

# EAPP KNOWLEDGE ARTICLE

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#### Purpose: An orientation to the features of the eApp application.

## EAPP KNOWLEDGE ARTICLE

#### Improved User Experience

eApp makes it easier for the applicant to complete the Standard Form(s).

- More intuitive and logical groupings.
- See only applicable questions.
- Autosave & on screen save displays without page refresh. (Figure 1)
- Additional help text provides clarifying definitions of jargon or government acronyms. (Figure 2)

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1/10 Sections complete	Where you went to school	
Information about you ~	List the places you went to school Do notice devolution of two yourn existents buildings, writes to provide a minimum of two yourn existents buildings. Hare you attended any schools in the last to years? We The The The The The The The The The Th	Savid Risc ago
4 Citizenship × 5 Nilitary history × 6 Foreign associations × 7 Financial record ×	ent entre former lader at service en	
8 Substance use ~ 9 Investigative and criminal history ~ 10 Psychological and emotional	Progress Tracker Autosave	

mployer 1: CACI		6/2001 - 2/2022 Close Remov
Select the employ	nent status for this positio	n
O Full-time	O Part-ti	ime
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If you are not su "Estimated" che	re of the exact dates give us your eckbox.	best guess and check the
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CIUSE INTO DIOCK		
From date	To date	
From date Month Year	To date Month Year	
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Figure 2



#### Audit Capabilities

eApp audits applicants' inputs for accuracy and continuity through various validations.

- USPS Address Validation: Instantly contacts USPS to validate addresses. (Figure 3)
- Timeline Validation: Ensures all time-period requirements are met. (Figure 4)
- Real-time Validation: Ensures instant validation of each field. (Figure 5)
- Section Reviews: Improves the user experience; allows applicants to double-check their work at multiple points throughout the form; ensures applicants are not overwhelmed with a large number of flags at the end.

Your Minory > Where you have lived		
Address 1: 480 Person: Jim 5 Alternate address found Consider the highlighted change below. Using the US Postal Service suggested	SF86 Your history > Review Timelines confirmed; for	uctions igout
City     address will help us process your case more quickly.       Alexandre     Suggested Address       State     4602 APPLE TREE DR       VA     Alexandria, VA 22310	2/10 Sections complete de sections indicated with green check marks 1 information about you 2 Your history Wey the full section to make sure everything looks right and make changes if needed.	
Original address 4602 Apple Tree Drive Alexandria, VA 22310 Keep original address Do you have a	When you have lived  Employment activities  Where you were to school Fromme factor a service  Review  3 Relationships ~  4 Cliterrolip ~	Saved 21 sec ago
Yes	S Milling Malay  S Mil	
Back     History Intro     Hest     Employment history	Figure 4	

Figure 3

Phone number 1: (757) 555-1212	Close	ि Remove
Real-time		
Switch to: International number PSN number		
United States telephone number Extension		
( 757 •) 555 • - 1212 • #		
Day only     Night only     Both		
Select phone number type		
O Cell O Home Work		

Figure 5

### Intuitive Design

eApp allows applicants to flow through the questionnaire with ease.

- Consistent layout and visual design: Consistency reduces stress and improves data quality. (Figure 1)
- Basic, personal questions are in the front sections. Deeper, more complex questions are in the later sections.
- Top level yes/no questions provide helpful branching. By answering "no" to certain questions, the follow-up questions are hidden, and the applicant can proceed to the next section.
- A visual timeline graphic to show continuity and/or reveal gaps. (Figure 4)

Logging Into eApp

After the applicant's investigation has been initiated, the applicant will receive two separate invitation emails with unique login credentials. (Figures 6 & 7) Click the NBIS hyperlink in either email to navigate to the login page.

denotreptydinbizmi O''N Mis Account Creation (1 of 2 notices) and form availal O''ch kine to denivica address. To help protect your privacy, cuttook overented John Cougar, Welcome to the National Background Investigation Services information to process their personnel background investig This is the first of two emails you need to create your accou	ale	
User ID: jcou290626 Form: SF86 Organization: Defense Counterintelligence and Security Ag	zency	Figure 7
The temporary password will be sent in another email. To register, visit NBIS and you will need:	domotrp/gftrahlami     OT NBS Account Creation (2 of 2 notices)     OT kills Account Creation (2 of 2 notices)     Otick here to dowinad pinture. To help protect your primary, Odiokik provented automatic dowinad of scene pictures in this message.	the 20
User ID     Temporary password     Last four digits of your social security number	John Cougar, Welcome to the National Background Investigation Services (NBIS). This is the second of two emails you need to create your account. Your te	mporary password is listed below.
After your account is created, complete the added form as: Important! Do not share this information with anyone.	This is the first of two emails you need to create your account and access the form to complete. Your user ID and the form available for comp	oletion is listed below.
If you do not receive the email for your temporary passwor	The User ID was sent in another email.	
Figure 6	To register, visit <u>UBS</u> and you will need: User ID Temporary password Last four digits of your social security number <b>Important</b> ! Do not share this information with anyone. If you did not receive the email for your user ID, please contact the NBIS helpdesk at email@example.com.	
	NBS Administrative Team National Background Investigation Services https://mylivestigation.ot.test.rbis.mi/subjectportal_ot/	

- Upon logging in with the User ID, temporary password, and last four digits of their SSN the applicant will be prompted to create a new password.
- The applicant should create a **new password** according to the criteria defined on the page.
- The applicant will then be asked to log in with their username, new password, and a 6-digit passcode. (Applicants should check their email inbox for the 6-digit passcode. It will arrive after creating their new password in the previous step.) (Figure 8)
- If successful, the "Welcome to NBIS" page will display, and they will be able to begin their eApp by clicking the standard form hyperlink. (Figure 9)

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One-time passcode: 448145		Figure 9
NBIS Administrative Team National Background Investigation Services https://my/westigation.ot.test.nbis.mi/subjectportal.ot The National Background Investigation Services (NBIS) system revenue title/a cargonal by charge of learning to cargonal conference	National Background Investigation Services     National Background Investigation Services	cgal6393991 Log Out Profile Last Login Date: 02/09/2022
the continuous vetting program. 02/09/2022 20:46-58	Welcome to NBIS The histonel Background Investigation Services (NBIS) system contains the investigative Standard Forms (57) that federal applicants and en their personnel background Investigations. My Forms	nployees use to provide the necessary information to process
	Review the forms assigned to you below. Select the form to view and complete it as soon as passible to avoid delays in processing.  Form Name Organization Point of Contact Standard Form SE-86: Ouestionnaire for National Security Positions Contact Department of Security Managers 1	Point of Contact Email Date Added 02/09/2022

