Personnel Security HelpDesk
Fact Sheet

SOME THINGS TO KNOW

Privacy Act (PA) and Personally Identifiable Information (PII): Much of the information concerning personnel security involves PA/PII. The Personnel Security HelpDesk is prohibited by law from releasing PA/PII over the phone or through unsecured fax, without verifying the caller’s identity. The caller may be asked to provide their social security number, date of birth, and other identifying information.

Human Reliability Program (HRP): For inquiries regarding status in the Human Reliability Program (HRP), please contact your HRP Coordinator directly.

Case Adjudication or Administrative Review (AR): The HelpDesk cannot release any information regarding a case that is in adjudication or AR. However, we will be able to forward questions and concerns to the proper division. The Personnel Security Specialist (PSS) assigned your case will contact you directly, if necessary.

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CLEARANCE STATUS INQUIRIES

The HelpDesk (PSDHD) can provide status of your access authorization/security clearance. In order to better assist you and verify your identity, please be prepared to give the following:

- Full Name
- Social Security Number
- Date of Birth

NOTE: A specific timeframe cannot be provided for when an investigation will be completed by the investigative agency or when the investigative report will be sent to OPFC, nor can a specific timeframe be provided for when the case will be assigned to a PSS or when adjudication will be completed.
APPLICANT TRACKING SYSTEM

The Applicant Tracking System (ATS) is a secure web page located within the DOE Integrated Security System (eDISS+) 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 concerning the clearance request. To log on follow the instructions below:

- Log into: https://ats.doe.gov
- Enter your social security number in the User ID field and default password of atuser1.
- You will be prompted to change the password.
- Upon successful log in, the “clearance status” window opens automatically and will list your name and three date fields:
  - **Investigation Requested Date**: The date DOE has asked the investigating agency to start the investigation.
  - **Investigations Results Received Date**: The date DOE received all investigation results from the investigating agency.
  - **Clearance Actions Date**: The date DOE made a determination on your clearance request.

Users can see the information only if they have an investigation or reinvestigation in process. Information will be available for viewing from Day 1 after the Investigation Requested Date is entered in the DOE Central Personnel Clearance Index (CPCI) through 30 days after the Clearance Action Date.

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

ACCESS AUTHORIZATION/SECURITY CLEARANCE PROCESS

The diagram below shows the basic process for obtaining an access authorization/security clearance.

![Diagram of the access authorization/security clearance process]

TERMS USED & DEFINITIONS

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Access Authorization (also referred to as Security Clearance): Administrative determination that an individual is eligible, from a security point of view, for access to classified matter or is eligible for access to, or control over, special nuclear material.

Adjudication: The process directly following a background investigation where the investigation results are reviewed to determine if a candidate should be awarded a security clearance, or be suitable for a public trust or non-sensitive position.

Background Investigation: The review for a certain period (usually 10 years or back to age 16, depending upon the age of the individual) of an individual's life to determine if the individual is an acceptable security risk. This review normally includes a search of educational, employment, credit, and law enforcement records and other sources of personal information.

Grant/Continue: A favorable final determination regarding the individual’s eligibility for a security clearance or access authorization. The security clearance or access authorization is “granted” to an individual who has not held previously held a DOE clearance, while security clearance or access authorization is “continued” after an individual undergoes a periodic reinvestigation (every 5 -10 years).

Personally Identifiable Information (PII): Any piece of information which can be used to distinguish or trace an individual's identity, including any personal information which is linked or linkable to an individual.

Privacy Act: The purpose of the Privacy Act of 1974 (Act), Title 5, United States Code, Section 552a, is to balance the government’s need to maintain information about individuals with the rights of individuals to be protected against unwarranted invasions of their privacy stemming from federal agencies’ collection, maintenance, use, and disclosure of personal information about them.

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REQUEST FOR COPIES OF INVESTIGATION

To obtain a copy(ies) of your background investigation(s), you must follow specific instructions set by each investigative agency.

U.S. Office of Personnel Management (OPM) - (www.opm.gov/investigate/foia):
Your request must include the following information:

- Full name
- Date of birth
- Social Security Number
- Mailing address where information should be mailed
- Handwritten signature
- Identification of the specific information being sought

The requests can be sent to OPM-FIS via the methods listed below:

- Fax to (724)-794-4590 (not a secure fax); or
- E-mail: FISFOIPARequests@opm.gov ; or
- Mail to:
  FOI/PA office
  OPM-FIS
  PO Box 618

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Federal Bureau of Investigations (FBI) - (www.fbi.gov/foia):

Option 1: Use the U.S. Department of Justice Certification of Identity Form DOJ-361. You may submit an attachment listing additional information that may aid in locating responsive records. Please place your name and contact information on the attachment.

Option 2: Following the instructions in U.S. Department of Justice Certification of Identity Form DOJ-361, submit a letter to the FBI, sign your request, and have it notarized or state, “Under penalty of perjury, I hereby declare that I am the person named above and I understand that any falsification of this statement is punishable under the provisions of Title 18, United States Code (U.S.C.), Section 1001 by a fine of not more than $10,000 or by imprisonment of not more than five years, or both; and that requesting or obtaining any record(s) under false pretenses is punishable under the provisions of Title 5, U. S. C., Section 552a(i)(3) as a misdemeanor and by a fine of not more than $5,000.”

QUESTIONS ABOUT E-QIP

For questions and concerns regarding e-QIP, it is best to contact your field security office. If your field office is unable to assist you, or if you are a federal employee, please contact the Help Desk.

RECIROCITY & CLEARANCE VERIFICATION

Individuals who currently hold an active security clearance or access authorization with another federal agency may be processed for reciprocity. Clearance verification will be made through the Office of Personnel Management (OPM) Central Verification System (CVS) and/or Department of Defense Joint Personnel Adjudication System (JPAS) upon receiving a clearance request.

For questions regarding reciprocity, please contact the HelpDesk.

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Questions?
Please contact the PERSEC HelpDesk. Our telephone hours are Monday through Friday, 7:00 a.m. to 4:00 p.m.
You can also contact us via email at PSDHD@doeal.gov.

Phone: (505) 845-4636 / Fax: (505) 845-5288