Forgot Your User ID?

If you forget your user ID, open the ATS Logon page and click on the **Forgot User ID** button. The logon page changes to the Forgot User ID page.

Enter your email address and then click on the **Submit** button.

A message appears on the Forgot User ID page stating that your request was processed.

You also will receive an email that contains your user ID and the ATS URL.

Click on the **Back to Login** button to return to the logon page.

Forgot Your Password?

If you forget your password, open the ATS Logon page and click on the **Forgot Password** button. The logon page changes to the Forgot Password page.

Enter your user ID and then click on the **Submit** button.

A message appears on the Forgot Password page stating that your request was processed.

You also will receive an email that contains a link that you will use to reset your password.

In the ATS password request email you received, click on the reset password link. The ATS Password Reset page opens.

Enter your user ID and a new password – the restrictions are listed at the bottom of the page.

Click on the **Submit** button. A message appears on the Reset Password page stating that your password was updated. You also will receive a confirmation email stating that your password was updated.

Click on the **Back to Login** button to return to the logon page.

Additional Information

If you have specific questions about the investigation process or time frame, contact the security officer who has been handling your clearance request.

For questions or problems concerning this web site, contact the eDISS+ Help Desk.

- Our phone number is (301) 903-8790.
- Our e-mail address is diss-helpdesk@hq.doe.gov.

DOE Integrated Security System (eDISS+)
Applicant Tracking System (ATS)

ATS

Quick Reference Guide

May 2015

eDISS+

U.S. Department of Energy
Office of Environment, Health, Safety and Security

What is ATS

The Applicant Tracking System (ATS) is a secure web page that allows a clearance applicant to see when the clearance investigation was scheduled, when DOE received the investigation results, and when a determination was made on the clearance.

Getting Started

There are three basic steps in using ATS:

1. Open Internet Explorer (the web browser)
2. Create an ATS account
3. View the investigation date data
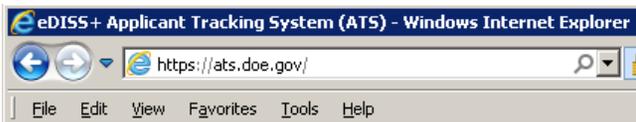
Step 1: Opening Internet Explorer

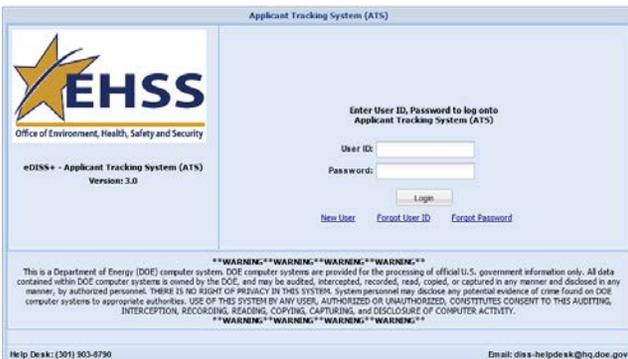Start Internet Explorer by double clicking its icon. The browser home page opens.

Explorer

Step 2: Creating an ATS Account

In the **Address** field, type **https://ats.doe.gov** and then press the **Enter** button.

Note: Make sure that you type the s in https:

The ATS Logon page opens.

Click on the **New User** button. The logon page changes to the new user registration page.

Fill in the following data on the page:

- Your first and last name
- Last 4 digits of your SSN
- Your Email address
- Your user ID – there are no restrictions; you can enter whatever you want
- Your password – the restrictions are listed at the bottom of the page

Click on the **Submit** button. A message appears on the registration page stating that your account was created. You also will receive a confirmation email that contains your user ID and the ATS URL.

Click on the **Back to Login** button. The ATS Logon page opens.

Enter the user ID and password you created, and then click on the **Login** button.

The **Rules of Behavior** window opens.
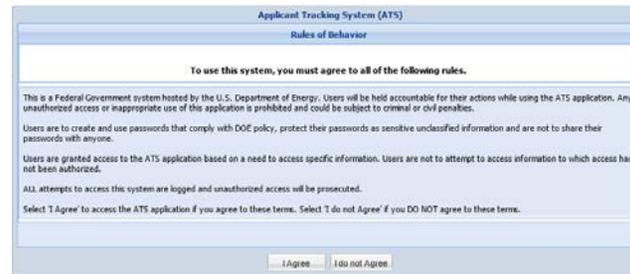
Click on the **I Agree** button. The **Clearance Status** window opens.

Step 3: Viewing Investigation Dates

The **Clearance Status** window lists your name and three date fields:

- **Investigation Requested Date**: This is the date DOE has asked the investigating agency to start the investigation.
- **Investigation Results Received Date**: This is the date DOE received all investigation results from the investigating agency.
- **Clearance Action Date**: This is the date DOE made a determination on your clearance request (granted/reinstated L or Q access, upgraded L access to Q, canceled/terminated the request).

If the **Investigation Results Received Date** or the **Clearance Action Date** is blank, that stage of the process has not occurred.

You can see the information shown in this window during the following time frame: from 1 day after the **Investigation Requested Date** is entered into DOE's Personnel Security Database (PSDB) through 30 days after the **Clearance Action Date**.

The **Clearance Status** window contains three drop-down menus:

- **File**: Select **File/Exit** (or click on the icon) to close the Clearance Status window and return to the ATS Logon window.
- **File**: Select **File/Print Screen** (or click on the icon) to print the Clearance Status window.
- **Tools**: Select **Tools/Change Password** to change your password.
- **Help**: Select **Help/Content** (or click on the icon) to view the help file.

  Select **Help/Rules** to view the ATS Rules of Behavior.

  Select **Help/About** to view the current version number and release date of the ATS software.