

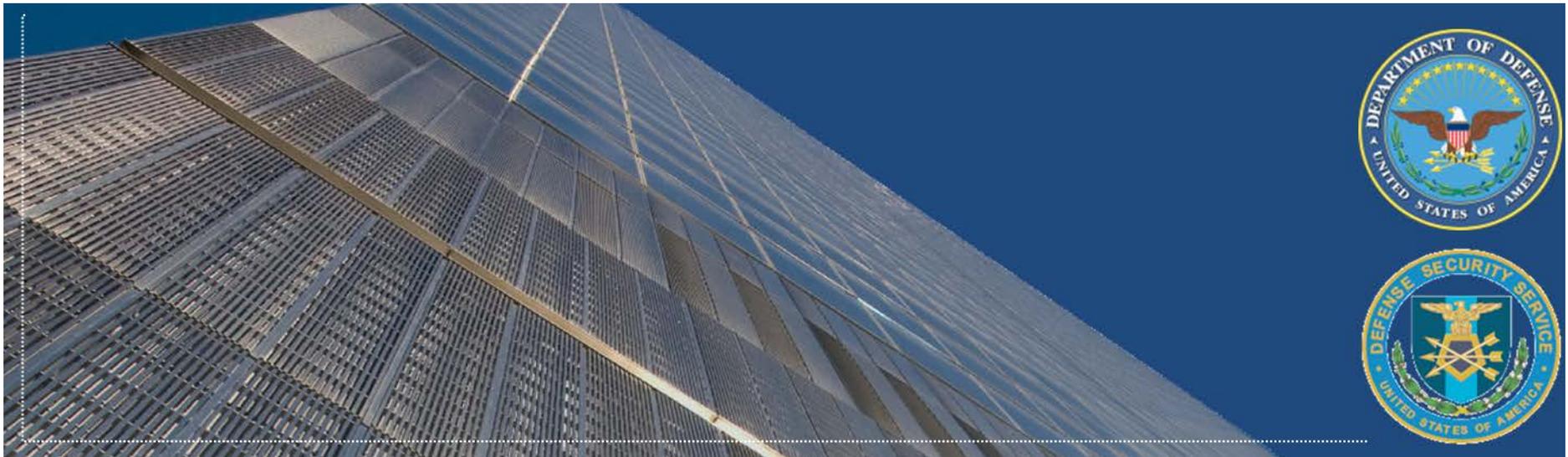
AskPSMO-I

Customer Service Requests

Nicholas Levasseur
Defense Security Service

***For audio, dial: 1-888-989-9786
Enter participant code: 6039400***

August 26, 2014
1:30 PM EST



Dashboard



Announcements

- JPAS
 - PR Submissions
 - Enhancements
- eQIP Rejections
- eFP
- SWFT
- PSMO-I Updates
 - SF-312

Primary Content

- Customer Service Requests
 - RRUs
 -
 -

Closing Remarks

- Next Webinar
- FAQ

Periodic Reinvestigation

- **Guidance on Submitting Periodic Reinvestigations Effective April 10, 2014:**
 - The Defense Security Service Personnel Security Management Office for Industry (PSMO-I) will accept requests for periodic reinvestigations (PRs) that are within 90 days of the investigation anniversary date. This is a change from the current 30-day time frame and reinstates the previous 90-day submission window. For more information on the PR requirement, visit the DSS website.
- **Overdue PRs**

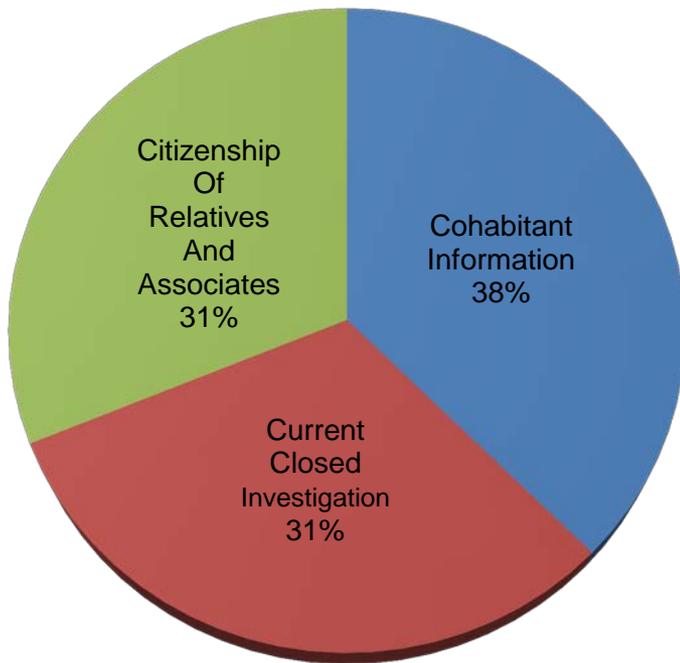
JPAS Enhancements

- In order to comply with CYBERCOM TASKORD 13-0641, JPAS/SWFT/DCII has begun decreasing the inactive account deletion deadline from 90 days to 45
- Users should remember to login every 30 days to prevent any interruption in access

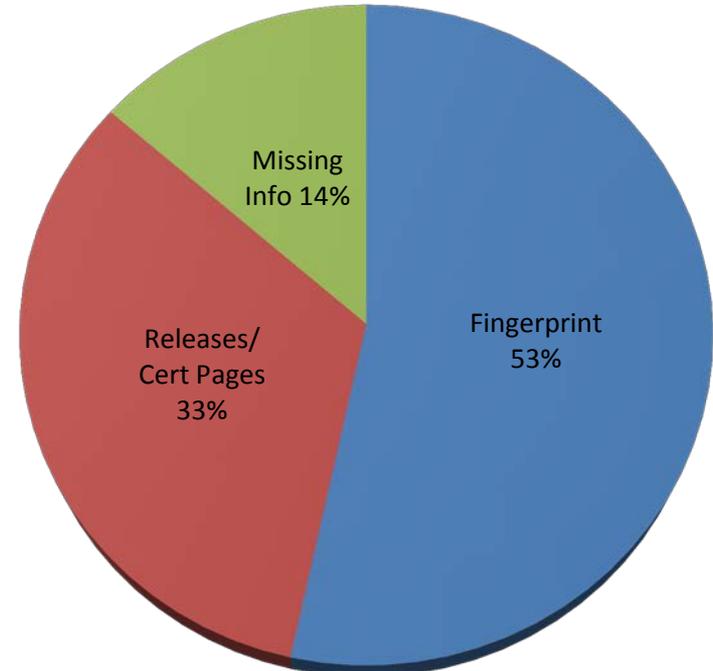
e-QIP Rejection Reasons

FY 14 PSMO and OPM Reject Reasons *Initial and Periodic Reinvestigation Clearance Requests*

PSMO



OPM



Electronic Fingerprinting

- The deadline has PASSED!
- DSS will no longer send FD-258 cards to Industry
- If you still need assistance achieving compliance with the eFP mandate, please review the eFP implementation guide
- SWFT is still accepting new enrollments for scanners and requests for SWFT accounts

Defense Security Service



Electronic Fingerprint Capture Options for Industry

Version 4.0
February 2014

Issuing Office: Defense Security Service
Russell-Knox Building
27130 Telegraph Rd
Quantico VA 22134

http://www.dss.mil/documents/psmo-i/eFP_Guide.pdf

SWFT PKI Login

- On December 16, 2013, SWFT log on became PK-enabled
- Effective March 6, 2014, the username and password logon option was removed from SWFT, and only PK-enabled log on is allowed
- Preparation and training (visit [SWFT Homepage](#)):
 - SWFT Newsletter (Volume 2, Issue 3)
 - SWFT Newsletter (Volume 2, Issue 2)
 - PKI Frequently Asked Questions

PSMO-I Updates

- There are currently under 2,000 e-QIPs in the queue for review and submission to OPM; that is down from a high of 13,992
- If you submitted an e-QIP but the subject no longer needs the clearance, please update JPAS with a separation date so we can stop the e-QIP
- We will continue to provide status updates on the website

SF-312

- To access the new form click [here](#) dated 7/2013. The form should be faxed or mailed:

Fax



443-661-1140

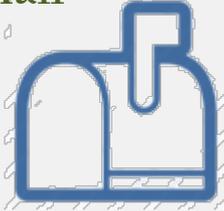
ATTN: [SF-312](#)

Attach cover letter with following information

SF-312 Cover Letter Contents

- FSO Name
- FSO Phone Number
- FSO Fax Number
- FSO Email Address
- Subject Name
- Subject SSN

Mail



Defense Security Service

ATTN: PSMO-I

7556 Teague Road, Suite 500

Hanover, MD 21076

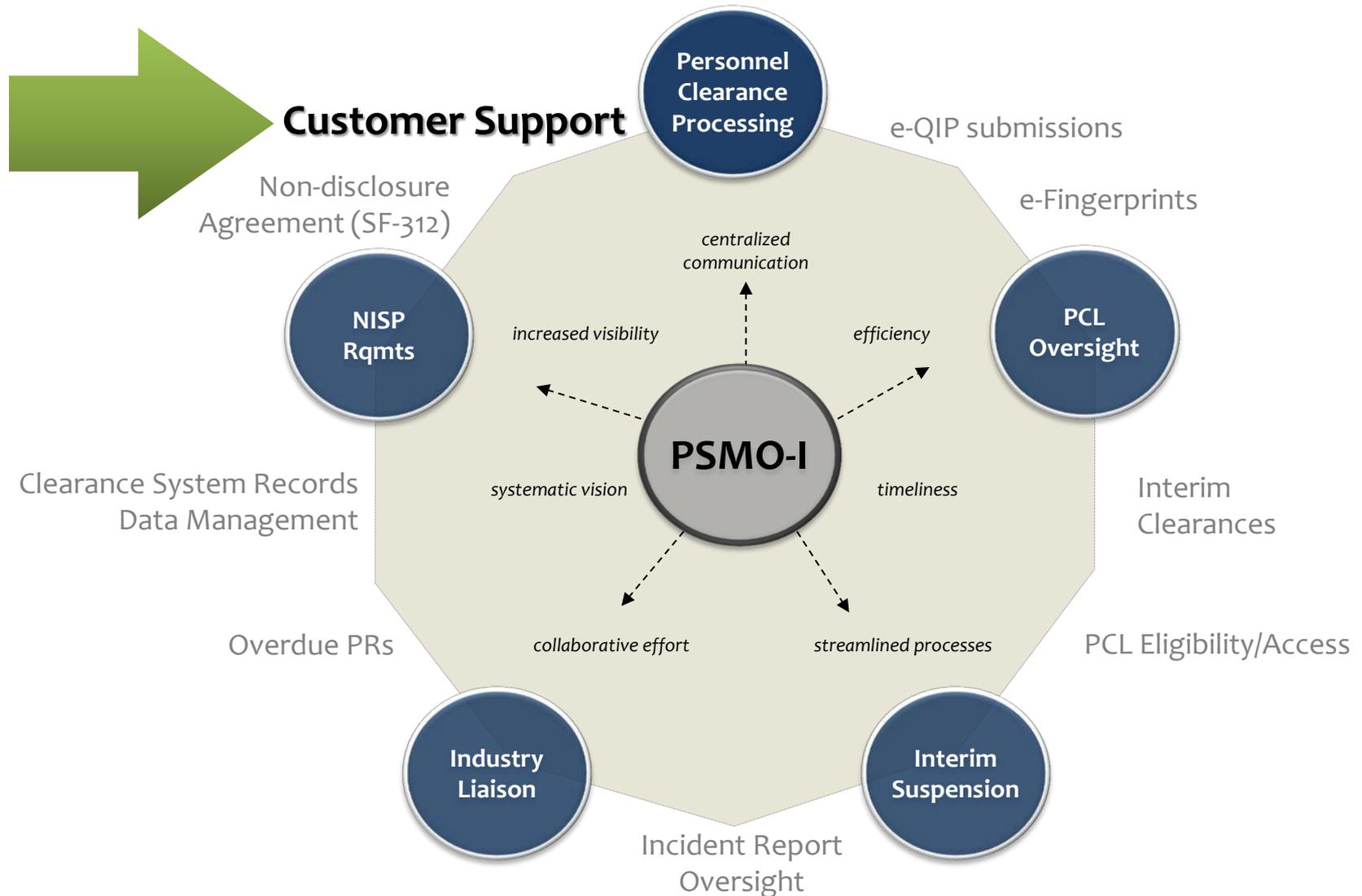
NOTE: PSMO-I has started rejecting the old form effective January 2014

Customer Service Requests

Presenter Information

Nicholas Levasseur
Adjudicative Technical Lead, Defense Security Service

Functions of the PSMO-I



Customer Service Requests



RRU

PSMO-I reviews, responds and routes Research, Recertify and Upgrade requests



OPM

Pre-unacceptable issues sent to the PSMO-I and submitting official



Elevated Requests

Elevated Requests are submitted by the call centers to the PSMO-I for action



Email/Online

Emails received via the AskPSMO-I@dss.mil mailbox

Customer Service Request answered by PSMO within 1 week of receipt

RRU Guidance on DSS.mil

- **Research**
 - Research requests will be forwarded to the PSMO-I for action regarding any front end submission process concerning Interim eligibilities, overdue PR notifications and SF 312 processing. They can also be submitted for any official requests for information by the PSMO-I
- **Recertify/Upgrade**
 - Recertify requests will be used by the DoD CAF to assist in any adjudicative action, issues or responding to official requests for information by the DoD CAF. When requesting the reciprocity of eligibility please submit an Upgrade Request to the DOD CAF-Industry Division

*NOTE: This information can be found at
http://www.dss.mil/psmo-i/indus_psmo-i_maintain.html#research*

Don't Forget

To DO:

Implement an eFP
solution by
IMMEDIATELY

Register for a free
SWFT Account by
IMMEDIATELY

Join the PSMO-I
for the next
webinar on
**October 28,
2014**

Great
Job!
😊

Log in to your JPAS
account within **30
days**

AskPSMO-I Webinars

Thank you for
attending!

