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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
ISFD is a web-enabled application; no installation is required. However, before you can use 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. 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

Password are protected visually by displaying asterisks instead of the actual password.
Navigating ISFD

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**
- **My Verifications**

**NOTIFICATIONS**
- **My Notifications**

**RFI**
- **View RFI**

**USER ACCOUNT MANAGEMENT**
- **Update My Info**
- **Change Password**

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

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

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

**Update My Info**: Click to update phone number and email.

**Change Password**: Click to change your password.
Changing Passwords

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

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 My Info

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.

**Updating Contact Data**

<table>
<thead>
<tr>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. From the <strong>Home</strong> page, click on <strong>Update My Info</strong></td>
</tr>
<tr>
<td>2. Update the phone number and email address</td>
</tr>
<tr>
<td>3. Click <strong>Save</strong></td>
</tr>
</tbody>
</table>

**Table:**

<table>
<thead>
<tr>
<th>Updating Contact Data</th>
<th>Process</th>
</tr>
</thead>
</table>
| 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. | 1. From the **Home** page, click on **Update My Info**  
2. Update the phone number and email address  
3. Click **Save** |
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.

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

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

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

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

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

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.

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

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

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

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

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

**Facility Search**

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.

**Notes**

Continue to next page.
Submit Verification Request

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

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

Complete the following fields:

1. **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**.

2. 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:

<table>
<thead>
<tr>
<th>CAGE Code</th>
<th>ABC12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facility Name:</td>
<td>CDSE Training and Education Inc.</td>
</tr>
<tr>
<td>Physical Location:</td>
<td>1000 CDSE Way</td>
</tr>
<tr>
<td></td>
<td>CDSE City, MD 99999</td>
</tr>
<tr>
<td>Classified Mailing Address:</td>
<td>1000 CDSE Way</td>
</tr>
<tr>
<td></td>
<td>ATTN: FSO</td>
</tr>
<tr>
<td></td>
<td>CDSE City, MD 99999</td>
</tr>
</tbody>
</table>

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**

*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.
My Verifications

My Verifications list allows you to 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

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

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

1. 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.

2. Click the **Submit** button. A list of notifications matching search criteria appear in the notifications list.
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.

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