

DEPARTMENT OF DEFENSE

DEFENSE SECURITY SERVICE

**ELECTRONIC PERSONNEL
SECURITY QUESTIONNAIRE**

VERSION 2.2 (FOR WINDOWS®)

EPSQ 2.2

SUBJECT INSTRUCTION GUIDE

September 2000



TABLE OF CONTENTS

WELCOME EPSQ USERS

- System documentation 1
- What is EPSQ? 1
- Enhancements for EPSQ 2.2 2

SYSTEM REQUIREMENTS

- Hardware 3
- Software 3

INSTALLATION INSTRUCTIONS

- Installing EPSQ 3
- Creating Installation Diskettes 4
- LAN Installation 5

INFORMATION CHECKLIST

- SF86 6
- SF85P 7
- SF85P-S 7
- Spouse SAC Shell 7
- SII Shell 8

HOW TO START & EXIT THE EPSQ PROGRAM

- Begin and End 8

USER FORMS

- Outline of "Start to Finish" Procedures 9

MENU OPTION DESCRIPTIONS

- Create, Modify, Validate, Print..... 10
- Communications, Utilities, Help, Exit..... 11

SUBMITTING YOUR QUESTIONNAIRE

- Diskette Method 12

TABLE OF CONTENTS (Con't)

- Email Method 13
 - LAN Method 13
-

APPENDIX A: PRINTING PROBLEMS?

- Possible Solutions 14

APPENDIX B: FUNCTION KEYS & NAVIGATION

- Data Entry Screen Function Keys 16
- Remarks Screen Function keys 16

APPENDIX C: ENTRY EDIT CHECKS

- UNK, Suffix, Middle Initials, Symbols, Dates & Foreign Addresses 17

APPENDIX D: DSS WEB SITE RESOURCES

- Resources and Information found at www.dss.mil/epsq 18

APPENDIX F: FREQUENTLY ASKED QUESTIONS (FAQs)

- Possible Solutions 19

SYSTEM DOCUMENTATION

These instructions are intended as general guidance when using the Subject Edition of all Windows® versions of EPSQ. Throughout this document you will find references to EPSQ 2.x – this means that the guidance provided is applicable to all Windows® versions of the software. DSS recommends that customers upgrade to the most recent version of EPSQ, version 2.2, released April 30, 2001. See page 2 for a list of enhancements and changes found in the new version 2.2.

WHAT IS EPSQ?

EPSQ stands for **E**lectronic **P**ersonnel **S**ecurity **Q**uestionnaire. This software package consists of five different questionnaires for various types of positions; these include:

- National Security Position – SF86
- Public Trust Position – SF85P
- Selected Position – SF85P-S
- Spouse Single Agency (SAC) Check Shell
- Special Investigative Inquiry (SII) Shell

Important!! Contact your Security Officer to determine which form you should complete.

EPSQ is designed to allow users to send the forms and information above to DSS electronically. The system includes a comprehensive help feature, a thorough error checking system, and the ability to automatically encrypt and save your information as you enter it. The software can operate on individuals PCs or from a Local Area Network (LAN).

EPSQ VERSION 2.2 ENHANCEMENTS & CHANGES

EPSQ version 2.2 contains over 70 customer requested enhancements and changes. A complete list of these can be found on our Web site at www.dss.mil/epsq. You can also find archived release notes for versions 2.0.2 (Dec 1997), 2.1 (Jul 1998) and 2.1.1 (May 1999).

Below are a few of the enhancements found in version 2.2.

- ❑ The user is allowed to print the forms without the Privacy Act information, which precedes the actual form. This option will appear in the box that comes up when the user chooses to Print – User Form. User will be faced with a box titled “Output Options”. They are asked to “Please Select an Output Option”. User’s choices will consist of:
 - Send report to printer (include instructions/Privacy Act notice text)
 - Send report to printer (do not include instructions/Privacy Act notice text)
 - Send report to screen
- ❑ The EPSQ main screen substitutes “Reports” with “Print”, providing user with a logical sequence of events, when read from left to right. “Certify User Form” will move out of the Communications screen, and become its own menu bar choice. The user will therefore see (from left to right) **Create, Modify, Validate, Print, Certify, Communication, Utilities, Help, Exit**.
- ❑ Communications menu text has changed from “Transmit to Security Officer” to “Prepare File to Give to Security Officer”.
- ❑ The Zip Code table has been updated.

SYSTEM REQUIREMENTS

Although EPSQ is designed to operate on a wide variety of PCs and printers, the system requires certain minimum hardware and software components.

Hardware

The Windows® release of EPSQ requires the following minimum computer configuration:

- IBM-compatible PC with 80486 or greater CPU
- 66 MHz or faster processor
- Either a VGA or XGA monitor
- ***Important! – RAM should meet or exceed minimum requirements for your operating system (minimum of 16 Mb for Win 3.x users) - Important!***
- 15 Mb of disk space for the Security Officer Edition (Includes Standalone and LAN installations. More space needed if installation exceeds 50 Subject forms.)
- 15 Mb of disk space for the Subject Edition (LAN installation). 7 Mb of disk space for a single user

Software

The Windows® release of EPSQ requires the following minimum software:

- Disk Operating System (DOS) version 3.3 or later (for Win 3.x users)
- Windows® 95, Windows® 98, Windows® NT, Windows® 2000 or Windows® 3.1 or later, running in enhanced mode
- Files = 100 or more in the CONFIG.SYS file
- Buffers = 40 or more in the CONFIG.SYS file

INSTALLATION INSTRUCTIONS

You SHOULD HAVE already downloaded the EPSQ 2.2 software from our Web site at www.dss.mil/epsq . The site includes instructions on how to download the software.

Installing EPSQ

Installation to a Stand-Alone PC or Server

If you wish to install the Full version (Patch version available too) of the Subject Edition (files to be on a Stand-Alone PC or Shared Drive), you should have downloaded the following self-extracting compressed file: [subject.exe](#)

INSTALLATION INSTRUCTIONS (con't)

1. After downloading the file, place it in its own temporary directory (ie c:\subtemp).
2. Using File Manager or Windows® Explorer, double click on the file name (subject.exe). The file will unzip automatically.
3. Follow the on screen instructions to install EPSQ to your PC or a LAN drive (LAN administrators should also visit our Web site at www.dss.mil/epsq for more detailed instructions on LAN installation).

Creating Installation Diskettes

If you wish to create Installation Diskettes for the Full version (Patch version available too) of the Subject Edition, you should have downloaded each of the following self-extracting compressed files:

▶ DO NOT COPY THE DOWNLOADED FILES TO A DISKETTE!!

Subject Edition

subdisk1.exe

subdisk2.exe

1. After downloading these files, place them in their own temporary directory (ie c:\subtemp).
2. Using File Manager or Windows® Explorer, double click on the name (subdisk1.exe, subdisk2.exe). The file will unzip automatically. Be sure that you have two formatted diskettes available.
3. Label them accordingly: EPSQ Subject Edition, Version 2.2, Disk 1 of 2, Disk 2 of 2.
4. Follow the on screen instructions to create your installation Diskettes.

Diskette Installation to a Stand-Alone PC or Server

If you wish to install the Full version (Patch version available too) of the Subject Edition (files to be on a Stand-Alone PC or Shared Drive) from Diskettes, you should have already created the installation diskettes as outlined above.

1. Simply place disk 1 of 2 in the appropriate disk drive and Run a:\setup.exe.
2. Follow the on screen instructions to install EPSQ to your PC or a LAN drive (LAN administrators should also visit our Web site at www.dss.mil/epsq for more detailed instructions on LAN installation).

LAN INSTALLATION

The EPSQ can operate on both a stand alone system and on a Local Area Network (LAN). Full LAN installation instructions, including setting sharing rights and system administration notes can be found on our Web site at www.dss.mil/epsq.

▶ Please note that information created when using EPSQ is password protected and encrypted!

SETTING UP THE EPSQ TO OPERATE FROM THE LAN

The EPSQ 2.x can be run from a LAN drive without having to install all of the system files to the local drive. Icons (shortcuts) and all necessary files can be created automatically by performing the following steps:

1. Contact your system administrator to determine where the EPSQ 2.x installed system files are located. The system administrator should have installed the EPSQ program following the detailed LAN installation instructions found on our Web site at www.dss.mil/epsq.
2. Run the setup.exe program from the installed LAN edition. You can execute the setup.exe by using the RUN command (ie. R:\epsq2x\setup <enter>) or by running setup.exe from File Manager or Windows® Explorer.
3. Answer affirmatively to install the EPSQ 2.x to your local system. Icons (shortcuts) are created and the epsq2x.ini is copied to the Windows® directory.

INFORMATION CHECKLIST

The questionnaire you will be completing requires extensive information. It may benefit you to collect this information prior to entering the data. The following charts are included to assist you in collecting the information.

DSS also has EPSQ worksheets available at our web site (www.dss.mil/epsq). These MS Word documents list each of the questions asked on the EPSQ SF86 and SF85P.

INFORMATION CHECKLIST (con't)

Checklist for Information Required for Security Clearance SF86
Personal Information - Name, date and place of birth, physical characteristics
Other Names Used - Any other names you have used
Citizenship - Current citizenship status including naturalization or alien registration info, if applicable
Where you Have Lived - All your residences for the past 5 or 10 years. **
Where You Went to School - Education in the last 5 or 10 years** or, if none during that time, provide the last school attended after high school, if any.
Employment Activities - Continuous history of employment, unemployment, self-employment for the past 5 or 10 years.** Also any federal civil service employment since your 16th birthday.
People Who Know You Well - 3 requested. Need name, address and phone number.
Spouse - Current and former spouses.
Relatives and Associates - Names, address, citizenship.
Citizenship of Relatives and Associates - Additional citizenship information about certain close relatives born outside the U.S..
Military History - all service in U.S. and/or foreign military organizations.
Foreign Activities - Foreign property ownership, contacts, and passports.
Military Record - Any less than honorable discharges.
Selective Service Record - Selective service registration number or exemption.
Medical Record - Any consultation/treatment with health professional for mental health related condition during last 7 years. Name, address, and telephone number of provider.
Employment Record - Details on certain employment terminations.
Police Record - Charged or convicted offenses. Name of law enforcement agency and location of court.
Illegal Use of Drugs and Drug Activities - Any use in past 7 years, use in sensitive position, and other activity.
Alcohol Use - Treatment/counseling in last 7 years.
Clearances/Investigations Record - Others held, denied, revoked, and suspended.
Financial Record - Bankruptcies, repossessions, wage garnishments, tax liens, unpaid judgments, delinquent debts.
Public Record Civil Court Action - Any in last 7 years not covered elsewhere in form.
Association Record - Association with and/or participation in organizations advocating violent overthrow of U.S. Government.

** Depending upon type of investigation (i.e. Initial SSBI requires 10 years, NACLIC requires 7 years)

INFORMATION CHECKLIST (con't)

Checklist for Information Required for Public Trust Position SF 85P
Personal Information - Name, date and place of birth, physical characteristics.
Other Names Used - Any other names you have used.
Citizenship - Current citizenship status including naturalization or alien registration info, if applicable.
Where You have Lived - All your residences for the past 5 or 10 years.**
Where You Went to School - Education in the last 5 or 10 years** or, if none during that period, provide the last school attended after high school, if any.
Employment Activities - Continuous history of employment, unemployment, self-employment for the past 5 or 10 years.** Also any federal civil service employment since your 16th birthday.
Employment Record - Details on certain employment terminations.
People Who Know You Well - 3 requested. Need name, address, and phone number.
Marital Status - Current spouse.
Relatives - Names, addresses, citizenship.
Military History - All service in U.S. and/or foreign military organizations.
Selective Service Record - Selective service registration number or exemption.
Clearances/Investigations Record - Others held, denied, revoked, and suspended.
Foreign Countries Visited - Trips outside the U.S. in last 7 years.
Police Record - Charged or convicted offenses in last 7 years. Name of law enforcement agency and location of court.
Illegal Use of Drugs and Drug Activities - Use in last year, other activity in last 7 years.
Financial Record - Bankruptcies, tax liens, unpaid judgments, delinquent debts.

** Depending upon type of investigation (i.e. Initial SSBI requires 10 years, NAC requires 7 years)

Checklist for Supplemental Questionnaire for Selected Positions SF85P-S
Personal Information - Name
Other Names Used - Any other names you have used.
Illegal Use of Drugs and Drug Activities - Use in sensitive position.
Alcohol Use - Treatment/counseling in last 7 years.
Medical Record - Any consultation/treatment with health professional for mental health related condition during last 7 years. Name, address, and telephone number of provider.

Checklist for SPOUSE SINGLE AGENCY CHECK (SPOUSE SAC) SHELL
Personal Information — Name, date and place of birth, physical characteristics
Spouse -Current spouse
Relatives and Associates -Name, address, citizenship of spouse-like individual
Citizenship of Relatives and Associates —Additional citizenship information about spouse or spouse-like individual

INFORMATION CHECKLIST (con't)

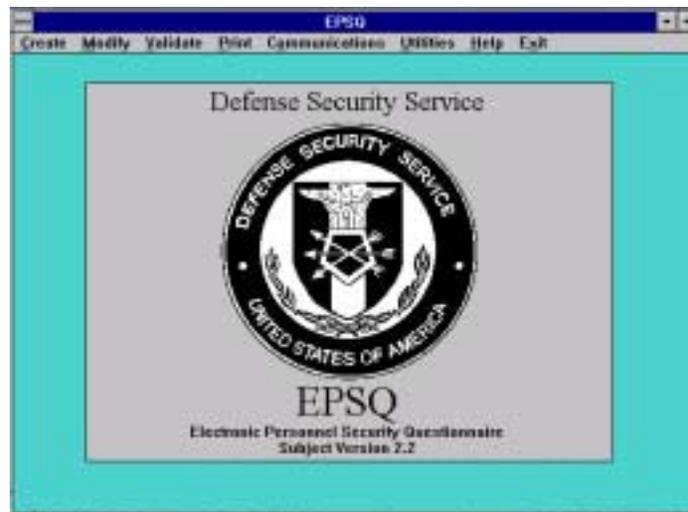
SPECIAL INVESTIGATIVE INQUIRY (SII) SHELL Checklist

Personal Information— Name, date and place of birth, physical characteristics

Employment Activities-Information on current place of employment

HOW TO START & EXIT THE EPSQ PROGRAM

1. Double click the Subject Edition Icon.
2. The following screen is displayed. This is the main menu of the EPSQ.



3. To access the pull down menus, simply click on a menu item (Create, Modify, etc.) with your mouse. You can also access the menus by pressing the Alt key and an underlined letter (ie. Alt + C for the Create menu).
4. To access any menu item, you must first log into the system using your User ID and password. See User Form section of this guide for more details.
5. To leave the EPSQ program, click on the Exit menu item and select Quit EPSQ. Your information will be saved, and you can access it later as long as you have your correct userid and password.
6. Select Exit - User Logout if you wish to leave the program running for someone else. You are logged off the system, and the next person will be required to log in.

USER FORMS

Start to Finish: User Forms

The following outlines a Start to Finish process to Create, Modify, Validate, Print, and Transmit a User Form to your Security Officer.

► It is important that you enter the correct Social Security Number (SSN) when

User Form

1. Create/Modify User Form
 2. Validate
 3. Print
 4. Prepare File to Give to Security Officer
- A) **Create: User Form** (Select Type of Form; Type of Investigation; Press <enter> to acknowledge the Privacy Act; Enter the Social Security Number (SSN) and type password 2 times (Be sure to enter a password with no more than 8 characters!); Press [Yes] button to confirm the SSN was entered correctly; Complete the form...)
- B) **Modify: User Form** (Enter SSN and press [OK] button; Press [OK] button to begin editing form from Module list; Edit modules as appropriate; You must re-validate every time you modify a form.)
- C) **Validation: User Form** (Enter SSN and press [OK] button; The number and nature of errors are displayed; Print validation report to printer or screen; You are given and option to save the validation report; Use Modify to correct ALL errors and re-validate as appropriate.)
- D) **Print: User Form** (Enter SSN and press [OK] button; Access report via printer or screen; You are given an option to save the report.)
- E) **Finish Up!** (After you have validated your form to zero errors and printed a copy, you are ready to send to your Security Officer.)

MENU OPTION DESCRIPTIONS

The following descriptions briefly describe the EPSQ menu options.

➤ It is important that you enter the correct Social Security Number (SSN) when

CREATE

User Form -

- National Security Position – Questionnaire SF86
- Public Trust Position – Questionnaire SF85P
- Selected Position – Questionnaire SF85P-S
- Spouse Single Agency Check (SAC) – Shell
- Special Investigative Inquiry (SII) – Shell

MODIFY

This option allows you to change, add or delete information to your User Form.

VALIDATION

➤ Validation is a key feature of the EPSQ! It checks for completeness and conflicting information.

➤ If you save a validation report to a file, the information will not be protected by

User Form – This option allows you to validate all the data entered for a selected User Form.

View Validation File – This option allows you to view the validation file(s) you have previously generated and saved.

Delete Validation File – This option allows you to delete validation file(s) you have previously generated and saved.

MENU OPTION DESCRIPTIONS (con't)

PRINT

➤ **SECURITY OFFICERS:** Unless the security clearance process is finalized, a signed copy of the completed forms MUST be maintained by the Security Officer!

➤ **WARNING!** If you save a print report to file, the information will not be protected

User Form – This option allows you to print a User Form to your screen or to your printer.

View Report File – This option allows you to view print files you have previously generated and saved.

Delete Report File – This option allows you to delete print files you have previously generated and saved.

COMMUNICATIONS

Prepare File to Give to Security Officer – This option allows you to create a file containing all the User Form data. This file can be saved on a diskette, hard drive or on a LAN drive.

Receive From Security Officer – This option allows you to import User Form data from the Security Officer.

UTILITIES

System Configuration – This menu displays two options:

- 1) **Data File Location** – Sets default directory where EPSQ data files are located.
- 2) **Printer Setup** – Set default printer and other Windows® printer setup options.

MENU OPTION DESCRIPTIONS (con't)

Reindex Data Files – This option allows you to reindex all of your EPSQ data files. Reindexing cleans your database and removes any detached data. Over time, you will find that EPSQ may run more slowly. This may occur because many deletions and updates lead to inefficient use of file space. You may help to correct this problem by reindexing your data files.

Delete Form – This option allows you to delete the following file types:

Passwords – This option allows you to change your initial (first) password. Contractor Subjects are given the option of creating a second password which protects the Privacy Portion of the SF86 User Form (Modules 17-42).

HELP

This menu option displays help on individual topics or what is currently displayed on the screen.

EXIT

This menu displays two options:

- 1) **User Logout** – You are logged off the system and the next person will be required to log in.
- 2) **Quit EPSQ** – The EPSQ system is terminated. You are automatically logged off and your data is saved.

SUBMITTING YOUR QUESTIONNAIRE

After Creating or Modifying a User Form on the Subject Edition, you can **Prepare File to Give to Security Officer** from the **Communications** pull down menu. You will prepare and name a data file (ie filename.zdb). To give the EPSQ data your Security Officer, use any of the following three methods.

Diskette Method:

- 1) Format and label a diskette.
- 2) Select **Prepare File to Give to Security Officer** from the **Communications** pull down menu.

SUBMITTING YOUR QUESTIONNAIRE (con't)

- 3) Select the letter of the drive that contains the diskette you formatted (ie a:)
- 4) Select the file name you wish to call the prepared file (ie filename.zdb) and press the [OK] button.
- 5) You are informed of the name and location of the file you prepared. Give the diskette (and your password) to your Security Officer.

Email Method:

- 1) Select Prepare File to Give to Security Officer from the Communications pull down menu.
- 2) Select a file name you wish to call the prepared file (ie filename.zdb) and the directory where the file will be saved. Press the [OK] button when finished. EPSQ will remind you of the location where you have saved the file.
- 3) Prepare an email and attach the file created in step (2) above. Send email (and your password) to your Security Officer.

LAN Method:

- 1) Select Prepare File to Give to Security Officer from the Communications pull down menu.
- 2) Select the letter of the LAN drive where you will be saving the prepared file.
- 3) Select a file name you wish to call the prepared file (ie filename.zdb) and press the [OK] button.
- 4) You are informed of the name and location of the prepared file. Provide this information (and your password) to your Security Officer.

APPENDIX A: PRINTING PROBLEMS?

- 1) Confirm you are using the correct, updated printer driver. You may have an old or incorrect driver selected. A possible solution is obtaining an update from the manufacturer (ie HP or Epson). These may be found on the manufacturers Web site. You may also try selecting another driver available to your PC. For example, you may be using an HP III laser printer. Selecting an HP II driver may work. As a general rule, selecting more advanced drivers (ie HP IV) will not work well.
- 2) Attempt to reload the current or updated printer driver.
- 3) If you are using a PC utilizing the Windows® 95 or Windows® 98 Operating System the step by step instructions below may help.
 - A) Press Start
 - B) Press Settings
 - C) Press Printers
 - D) Highlight default printer (click 1x on default printer icon)
 - E) Press File
 - F) Press Properties
 - G) Select the Details tab
 - H) Click on the Spool Settings...button
 - I) Change Spool data format from EMF to Raw*
 - J) Press [OK] to keep changes

*You may also try:

- Selecting Print Directly to Printer option
- Start printing after last page is spooled
- Enable bi-directional support. These options are found on the same screen when you are in step (I) above.

- 4) If you are using a PC utilizing the Windows® NT Operating System the step by step instructions below may help.
 - A) Press Start
 - B) Press Settings
 - C) Press Printers
 - D) Highlight default printer (click 1x on default printer icon)
 - E) Press File
 - F) Press Properties
 - G) Select General tab*
 - H) Click on the Print Processing button

APPENDIX A: PRINTING PROBLEMS? (con't)

- I) Change Default Datatype from EMF to Raw
- J) Press to keep changes

*You may also try:

- Select the Scheduling Tab while in step G above and select Print Directly to Printer and/or start printing after last page is spooled.
- Select the Ports Tab while in step G above and select Enable bi-directional support.

APPENDIX B: FUNCTION KEYS AND NAVIGATION

DATA ENTRY SCREEN FUNCTION KEYS

EPSQ uses the following function keys and cursor navigation keys on the data entry screens:

- F1**.... Displays Help for the field the cursor occupies
 - F2**.... Add Remarks for current field
 - F5**.... Deletes information in displayed module
 - F7**.... Add a New entry
 - F8**.... Moves cursor to first field of Previous entry
 - F9**.... Moves cursor to first field of Next entry
 - F10**.. Go to Previous Module
 - F11**.. Go to Next Module
-

- Enter**..... Moves cursor to Next field
- Shift+Tab**..... Moves cursor to Previous field
- PgUp**..... Moves cursor to first field of Previous screen
- PgDown**..... Moves cursor to first field of Next screen
- Alt+V**..... Navigation Menu
- Esc**..... Displays Module List

REMARKS SCREEN FUNCTION KEYS

EPSQ uses the following function keys in the remarks screens.

- ▲Up Arrow**.... Moves your cursor to the previous line
- ▼Dwn Arrow**.. Moves your cursor to the next line
- Shift+End**..... Highlights to end of paragraph
- Shift+▼**..... Highlights to end of line
- Ctrl+C**..... Copies highlighted words into clipboard
- Ctrl+V**..... Pastes clipboard information into screen
- Cancel**..... Exit remarks screen w/o saving data

APPENDIX C: ENTRY EDIT CHECKS

- If Unknown, Use UNK: If you do not know the first name and/or middle name, enter **UNK** for one or both. If you do not know the name of your mother or father, you may enter **UNK** in the first name field. No other information will be required. If the person has no middle name/initial, you should enter **NMN**.

[Examples: John **UNK** Smith or John **NMN** Smith or **UNK UNK** Smith or **UNK** (in first name field for mother and/or father)]

- Suffix (Jr, Sr): Suffix should be used for additional designations such as Jr, Sr, II(2nd), or III(3rd), where applicable.

[Example: John NMN Smith Jr]

- Middle Initials: If the first name or middle name consists of an initial only, enter the initial(s). In addition, if the name has no suffix, indicate the use of initial(s) by entering **IO** in the suffix.

[Example: J P Smith **IO**]

If the name has a suffix, entering the suffix takes priority and **IO** should be omitted.

[Example: C L Jones III]

- Special Symbols: If appropriate, you can use spaces, apostrophes ('), hyphens (-), and period (.) within a name.

[Example: Carol Anne St. James, Mary Lisa O'Grady, Jean NMN Jenkins-Smith]

- Dates: Dates must be entered in the format YYYY/MM/DD. For example, January 18, 1947 would be 1947/01/18. Your own birth date must be entered completely. Other dates can be entered as YYYY/MM/?? if you are unsure of the day. Estimate the month if you are unsure. For example, a date you believe to be in January 1947 would be entered as 1947/01/???. You cannot use "Future" dates.
- Foreign Addresses: Although EPSQ does not validate the internal contents of addresses, you should enter APO addresses using the following format: Enter unit name in Address line 1. Enter APO designation (ie APO AA, APO AE or APO AP) in Address line 2. List the overseas City in the City field, and then enter NY (if APO AE), CA (if APO AP) or FL (if APO AA) as the State. Enter the APO number as the Zip Code.

APPENDIX D: DSS WEB SITE RESOURCES

The following resources and information can be found on the DSS EPSQ Internet Web site at www.dss.mil/epsq :

- **EPSQ Software**
- **Important News & Notes**
- **User Worksheets (SF86, SF85P, SF85PS)**
- **Frequently Asked Questions (FAQs)**
- **Documentation**
- **On-Line User Guides**
- **Letter of Consent (LOC) System (Industrial/Contractor Users)**
- **Receipt System**
 - The EPSQ Receipt System is a tool available to all users who wish to verify that DSS received EPSQ data sent electronically to DSS. Users simply enter an SSN or SSNs and then choose how many days back they wish to check via a pull down list. There are five options that allow you to check a range of dates. Receipts are currently maintained for a period of 365 days and should appear on the system within 1 to 2 working days subsequent to transmission. Check the DSS EPSQ Internet Web site for more details.

APPENDIX E: FREQUENTLY ASKED QUESTIONS (FAQs)

For a complete list of over 45 FAQs and problem-solving tips, see www.dss.mil/epsq.

EPSQ ASKS FOR SOME DATA THAT I JUST DO NOT HAVE. WHAT SHOULD I DO IF I DON'T KNOW A DATE, OR A MIDDLE NAME, OR THE NAME OF A RELATIVE?

We recommend using the EPSQ Help function. When a user has a question about what information to enter in any field, on any form, guidance can be found by placing your cursor within the appropriate field and clicking HELP. While EPSQ asks for very specific data, DSS realizes that certain exact dates or pieces of information are difficult to recall, or impossible to document with 100% certainty. We ask that Subjects give their best effort to provide information accurately.

Trying to remember dates? Throughout the form, Subjects are asked to provide specific dates. Note that EPSQ will accept question marks (??) in the "day" field, in most places. For example, EPSQ will accept a date such as 1995/12/???. Question marks cannot be used for Year or Month. If a Subject is unsure about a Year or Month, we ask that a "best effort" date be provided. The Subject can, at any time, explain within Remarks that an answer provided is an approximation, or a best effort estimate.

Trying to remember names? EPSQ Help provides guidance to users regarding Middle Names. Throughout the forms, EPSQ will not validate without *something* being entered in the Middle Name field. EPSQ Help recommends: "If the person does not have a middle name, enter NMN. If you do not know the middle name, enter UNK. If the middle name consists of an initial only, enter the initial."

Furthermore, in Module 9 (Relatives and Associates) of the SF 86, if a user enters UNK as the First Name for either parent, or any relative, EPSQ will assume that user knows no information about the relative. User does not have to place UNK in each field under mother or father. In this circumstance, EPSQ moves user on to the next relative - and will validate successfully. The message you receive when you enter "UNK" for the relative's first name is: "Since you do not know the name of this family member, no other information is required for this entry. Press <OK> to move to the next screen."

If user places the full word "UNKNOWN" in the First Name field (vice "UNK"), EPSQ assumes user just happens not to know their parent's First Name and moves the user on to the Middle Name field.

I MISTAKENLY USED AN SF85 VICE AN SF 86. IS THERE ANYTHING I CAN DO IF I ENTERED MY DATA ON THE WRONG FORM WITHIN EPSQ?

Unfortunately, EPSQ does not have the functionality to transfer data from one type of form to another. We must ask that you re-enter the data onto the correct form.

I DO NOT EXACTLY RECALL MY PASSWORD. IS THERE SOMETHING I CAN DO?

Unfortunately, there is not. The security of the data provided by our Subjects is very, important to DSS – therefore Subject’s data cannot be accessed without Subject’s exact password. Subjects are encouraged to remember their passwords, and are required to create a new form if they cannot.

EPSQ DOES NOT ALLOW USERS TO LIST REFERENCES OUTSIDE THE UNITED STATES IN MODULE 7 OF THE SF86 OR MODULE 8 OF THE SF85P (PEOPLE WHO KNOW ME WELL). WHAT SHOULD I DO IF MY ONLY REFERENCES ARE OVERSEAS?

First, for many practical reasons, we urge you to make every effort to list references that are presently in the United States (or it's Territories). The Defense Security Service has field agents in every part of the US - but investigative work done outside the US is done for DSS by the military services, or by other government agencies. Quite simply, investigative work done by DSS, within the USA, is likely to be completed much sooner than work done outside the US.

If a user has no choice than to list references outside the US, there is a way for EPSQ to accept them, if the listed individuals have addresses that include APO numbers.

User should list the Country, and either APO AA, AE, or AP (as appropriate) in Address Line 2. User should then list the overseas City in the City field, and enter NY (if APO AE), CA (if APO AP) or FL (if APO AA) as the State, and the appropriate APO number as the Zip Code. This will allow users to enter data regarding references outside the US, if listing them is unavoidable.

I SELECTED THE WRONG TYPE OF INVESTIGATION. HOW DO I CHANGE IT?

If the wrong investigation type was selected when the form was created, change the type of investigation (SSBI, NAC, PR, etc), by following these steps:

- 1) Log into Security Officer edition
- 2) Go to create
- 3) Select form type (i.e., SF86)
- 4) Select type of investigation required
- 5) Type in SSN, and same password as already used.

System should ask if you wish to change the investigation type. Select yes.

EPSQ REQUIRES MY SELECTIVE SERVICE NUMBER. HOW DO I FIND MY SELECTIVE SERVICE NUMBER?

Module 18 of the SF 86 and Module 12 of the SF85P asks for the Selective Service Number (or reason(s) for a waiver) from male Subjects born after December 31, 1959.

Finding your Selective Service registration number is easy. The Selective Service System has a user friendly and informative Website at www.sss.gov. An on-line system is available that allows you to look up your Selective Service number, and the date registered.

Selective Service registration information is also available via an automated telephone system at (847) 688-6888. The mailing address to obtain Selective Service System registration

information is: Registration Information Office Selective Service System Data Management
Center P.O. Box 94638 Palatine, IL 60094-4638