DIVISION OF PERSONNEL SECURITY & ACCESS CONTROL (DPSAC)
COMMON E-QIP ERROR GUIDE

SUCCESSFULLY COMPLETING E-QIP

The background check (also referred to as personnel security investigation) is a Federal government requirement for individuals working at NIH who need an HHS ID Badge (PIV/RLA Card). Providing the information is voluntary; however, if you choose not to provide the required information, you will not meet the job requirements and will therefore not be considered further. It is essential to complete e-QIP with 100% accurate and error free information. Failure to do so can lead to extended processing times and can delay NIH badge issuance and employment start dates.

Links:

Entering e-QIP Application Site   e-QIP Frequently Asked Questions   e-QIP Applicant Click-to-Sign Instructions

COMMON ERRORS - IDENTIFYING INFORMATION

It is essential that all of the identifying information provided in the first sections of your e-QIP is 100% accurate and matches all additional background investigation paperwork.

Identifying Information Required:

- Full First Name, Full Middle Name, Full Last Name
- Date of Birth
- Place of Birth (City, State, Country)
- Social Security Number
- Other Names Used
- Sex
- Citizenship

Avoiding Delays:

- ✓ It is critical for candidates to read all instructions carefully.
- ✓ Answer all questions with 100% accuracy. Failure to input correct identifying information will result in an automatic rejection of your e-QIP. This will add a significant delay to the processing of your NIH background investigation.

COMMON ERRORS – RESIDENCE, EDUCATION, EMPLOYMENT, REFERENCES, SELECTIVE SERVICE

Where You Have Lived	Where You Went to School	Your Employment Activities	People Who Know You Well	Your Selective Service Record
• Provide complete addresses • Provide complete name and addresses for all verifiers	• Provide complete name of most recent educational institute • Provide complete street address (This must be a complete mailing address! Do not enter an address without a street number. Most schools have complete mailing addresses for admissions or bursar buildings).	• Do not use acronyms for employment activities (e.g. NIH should be entered as National Institutes of Health) • Provide complete employer addresses • Provide complete supervisor information for all employers. Do not click the "Supervisor Information Same as Employer" button! This will result in a rejection!	• Do not list spouse, former spouses or relatives • Provide complete name, address, and phone numbers for references. • Do not repeat references!	• Find your Selective Service Record at www. sss.gov • If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.

Avoiding Delays:

- ✓ Failure to provide accurate and full information for these sections will result in an e-QIP rejection.

COMMON ERRORS – ADDITIONAL INFORMATION

It is crucial that all the questions on e-QIP are answered. Do not submit your e-QIP with missing information. Do not answer any questions as "I don't know" or "N/A". These responses do not provide the answers required by the National Background Investigation Bureau (NBIB). Additionally, providing information in any comment section that is not required of the Applicant may raise questions with NBIB that will result in processing delays (e.g. over providing additional information, providing information beyond the required timeline).

Avoiding Delays:

✓ Only provide requested information.
✓ Do not provide information beyond the required timeline (see example below).

Section 10: Your Employment Activities

Provide a detailed entry for each of your employment activities for the last 5 years. You should list all full-time work, part-time work, military service, temporary military duty locations over 90 days, self-employment, other paid work, and all periods of unemployment. The entire 5-year period must be accounted for without breaks, but you need not list employments before your 16th birthday.

(Section 10: Your Employment Activities on e-QIP SF 85. This section only requires employment activities for the last 5 years. Do not provide employment activities that are more than 5 years old)

COMMON ERRORS – APPLICANT RESPONSIBILITY

Applicant's must understand that a quality effort will produce a better e-QIP product and dramatically shorten the duration of this process. It is the Applicant's responsibility to answer any DPSAC correspondence for corrections or additional information in a timely fashion. It is ultimately up to the Applicant to reach out to the DPSAC office if they need assistance with e-QIP.

Avoiding Delays:

✓ The background investigation process will be delayed if the Applicant is unable to provide a complete and accurate e-QIP.
✓ Applicant must be proactive. Answer all DPSAC correspondence as quickly as possible. Contact the DPSAC helpdesk for e-QIP assistance.

NIH DPSAC CONTACT INFORMATION

Main Office Location	Phone Number	Email Address	Hours of Operation
NIH Bethesda Main Campus	301-402-9755	e-QIP Assistance:	Monday – Friday
Building 31, Room 1B03		orseqip@mail.nih.gov	8:00 AM – 5:00 PM
31 Center Dr			
Bethesda, MD 20892		General Helpdesk:	walk-ins are welcome
		orspersonnelsecurity@mail.nih.gov	