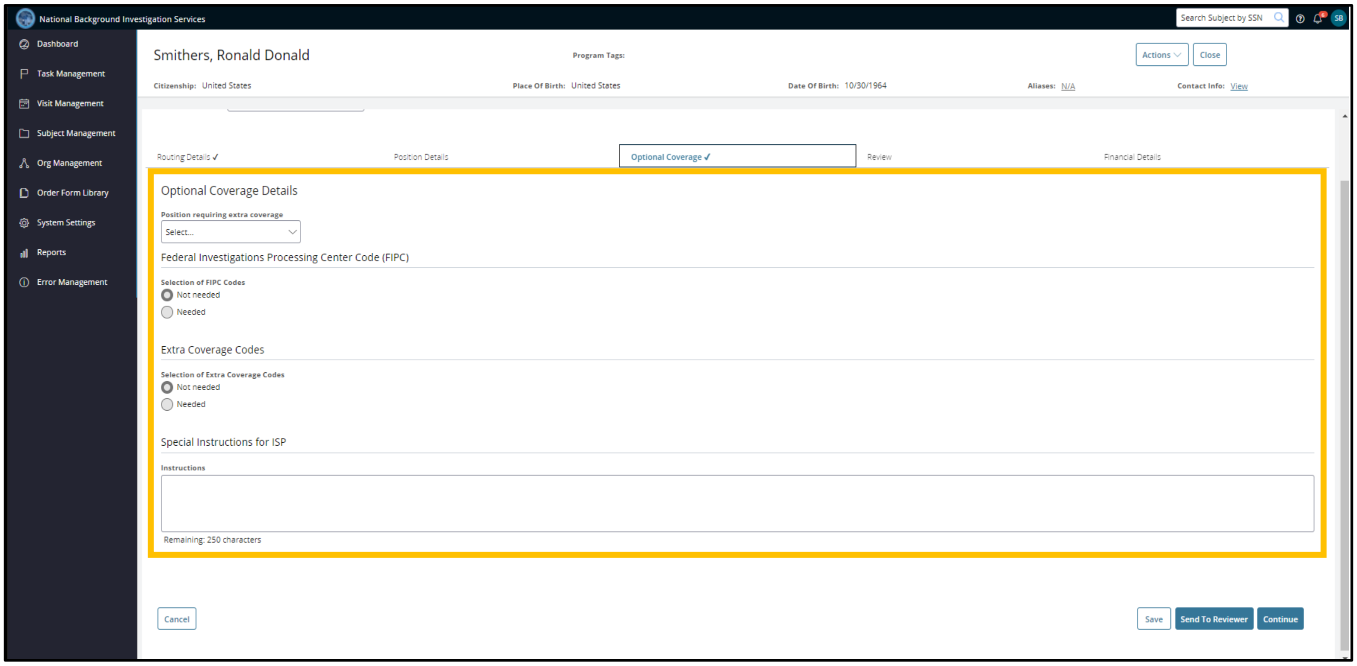
- SF-85 (questionnaire for non-sensitive positions)
- SF-85P (questionnaire for public trust positions)
- SF-85P-S (supplemental questionnaire for selected positions)
- SF-86 (questionnaire for national security positions)

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.



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.

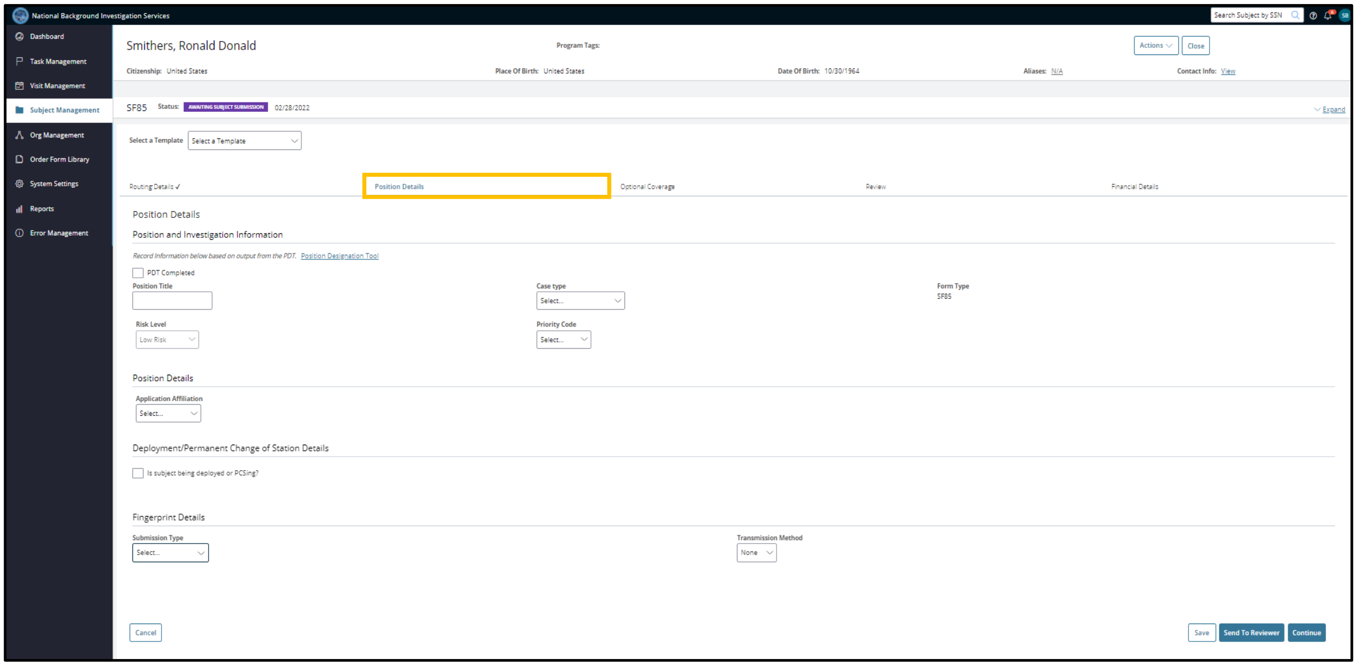
Federal Investigations Processing Center Code (FIPC): Select if special processing requirements for an investigation request are necessary.

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 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.