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United Kingdom
Security Vetting

National Security Vetting Solution (NSVS) Portal

GUIDANCE for SPONSORS

Version 2.1

Feb 2019

Amendment History

Amendment Summary	Date	Version No
Updated screenshots following Product Catalogue launch.	April 2018	2.0
Ammendments following the availability of VSI functionality on the Internet Portal	May 2018	2.1
Minor ammendments	February 2019	2.2

INTRODUCTION

These guidance notes provide instruction to Sponsors and explain how to:

- activate their NSVS Portal account
- use the NSVS Portals (ALI/PSN or Internet) from a Sponsor's perspective

The guidance is broken down in to sections that show the functionality of each screen within the NSVS Portal. Clicking on the main topic headings in the index will take you to the requested section without having to scroll through the full document.

A [flowchart](#) providing an overview of the NSVS Portal process is available if required.

Please Note: All screen shots used in these guidance notes are training examples. No live data has been used.

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SPONSOR TYPES

There are various types of Sponsor:

- **Sponsor** – can only view and progress applications that they have individually sponsored.
- **Super Sponsor** – as above, but can oversee the applications that have been initiated by all of the Sponsors within their organisation/site. See the [PIN](#) and [Home](#) screen sections for information specific to a Super Sponsor.
- **VSI User** – only has access to NSVS Portal Vetting Status Information (VSI) facility (using restricted network only).
- **Certificate Request Only** – user is only able to request NATO/EU/ESA certificates. See the [Other Services](#) section for guidance on how to do this. **This is only applicable for customers already receiving this service.**

FUNCTIONALITY AVAILABLE TO SPONSORS (depending on permission levels)

- Withdraw an application - both when waiting for the Subject or Sponsor actions and after submission of the forms when the case is 'In Progress'.
- Perform Vetting Status Information (VSI) request.
- Request to transfer a clearance.
- Request to share a clearance.
- Request to extract an SC from a DV clearance.
- Request to extract an SC from a DV clearance and then transfer the clearance.
- Request a NATO/EU/ESA certificate.
- Notify of a leaver.
- Raise an Aftercare Incident Report (AIR).

ROLE OF THE SPONSOR

As an authorised NSV Sponsor you are responsible for creating Subject accounts on the NSVS Portal and managing the progress of applications.

Responsibilities include:

- Identifying the need for a Subject to undergo National Security Vetting clearance at a suitable level
- Verifying the Subject's identity and employment history – where applicable
- Notifying NSV of any matters of security interest recorded in personnel records held by the Subject's current employer
- Providing accurate information about the Subject
- Engaging the Subject with the process and ensuring they are fully prepared before they begin their application
- Providing on-going support and helping to resolve any issues that arise for the Subject during the clearance process

If a Sponsor account is no longer required; UKSV must be informed via the Sponsor's authorising body to enable the account to be de-activated.

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'OTHER SERVICES' SCREEN

Action to take to report/request the following:

Aftercare – Transfer

Aftercare – Request NATO/ESA/EU **only available to customers currently receiving this service**

Aftercare – Notify of Leaver

Aftercare – Share

Aftercare – Extract

Aftercare – Transfer & Extract

Aftercare – AIR(Aftercare Incident Report)

'VETTING STATUS INFORMATION (VSI) REQUEST SCREEN

Guidance for carrying out a Vetting Status Information (VSI) enquiry

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GLOSSARY

AIR	Aftercare Incident Report
ALI/PSN	The restricted network used by MOD and Other Government Departments
ASI	Application Status Information
CPC	Change in Personal Circumstances.
DBS NSV	Defence Business Services National Security Vetting.
Enquiry Centre	Tel: 01904 66 2644 (Mil: 94777 2644) Email: UKSV-ContactUs@mod.gov.uk
eSC	Enhanced Security Clearance only available for current users of this service.
EUA	Emergency Unsupervised Access (EUA) may exceptionally be authorised by the relevant SLC/ DefSy on military cases for a limited period (e.g. for short notice operational deployment). EUA maximum validity 9 months, but usually 6 months or less. This option only applies to UK Service personnel.
FCO Services	Foreign & Commonwealth Office Services.
NATO/EU/ESA Certificate	A NATO certificate may be required when an individual goes into a specific NATO job outside of the UK. The request will only be granted if the Subject holds an in date national security clearance (SC/DV) and is a national of a NATO country. Only available to current users of this service.
NSV	National Security Vetting.
NSVS	National Security Vetting Solution.
OGD	Other Government Department.

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<p>Other Services</p>	<p>A selection of additional Post Clearance activities available for Sponsors:</p> <p>Aftercare – Transfer When an individual currently holds a valid Security Clearance with another organisation you can request that their clearance is transferred to the new organisation.</p> <p>Aftercare – Request NATO/ESA/EU NATO is required when an individual goes into a specific NATO job. NATO certificate request will only be granted if the Subject holds an in date national security clearance. Available for MOD users only.</p> <p>Aftercare – Notify of Leaver When a clearance holder leaves your organisation, their Security Clearance is no longer required and must be lapsed.</p> <p>Aftercare – Share In some instances it may be possible to share a security clearance with another organisation if the holder is working for you temporarily.</p> <p>Aftercare – Extract It is possible where an individual holds a higher level of security clearance to extract a lower level of clearance out of it (e.g. extract an SC from a DV).</p> <p>Aftercare – Transfer & Extract As above for extract but also transfer the clearance to your organisation.</p> <p>Aftercare – AIR Should information become available that raises doubts about an individual’s suitability for access to protectively marked or sensitive assets, the circumstances are to be reported via this form.</p>
<p>SAF</p>	<p>Security Appraisal Form.</p>
<p>PIN</p>	<p>Personal Identification Number. Additional information can be found in the PIN section of these guidance notes.</p>
<p>Sponsor</p>	<p>An authorised individual who is responsible for initiating an application for National Security Vetting.</p>
<p>Subject</p>	<p>An individual who is applying for National Security Vetting – the vetting applicant.</p>
<p>Super Sponsor</p>	<p>An individual within an organisation who has the ability to oversee applications on NSVS initiated by all Sponsors within their organisation.</p>
<p>UKSV</p>	<p>United Kingdom Security Vetting.</p>
<p>VSI</p>	<p>Vetting Status Information.</p>

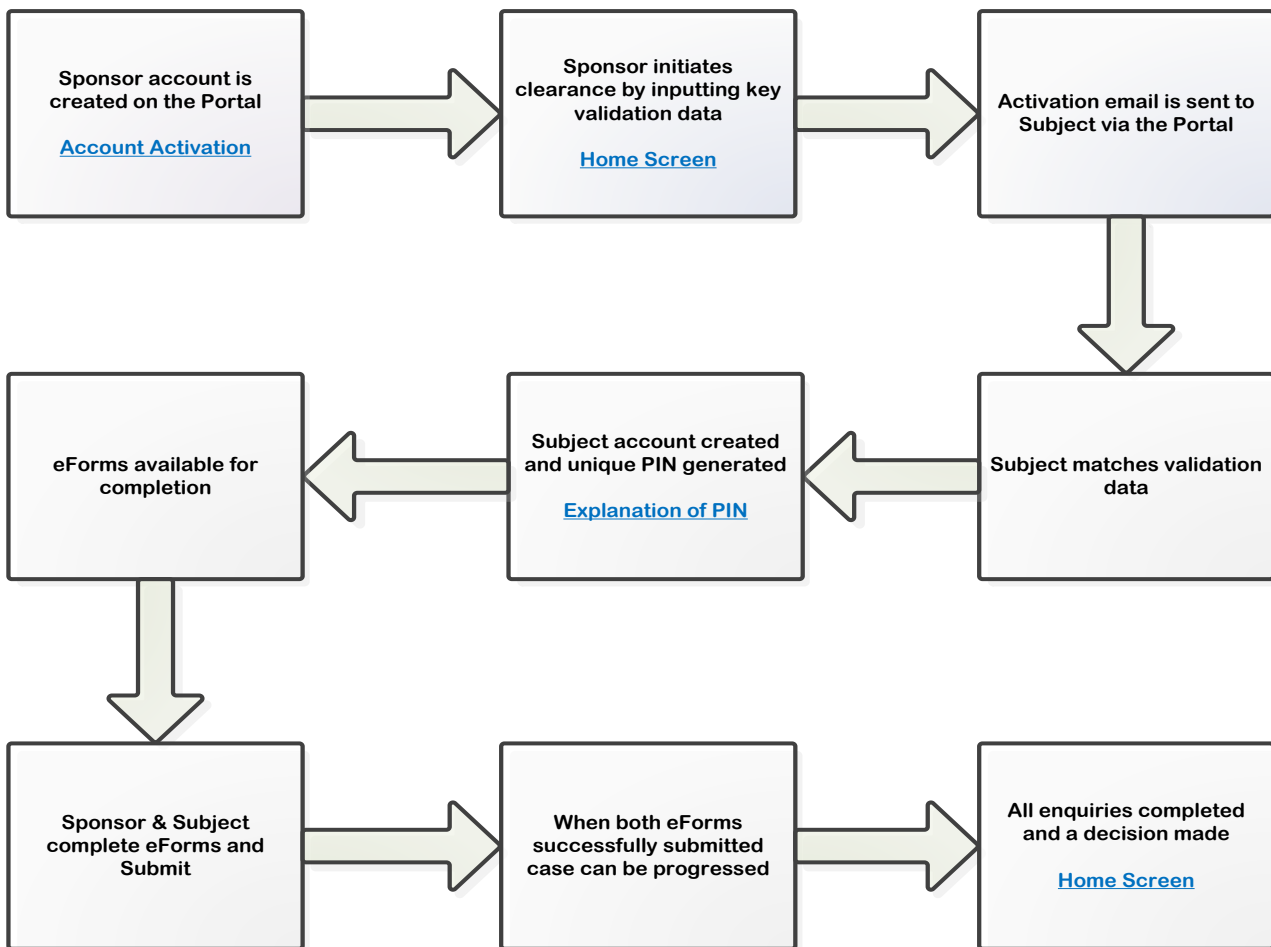
THE NSVS PORTAL

National Security Vetting Solution (NSVS) is the foundation of future UK security vetting capability. Using an intuitive user interface it provides applicants and vetting case workers with secure access from different locations.

The NSVS Portal is the front end of the NSVS vetting system and enables National Security Vetting applications to be initiated, completed and submitted by secure electronic means.

There are two ways to access the NSVS Portal – either via the Internet (www) or by the ALI/PSN network. It is important to remember that the NSVS Portal used by the Sponsor to set up a User Account is the same portal the vetting Subject needs to use to complete their NSV application.

THE VETTING PROCESS ON THE NSVS PORTAL



Flowchart explaining the NSVS Portal process

PERSONAL IDENTIFICATION NUMBERS (Encryption PIN)

This section explains:

- The purpose of the encryption PIN
- Where you will find the PIN that has been assigned to you
- The consequences of changing your PIN
- PINS and Super Sponsors

THE PURPOSE OF THE ENCRYPTION PIN

A PIN (Personal Identification Number) is a unique 6 digit number used to encrypt personal data on the NSVS portal. Its purpose is to provide an extra layer of security to the vetting process - in addition to the Username and Password requirement. Your PIN is a security item and should not be shared with anyone.

As a Sponsor, your PIN will enable you to access the encrypted sections of the User Accounts/Vetting Services you initiate.

WHERE TO FIND YOUR PIN

PINs are generated by NSVS - you cannot create your own.

You will be notified of your PIN on the 'Activate your user account' screen **Figure 1**. This is the only time you will be shown this information so it is important to take a note of it. The [Account Activation](#) section within this document provides further guidance on this if required.

If you have two accounts – one for the internet and one for ALI – you will receive a different PIN for each.

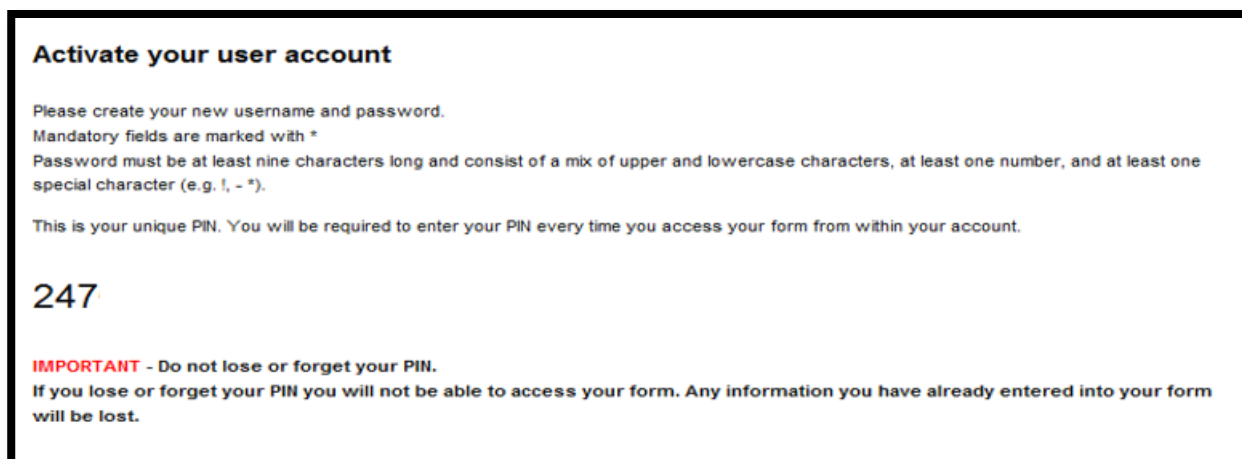


Figure 1 Section of the 'Activate User Account' screen showing an assigned PIN. **Please Note:** This will be a 6 digit number - 3 digits have been removed from the example above for security purposes.

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RE-SETTING YOUR PIN

The [‘My Account’](#) section provides guidance on how to re-set your PIN.

CONSEQUENCES OF RE-SETTING YOUR PIN

IMPORTANT: As an extra layer of security, each individual form is encrypted with your unique PIN number. This means that if the PIN is re-set then while a form is partially completed then you will not be able to access it again without the original PIN. When this number is re-set a new form needs to be completed. For Sponsors this includes their sections of any NSV applications or any of the [‘Other Services’](#) forms they have initiated, but not completed (Transfer, Share, Extract, Extract & Transfer, Request NATO/EU/ESA, Notification of Leaver, and AIR). The information in a previous application started with the original PIN is not recoverable and will have to be re-entered.

If a Sponsor re-sets their PIN it will have no impact on the Subject’s part of the form.

PINS AND SUPER SPONSORS

If a Super Sponsor takes ownership of an application from another Sponsor any un-submitted information entered by the original Sponsor will be erased and will need to be re-entered. This is because the information entered by the original Sponsor is protected by their encryption PIN.

This action will have no impact on the Subject’s section of the form.

ACCOUNT ACTIVATION

This section explains:

- How to activate your Sponsor User Account.
- The confirmation you will receive when your Sponsor User Account has been activated.
- The Sponsor ID.

ACCOUNT ACTIVATION GUIDANCE

STEP 1 Once the registration process has been completed you will receive a standard email from UKSV **Figure 2**. Follow the instructions in the email and click on the relevant link – this will take you to the 'Account Activation' screen **Figure 3**.

Please Note: The top set of links in the activation email **Figure 2** is your unique activation link for your account, you must use the link to the correct portal that you have been initiated on. The second is to be used for all subsequent access and it is recommended that you save the second link to your Browser favourites.

IMPORTANT: Apple products are not compatible with the UKSV Portal.

The browsers we recommend you use are:

- Internet Explorer
- Google Chrome

Any other browsers are not supported and may not work correctly.

SPONSOR ID

Your unique **Sponsor ID** will be included in the activation email **Figure 2**. It should be kept secure and quoted in all correspondence with UKSV. It should **NEVER** be used by anyone other than the Sponsor it was assigned to. If UKSV believe a Sponsor Account has been compromised they reserve the right to de-activate it pending investigation.

If both portal accounts (Internet and ALI/PSN) have been requested the Sponsor ID will be the same for both.

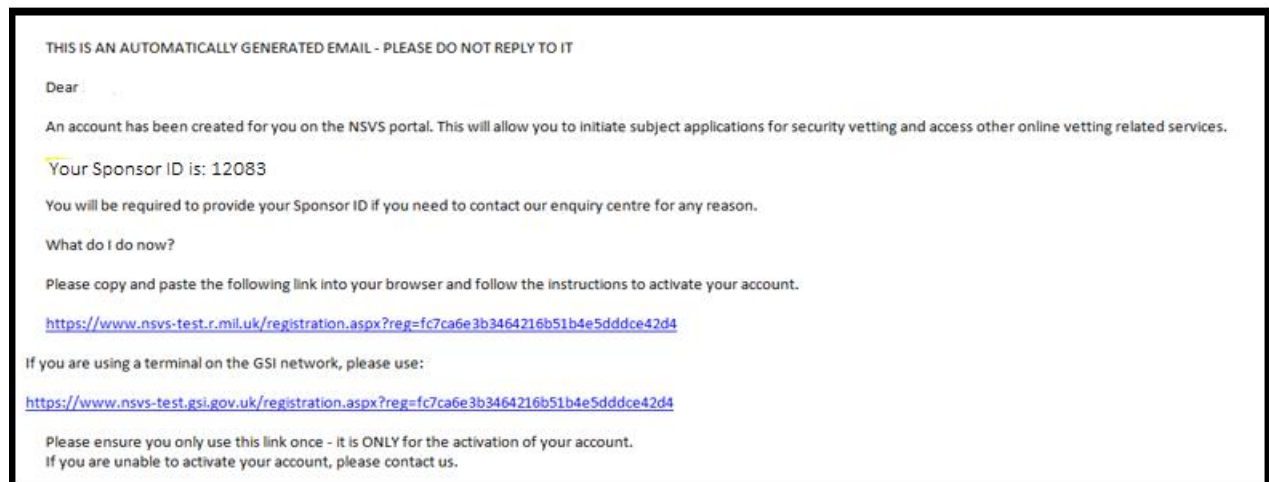


Figure 2 Example of an account activation email from UKSV to the Sponsor

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STEP 2 Complete the 'Account Activation' screen **Figure 3** using **exactly** the same details you provided to UKSV to set up your User Account.

You are also required to confirm you agree to abide by the 'Security Operating Procedures'.

ACTION TO TAKE IF YOU LOCK YOUR USER ACCOUNT

If you input any of the required information in **Figure 3** incorrectly, **more than 5 times**, your User Account will lock and you will need to contact the Enquiry Centre.

Home

Account Activation

The information entered here must match exactly those provided when your account was set up.

IMPORTANT - It is essential that all information provided at this stage is accurate and correct.

If any of the information is incorrect, YOU MUST contact the individual that set up your account for the errors to be corrected BEFORE you activate your account.

Forenames *

Surname *

Date of Birth *

Town of Birth *

Country of Birth *

I agree to abide by the [Security Operating Procedures](#)

Continue

Figure 3 The 'Account Activation' screen where you are required to input details that match those used by UKSV when they set up your User Account.

Once you have completed and submitted the information at **Figure 3** the 'Activate your user account' screen **Figure 4** will appear.

STEP 3 You are required to activate your user account by creating a username and password **Figure 4**.

[Home](#)

Activate your user account

Please create your new username and password.
Password must be at least nine characters long and consist of a mix of upper and lowercase characters, at least one number, and at least one special character (e.g. !, - *).

This is your unique PIN. You will be required to enter your PIN every time you access your form from within your account.

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IMPORTANT - Do not lose or forget your PIN.
If you lose or forget your PIN you will not be able to access your form. Any information you have already entered into your form will be lost.

Username

New Password

Confirm New Password

Please enter your PIN

Figure 4 – The 'Activate your User Account' used to create a username and password. This screen also includes your assigned PIN. **Please Note:** The PIN will be a 6 digit figure, for security purposes 3 digits have been removed from the example above.

A **Figure 4** Enter the required information e.g. usernames, password using the on screen guidance.

B **Figure 4** Click the 'Activate' button.

Figure 5 will appear on screen to confirm that your account has been activated.

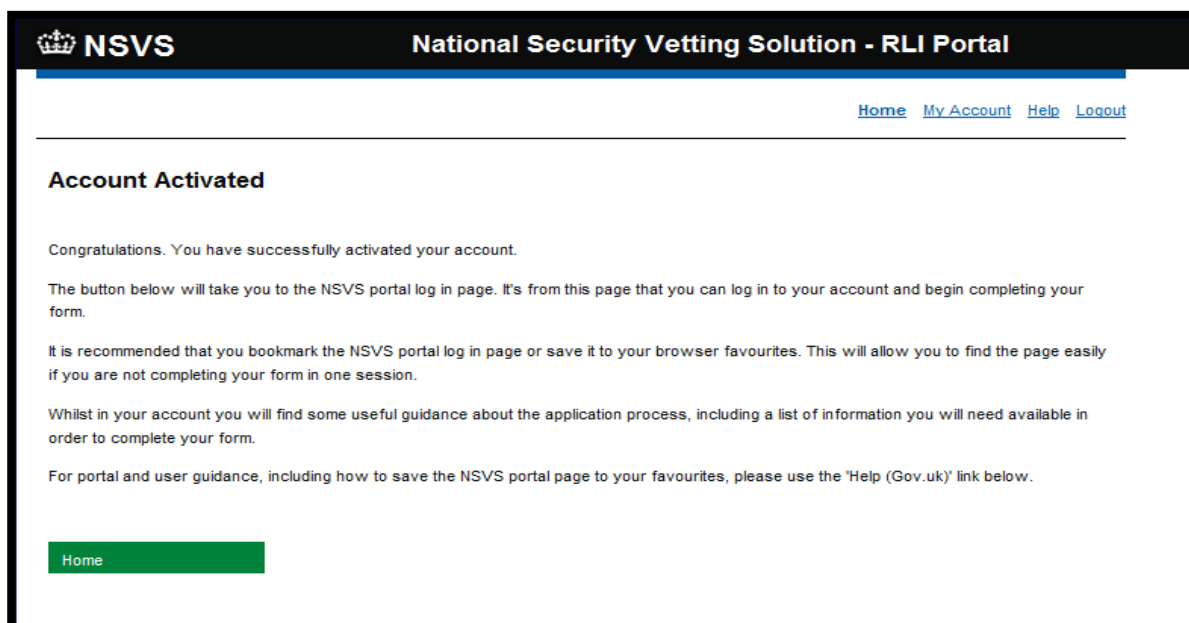


Figure 5 Confirmation that your User Account has been activated

STEP 4 If you click on the 'Home' button in **Figure 5** you will be able to access the NSVS Portal and begin to initiate vetting applications. All subsequent access to the NSVS Portal must be made through the second link in the activation email sent to you by UKSV **Figure 2** – see the [Signing in the NSVS Portal](#) section for further guidance.

DEFAULT VALUES

Default Values – it is recommended you input your default values when you set up your User Account. Further guidance can be in the [My Account](#) section.

SIGNING IN TO THE NSVS PORTAL

This section explains:

- How to sign in to the NSVS Portal
- The Change of Personal Circumstances (CPC) link
- The Raise an Aftercare Incident Report (AIR) link - and the action a Sponsor should take.

SIGNING IN TO THE NSVS PORTAL

After you have set up your User Account you will need to bookmark the NSVS Portal URL which can be found are:

INTERNET Portal www.nsv.mod.uk

RESTRICTED Portal: www.nsvs.r.mil.uk (if using the MOD network) or www.nsvs.gsi.gov.uk (if using other Government network)

Figure 2 to access the 'Sign In' screen **Figure 6**. It is recommended you save this link to your Browser favourites for future use.

A Figure 6 To 'sign in' use the Username and Password you set up when you activated your Sponsor Account (**Figure 4**).

NSVS Portal

To get started

- If you are a Sponsor or a vetting Subject with an ongoing application for clearance, please sign in to access your account.
- If you have already created an account to complete and submit a Change of Personal Circumstances form or a Security Appraisal form, please sign in to access your account.
- If you wish to submit a Change of Personal Circumstances form, please select the appropriate option below.
- If you wish to raise an Aftercare Incident Report (AIR), please select the appropriate option below.

C [Raise an Aftercare Incident Report \(AIR\)](#)

Sign in

Username

Password

Sign in

B [Forgotten your username?](#)
[Forgotten your password?](#)
[Need help?](#)
[Security Operating Procedures document](#)

Figure 6 The 'Sign In' screen on the NSVS Portal

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ACTION TO TAKE IF YOU HAVE FORGOTTEN YOUR USERNAME

B Figure 6 Link to recover a forgotten username

Click on the '[Forgotten your Username?](#)' link and you will be asked to provide your forename, surname and the email address you used to create your User Account. Press 'Submit' and an email containing your username will be sent to you. If you have not received an email within 24 hours you may want to check in your junk mail.

Please ensure that you are using the link on the correct Portal to recover your Username. If you use an incorrect Portal then you will not receive the reminder email.

ACTION TO TAKE IF YOU HAVE FORGOTTEN YOUR PASSWORD

B Figure 6 Link to re-set your password.

When you click on the '[Forgotten your Password?](#)' link you will be asked to provide your username (you may want to consider clicking on the '[Forgotten your Username?](#)' link first to check you are using the correct one). Press 'Submit' and an email containing further information will be sent to you. If you have not received a response within 24 hours you may want to check in your junk mail.

THE NEED HELP? LINK

B Figure 6 The '[Need Help?](#)' link provides additional guidance on a range of topics related to the NSVS Portal.

CHANGE OF PERSONAL CIRCUMSTANCES AND AFTERCARE INCIDENT REPORT LINKS

C Figure 8 Links to:

[Raise an Aftercare Incident Report \(AIR\)](#). It is not recommended Sponsors use this link as it does not feed directly on to NSVS. Sponsors should follow the guidance set out below if they wish to submit an AIR.

AFTERCARE - TRANSFER

One of the services available to you as a Sponsor is the ability to request a clearance transfer. This will be used when an individual currently holds a valid Security Clearance with another Government department. You are able to request this clearance is transferred to your Organisation if the clearance follows security criteria.

SUBMITTING A TRANSFER REQUEST AS A SPONSOR

STEP 1 Click on the 'Other Services' link in the top tab. The screen shown at **Figure 7** will appear.

Home [New Subject](#) **Other Services** [VSI Requests](#) [My Account](#) [Help](#) [Logout](#)

Other Services

Please complete the fields below with information as it appears on the identification document provided by the new user in support of their application.
Mandatory fields are marked with *

Please note that media content can not be uploaded when submitting the aftercare incident report. If you need to provide photos, video clips etc. this will require submission via the manual process.

Forename *

Surname *

Date of Birth *

Business Organisation *

Vetting Service *

 A

Your Encryption PIN *

 B

Create Back C

Figure 7 'Other Services' request screen

Input the requested information e.g. names and date of birth.

A **Figure 7** Select the appropriate Vetting Service from the drop down (Aftercare – Transfer).

B **Figure 7** Input your PIN.

C **Figure 7** Click on the create button.

This will take you to the screen shown at **Figure 9** which confirms the vetting service request has been created.

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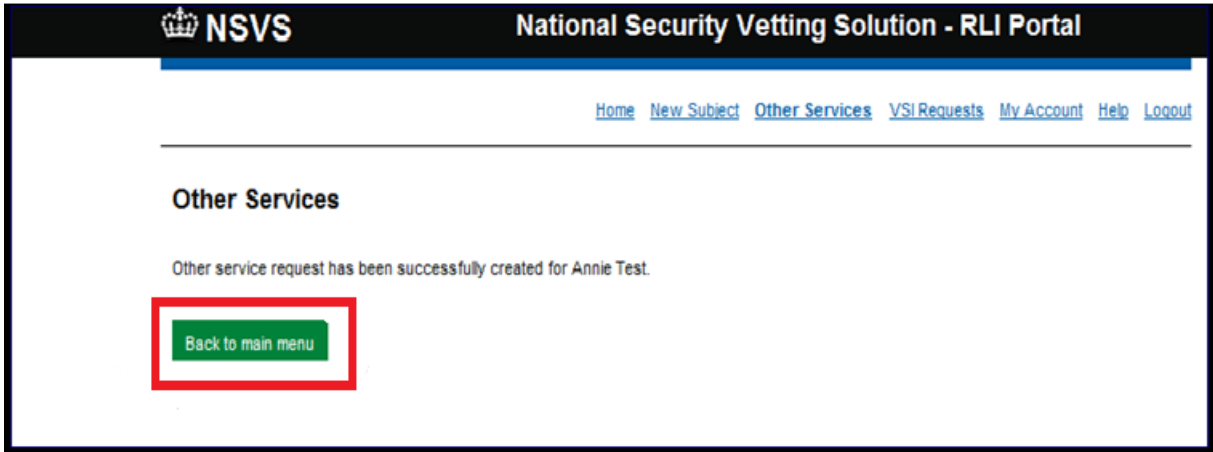


Figure 9 Screen confirming Other Service request has been created

STEP 2 Click on the 'Back to main menu' button shown in Figure 9. The Home: Sponsor view screen will appear Figure 10.

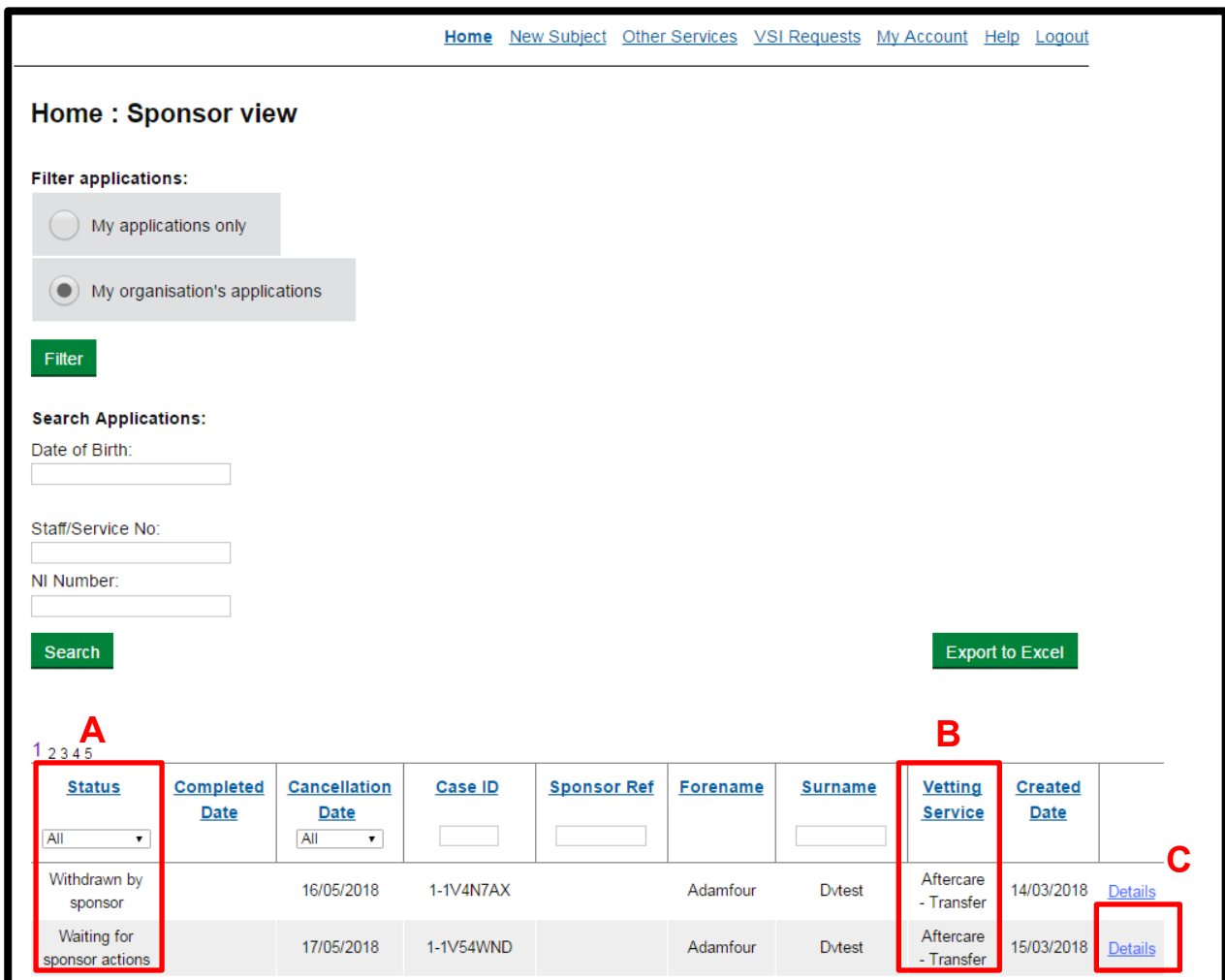


Figure 10 Home: Sponsor view showing status of Vetting Service request

STEP 3 You need to search your Home: Sponsor view page for the vetting service request you created. This can be done various ways e.g. by using the search facilities on the left hand side of

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the screen or by clicking on a relevant heading ('Created Date' or 'Surname' etc.) to sort the column into a logical order.

A Figure 10 Shows the [Status](#) of the requested Vetting Service is 'Waiting for Sponsor actions'.

B Figure 10 Shows the [Vetting Service](#) that has been requested. In this example an Aftercare – Transfer.

C Figure 10 The '[Details](#)' link which needs to be accessed to enable you to progress the Transfer.

Once you have found the relevant entry click on the '[Details](#)' link. The screen shown at **Figure 11** will appear.

Home [New Subject](#) [Other Services](#) [My Account](#) [Help](#) [Logout](#)

Subject's details : Sponsor view

Firstname : **Any**
Surname : **Name**
Email :
Created date : 27/02/2018 10:38
Activated date : 27/02/2018 10:38
Application started date : -
Last login date : -
Sponsor completed date : -
Subject completed date : 27/02/2018 10:38
Status : **Waiting for sponsor actions**
Vetting service : **Aftercare - Transfer**
Case ID : 1-1V24X0K
Sponsor Ref. :
Special handling case : No
Customer Special handling case : No

Subject related forms:
[Complete sponsor's part of AftercareTransfer](#) **Not started**
Please enter your PIN:

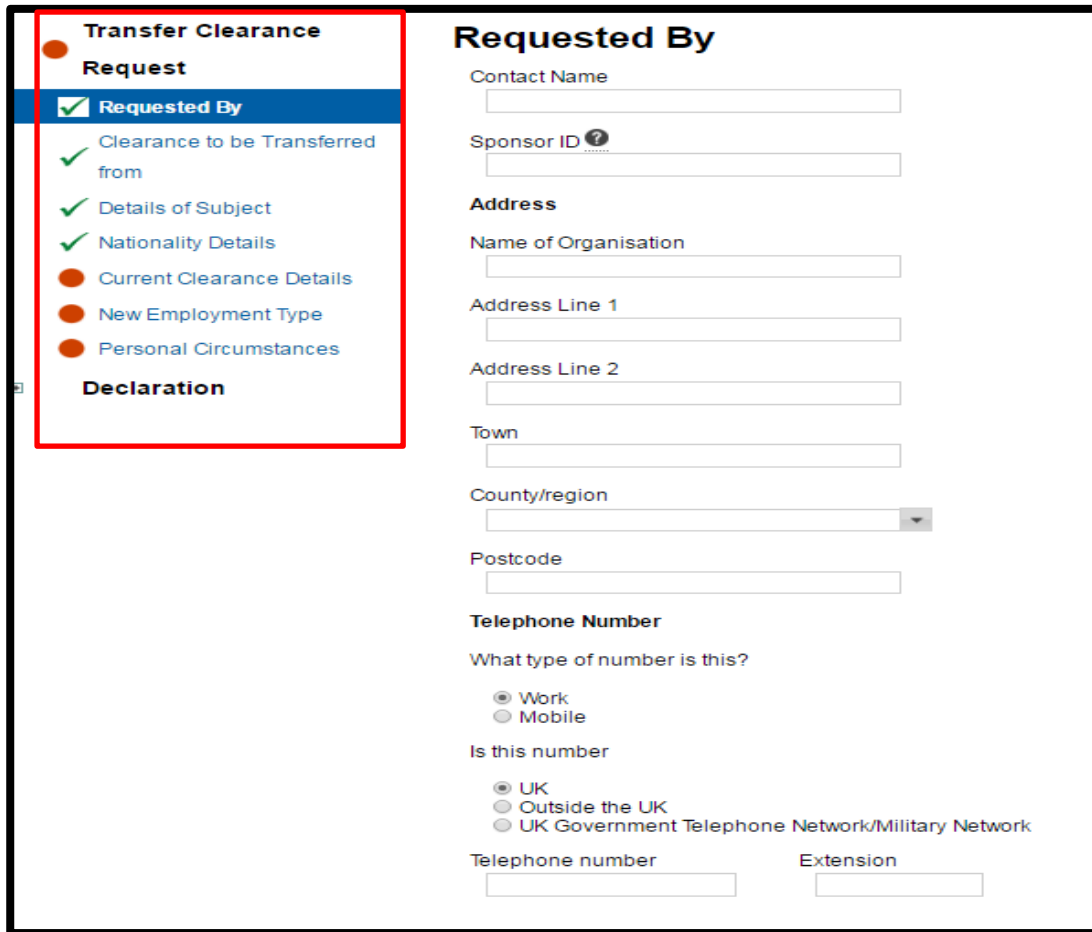
[Withdraw application](#)
[Back](#)

Figure 11 This screen enables the completion of Sponsor's part of the requested vetting service

STEP 4 Input your PIN and click on the 'Complete sponsor's part of the Aftercare Transfer' link - **Figure 11**.

The screen shown at **Figure 12** will appear.

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Transfer Clearance Request

- Requested By
- Clearance to be Transferred from
- Details of Subject
- Nationality Details
- Current Clearance Details
- New Employment Type
- Personal Circumstances

Declaration

Requested By

Contact Name

Sponsor ID

Address

Name of Organisation

Address Line 1

Address Line 2

Town

County/region

Postcode

Telephone Number

What type of number is this?

Work
 Mobile

Is this number

UK
 Outside the UK
 UK Government Telephone Network/Military Network

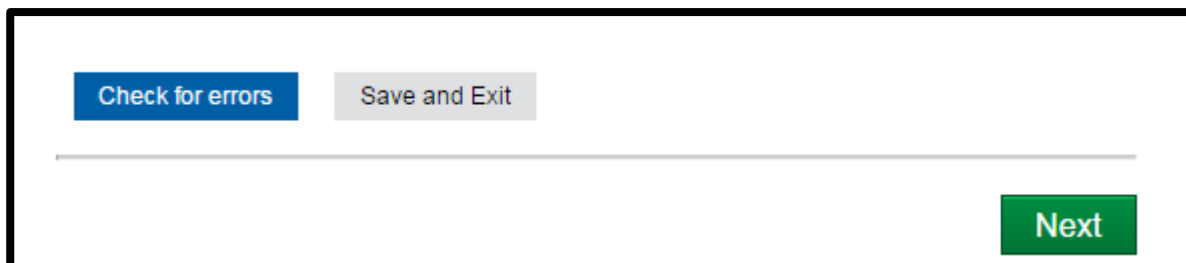
Telephone number Extension

Figure 12 Screen showing the Sponsor's section of the requested vetting service.

STEP 5 Work through the section heading links (by each of the red circles) and input the required information.

A Figure 12 Show the sections of the NSV form that require completion.

B Figure 13 It is suggested you click on the **Check for errors** button as you are completing each page as it will highlight any missing or incorrect information and enable you to amend it. If the section is correct you will automatically be moved on to the next section. You will find this at the bottom of each page.



STEP 6 When all the sections are complete (indicated by a green tick ✓) you need to confirm the information is correct before you able to submit the form

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NOTE: When the declaration is ticked the form becomes read-only and you will not be able to amend any of the information provided. If you wish to make amendments before the form is submitted you need to uncheck the declaration and make the changes.

Transfer Clearance

Request

- Requested By
- Clearance to be Transferred from
- Details of Subject
- Nationality Details
- Current Clearance Details
- New Employment Type
- Personal Circumstances

Declaration

I confirm that the information provided on the form is correct

You are required to confirm that the information you have provided is correct and that you are content with your answers before the form can be submitted for processing.

[Back](#) [Next](#)

Declaration

Submit Form

State of Form

Figure 13 All sections completed

'NEW SUBJECT' SCREEN

This section explains:

- How to create a Subject User Account.
- The confirmation received when an account has been set up.
- Completion of the Sponsor's section of an NSV application.
- The Vetting Status Information (VSI) check that is automatically carried out by NSVS when you set up a User Account.
- Where to find the results of the automated VSI check.

CREATING A USER ACCOUNT

STEP 1 To enable the vetting Subject to access the NSVS Portal the Sponsor is required to set up a User Account for them. This is done by clicking on the 'New Subject' link in the top tab which opens the 'Create new user account' screen **Figure 15**.

The screenshot shows the 'Create new user account' screen. At the top right, there is a navigation bar with links: Home, **New Subject**, Other Services, My Account, Help, and Logout. The 'New Subject' link is highlighted with a red box. Below the navigation bar, the title 'Create new user account' is displayed. A message states: 'Please complete the fields below with information as it appears on the identification document provided by the new user in support of their application. Mandatory fields marked with *'. The form contains several input fields: Forename *, Surname *, Email Address *, Date of Birth *, Town of Birth *, Country of Birth *, Business Organisation * (with 'Air Command' selected), Vetting Service *, Sponsor's ref., Your Encryption PIN *, Special handling (checkbox), and Customer Special handling (checkbox). The 'Vetting Service *' field is highlighted with a red box and labeled 'A'. The 'Sponsor's ref.' field is highlighted with a red box and labeled 'B'. The 'Special handling' checkbox is highlighted with a red box and labeled 'C'. The 'Customer Special handling' checkbox is highlighted with a red box and labeled 'D'. At the bottom of the form, there are two green buttons: 'Back' and 'Save'.

Figure 15 Create a new user account screen

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The following provides guidance for completing the various fields shown in **Figure 15**.

A Figure 15 - Vetting Service: The vetting services listed in the drop down menu are the services which are available to you as a UKSV customer. These will have been agreed with UKSV and will be specific to your requirements.

B Figure 15 - Sponsor's Reference: This is chosen by you. You may wish to choose something that links to your internal business practice. Including your initials or the first three letters of the site you work at could help a Super Sponsor identify your cases.

C Figure 15 - Special Handling: This should **only** be answered as 'yes' where the Subject (or a close relative) is connected personally or professionally to UKSV. When considering the Special Handling option you may wish to think about the following - **Is the vetting subject (a) an employee of, (b) applying for employment with or (c) closely associated with UKSV?** **Please Note: A 'yes' in this checkbox when not relevant will delay an application.**

D Figure 15 - Customer Special Handling: This functionality has to be requested and set up through UKSV. When in place it restricts the number of people who can view vetting information – which, therefore, also limits the number of people who can work on the case on NSVS. When considering the Special Handling option for your organisation you may wish to think about the following - **Does the vetting subject (a) make security clearance decisions on behalf of your organisation or (b) provide direct support to the decision maker?**

STEP 2 When you have completed the 'Create a new user' screen and clicked on the 'Save' button you will receive confirmation that an account has been created and a notification e mail containing further instructions has been sent to the new user **Figure 16**.

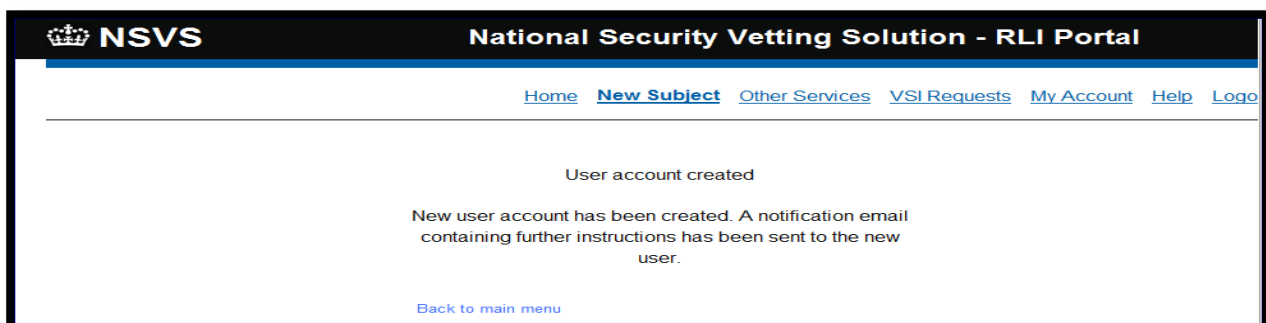


Figure 16 Screen confirming user account has been created

If you need to:

- Re-send activation email
- Modify Subject's details
- Withdraw application

please see the guidance in the [Home Screen](#) section.

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AUTOMATED VETTING STATUS INFORMATION (VSI) CHECK

When you set up a new application, the system will automatically perform a Vetting Status Information (VSI) enquiry, which means it will check to see if the individual currently holds a valid clearance or is in the process of obtaining one.

The results of the VSI check will appear on the details page for that individual's application – which can be accessed through the '[Details](#)' link on the Home screen. The automated VSI check will not be immediate and it will not stop you from continuing with the individual's application.

If you receive VSI details confirming the Subject already holds the required clearance level you may wish to consider whether one of the '[Other Services](#)' options e.g. Transfer is appropriate.

SPONSOR'S SECTION OF NSV APPLICATIONS

As part of the NSV process Sponsors are required to complete a section of the NSV application.

IMPORTANT: There is a set time-frame for **both** the Sponsor and Subject to complete their respective sections of an NSV application. This can vary between organisations so you will need to find out what your time-frame is. A reminder will be sent - usually three weeks before the deadline – if any parts of the form (Subject or Sponsor) are still outstanding. If the Subject and/or Sponsor fail to submit their information by the deadline NSVS will automatically cancel the application and a new one will need to be generated.

COMPLETION OF SPONSOR'S SECTION OF NSV APPLICATION FORM

STEP 1 To access the Sponsor's section of the form:

- Access the 'Home: Sponsor view page' using the '[Home](#)' link in the top tab.
- Find the User Account you have created – this can be done in various ways e.g. by using the search facilities on the left side of the page or by clicking on a column heading ('[Created Date](#)' or '[Surname](#)' etc.) to sort it into a logical order.
- Click on the '[Details](#)' link of the relevant entry. The screen shown at **Figure 17** will appear.
- Enter your PIN and click on the '[Complete Sponsor's part of NSV Form](#)' (DV in the example shown) (**Figure 17**)
- The sponsor's section of the application will appear (**Figure 18**)

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Subject's details : Sponsor view

Firstname : [redacted]
Surname : [redacted]
Email : [redacted]
Created date : 06/03/2018 14:46
Activated date : 07/03/2018 12:46
Application started date : 07/03/2018 12:46
Last login date : 07/03/2018 12:46
Sponsor completed date : -
Subject completed date : -
Status : **Waiting for subject actions**
Vetting service : **DV**
Case ID : [redacted]
Sponsor Ref. : [redacted]
Special handling case : No
Customer Special handling case : No

Subject related forms:
Subject's part of DV **In progress**
Complete sponsor's part of DV Not started
Please enter your PIN:

[Withdraw application](#)
[Back](#)

Figure 17 Screen showing link to Sponsor's section of the NSV application (DV in the example shown).

STEP 2 Work through the section headings, indicated by a red circle, entering the relevant information **Figure 18**. When a section is complete a green tick will appear by the topic heading.

Sponsor Section

- Clearance Type
- General Information
- Checks Completed
- ✓ Subject Details
- Any Other Information
- Sponsor Details

A End

Clearance Type

Security Clearance Required
DV

Clearance Type

Precedence
How urgent is the requirement for clearance?

Date by which clearance is required **B**

NATO, EU, and Other Countries or International Organisations clearances are only required if the employee will have access to classified information from those countries.
These clearances should only be requested if these circumstances apply.

Will the employee require this clearance to access classified information from NATO, EU, Other countries or international organisations:

NATO Clearance required?
NATO clearance should only be requested if specifically needed.
For example, to work in NATO HQs or other specific sites, such as US bases, or to work with information classified as NATO Confidential or above.

Yes No

EU Clearance required?
 Yes No


Other Country / International Organisation Clearance required?
 Yes No

C **Check for errors** **Save and Exit** **D**

E **Next**

Figure 18 Screen showing a section of the Sponsor's section of the NSV application

A **Figure 18** The red circles on the left side of the screen indicates the sections of the application that require your completion.

B **Figure 18** Hovering the cursor over the question mark  will reveal useful completion guidance.

C **Figure 18** The 'Check for errors' box is a useful option if you are struggling to understand why a section isn't showing as completed. By clicking on the 'Check for errors' box you can validate the page and check it has been successfully completed. Any errors will appear in red, either below the relevant question or at the top of the page. The question will also be highlighted in grey. Clicking on the underlined error, shown in red at the top of the page, will take you to the relevant question.

D **Figure 18** The Save and Exit button enables you to save information on an incomplete section and return to it at a later date. **You may move to another screen before one section is completed – however you will need to complete all sections before you can successfully submit the form.** You can exit and return to your part of a Subjects application as many times as you wish prior to submission. Each time you access a form you will be asked to provide your unique PIN.

E **Figure 18** The 'Next' button is a navigational tool that will move you between topic headings and will open all pages within a topic that need to be completed.

SUBMISSION OF SPONSOR’S SECTION OF NSV APPLICATION FORM

STEP 3 Once all parts of the Sponsor section of the application form have been completed you can submit it.

To submit the Sponsor’s section of the application click on the **End** button **Figure 19** and select the ‘Form Completed’ option.

When you have ticked the box to confirm the information you have provided is correct **Figure 19** you cannot edit any of the information you have provided unless you ‘untick’ this box first. Once you have submitted the application you **cannot** amend it.

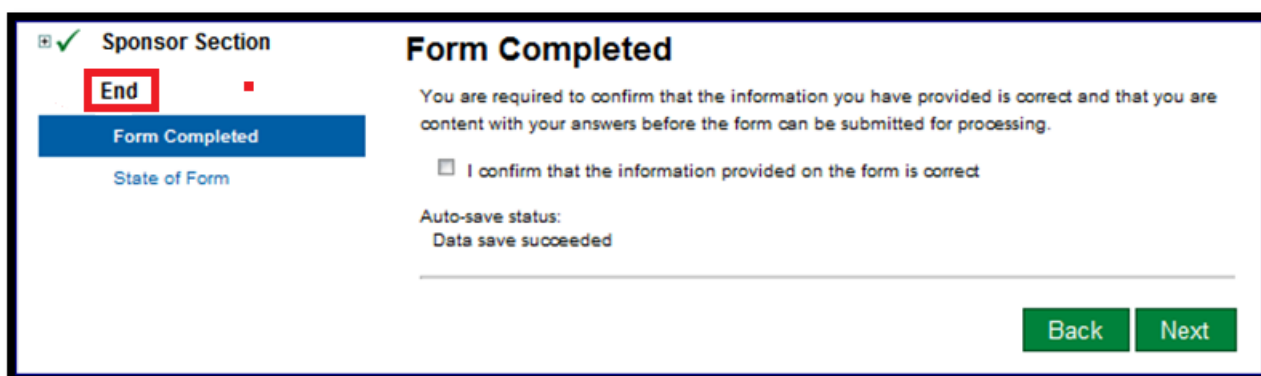


Figure 19 Screen confirming Sponsor’s section of the form has been completed and submitted

Once both the Sponsor and the Subject have submitted their respective sections of the NSV application the NSVS Portal will forward the information to the NSVS Case Management System which manages the onward processing of the application.

Information entered into Sponsor’s section of an NSV application cannot be seen by the Subject.

'HOME' SCREEN – Sponsor View

This section explains the general functionality of the Home Screen.

It also explains how to:

- View and monitor User Accounts and the progression of applications
- Search for a specific User Account
- Export vetting information into Excel

And through the 'Details' link how to:

- Drill down into the requested vetting activity to ascertain the status of the application AND complete the Sponsor's section of the associated form
- Re-send activation email
- Modify Subject's details
- Withdraw an application
- Unlock a vetting Subject's User Account

GENERAL FUNCTIONALITY OF THE HOME SCREEN

The screenshot shows the 'Home : Sponsor view' interface. At the top right, a navigation menu is highlighted with a red box and labeled 'A', containing links for Home, New Subject, Other Services, My Account, Help, and Logout. Below this, the 'Filter applications:' section has two radio buttons: 'My applications only' and 'My organisation's applications', with the latter selected and highlighted by a red box labeled 'B'. A green 'Filter' button is positioned below the filters. The 'Search Applications:' section includes input fields for 'Date of Birth:', 'Staff/Service No:', and 'NI Number:', with a green 'Search' button highlighted by a red box labeled 'C'. To the right of the search area, a green 'Export to Excel' button is highlighted by a red box labeled 'D'. Below the search and filter sections is a table with columns: Status, Completed Date, Cancellation Date, Case ID, Sponsor Ref, Forename, Surname, Vetting Service, and Created Date. The table contains three rows of application data, each with a 'Details' link.

Status	Completed Date	Cancellation Date	Case ID	Sponsor Ref	Forename	Surname	Vetting Service	Created Date	
Waiting for sponsor actions		01/05/2018	1-1V24X0K		Any	Name	Aftercare - Transfer	27/02/2018	Details
Waiting for subject actions		08/05/2018	1-1VM0LKS		amy	barllem	DV	08/03/2018	Details
Waiting for subject actions		16/05/2018	1-1W7P7KY	Louise - Wednesday	Case	One	HP DV DSP10	14/03/2018	Details

Figure 20 Functionality of the Home Screen

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A Figure 20 Links to various functionality within the Portal

New Subjects This option will allow you to initiate a new vetting application.

Other Services This option enables you to request or submit the following:

- **Transfer** – where an individual holds a valid clearance with another organisation, you may request the clearance is transferred to your organisation.
- **Extract SC from DV** – where a DV clearance is due to expire, or is no longer required, you can request the underlying SC clearance.
- **Extract SC from DV & Transfer Clearance** – where a DV clearance is due to expire, or is no longer required, you can request the underlying SC clearance. This can then be transferred to your organisation.
- **Share Clearance** – if you have a vetting Subject who works for an organisation but is contracted to another department or is a member of the Reserves, you can request to share their clearance.
- **Request NATO/EU/ESA Certificate** – NATO is required when an individual goes into a specific NATO job. NATO certificate request will only be granted if the Subject holds an in date national security clearance. Only available for those customers currently receiving this service
- **Notification of Leaver** – when a clearance holder leaves your organisation, their Security Clearance is no longer required and must be lapsed.
- **Raise Aftercare Incident Report (AIR)** – if information becomes available that raises doubts about an individual's suitability for access to protectively marked or sensitive assets, the circumstances are to be reported via this form.

VSI Requests – This is available now on both the RLI and INTERNET Portals to allow you to perform a Vetting Status Information request.

My Account - selecting this tab will allow you to complete and edit **your** contact details.

Before creating any applications you should ensure that the '**Default Values**' have been completed. This is important because NSVS draws on this information and pre-populates the 'Sponsor Notification' part of the form ensuring accuracy and consistency. It is the e mail address given here that is provided to Subjects for them to contact you.

Help - selecting this tab will provide guidance relating to the NSVS Portal.

Logout - selecting this tab will allow you to securely log out of your NSVS Portal User Account.

B Figure 20 Only Super Sponsor accounts will show the 'My Organisations' filter option. Super Sponsors are able to see all their cases within their organisation enabling them to take ownership of another Sponsor's cases.

C Figure 20 The 'Search' function on the left side of the screen enables the user to search for applications under the set headings. You can also search for information by clicking on the section heading e.g. '**Status**', '**Created Date**' to sort it into a logical order.

D Figure 20 This option enables the user to export vetting information into Excel.

MONITORING THE STATUS AND PROGRESSION OF USER ACCOUNTS

Once a User Account has been created or a Vetting Service initiated/requested the Sponsor is able to monitor its status and progression on the Home: Sponsor View Page. Additional information is provided on each case via the 'Details' link associated to it.

Home : Sponsor view

Filter applications:

My applications only

My organisation's applications

Filter

Search Applications:

Date of Birth:

Staff/Service No:

NI Number:

Search **Export to Excel**

A Status	Completed Date	Cancellation Date	Case ID	Sponsor Ref	Forename	Surname	Vetting Service	Created Date	
All <input type="text" value="All"/>		All <input type="text" value="All"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="Testington"/>			
Awaiting subject activation		17/05/2018	1-1WAJPYD		Test	Testington	--TEST UKSV SC--	15/03/2018	Details B

Figure 21 Sponsor’s Home view showing information to help monitor the progress of initiated activities

A Figure 21 Status Definitions

This column shows the status of the activity initiated by the Sponsor.

- Waiting for Subject registration – **the activation link has been sent to the Subject but their account has not yet been created**
- Waiting for Subject – **a portal account has been created and the Subject is currently completing their online form**
- Waiting for Sponsor – **Sponsor has not completed their part of the application**
- Withdrawn by Sponsor – **Sponsor has withdrawn an application they have initiated**
- Withdrawn by Subject – **Subject has withdrawn their application**
- In Progress – **application has been successfully submitted into NSVS and the case is in action**
- Completed – **all required checks have been completed and a vetting decision has been made**
- Cancelled – **the application has been cancelled**

B Figure 21 'Details' link

Clicking on the 'Details' link provides additional information relating to the activity the Sponsor has initiated. The example in **Figure 22** relates to an NSV application, but a similar screen will appear for all 'Other Services' requests.

Subject's details : Sponsor view

Firstname : **Test**
 Surname : **Testington**
 Email :
 Created date : 15/03/2018 10:40
 Activated date : -
 Application started date : -
 Last login date : -
 Sponsor completed date : -
 Subject completed date : -
 Status : **Awaiting subject activation**
 Vetting service : **TEST UKSV SC**
 Case ID :
 Sponsor Ref :
 Special handling case : No
 Customer Special handling case : No

Assign case to myself : Your PIN: **A**

Subject related forms:
 Subject's part of SC **Not started** **B**
 Sponsor's part of SC **Not started**
[Resend activation email](#)
[Modify subject's details](#)
[Withdraw application](#)
[Back](#) **C**

Figure 22 Additional information accessed through the 'Details' link of an activity initiated by a Sponsor – this example relates to a DV NSV application request

A **Figure 22** You will only see this entry if you have **Super Sponsor** permissions. By entering your PIN and clicking the 'Re-assign' button you are able to take ownership of the case. **Please Note:** If you take ownership of an application from another Sponsor any **un-submitted** information entered by the original Sponsor will be erased and will need to be re-entered. This is because it is protected by their encryption PIN. This action will have no impact on the Subject's section of the form.

B **Figure 22** This shows the status of both the Subject and Sponsors part of the application.

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C Figure 22 Sponsors may see the following links:

- **'Resend activation email'** – if the Subject fails to receive the email to activate their account you can resend the email by clicking on this link.
- **'Modify Subject's details'** – If the personal mandatory information you use to create the Subject's account needs amending i.e. it's the cause of the Subject not being able to activate their account you can select this option to modify the details. Following any amendment you will need to re-send the activation e mail **and** inform the Subject this has been done so they can activate the amended account.
- **'Withdraw application'** – If a clearance is no longer required you can withdraw an application by clicking on this option at any point. However, if you wish to withdraw an application that has already been submitted, please ensure you inform all relevant parties e.g. Decision Makers.
- **'Unlock Subject Account'** (not showing in Figure 22) – If a vetting Subject locks their User Account a link will appear to enable you to unlock it. **Please Note:** You will need to inform the vetting Subject when you have unlocked their account – NSVS does not notify them.

'OTHER SERVICES' SCREEN

The section explains how to action the additional post clearance activities available to Sponsors including:

- Aftercare – Transfer/ Aftercare
- Aftercare – Request NATO/ESA/EU
- Aftercare – Notify of Leaver
- Aftercare – Share
- Aftercare – Extract
- Aftercare – Transfer & Extract
- Aftercare – AIR

Definitions of the above can be found in the [Glossary](#).

Please Note: Selection of Aftercare services may result in charges being incurred.

The example given below is for a Transfer request, but similar action is taken for all of the available 'Other Services' options.

STEP 1 To access the Other Service options click on the 'Other Services' link in the top tab of any screen. The screen at **Figure 23** will appear.

[Home](#) [New Subject](#) **[Other Services](#)** [My Account](#) [Help](#) [Logout](#)

Other Services

Please complete the fields below with information as it appears on the identification document provided by the new user in support of their application.
Mandatory fields are marked with *

Please note that media content can not be uploaded when submitting the aftercare incident report. If you need to provide photos, video clips etc. this will require submission via the manual process.

Forename *

Surname *

Date of Birth *

Business Organisation *

Vetting Service *
 A

Your Encryption PIN *
 B

Figure 23 Screen to request 'Other Services'

STEP 2 Enter the requested information in **Figure 23**.

A **Figure 23** After entering the details e.g. name and date of birth select the vetting service you require from the drop down.
The options available are:

Aftercare – Transfer When an individual currently holds a valid Security Clearance with another organisation you can request that their clearance is transferred to the new organisation.

Aftercare – Adv Transfer - Advanced Transfer is only applicable to a small number of customers who request additional checks before a clearance is transferred.

Aftercare – Request NATO/ESA/EU

NATO is required when an individual goes into a specific NATO job. NATO certificate request will only be granted if the Subject holds an in date national security clearance.

Aftercare – Notify of Leaver When a clearance holder leaves your organisation, their Security Clearance is no longer required and must be lapsed.

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Aftercare – Share In some instances it may be possible to share a security clearance with another organisation if the holder is working for you temporarily.

Aftercare – Extract It is possible where an individual holds a higher level of security clearance to extract a lower level of clearance out of it (e.g. extract an SC from a DV).

Aftercare – Transfer & Extract As above for extract but also transfer the clearance to your organisation.

Aftercare – AIR Aftercare Incident Report Should information become available that raises doubts about an individual's suitability for access to protectively marked or sensitive assets, the circumstances are to be reported via this form.

B Figure 23 Enter your PIN and click on the 'create' button.

You will receive confirmation of your Other Service request – **Figure 24**

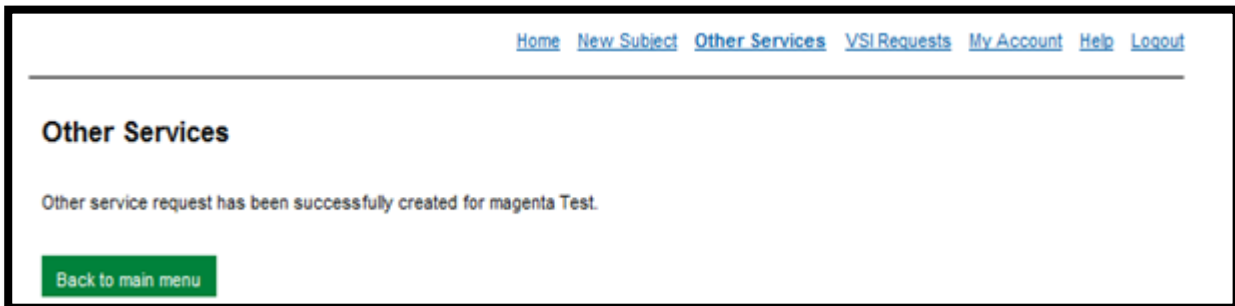


Figure 24 Screen confirming an Other Service request has been successfully completed

STEP 3 Click on the 'Back to the Main Menu' button or the 'Home' link in the top tab and you will return to the [Home: Sponsor View](#) screen - **Figure 25**.

IMPORTANT: You need to search for the Vetting Service entry you have created and click on the associated 'Details' link. This action will take you to the screen in **Figure 26**.

Status	Completed Date	Cancellation Date	Case ID	Sponsor Ref	Forename	Surname	Vetting Service	Created Date
All		All				Name	Aftercare - Transfer	27/02/2018

Figure 25 Home: Sponsor view screen where you will need to search for the relevant vetting service entry – this example shows a Transfer request

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A Figure 25 Indicates the vetting service requested.

B Figure 25 Clicking on the 'Details' link at takes you to the Sponsor view at Figure 26.

STEP 4 Enter your PIN Figure 26 and click on the link to complete the Sponsor's section of the requested vetting service. This action will take you to the screen at Figure 27.

Subject's details : Sponsor view

Firstname : Any
Surname : Name
Email :
Created date : 27/02/2018 10:38
Activated date : 27/02/2018 10:38
Application started date : -
Last login date : -
Sponsor completed date : -
Subject completed date : 27/02/2018 10:38
Status : Waiting for sponsor actions
Vetting service : **Aftercare - Transfer** **A**
Case ID :
Sponsor Ref. :
Special handling case : No
Customer Special handling case : No

Subject related forms:
[Complete sponsor's part of AftercareTransfer Not started](#) **B**
Please enter your PIN:

[Withdraw application](#)
[Back](#)

Figure 26 Screen with link to the Sponsor's section of the requested/initiated vetting service.

A Figure 26 Indicates the vetting service requested.

B Figure 26 PIN and link to the Sponsor's section of the requested vetting service - 'Complete Sponsor's part of Aftercare Transfer' in this example.

STEP 5 Complete each of the sections listed by the red circles on the left hand side Figure 27. If required, click [here](#) for completion guidance. When all the sections are complete (shown by a green tick against the topic heading) check the Declaration box in this section section to submit.

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Transfer Clearance Request

- Requested By
- Clearance to be Transferred from
- Details of Subject
- Nationality Details**
- Current Clearance Details
- New Employment Type
- Personal Circumstances

Declaration

- Form Incomplete
- State of Form

Nationality Details

What is their current nationality?

British (including English, Scottish, Welsh and Northern Irish)
 Irish
 Other

Have they held this nationality from birth?
 Yes No

Is this a nationality or a citizenship?

Nationality
 Citizenship

Do they currently hold, or have they ever previously held, any other Nationalities or Citizenships?

Yes No

Auto-save status:
Data save succeeded

Figure 27 Screen where Sponsor enters specific details about the vetting service they have requested/initiated.

STEP 6 You will be able to monitor the progress of the application from the Home screen.

'VETTING STATUS INFORMATION (VSI) REQUESTS' SCREEN

This section explains how to:

- Action a VSI request.
- Interpret the information returned from the enquiry.

PERFORM A VETTING STATUS INFORMATION REQUEST (VSI)

You will only be able to request a VSI if you are a Sponsor using the ALI/PSN portal.

In order to perform a VSI enquiry you will need a minimum of Forename, Surname and DOB.

STEP 1 Click on the [VSI Requests](#) link in the top tab. **Figure 28** will appear.



Figure 28 VSI Requests screen

STEP 2 Click on the 'Request a new VSI' box in **Figure 28** and the screen shown at **Figure 29** will appear. Input the required information and click on the 'Create' button.

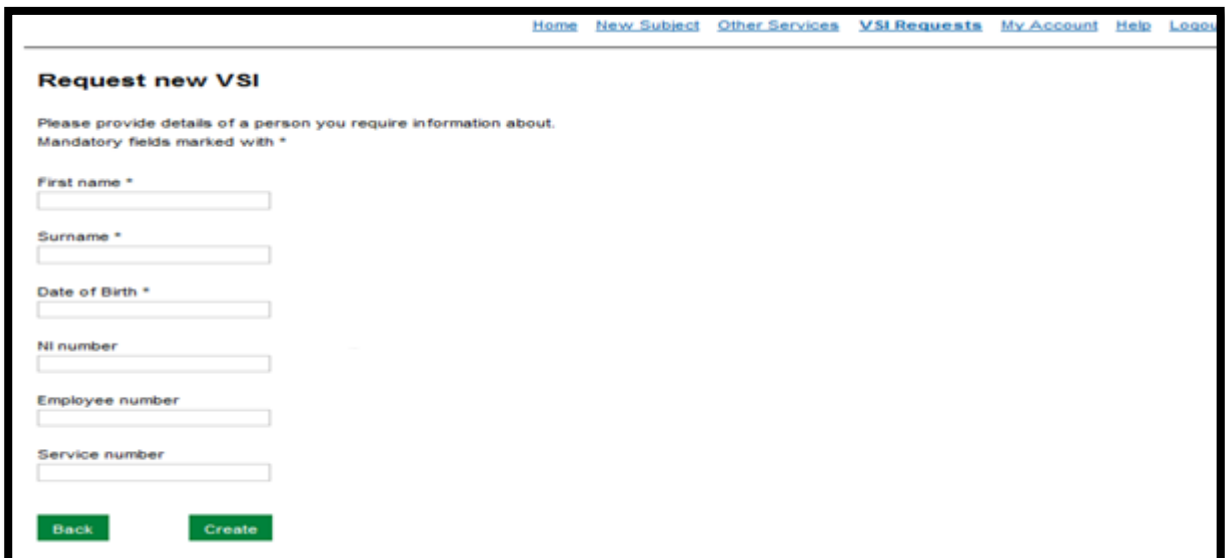
The screenshot shows the 'Request new VSI' form. It includes a navigation bar at the top with links for Home, New Subject, Other Services, VSI Requests (highlighted), My Account, Help, and Logout. The form title is 'Request new VSI'. Below the title, there is a instruction: 'Please provide details of a person you require information about. Mandatory fields marked with *'. The form contains six input fields: 'First name *', 'Surname *', 'Date of Birth *', 'NI number', 'Employee number', and 'Service number'. At the bottom of the form, there are two green buttons: 'Back' and 'Create'.

Figure 29 Screen to input details for VSI request

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GUIDANCE ON RETURNED VSI INFORMATION

Once a search has been submitted, after a short time you will see the status of the request on the VSI screen.

The VSI information will remain for 5 days before being deleted.

There will be three VSI responses:

NOT FOUND - no match for the information provided. There is no record held for this individual.

CONTACT THE VETTING PROVIDER – there may be multiple matches based on the information you have provided. Contact our Enquiry Centre who should be able to identify the individual and provide the information you require. **Please Note:** you may be asked for additional information in order to ascertain the correct clearance. Contact details for the Enquiry Centre can be found in the glossary.

LIST – clicking on the '[Details](#)' link will display the following information held for that Subject:

- level of clearance,
- when clearance was issued and
- when it is due to expire.

'MY ACCOUNT' SCREEN

This section explains how to:

- Change your password
- Request a new PIN
- Set/change your default values



Figure 30 Overview of links available in the My Account: Sponsor's view screen

CHANGE PASSWORD AND FORGOTTEN PIN

If you want to change your Password or if you have forgotten your PIN you will need to click on the relevant links in **Figure 30** and take the requested action.

You should be aware that re-setting your PIN will result in the loss of all un-submitted information. Please refer to the [PIN](#) section for additional information.

SETTING YOUR DEFAULT VALUES

Before creating any new accounts you should ensure the Default Values have been completed.

The details entered on this page will automatically be populated into the sponsor section of any application or 'Other Services' request you initiate. It is important to keep this information up to date to ensure you receive any email notifications or hard copy correspondence that may be sent to you. The contact information provided is made available to vetting Subjects in case they need to contact you.

If you click on the '[Default Values](#)' hyperlink **Figure 30** it will take you to the Default Information screen **Figure 31** where you can input the relevant information.

Default information : Sponsor view

[Home](#) [New Subject](#) [Other Services](#) [My Account](#) [Help](#) [Logout](#)

Sponsor details :

Sponsor name :

Position :

Phone type :

Number type :

Telephone No. :

Extension No. :

Email :

Employment type :

On company's payroll :

Clearance for site only :

Employee work site :

Figure 31 Screen for Sponsors to input their Default Value information

‘HELP’ SCREEN

The Help screen provides a range of guidance, instruction and hyperlinks

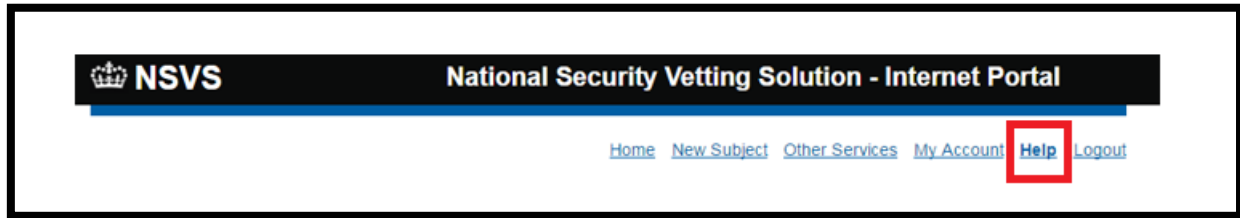


Figure 32 Help screen guidance

‘LOGOUT’ SCREEN

If you click on the Logout screen you will automatically log out of the system and the ‘Sign In’ screen will appear **Figure 6**.