

Industrial Security Facilities Database (ISFD)

Job
Aid

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Center for Development of Security Excellence

CDSE
Learn. Perform. Protect.

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Introduction

The Industrial Security Facilities Database (ISFD), maintained by the Defense Security Service (DSS), is a repository of information about Department of Defense (DoD) cleared contractor facilities. The ISFD has internal users (with full access, such as the DSS Industrial Security Representative) and external users (with limited access).

All Federal agencies and contractors participating in the National Industrial Security Program (NISP) are eligible to access the Facility Verification Request (FVR) external user view. External users have the ability to submit a FVR which is the official method of verifying the Facility Clearance Level and safeguarding capability of a NISP contractor. This Job Aid provides step-by-step instructions and tips on how to use the ISFD application for the external user.

- Access, log into, and navigate the ISFD website
- Update your POC data
- Respond to an Request for Information (RFI)
- Submit, view, and update Verification Requests of facility clearance information
- View and edit notifications of changes in facility clearance information
- Change your ISFD password



Introduction

ISFD is a web-enabled application; no installation is required. However, before you can use you it, you must complete the following:

- Submit a system access request (SAR) through the system administrator
- Obtain a user identification (user ID) and password from the administrator
- Install Internet Explorer on your computer

Once you have a user ID and password, simply follow the login instructions provided on the next page.

To access the system, enter the following URL in the browser: <https://isfd.dss.mil/ISFDweb>. If you need assistance call the DoD Security Services Call Center at 888-282-7682.

To avoid deactivation all ISFD users must access their accounts at least once every 30 calendar days. Per regulatory guidance, ISFD accounts are managed with regularly executed deactivation and deletion purges. Accounts reflecting 30 consecutive days of inactivity will be locked, and accounts reflecting an inactive status of over 45 days are subject to deletion. A user whose account is deleted will need to submit the appropriate SAR to obtain access.



Logging into ISFD

Tip: Keep your account current.
Login within every 30 days.



1 Please read the following and check the checkbox for acknowledgement.

DOD NOTICE AND CONSENT BANNER

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE, or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential.

I acknowledge and accept the above access statement.

2

User Name

Password

1. Read the access statement. Click the check box by the statement, **“I acknowledge and accept the above access statement.”** The **Log In** button is no longer grayed out.
2. Click the **User Name** field and type your user name.
 - a. Press the [Tab] key or click in the **Password** field
 - b. Enter your password
 - c. Click on **Accept**

Advisory

Upon initial login, the user will be required to change the password. If you are experiencing problems with ISFD, please call Customer Service at 1-888-282-7682

Notes

Passwords are protected visually by displaying asterisks instead of the actual password.



Navigating ISFD

ISFD Home Page

The **Home** page includes the following options:

System Navigation

- **Home:** Click to return to the Home page.
- **Sign out:** Click to log out of ISFD.

Banner

- **Contact:** Click to create an email to be sent to the ISFD Helpdesk support group.
- **Help:** Click to view ISFD User Manual.

FACILITY VERIFICATION REQUEST

- **Submit Verification Request:** Click to submit verification requests.

- **My Verifications:** Click to view a list of verifications associated with the user logged into ISFD.

NOTIFICATIONS

- **My Notifications:** Click to view a list of your facility verification notifications.

RFI

- **View RFI:** Click to view full history of RFI's from DSS or to edit any pending RFI's in queue

USER ACCOUNT MANAGEMENT

- **Update My Info:** Click to update phone number and email.
- **Change Password:** Click to change your password.



Changing Passwords

Industrial Security Facilities Database: Change Password

System Navigation

- Home
- Facility Verification
- Notifications
- User Management
 - Update My Info
 - Change Password
- Sign Out

USER ACCOUNT MANAGEMENT

- Update My Info
- Change Password

Your password must meet the following minimum requirements:

1. Passwords cannot contain any whitespace characters (space, tab, etc.)
2. Passwords must be at least 15 characters long
3. Passwords must contain at least 2 numbers
4. Passwords must contain at least 2 special characters
5. Passwords cannot match any of your previous 10 passwords
6. Passwords must contain at least 2 uppercase letters
7. Passwords must contain at least 2 lowercase letters
8. Passwords cannot contain any consecutive characters from the same key (e.g. "aa", "bB", or "1!")

*Account/Username: Nicholcm1

*Current Password:

*New Password:

*Confirm New Password:

Update **Reset** **Cancel**

Change Password Process

1. From the **Home Page**, click on **Change Password** under **USER ACCOUNT MANAGEMENT**
2. The **Change Password** window includes the following:
 - **Account/Username:** The username on the account
 - **Current Password:** Enter the current password
 - **New Password:** Enter the new password
 - **Confirm New Password:** Enter the new password again to confirm
3. **Buttons**
 - **Update:** Click to save updates
 - **Reset:** Click to clear the form
 - **Cancel:** Click to exit the window and abandon any changes made



Update My Info

Industrial Security Facilities Database: Home Contact Help

System Navigation

- Home
- Sign Out

FACILITY VERIFICATION REQUEST

- [Submit Verification Request](#)
- [My Verifications](#)

NOTIFICATIONS

- [My Notifications](#)

RFI

- [View RFI](#)

USER ACCOUNT MANAGEMENT

- [Update My Info](#)
- [Change Password](#)

User Information

*Name: Tucker, Janice M.
User ID: tuckerj

Contact Information

*Phone:

*Email:

3

Updating Contact Data

ISFD will now allow external users (e.g. FSOs) to edit contact information, with the exception of the address in ISFD. The IS Rep will be notified when information is changed.

Process

1. From the **Home** page, click on **Update My Info**
2. Update the phone number and email address
3. Click **Save**



Request for Information

Industrial Security Facilities Database: Home

Contact Help

System Navigation

- Home
- Sign Out

FACILITY VERIFICATION REQUEST

- Submit Verification Request
- My Verifications

NOTIFICATIONS

- My Notifications

RFI

- View RFI

Done Trusted sites | Protected Mode: Off 100%

Update

ISFD will now allow external users to complete online pre-assessment **Requests for Information (RFI)**. This is a form submitted by the IS Rep to the FSO prior to a scheduled assessment to obtain information in advance in order to facilitate the assessment process.

Process

The FSO will receive an automated email that an **RFI** is available for review. Click on **View RFI** on the bottom left of the screen. **Continue to next page.**



Request for Information



82005	2014/04/25	joebintx	Awaiting FSO Submittal	 Edit
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Request for Information Process

After clicking **View RFI**, the screen will display the RFI. The FSO then clicks on the **Edit** icon to view the Request for Information.



Request for Information

Industrial Security Facilities Database: Request for Information Contact Help

System Navigation

- Request for Information**
- Home
- Facility Verification
- Notifications
- User Management
- Sign Out

FACILITY

*Facility Name: "E" Electric & Telecom, FCL Date: 2013/07/09

DBA or TA: AKA, FCL Level: Secret

*Physical Address 1: 345 McDonald Road, Physical Address 2:

*Physical Address City: Winchester, *Physical Address State: VA

*Physical Address Zip: 22602, *Mailing Address 1: 345 McDonald Road

Mailing Address 2: , *Mailing Address City: Winchester

*Mailing Address State: VA, *Mailing Address Zip: 22602

*Main Phone Number: 123-456-7890, Internet Address:

Type of Business: Accounting, Principal Product/Service:

FOCI Mitigation (if applicable): None, DSS Approved Offsites:

LEGAL STRUCTURE

Business Structure: Joint Venture, Name of Home Office or Parent Organization:

If a Division or Subsidiary, please provide the following information for the Home Office or Parent Organization:

Done Trusted sites | Protected Mode: Off 100%

Request for Information

The facility's data will appear. Review the fields and correct any missing or incorrect data fields.

Notes

Fields that are greyed out cannot be modified through ISFD and require an official change condition report to be modified.



Request for Information

Date of last NSA audit	<input type="text"/>	COMSEC Custodian	<input type="text"/>
Type of Account	<input type="text"/>	Account Number	<input type="text"/>
Number of items on hand	<input type="text" value="0"/>	Next transaction number	<input type="text"/>
SPECIAL CONSIDERATIONS: Do you have... (Type N/A, if not applicable)			
COMSEC Briefing	<input type="checkbox"/>	NATO Briefing	<input type="checkbox"/>
CNWDI Briefing	<input type="checkbox"/>	DCMA Name	<input type="text"/>
Is DCMA onsite? If Yes, list name, telephone number and email	<input type="checkbox"/>	DCMA Email	<input type="text"/>
DCMA Phone	<input type="text"/>	Any unclassified or classified Foreign Visits/Visitors since last assessment?	<input type="text"/>
Other Government FCLs/Oversight	<input type="text"/>		<input type="text"/>



ATTENTION: Read only fields above are considered FCL change conditions. FCL changes shall be reported through the e-FCL system. Please contact your assigned Industrial Security Specialist if you have questions or require additional assistance.

Request for Information

If you do not finish reviewing and updating the RFI, you can save your progress and return later to complete. Just click on the **Save** button. When you have completed reviewing and updating the facility's information, click on **Submit**. An email will be generated to alert the ISR of the change. Any change will be red-flagged for the IS Rep to review.



Request for Information

Request for Information

Request for Information

- Home
- Facility Verification
- Notifications
- User Management
- Sign Out

RFI List for Facility

CAGE	Sent/Submitted Date	Sent/Submitted By	Status	Options
82005	2014/04/09	intbrookswodruff	Awaiting FSO Submittal	 Edit
82005	2014/04/09	intbrookswodruff	Approved by ISR	
82005	2014/04/24	joebadm	Approved by ISR	
82005	2014/04/24	joebintx	Awaiting FSO Submittal	 Edit
82005	2014/04/24	joebintx	Awaiting FSO Submittal	 Edit
82005	2014/04/25	joebintx	Awaiting FSO Submittal	 Edit
82005	2014/04/25	joebintx	Awaiting FSO Submittal	 Edit
82005	2014/04/25	joebintx	Awaiting FSO Submittal	 Edit
82005	2014/05/07	jamaardextx, null null	Awaiting ISR Approval	

Request for Information

After clicking **SUBMIT**, the **Status** changes to (1) **Awaiting for Approval**. Once the IS Rep accepts the submission, the status changes to (2) **Approved by ISR**.



Submit Verification Request

Industrial Security Facilities Database: Home

System Navigation

- Home
- Sign Out

FACILITY VERIFICATION REQUEST

- Submit Verification Request
- My Verifications

NOTIFICATIONS

- My Notifications

RFI

- View RFI

USER ACCOUNT MANAGEMENT

- Update My Info
- Change Password

Done Trusted sites | Protected Mode: Off 100%

Verification Request

Submit Verification Request provides the capability to submit verification requests. If you know the company's name and/or CAGE Code before you start, it will help you look it up.



Process

From the Home page under **FACILITY VERIFICATION REQUEST**, click on **Submit Verification Request**.



Submit Verification Request

Industrial Security Facilities Database: Submit Facility Verification Request [Contact](#) [Help](#)

System Navigation

- Submit Facility Verification Request**
- [Home](#)
- [Facility Verification](#)
- [Notifications](#)
- [User Management](#)
- [Sign Out](#)

Government Activity Facility

*Government Activity:

Government Activity Office

Search Criteria

(Enter your Search Criteria below and click "Search" to select an office)

Office Name:

City:

State:

Office Details

*Office Name:

Reset to Facility

Submit Facility Verification Request has the default set to **Government Activity**. In order to check a facility clearance for a non-government activity, you must reset the functions. **Continue to next page.**



Submit Verification Request

Industrial Security Facilities Database: Submit Facility Verification Request

System Navigation

- Submit Facility Verification Request
- Home
- Facility Verification
- Notifications
- User Management
- Sign Out

Government Activity
 Facility

*Government Activity:

Government Activity Office:

Search Criteria

(Enter your Search Criteria below and click "Search" to select an office)

*CAGE Code:

Name:

Reset to Facility

1. Select the **Facility** radio button and scroll to the bottom of the screen.
2. If both buttons remain highlighted, click on the **Reset** button. This will clear both the **Government Activity** and **Facility** selection, allowing you to select **Facility** only. **Continue to next page.**



Submit Verification Request

*CAGE Code: **Look Up CAG** **1** * Red asterisk is a required field

Name: **Search Facility** **2**

Submit & Continue **Submit & View Notifications** **Submit & Exit** **Reset**

Process for Facility Search

You can search by Cage Code or facility name. To look up the Facility Name, CAGE Code, and address type in **CAGE Code** and click (1) **Look Up CAG** or type in all or some of the facility name and click on (2) **Search Facility**. **Continue to next page.**

TIP: Using only the CAGE Code in the Search form will speed the search.



Submit Verification Request

Industrial Security Facilities Database

Submit Facility Verification Request

[Contact](#)
[Help](#)

System Navigation

Submit Facility Verification Request

[Home](#)

Facility Verification

Notifications

User Management

[Sign Out](#)

Government Activity Facility

*CAGE Code: [Look Up CAG](#)

Name: [Search Facility](#)

*Street1:

Street2:

*City/State/Zip:

Requestor

*Last:

*First:

Facility Search

Ensure all blocks with a red asterisk are filled out: **CAGE Code, Street Address, City, State, and Zip.**

Continue to next page.

Notes

If you only use the CAGE code, the address will auto-populate at that time. If you include the company name in the search you will need to copy the address down since it will not automatically populate the fields.



Submit Verification Request

Industrial Security Facilities Database:
Facility Selection

[Contact](#) [Help](#)

[Note:] This page has been launched as a popup window and may be waiting on information from you. Please use the in-page buttons and/or links to complete this page. Upon completion, you will automatically be returned to the ISFD system.

CAGE Code:

Legal Name/Alias:

Representative:

Office:

City/State/Zip Code:

Select Search Filter:

Facility Type Filter:

Facilities 1 through 1 of 1 facilitie(s) found

Select Page

Select	CAGE	Facility	Office	Representative	Profile
<input type="checkbox"/>	DXXX2	Best Solutions Inc. Columbia, MD 21045	S51HX1	Joseph Action, 0005	

Facilities 1 through 1 of 1 facilitie(s) found

Select Page

Facility Search Results

Find the appropriate company and click on the **Select** box. The facility address field will be populated. Continue to fill out the Verification Request. **Continue to next page.**



Submit Verification Request

Requestor

*Last: 1

*First:

Middle:

Suffix:

Attention:

*Phone: 2

Fax:

Email:

Comments:

* Red asterisk is a required field

Verification Request Process

Now complete the **Requestor** data fields. You must provide at least (1) **Last name**, **First name** and (2) **Phone** number. Scroll down to enter **Request Details**. **Continue to next page.**



Submit Verification Request

Request Details

*Request Date (yyyy/mm/dd): * Red asterisk is a required field

*Notifications: 

*End Date(yyyy/mm/dd):

Facility Search

*CAGE Code:

Name:



Process

Complete the following fields:

- Request Details: Request Date, Notifications, and End Date.** If you want to receive continuous updates of the status of the Facility Clearance, select **Until** under the **Notifications** heading. When a change occurs in the company's **Facility Clearance** status in ISFD, an update is generated under **My Notifications**.
- Click **Submit & View Notifications** and the **Facility Clearance Verification** document will appear. See next page for example.



View Verification Request

Facility Clearance Verification Training Example

View Notification

The following changes have occurred for **ABC12 CDSE Training and Education Inc.**
A verification request was created for this facility.

This information is valid as of 2014/05/20.

This is to advise you that the following information is current verification information for the facility:

CAGE Code	ABC12
Facility Name:	CDSE Training and Education Inc.
Physical Location:	1000 CDSE Way CDSE City, MD 99999
Classified Mailing Address:	1000 CDSE Way ATTN: FSO CDSE City, MD 99999

Facility Verification Request (example)

The Facility Verification Request (FVR) will include the Facility Name, CAGE Code, Physical Location Address, Classified Mailing Address... **See next page for remaining portion.**



View Verification Request

Facility Clearance Status/Level:	Active/Secret
Status Date/Issue Date:	2001/12/15 / 2001/12/15
Document Safeguarding Level:	Secret 
Authorized Access to:	COMSEC NATO
Special Limitations Notes:	
Facility Security Officer:	Sutton, Stephen Keith
Facility Security Officer: Phone Number:	(410) XXX-XXXX
DSS Field Office:	LINMD
DSS Field Office Phone Number:	(410) XXX-XXXX
You will be notified of changes until 2017/05/20	

Tip: If you intend to mail classified documents or carry classified documents to a cleared facility look at the Safeguarding level. Run a FVR each time to make sure the facilities clearance status or POC has not changed.

Facility Verification

The FVR also includes FCL Status/Level, and FCL Status/Level Date, Document Safeguarding Level, Special Limitations, FSO Name, FSO Phone, DSS Field Office, and assigned ISR Phone. If you selected the box “Until” in the FVR you will be notified of FCL changes.



My Verifications

Industrial Security Facilities Database: My Verifications

System Navigation

- Home
- Facility Verification
 - Submit Verification Request
 - My Verifications
- Notifications
- User Management
- Sign Out

Verifications 1 through 5 of 5 verifications.

Select Page 1

CAGE	Facility Legal Name	Request Date	Expiration Date	Verification Request Options	Notification Options
000V21	v3.0 Front-end Testing Facility		2013-10-11	Edit	List
DXXX1	Airway Corporation		2013-10-18	Edit	List
00V21R	v3.0 Front-end Testing Facility	2011-05-24	2014-05-24	Edit	List
00V21R	v3.0 Front-end Testing Facility	2011-05-24	2014-05-24	Edit	List
00V21R	v3.0 Front-end Testing Facility	2011-05-24	2014-05-24	Edit	List

Verifications 1 through 5 of 5 verifications.

Select Page 1

My Verifications

My Verifications contains all your FVRs. In **My Verification** you can update the FVR with new contact data or change the **Until** notification function (**See next page**). Information may be sorted by clicking on an underlined heading item at the top of the table (CAGE, Facility Legal Name, etc.). This will allow information to be sorted by the selected item. If you click on (1) **List** you will see the **My Notifications** view which allows you to edit the FVR and also delete it. See page 26. If you click on the (2) **Edit** icon you will see the **Update Facility Verification Request** window. **Proceed to the next page.**



My Verifications

Updating A Facility Clearance Request

1. After you click the **Edit** icon in the **My Verifications** window, the **Update Facility Verification Request** window is displayed.
2. Edit the verification request as required: phone, fax, email, notifications, and end date.
3. Click the **Save** button to complete the update.

* Red asterisk is a required field.

Industrial Security Facilities Database: Update Facility Verification Request [Contact](#) [Help](#)

[Note:] This page has been launched as a popup window and may be waiting on information from you. Please use the in-page buttons and/or links to complete this page. Upon completion, you will automatically be returned to the ISFD system.

CAGE: K8888
 Name: Test Facility
 Street1: 123 Main Street
 Street2:
 City/State/Zip: Louisville, NH 39939

Requestor
 Last: Test
 First: test
 Middle:
 Suffix:
 Attention:

*Phone: 410-555-1212 **1**
 Fax:
 Email: lee.green@oldeastern.org

Request Details
 *Request Date (yyyy/mm/dd): 2008/01/26
 *Notifications: Until **2**
 *End Date(yyyy/mm/dd): 2011/01/26

Subject Facility
 Legal Name: ADS Security
 CAGE Code: 22222

Alias Type	Alias Name
AKA	ADS Sec
DBA	ADS

Physical Location
 Street: 3001 Main Drive
 City: Nashtown
 State: TN
 Zip Code: 37204-2209

Facility Security
 FSO Name: Jones, Fred
 Phone: (615) 269-4382 ext 6505
 DSS Field Office: 1085M
 For further information, phone: test

3 **Save** **Close** **Reset**

Last Modified by: test



My Verifications

Industrial Security Facilities Database: My Notifications

Select and/or fill in the search criteria and then click on the Submit button to execute the search.

View Type: New / Updated All

Facility Legal Name:

CAGE Code:

Date: From To

Submit **Reset**

Notifications 1 through 30 of 72 notifications found. **Next >>**

Select Page

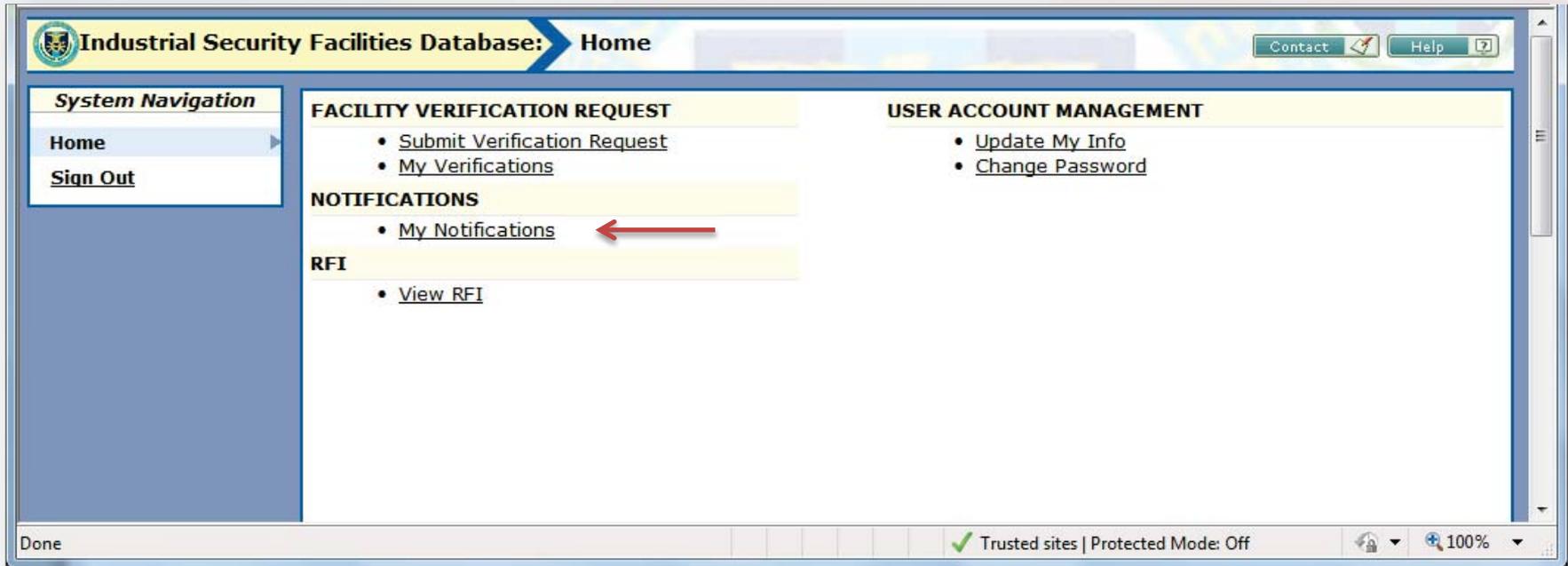
Status	CAGE	Facility Legal Name	Date	Notification Options	Verification Request Options
	6FRX9	Arctic Slope Mission Services, LLC dba ASMS	2014-04-18	 View Delete	 Edit
	00DJ3	Quality Technology, Inc.	2014-03-24	 View Delete	 Edit

My Notifications from My Verifications List

From the **My Verifications** list you can view **My Notifications** where you can search for all or new/updated FVRs by Facility Legal Name, CAGE Code, and Date. From the **My Notifications** view, you can select **View**, **Delete**, or **Edit** the FVR to submit a new one.



My Notifications



The screenshot displays the Industrial Security Facilities Database (ISFD) website interface. The header includes the ISFD logo and the text "Industrial Security Facilities Database: Home". On the right side of the header, there are "Contact" and "Help" buttons. The main content area is divided into three sections: "FACILITY VERIFICATION REQUEST", "USER ACCOUNT MANAGEMENT", and "NOTIFICATIONS". The "NOTIFICATIONS" section contains a link for "My Notifications", which is highlighted with a red arrow. Other links in the "NOTIFICATIONS" section include "View RFI". The "FACILITY VERIFICATION REQUEST" section contains links for "Submit Verification Request" and "My Verifications". The "USER ACCOUNT MANAGEMENT" section contains links for "Update My Info" and "Change Password". A "System Navigation" sidebar on the left contains links for "Home" and "Sign Out". The browser's status bar at the bottom shows "Done", "Trusted sites | Protected Mode: Off", and a zoom level of "100%".

My Notifications

In **My Notifications**, all past Facility Verification Results are posted for you to view, delete, and edit.



My Notifications

My Notifications

My Notifications provides a list of notifications associated with the user logged into ISFD.

- Enter as much data as necessary and search by the following:
 - View Type:** Select notification status.
 - Facility Legal Name:** Enter all, some, or none of a facility legal name.
 - CAGE Code:** Enter all, some, or none of a CAGE Code.
 - Date:** Enter the beginning and/or end dates of a date range.
- Click the **Submit** button. A list of notifications matching search criteria appear in the notifications list.

Notifications 1 through 8 of 8 notifications found.

Status	CAGE	Facility Legal Name	Date	Notification Options	Verification Request Options
Yes	9999	Security Corporation	2011-05-31		
Yes	7777	ADT Security Services, Inc.	2011-05-31		
Yes	2222	AdS Security	2011-05-31		
Yes	5555	ADT Security Services, Inc.	2011-05-31		
Yes	4444	AdS Technologies, Inc.	2011-05-31		
Yes	6666	ADT Security Services, Inc.	2011-05-31		
Yes	5555	ADT Security Services Inc.	2011-05-31		
Yes	3333	Alum Incorporated	2011-05-31		

Notifications 1 through 8 of 8 notifications found.

My Notifications

Tip: Delete older notifications if they have been updated to reduce clutter.

Notifications 1 through 1 of 1 notifications found.

Select Page 1

Status	CAGE	Facility Legal Name	Date	Notification Options	Verification Request Options
	DXXX7	Snyder's Corporation	2008-01-26	 	

Notifications 1 through 1 of 1 notifications found.

Select Page 1

My Notifications

The notifications list returns results that include the following fields/functions: **Status**, **CAGE Code**, **Facility Legal Name**, **Notification Date**, **Notification Options - View and Delete** notification. The **Verification Request Options** column has an **Edit** function which allows you to update a Facility Verification Request.



ISFD Assistance

This Job Aid was developed by the Center for Development of Security Excellence (CDSE) to inform and assist the Industrial Security Community on how to use the Industrial Security Facilities Database (ISFD). If you have questions concerning this Job Aid, email them to the CDSE Training Division Industrial Security Department at dss.industrialsecuritytraining@mail.mil. If you need assistance in establishing an account, changing your password, or using the ISFD, contact the DSS Call Center at 888-282-7682.

