United Kingdom
Security Vetting

National Security Vetting Solution (NSVS) Portal

GUIDANCE
for
SUBJECTS

Version 2.1

April 2018

Amendment History		
Date	**Version**	**Description**
April 2018	2.0	Review of content.
June 2018	2.1	Minor Amendments

INTRODUCTION

These guidance notes provide instruction to vetting Subjects (applicants) on how to:

- Activate their NSVS Portal account
- Access, complete and submit their NSV application
- Submit an Aftercare Incident Report

For easy reference this guidance is broken down into 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 that provides 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.

OFFICIAL

INDEX Click on the blue hyperlink for quick access to the required section.

GLOSSARY

AIR	Aftercare Incident Report
ALI/PSN	The restricted network used by MOD and Other Government Departments
DBS NSV	Defence Business Services National Security Vetting
Enquiry Centre	Tel: 01904 66 2644 (Mil: 94777 2644) Email: UKSV-ContactUs@mod.gov.uk
FCOS	Foreign & Commonwealth Office Services
NSV	National Security Vetting
NSVS	National Security Vetting Solution
PIN	Personal Identification Number - additional information can be found in the PIN section of this guide
Sponsor	An authorised individual who is responsible for initiating an application for National Security Vetting
Subject	An individual who is applying for National Security Vetting
UKSV	United Kingdom Security Vetting
SAF	Security Appraisal Form

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THE NSVS PORTAL

National Security Vetting Solution (NSVS) is the foundation of future UK security vetting capability. It is based on the previous Cerberus system and offers an improved and more automated vetting process. 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 that you need to use to complete your NSV application.

THE VETTING PROCESS ON THE NSVS PORTAL

```
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ Requirement for     │ ───▶ │ Sponsor initiates   │ ───▶ │ Activation email is │
│ Security Clearance  │      │ clearance by        │      │ sent to Subject via │
│ is identified       │      │ inputting key       │      │ the Portal          │
│                     │      │ validation data     │      │                     │
│                     │      │                     │      │                     │
│                     │      │ Home Screen         │      │                     │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
                                                                     │
                                                                     ▼
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ eForms available    │ ◀─── │ Subject account     │ ◀─── │ Subject matches     │
│ for completion      │      │ created and unique  │      │ validation data     │
│                     │      │ PIN generated       │      │                     │
│                     │      │                     │      │                     │
│                     │      │ Explanation of PIN  │      │                     │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
          │
          ▼
┌─────────────────────┐      ┌─────────────────────┐      ┌─────────────────────┐
│ Sponsor & Subject   │ ───▶ │ When both eForms    │ ───▶ │ All enquiries       │
│ complete eForms and │      │ successfully        │      │ completed and a     │
│ Submit              │      │ submitted case can  │      │ decision made       │
│                     │      │ be progressed       │      │                     │
│                     │      │                     │      │ Home Screen         │
└─────────────────────┘      └─────────────────────┘      └─────────────────────┘
```

PERSONAL IDENTIFICATION NUMBERS (PINS)

This section explains:
- The purpose of the encryption PIN
- Where to find your PIN
- The consequences of re-setting your PIN

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. It is a security item and should not be shared with anyone.

The purpose of the encryption PIN is to provide an extra layer of security to the vetting process - in addition to the Username and Password requirement. You will need your username, password and PIN every time you access your NSV application.

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. For further guidance see the Account Activation section.

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.

Figure 1 Section of the 'Activate your user account' screen showing an assigned PIN. **Please Note:** The PIN is a 6 figure number – 3 digits have been removed for the example above for security purposes.

RE-SETTING YOUR PIN

The 'My Account' section provides guidance on how to re-set your PIN. There are consequences to re-setting your PIN, so it is not recommended that you take this action unless it is essential.

CONSEQUENSES OF RE-SETTING YOUR PIN

IMPORTANT: Re-setting your PIN will erase all un-submitted personal data from your NSV application – and you will have to complete it again. This is because the information you enter is encrypted and can only be accessed using the original PIN.

ACCOUNT ACTIVATION

This section explains:
- How to activate your User Account
- The confirmation you will receive when your User Account has been activated
- What to do if you lock yourself out of your User Account

HOW TO ACTIVATE YOUR USER ACCOUNT

STEP 1 Once your Sponsor has set up your NSVS User Account you will receive an account activation 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 first link in the activation email **Figure 2** is for the initial activation of your User Account. The second is to be used for all subsequent access to the NSVS Portal. 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.

THIS IS AN AUTOMATICALLY GENERATED EMAIL - PLEASE DO NOT REPLY TO IT

Dear SQ,

Your Sponsor has created an account for you on the NSVS portal. This will allow you to complete and submit your online application for security clearance. It will also allow you to view the status of your application.

What do I do now?

In order to complete and submit your vetting form online you must create an account.
Please copy and paste the following link into your browser and simply follow the instructions for creating your account.

https://www.nsv.mod.uk/registration.aspx?reg=80255d96128c4fa9848628c8f9f1c307

Please ensure you only use this link once - it is ONLY for the activation of your account.
If you are unable to activate your account, please contact us.

This email and any attachment is for authorised use by the intended recipient(s) only. It may contain proprietary material, confidential information and/or be subject to legal privilege. It should not be copied, disclosed to, retained or used by, any other party. If you are not an intended recipient then please promptly delete this email and any attachment and all copies and inform the sender. Thank you.

Figure 2 Example of an account activation email from UKSV to a vetting Subject

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

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

Figure 3 The 'Account Activation' screen where you are required to input details that match those used by your Sponsor when they set up your User Account. This screen also includes a link to the 'Security Operating Procedures'

ACTION TO TAKE IF YOU LOCK YOUR USER ACCOUNT

If you input any of the information requested in **Figure 3** incorrectly, **more than five times,** your User Account will lock and you will need to contact your Sponsor. Please do not contact the Enquiry Centre as the advisors will not be able to unlock your account.

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

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

A

Please enter your PIN

Activate   Back

B

Figure 4 User Account activation screen to create a username and password.This screen also includes the PIN that has been assigned to you. **Please Note:** The PIN is a 6 figure number, 3 of the digits have been removed from the example above for security reasons.

STEP 3 You are required to activate your User Account **Figure 4.**

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.

IMPORTANT: The 'Activate your user account' screen **Figure 4** includes the encryption PIN that has been assigned to you. You will not be able to access this information again so please take a note of it and keep it safe.
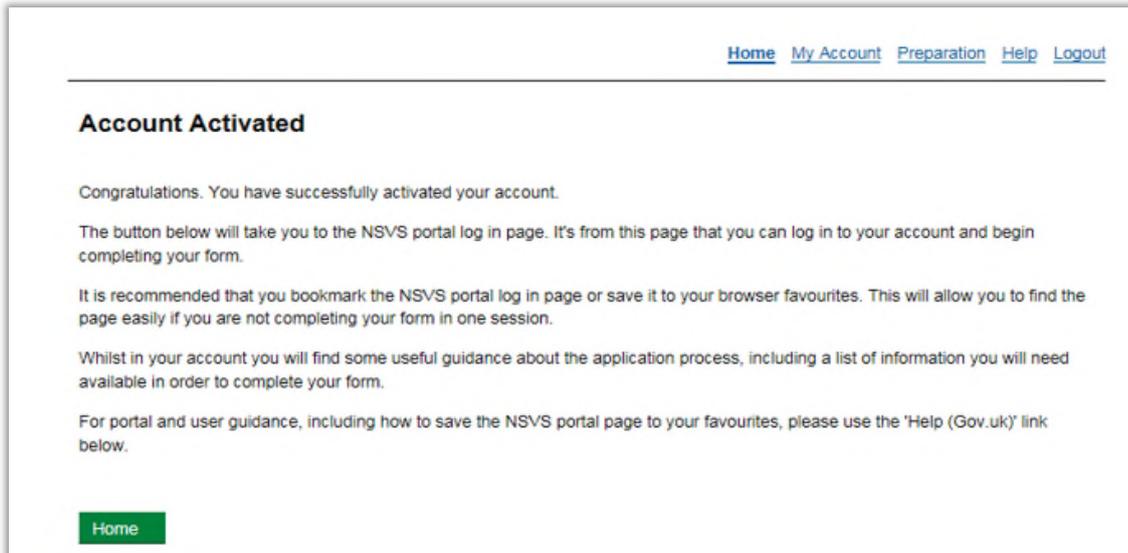
Figure 5 'Account Activated' screen confirming your User Account has been activated.

STEP 4 Click on the 'Home' button in **Figure 5** and it will take you to the screen shown at **Figure 6** from where you will be able to access your NSV application**. Please note:** 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 to the NSVS Portal section for further guidance.
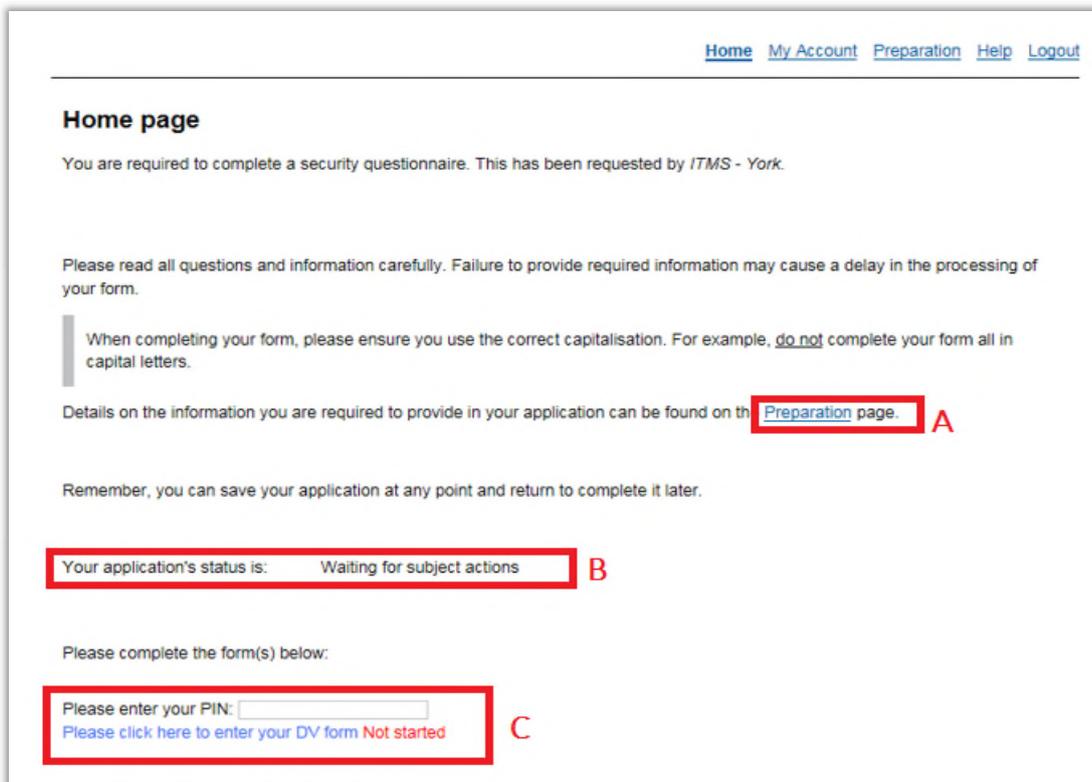
Figure 6 Screen from where the NSV application can be accessed

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A **Figure 6** This link takes you to the Preparation page where you will find information to help you prepare for the completion of your NSV application. Also see **Figure 11.**

B **Figure 6** This shows the current status of your application.

C **Figure 6** Links to:

- 'Access your NSV application'
- 'Access printable form view' – we recommended that you take a copy of your completed NSV application before submitting it.

STEP 5 To access your NSV application enter your PIN and click on the application link ('EDV' in the example shown at **Figure 6**). This action will take you to the NSV application form that has been requested by your Sponsor -**Figure 7.**

'HOME' SCREEN – Subject's view

The section explains how to access, complete and submit your NSV application form.

ACCESSING YOUR NSV APPLICATION

Immediately after activating your User Account - see the Account Activation section - you can use the green 'home' button shown in **Figure 5** to access your NSV application form.

All subsequent access to your User Account and NSV application form must be made using the second link in the account activation email sent to you by UKSV **Figure 2**. It is recommended that you save the second link to your Browser favourites. See the Signing in to the NSVS Portal section for additional information/guidance.

When you sign in to the NSVS Portal you will be taken to the 'Home' screen **Figure 6.** Input your PIN and click on the link to your NSV application form - the screen at **Figure 7** will appear.

COMPLETION OF YOUR NATIONAL SECURITY VETTING APPLICATION

To complete the NSV application please work through the section headings (indicated with red circles) **Figure 7** and input the requested information.

Figure 7 Screen showing section of NSV application form

A **Figure 7** When you are in the form you can monitor your completion progress by checking the navigation pane displayed down the left side of your screen The red circle indicates sections that require your completion.

A ✓ will appear next to the topic heading when a section is complete.

B **Figure 7** Hovering the curser over the question mark ❓ will reveal completion guidance.

C **Figure 7** The 'Check for errors' box can help identify why a section is not showing as completed. Any errors will appear in red. 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. If there are no errors, this button will move you to the next page in the section.

D **Figure 7** The 'Save and Exit' button enables you to save information on an incomplete section and return to it at a later date.

E **Figure 7** The 'Next' button is a navigational tool that allows you to move between topic headings and will open all pages within a topic that need to be completed.

GUIDANCE TIPS FOR COMPLETING YOUR NSV APPLICATION

- It is recommended that you review the Preparation guidance **Figure 6** and familiarise yourself with the information required to complete your NSV application prior to starting it.

- Overlapping dates –In any of the sections where you are required to provide dates to cover a period of time, they should be entered without any gaps. For example, from 'January to June' must then be followed by 'June to December'.

- The HM Forces employment and Government employment sections are linked to the Supervisors section. These sections will not validate or be marked as complete unless the Supervisor section is fully completed.

- If you are asked to print off a medical consent form, but are using a computer that does not have an attached printer you can obtain a copy of the form from the NSV area on GOV.UK.

- You can move to another section of the form before completing the one you are in – however you will need to complete all sections before you can successfully submit the form. You can exit and return to your NSV application as many times as you wish prior to submission. Each time you access the form you will be asked to provide your encryption PIN.

- When you have completed the form you can print a copy for your records. This must be done before it is submitted.

Additional guidance is available in the following documents:
CTC and SC - Completing your Security Questionnaire
DV - Completeing your Security Questionnaire

SUBMITTING YOUR NSV APPLICATION

When all sections are complete and without error you can submit your part of the NSV application via the 'Declaration' section.

You will **not** be able to edit the form once you have agreed the Declaration. If you want to change anything on your application prior to submitting it you will need to 'untick' the Declaration box first.

Once the form has been successfully submitted you will not be able to edit or print it.

Although your Sponsor will be able to see when your application has been submitted onto the NSVS Case Management System they will not be able to see any of the information you have entered on your 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 ask your Sponsor what the deadline is. A reminder will be sent, usually three weeks prior to the deadline, if any parts of the form remain un-submitted. If either the Subject and/or Sponsor fail to submit their information by the deadline NSVS will automatically cancel the application.

SIGNING IN TO THE NSVS PORTAL

This section explains:
- How to sign in to the NSVS Portal after you have activated your account
- The Raise an Aftercare Incident Report (AIR) link

TO SIGN IN TO THE NSVS PORTAL

After you have set up your User Account you will need to use the second link in the original UKSV account activation email **Figure 2** to access the 'Sign In' screen **Figure 8**. It is recommended you save this link to your Browser favourites for future use.

Figure 8 The' Sign In' screen on the NSVS portal

AFTERCARE INCIDENT REPORT LINK

A Figure 8

Raise an Aftercare Incident Report (AIR) – For information on when to raise an Aftercare Incident Report please click here (www). To submit an AIR click on the 'Raise an Aftercare Incident Report (AIR) link and enter the required information.

SIGNING IN TO THE NSVS PORTAL

B Figure 8 To access your account 'sign in' using the Username and Password you set up when you activated your User Account **(Figure 6).**

ACTION TO TAKE IF YOU HAVE FORGOTTEN YOUR USERNAME

C Figure 8 Link to recover a forgotten username

When you click on the 'Forgotten your Username?' link you will be asked to provide your forename, surname and the e mail 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 your junk mail. If you do not receive the email then please ensure you have provided the email address you used when initially creating your account.

ACTION TO TAKE IF YOU HAVE FORGOTTEN YOUR PASSWORD

C Figure 8 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

C Figure 8 The 'Need Help?' link provides additional guidance on a range of topics related to the NSVS Portal.

'MY ACCOUNT' SCREEN

This section explains how to:
- Change your password
- Request a new PIN
- Withdraw your application

Figure 9 My Account screen with links to change a pssword and re-set a PIN.

CHANGE YOUR PASSWORD

The 'Change Password' link in **Figure 9** enables you to change your password. Click on the link and follow the instructions. Changing your Password will result in any un-submitted personal data in your NSV application being erased.

FORGOTTEN YOUR PIN

You can use the 'Forgotten PIN' link in **Figure 9** to re-set your PIN. Re-setting your PIN will result in all the un-submitted personal data on your NSV application being erased. Please read the PIN section for more information.

WITHDRAW APPLICATION

Although the vetting process is voluntary, withdrawing your application may impact your ability to work in your current or future role. Please speak to your Sponsor before selecting this option.

'HELP' SCREEN

The Help screen provides a range of guidance relating to NSVS Portal activities. It can be accessed via the 'Help' link in the top tab. **Figure 10**.
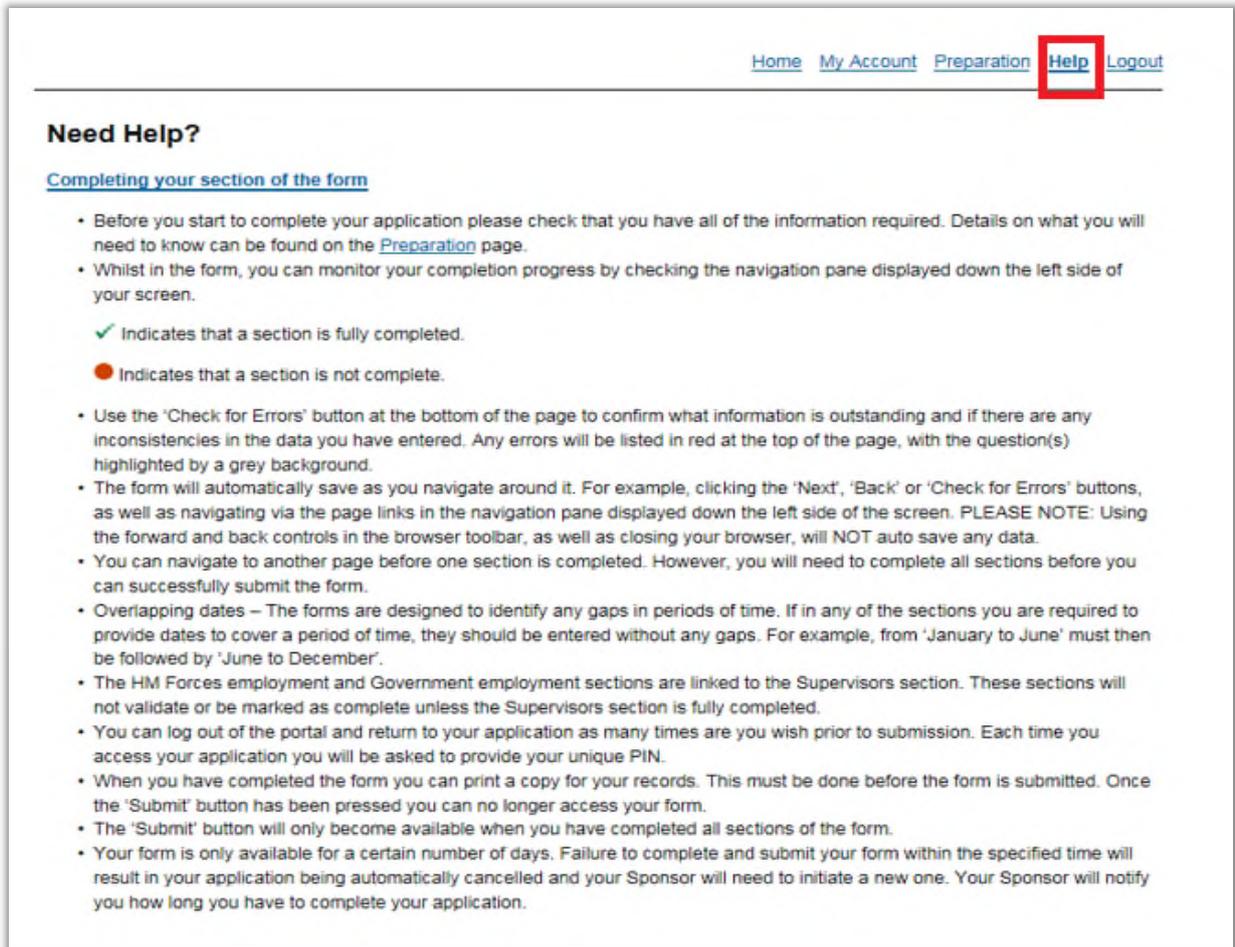
Figure 10 Help Screen

'PREPARATION' SCREEN

Figure 11 Preparation Screen

The Preparation screen can be accessed through the 'Preparation ' link in the top tab **Figure 11**. This screen lists the information you will require to complete your security application, so that you can have this information to hand before you start.

Additional guidance is available in the following documents:
CTC and SC - Completing your Security Questionnaire
DV - Completeing your Security Questionnaire

'LOGOUT' SCREEN

If you click on the 'Logout' link in the top tab you will automatically log out of the NSVS Portal and the Log Sign In screen will appear **Figure 8.**