Webinar Questions and Answers

JPAS Facts Afternoon (2:30 PM EST) Session

Webinar guests submitted several questions before and during the **20 November 2014 JPAS Facts afternoon** session. The following responses are provided by the Center for Development of Security Excellence (CDSE):

Question: Why don't we have to periodically change our JPAS password?

Answer: JPAS has two-way authentications and your PIN credential does not require a 60 day PIN change.

Question: Can you have multiple FCLs under your JPAS account with executed PSSAR?

Answer: A user can have multiple facilities under their JPAS account. However, a user can only request one facility per PSSAR as the facility KMP needs to sign it. Typically, the KMP is not the same for all the facilities.

Question: We have two employees that have been pending for over two years. What can we do to find out the status on their investigation?

Answer: Call the CAF customer call center for status.

Question: Is it ok to print out an RRU Response or CAF message from PSMO-I or DoD CAF to have a record of turnaround times and contact info if there is response required and turnaround time?

Answer: You should use caution when printing anything from JPAS that has PII or CAF determinations.

Question: You indicated that PII and Cyber training are required annually for maintaining a JPAS account, but the JPAS training is only required once as a prerequisite. Is there somewhere in writing, either policy or reference, that states this?

Answer: Yes, on the JPAS web page under the Access Request and Account Managers Policy tabs.

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Question: Do you know how long the timeframe is to receive a response on RRUs?

Answer: It depends on the number of RRUs in the queue, but normally it does not take longer than 30 days.

Question: Are legal names required in JPAS?

Answer: DMDC is currently conducting an audit on all JPAS users ensuring the LEGAL name is in the first, middle, and last name fields in JPAS. For example, if your identity credential reflects William Smith, but your JPAS record indicates Bill Smith, your account will be flagged. If your identity credential reflects Elizabeth Smith, but your JPAS record reflects Lizzie Smith or Elizabeth (Lizzie) Smith, your account will be flagged. DMDC will conduct a phased roll out which will provide users with enough time to make modifications to their accounts, prior to an account lock-out. Please review all of your JPAS account holder's names in JPAS and ensure the user's name is their legal name (on SSN, passport, etc.), not their nickname.

Question: Why is an indoc button available when there is a 24 month break in service which requires a new investigation?

Answer: If the individual has an eligibility listed in the Adjudicative Summary section regardless of when it was granted, the indoc link will appear**.**

Question: If a person has not been debriefed, how do you get to the Debrief page?

Answer: Click on the In/Out process link on the Person Summary Screen. If you have an owning or servicing relationship you should see the debrief link to the right of the screen in the accesses section.

Question: Notifications if a person shows up under your PSM that isn't yours, how do you get rid of them?

Answer: Click on PSM Net link, find the person you want to remove and place a check mark under the remove column next to the person's name and click save.

Question: If the debrief link does not show up?

Answer: Make sure you have an owning or servicing relationship with the correct category and in the correct SMO.

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Question: What if we removed from PSM Net not by select person first?

Answer: It can be done that way, but you will need to remove the person's access if applicable.

Question: Can you give an example of a seasonal employee?

Answer: I can think of two ways organizations are using this category: for temporary/summer hires, or when an individual is switching from one component to another component before their SF-50 is issued.

Question: What does the PSP category in JPAS stand for?

Answer: Presidential Support Program

Question: Is there a CDSE cert for this?

Answer: There is a CDSE certificate for JPAS. The course is Personnel Security Management Course PS212.01. The online course is JPAS/JCAVS Virtual Training for Security Professionals PS123.16 and the exam PS123.06.