



**U.S. Department of Energy
National Nuclear Security Administration
Service Center (NNSA/SC)**



Personnel Security Department (PSD)

NNSA/SC PSD HelpDesk Fact Sheet

The PSD HelpDesk (PSDHD) receives inquiries via telephone calls, fax, and emails. Customers include applicants, incumbents, site security offices, NNSA management, or others who inquire about a variety of personnel security topical areas.

Privacy Act (PA) and Personally Identifiable Information (PII)

1. Much of the information concerning personnel security involves PA/PII. The PSDHD is prohibited by law from releasing PA/PII to you over the phone or through unsecured fax, without verifying your identity. To better assist you as well as verify your identity, you may be asked for your social security number, date of birth, and other identifying information. At that time, PSDHD can provide information over the phone or through an unsecured fax (Note: you must be available at your fax to collect your information). Without Entrust, the PSDHD is unable to release information via email. The PSDHD is in the process of obtaining an account to send and receive Entrusted messages via email.
2. Inquiries regarding your status in the Human Reliability Program (HRP) must come from your HRP Coordinator.

Information and Issues the PSDHD Can Assist You With

1. The PSDHD can provide information and guidance on questions or concerns regarding your clearance and the clearance process. In order to better assist you and verify your identity, please be prepared to give your full name, social security number, date of birth, and details concerning your question, or information you are requesting. Assistance can be provided in the following areas:
 - Clearance Status Inquiries
 - Paperwork Received
 - Pending at Investigative Agency
 - Reports Received
 - In Adjudication
 - Administrative Review
 - Granted or Continued
 - How to get a copy of your :
 - OPM investigation, SF-86, *Questionnaire for National Security Positions*
 - Personnel Security File
 - Security Investigation
 - Freedom of Information Act (FOIA) Questions and Information.
 - Questions about e-QIP

2. If you have personnel security-related questions outside the PSDHD areas of expertise, your information and questions will be taken and a response will be returned to you as quickly as possible. Please note, a specific timeframe cannot be provided as to when PSD will receive your investigation from the investigating agency or how long it will be in adjudication. The name /contact information of the PSS assigned your case will not be released. However, as stated above, the PSDHD will take your information and ensure it is forwarded to the PSS working your case. Should additional information be required or actions be warranted, the PSS will contact you directly.

3. The PSDHD can assist Site Personnel Security Office customers with the following types of requests:
 - CPCI Corrections
 - OPM Questions and Information Requests
 - Information on filing out an Incident Report
 - Assistance on completing forms
 - Reciprocity

The PSDHD can provide most information that is not sensitive over the phone, or through email or fax. Please let us know what you would prefer.

References

- DOE M 470.4-5, PERSONNEL SECURITY
- Freedom of Information Act (FOIA), Title 5, United States Code, Section 552
- Privacy Act of 1974 (Act), *Title 5, United States Code, Section 552a*,

Questions?

Please contact the PSD HelpDesk. Our telephone hours are Monday through Friday, 7:00 a.m. to 4:00 p.m.
You can also contact us via email. (505) 845-4636 / PSDHD@doeal.gov