



INITIATE A CASE REQUEST

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Purpose: To demonstrate the process of initiating a case request and how to mass initiate multiple subjects at once.

INITIATE A CASE REQUEST

The Subject Manager, Initiator, or Facility Security Officer can initiate a case. Initiation places that case in the Awaiting Subject Submission status. The user has the option to fill out the order form, reassign the case, or send the case to the Reviewing organization to work on prior to receiving the Standard Form (SF) submission.

How to Initiate

1. Select **Subject Management** from the Left Navigation Menu.

The screenshot displays the NBIS web application interface. On the left, a dark navigation menu lists various options, with 'Subject Management' highlighted in a yellow box. The main content area features a dashboard with key statistics: 'Active Requests' at 276 and 'YTD Requests' at 130. To the right, it shows 'Requests Submitted Per Week' with a 'Current' value of 0 and an 'Average' of 9. Below these statistics, a note states: 'The data in the above statistics represents the sum of all of your associated organizations'. The 'Organization Reports' section includes a dropdown menu currently set to 'DCSA Adjudications -- /NBIS/FED/EXEC/CAB/DOD/4E/DCSA/DOD'. At the bottom of the page, two bar charts are visible: 'Open Requests by Type (Grouped By Status)' and 'YTD Requests by Type'. The first chart shows bars for 'Tier 1, 1' (value 3) and 'Tier 3, 2' (value 2). The second chart shows a bar for 'Tier 1, 1' (value 3).

2. Select the **SSN** of the subject to initiate a case for.

Subject Management

My Subject List

Subjects in your organization are listed below. To include all subjects in your hierarchy, select the checkbox. Select the Advanced Search link to specify fields to search for.

Search

Search on All Fields Include Subjects in My Hierarchy

Advanced Search

Total Results: 947

SSN	Last Name	First Name	Citizenship	Organization	Determination	Determination Status
[REDACTED]	Dark Cyan	Bronze	United States	SECURITY MANAGER TWO/100J9, SECURITY MANGER ONE/100J8, SECURITY MANAGER THREE/100JA, Defense Counterintelligence and Security Agency/1000C	---	---
[REDACTED]	Acid	Citric	United States	Department of Security Managers 2/1005Q, Department of Security Managers 1/1005P	Suitable/Fit, Secret	Active
[REDACTED]	Show	Today	United States	Federal/10007, Defense Counterintelligence and Security Agency/1000C	---	---
[REDACTED]	Moose	Bob	United States	Defense Counterintelligence and Security Agency/1000C	---	---

3. From the subject's worksheet, select **Start Initiation** from the Actions drop-down menu.

National Background Investigation Services

Stark, Tony

Citizenship: United States Place of Birth: Dallas, Texas Date of Birth: 05/31/1985 Aliases: N/A

Profile Attachments Notes

Active Case History Vetting History

Filter By See All...

Cases

Case ID	Phase	Case Type	Start Date
21132STAR1058043	Initiation	---	05/12/2021

Organization * Select Organization...

Title Enter Title...

Notes Enter Notes...

Record Investigation
Record Adjudication
Create Case
Create CV Alert
Create Request
Start Initiation
Reset eApp Password

4. Complete the Initiation Routing Details section using the drop-down menus.

Note: The selections generated for Workflow Type come from the organization's configured workflows.

National Background Investigation Services

Search Subject by SSN

Stark, Tony **██████████** Program Tags:

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: [View](#)

Initiation Routing Details
Complete the fields below to set the routing details for this initiation.

Initiating Organization *
Select Organization...

Workflow Type *
Select Workflow Type...

Form Type *
Select Form Type...

Case Type
--

Cancel Continue

5. Select the **Form Type** based on the investigation requested.

Note: The selections generated for Case Type come from which Form Type is selected.

National Background Investigation Services

Search Subject by SSN

Stark, Tony **██████████** Program Tags:

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: [View](#)

Initiation Routing Details
Complete the fields below to set the routing details for this initiation.

Initiating Organization *
Department of Security Managers

Workflow Type *
Internal

Form Type *
Select Form Type...
Select Form Type...
SF85
SF85P
SF86

Case Type
--

Cancel Continue

6. Select the **Form Version** (if applicable).

7. Select **Continue**.

National Background Investigation Services

Search Subject by SSN

Stark, Tony

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: View

Initiation Routing Details
Complete the fields below to set the routing details for this initiation.

Initiating Organization*
Department of Security Managers

Workflow Type* Internal Form Type* SF85 Case Type National Agency Check Tier 1

Form Version*
2018-09
2018-09
2013-12
2021-11

Cancel Continue

8. Select the appropriate template (if available).

Note: If no template is selected, users will be required to populate the fields manually.

National Background Investigation Services

Search Subject by SSN

Stark, Tony

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: View

SF85 Status: AWAITING SUBJECT SUBMISSION 05/24/2022

Select a Template Select a Template Select a Template

Routing Details ✓ Position Details Optional Coverage Review Financial Details

Position Details
Position and Investigation Information

Record information below based on output from the PDT. [Position Designation Tool](#)

PDT Completed

Position Title Case Type Form Type SF85

9. Update any necessary information.

10. Select **Continue** to create the case request and open the order form. This will generate an email to the subject instructing them to complete their standard form in eApp.

The screenshot shows the 'National Background Investigation Services' interface. The subject is 'Stark, Tony' with SSN '987-65-4321'. The interface includes a sidebar with navigation options like Dashboard, Task Management, Visit Management, Subject Management, Org Management, Order Form Library, System Settings, Reports, and Error Management. The main content area displays 'Position Details' and 'Position and Investigation Information'. A vertical blue arrow on the right side points downwards with the text 'Scroll Down'. The 'Continue' button at the bottom right is highlighted with a yellow box.

Search Subject by SSN

Stark, Tony 987-65-4321

Program Tags: Actions Close

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: View

Position Details

Position and Investigation Information

Record information below based on output from the PDT. [Position Designation Tool](#)

PDT Completed

Position Title: Analyst Case Type: Tier 1 Form Type: SF85

Sensitivity Level: Non-Sensitive Public Trust Risk Level: Low Risk Priority Code: Accelerated

Position Details

Application Affiliation

Continue

The initiation submission is complete.

The screenshot shows the 'National Background Investigation Services' interface. The subject is 'Stark, Tony' with SSN '987-65-4321'. The interface includes a sidebar with navigation options like Dashboard, Task Management, Visit Management, Subject Management, Org Management, Order Form Library, System Settings, Reports, and Error Management. The main content area displays a table with columns for ID, Status, and Date. The 'SF85' row is highlighted with a yellow box, and its status is 'AWAITING SUBJECT SUBMISSION'. Below the table, there are tabs for 'Routing Details', 'Position Details', 'Optional Coverage', 'Review', and 'Financial Details'. The 'Routing Details' tab is highlighted with a yellow box and a yellow arrow pointing to it.

Search Subject by SSN

Stark, Tony 987-65-4321

Program Tags: Actions Close

Citizenship: United States Place Of Birth: United States Date Of Birth: 05/31/1985 Aliases: N/A Contact Info: View

ID	Status	Date	Expand
SF85	AWAITING SUBJECT SUBMISSION	05/24/2022	Expand

Select a Template: Select a Template

Routing Details ✓ Position Details Optional Coverage Review Financial Details

Position Details

Position and Investigation Information

Record information below based on output from the PDT. [Position Designation Tool](#)

PDT Completed

Position Title: Case Type: Form Type: SF85

Initiate: Case Request Complete

Once the case has been successfully initiated, the case will move to the Review phase on the Position Details tab and the subject will receive instructions on how to complete the SF via eApp.

Note: If the user's organization is not authorized to review, the case will move to the Reviewing organization. If the user is not authorized to review, the case will move to the My Organization's Work tab under Task Management.

The subject is then required to complete the SF via eApp. The subject will receive two separate email notifications for eApp access:

1. The first email will have their eApp link and username.
2. The second email will have the eApp link and temporary password.

Welcome to Subject Portal !

Please use the link below to login to the Subject Portal.

Your temporary password is: **887-45-4347 887-45-4347**

Do not share this information with anyone.

Along with your temporary password you will be required to enter your PIN.
This is the last four digits of your social security number.

Click the **Link** below to register.

Welcome to Subject Portal !

Your User ID is **887-45-4347** |

Your temporary password will be sent in a subsequent email.

Do not share this information with anyone. It is your unique identifier to the Subject Portal.

Subject Portal Administrative Team

Mass Initiation – Part 1 of 3

When entering and processing Mass Initiations, follow the NBIS Mass Initiation Workflow Process that supports the creation of multiple subject case requests at once by uploading a CSV spreadsheet list of subjects. This capability is available for users with the Mass Initiator, Subject Manager, and FSO roles.

1. Select **Subject Management** from the Left Navigation Menu.
2. Select **Mass Initiate Subjects** from the Actions drop-down menu.

The screenshot displays the NBIS Subject Management interface. The left navigation menu includes Dashboard, Task Management, Visit Management, **Subject Management**, Org Management, and Reports. The main content area is titled 'Subject Management' and shows 'My Subject List'. A search bar is present with the text 'Search on All Fields' and a search icon. Below the search bar, there is a checkbox for 'Include Subjects in My Hierarchy' and a link for 'Advanced Search'. The table shows 444 total results. The table columns are SSN, Last Name, First Name, Citizenship, Organization, Determination, and Determination Status. The table contains five rows of subject data. An 'Actions' dropdown menu is open, showing 'Mass Initiate Subjects' as the selected option.

SSN	Last Name	First Name	Citizenship	Organization	Determination	Determination Status
86-07400	Garand	John	United States, Canada	Defense Counterintelligence and Security Agency/1000C	Top Secret	Active
87-05400	Cheesestick	Bosco	United States	Defense Counterintelligence and Security Agency/1000C	---	---
86-07400	Mua	Manny	United States	Defense Counterintelligence and Security Agency/1000C	---	---
87-05400	Soda	Orange	United States	Department of Security Managers 2/1005Q, National Gallery of Art/100AF	Secret	Active
86-07400	Cyan	Matthew	United States	Defense Counterintelligence and Security Agency/1000C	---	---

3. Select the **Download Template File** hyperlink to download, update, and save the mass initiation CSV file for future uploading.
4. Check the **“Create subjects only and skip initiation”** checkbox to create subjects without initiating them.
5. Select **Continue**.

National Background Investigation Services

Search Subject by SSN

Mass Initiation **OPEN-INITIALSETUP** Actions

Setup Org Associations

Organization Details [+ Add Owing Organization](#)

Below are organizations associated to these subjects.

Grouped Level Organization	Residing Organization	Association	Affiliation
Department of Security Managers 1	Department of Security Managers 1	Owing Organization	Federal Civilian

Mass Initiation Template

Please use the CSV form specified in the template file.

[Download Template File](#)

[Download Mass Initiation Resources](#)

Create subjects only and skip initiation

Cancel Continue

6. Select **Add Owing Organization** from the Setup Organization Associations page.
7. Select the **residing organization** from the drop-down menu.
8. Select the **affiliation** from the drop-down menu.
9. Select **Add Servicing Organization**, if required.

National Background Investigation Services

Search Subject by SSN

Mass Initiation **OPEN-INITIALSETUP** Actions

1. Setup Org Associations 2. Setup Tier and Template 3. Upload File

Setup Org Associations

Organization Details [+ Add Owing Organization](#)

Below are organizations associated to these subjects.

Grouped Level Organization	Residing Organization	Association	Affiliation
	Select...	Owing Organization	Select...

Mass Initiation Template

Please use the CSV format provided in the template file.

[Download Template File](#)

[Download Mass Initiation Resources](#)

Create subjects only and skip initiation

Cancel Continue

[Add Servicing Organization](#)

Delete

Entering and Processing Mass Initiations – Part 2 of 3

10. Select an **organization** from the Initiating Organization drop-down menu.
11. Select a **Workflow Type**, **Form Type**, and **Form Version** from the drop-down menus.
12. Select a **template**, if available.
13. Select **Continue**.

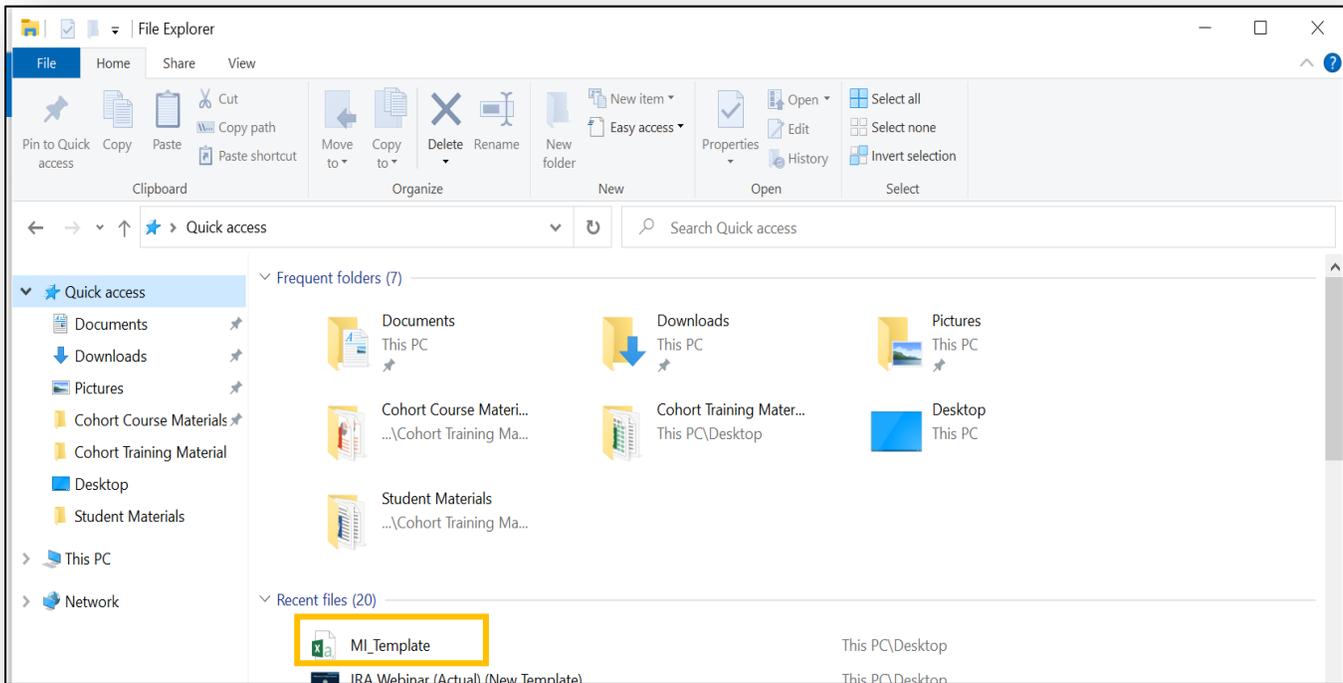
The screenshot shows the 'Mass Initiation' interface in the 'OPEN-INITIALSETUP' state. The left sidebar contains navigation options: Dashboard, Task Management, Visit Management, Subject Management (selected), Org Management, and Reports. The main content area is titled 'Setup Tier and Template' and includes a progress bar with three steps: 1. Setup Org Associations (completed), 2. Setup Tier and Template (current), and 3. Upload File. The form contains several fields: 'Initiating Organization' (dropdown menu showing 'Department of Security Managers 1'), 'Workflow Type' (dropdown menu showing 'Internal'), 'Form Type' (dropdown menu showing 'SF86'), 'Case Type' (list of options: National Agency Check, Tier 3, Tier 3 Reinvestigation, Tier 5, Tier 5 Reinvestigation), and 'Form Version' (dropdown menu showing '2017-07'). Below these fields is the 'Order Form Template' section with a 'Template Name' dropdown menu showing 'Select a Template' and buttons for 'Cancel' and 'Back'. A yellow box highlights the 'Initiating Organization' dropdown, the 'Workflow Type' and 'Form Type' dropdowns, and the 'Template Name' dropdown. A 'Continue' button is located at the bottom right of the form.

If needed, select **Download Template File** and open the spreadsheet using Microsoft Excel. Enter subject information in the downloaded template and save the file with a desired name and location. Select **Download Mass Initiation Resources** to view a list of countries, states, and other references.

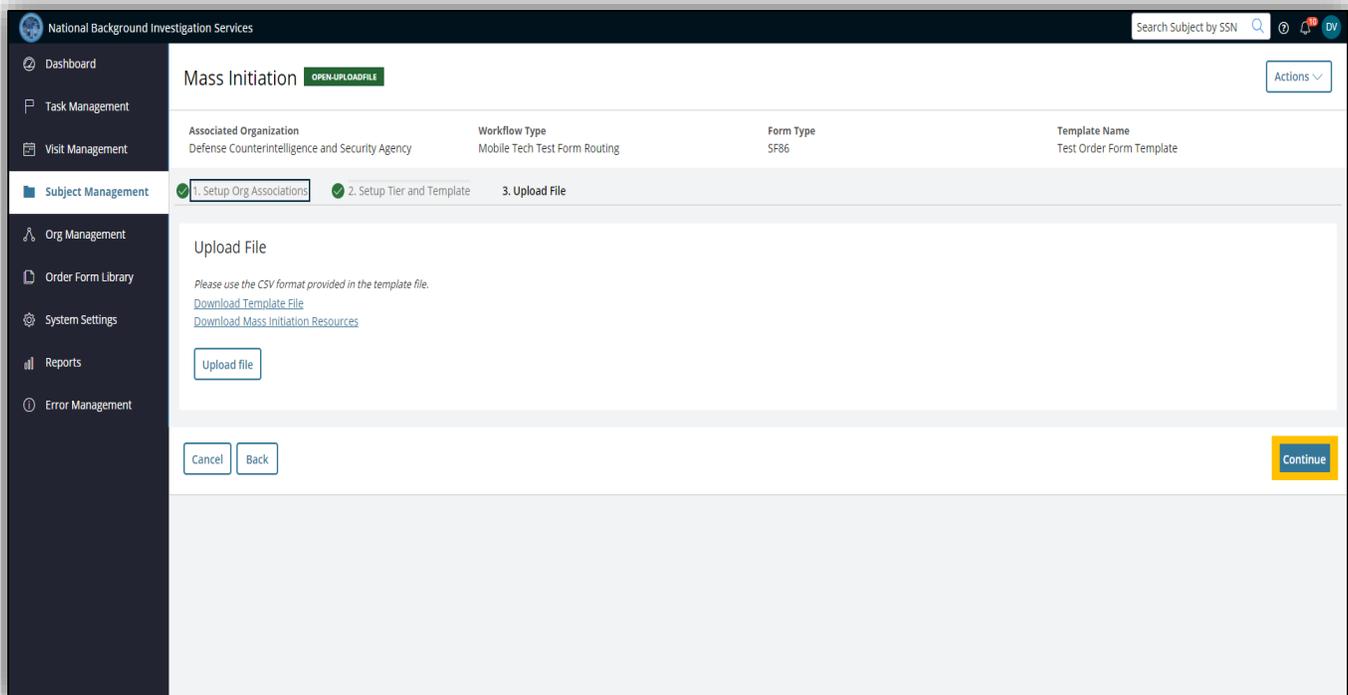
14. Select **Upload File**.

The screenshot shows the 'Mass Initiation' interface in the 'OPEN-UPLOADFILE' state. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Upload File' and includes a progress bar with three steps: 1. Setup Org Associations (completed), 2. Setup Tier and Template (completed), and 3. Upload File (current). The form displays the following information: 'Associated Organization' (Defense Counterintelligence and Security Agency), 'Workflow Type' (Mobile Tech Test Form Routing), 'Form Type' (SF86), and 'Template Name' (Test Order Form Template). Below this information is a section for 'Upload File' with the instruction: 'Please use the CSV format provided in the template file.' There are two links: 'Download Template File' and 'Download Mass Initiation Resources'. A yellow box highlights the 'Upload file' button, which has a yellow arrow pointing to it. Below the 'Upload File' section are 'Cancel' and 'Back' buttons, and a 'Continue' button at the bottom right.

15. Select the downloaded template file.



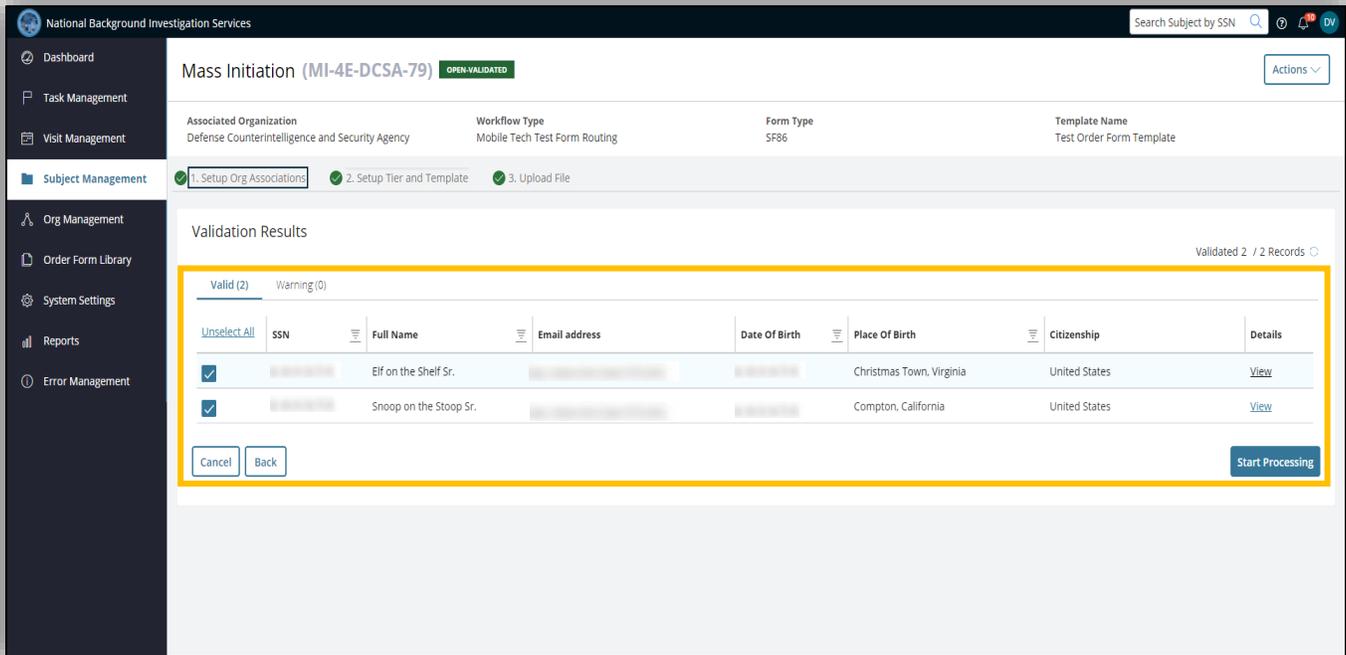
16. Select Continue.



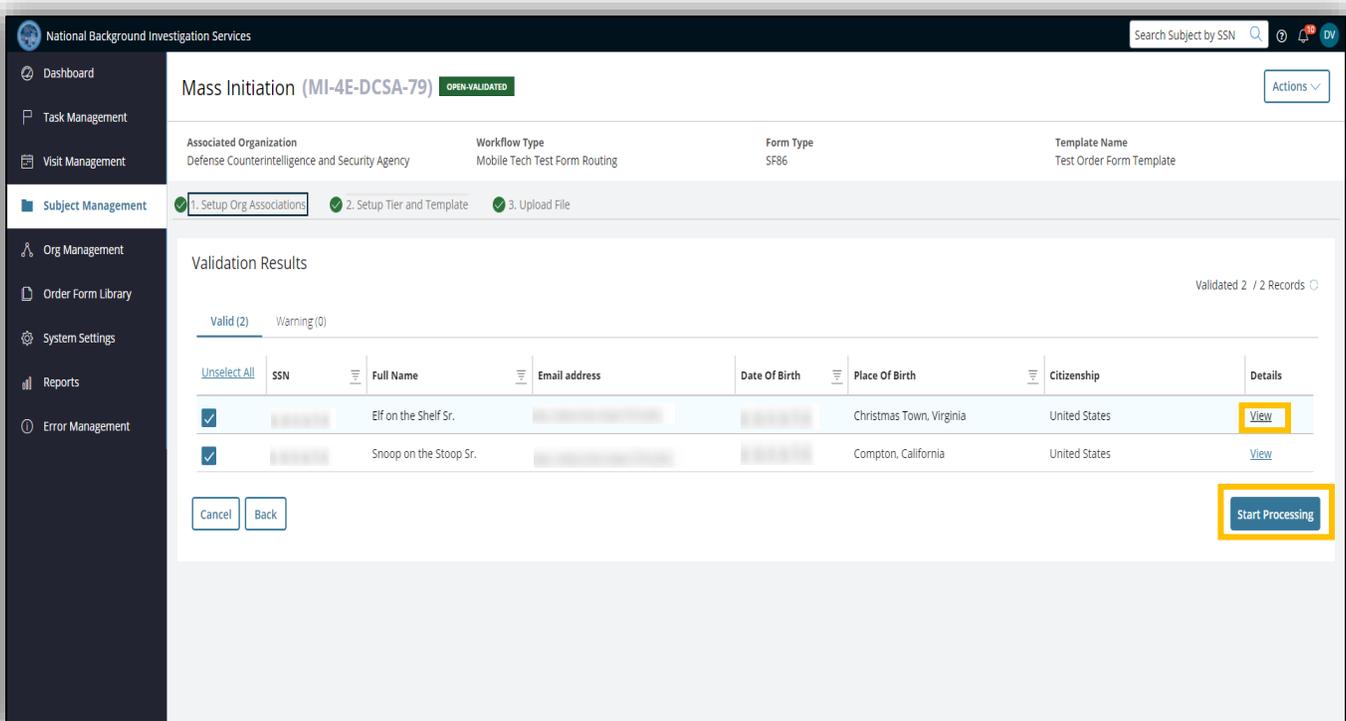
Processing Mass Initiations – Part 3 of 3

Once the subject file is uploaded, the system starts processing the list to create the subjects and initiate them.

The CSV spreadsheet list is automatically validated and checked for errors. One can view errors and warnings, but those subjects will not be processed through mass initiation and will need to be entered individually.



1. From the Details column, select **View** to display additional information about subject errors.
2. Select **Start Processing** to begin mass initiating the chosen subjects.



Any errors will be listed under the Error tab.

3. Select **Export to CSV** to download all errors for corrections. It is recommended to export the errors to the CSV file so that they are on file and so that corrections can be easily made.

Validation Results

Valid (0) Warning (0) **Error (2)**

Export to CSV Include Validation Messages

Validation Message	SSN	Full Name	Email address	Date Of Birth	Place Of Birth	Citizenship	Details
A candidate already exists for this SSN and has a currently pending case for this organization and SF86 form type.	220275SHEL1108346	Elf on the Shelf Sr.	[REDACTED]	12/31/1999	Christmas Town, Virginia	United States	View
A candidate already exists for this SSN and has a currently pending case for this organization and SF86 form type.	220275TDO1108494	Snoop on the Stoop Sr.	[REDACTED]	1/1/1980	Compton, California	United States	View

Cancel Back Start Processing

4. If desired, select the **Case ID** hyperlink from the Submission Case column to view information about a specific case.

5. Select **Close**.

Created Cases

Successful (2) Failed (0)

Subject Profile	Submission Case	Full Name	Email address	Date Of Birth	Details
[REDACTED]	220275SHEL1108346	Elf on the Shelf Sr.	[REDACTED]	12/31/1999	View
[REDACTED]	220275TDO1108494	Snoop on the Stoop Sr.	[REDACTED]	1/1/1980	View

Close

