

## New Status Messages in NED v 5.2

Below is a quick overview of the new status messages in NED v 5.2. Because most of these messages may reveal the need for additional action on the part of the applicant for the process to move forward, they are particularly important:

- **Waiting for DSPAC to send background investigation paperwork:** This message indicates that DPSAC has yet to email the individual notifying them to complete the necessary forms. In most instances, this will occur within 1-2 business days. Please note that DPSAC cannot send the forms unless the individual has a Social Security Number (SSN) in the NED system.
- **Waiting for the individual to complete background investigation paperwork:** At this point, DPSAC is waiting for the individual to submit the necessary forms for review. This step may still show for 1-2 business days after the person submits the forms as DPSAC must download them from the online e-QIP portal.
- **Waiting for DSPAC to review background investigation paperwork:** Once the person submits the forms, DPSAC must complete a thorough line-by-line review of the forms to ensure completeness and accuracy. Approximately 70% of the forms submitted contain errors or omissions. This step can take from 7-10+ business days depending on the current volume of investigations DPSAC is currently processing.
- **Waiting for individual to correct background investigation paperwork:** When DPSAC finds errors or omissions in a person's investigation paperwork, they will contact the individual via email outlining what corrections are required. Please know that in several instances DPSAC must ask for corrections multiple times as the person corrects some mistakes but not others. NED will continue to show this status message until **all** errors have been fixed.
- **Waiting for DSPAC to finalize investigation paperwork and authorize ID badge issuance:** This is the final step before the individual will be notified that their ID badge is ready to be issued. This step is typically completed in 1-2 business days as DPSAC must submit the completed paperwork to the Defense Counterintelligence & Security Agency (DCSA) to initiate the background investigation.

Please know that at any point in the process, DPSAC is ready to help our customers and answer their questions. The best way to contact our office is via email at [ORSPersonnelSecurity@mail.nih.gov](mailto:ORSPersonnelSecurity@mail.nih.gov) or via telephone at (301) 402-9755.

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