

United Kingdom Security Vetting

National Security Vetting Solution (NSVS) Portal

GUIDANCE for SUBJECTS

Version 2.1

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

Version 2.1

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 <u>flowchart</u> 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.

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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: <u>UKSV-ContactUs@mod.gov.uk</u>
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



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 <u>only</u> time you will be shown this information, so it is important to take a note of it. For further guidance see the <u>Account Activation</u> section.

Please	create your new username and password.
Passwo least or	rd must be at least nine characters long and consist of a mix of upper and lowercase characters, at least one number, an e special character (e.g. I, - *).
This is	your unique PIN. You will be required to enter your PIN every time you access your form from within your account.
212	
213	
IMPOR	TANT - Do not lose or forget your PIN.
If you I	ose or forget your PIN you will not be able to access your form. Any information you have already entered into yo
-	

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 <u>'My Account'</u> 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.

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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.aspi/reg=80255d96128c4fa948628c4f911c307
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.

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

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. Forename Date of Birth Country of Birth Co		Ho
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. Forename Date of Birth Country of Birth Country of Birth I agree to abide by the Security Operating Procedures	Account Activation	
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. Forename Date of Birth Date of Birth Country of Birth I agree to abide by the Security Operating Procedures	The information entered here must match exactly those provided when your account was set up.	
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.	IMPORTANT - It is essential that all information provided at this stage is accurate and correct.	
Forename Surname Date of Birth Town of Birth Country of Birth I agree to abide by the Security Operating Procedures	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.	
Surname Date of Birth Town of Birth Country of Birth I agree to ablde by the Security Operating Procedures	Forename	
Date of Birth Town of Birth Country of Birth I agree to abide by the Security Operating Procedures	Surname	
Town of Birth Country of Birth I agree to abide by the Security Operating Procedures	Date of Birth	
Country of Birth I agree to abide by the Security Operating Procedures	Town of Birth	
I agree to abide by the Security Operating Procedures	Country of Birth	
	I agree to abide by the Security Operating Procedures	
Continue	Continue	

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 a	account
Please create your new usernal Password must be at least nine least one special character (e.g	me and password. characters long and consist of a mix of upper and lowercase characters, at least one number, and at . !, - *).
This is your unique PIN. You wi	Il be required to enter your PIN every time you access your form from within your account.
213	
IMPORTANT - Do not lose or If you lose or forget your PIN form will be lost.	forget your PIN. you will not be able to access your form. Any information you have already entered into your
Username	
New Password	
Confirm New Password	
Please enter your PIN	Α
Activate Back	

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.

	Home My Account Preparation Help Logo
Account Activated	
Congratulations. You have successfully activate	ed your account.
The button below will take you to the NSVS por completing your form.	tal log in page. It's from this page that you can log in to your account and begin
It is recommended that you bookmark the NSV2 page easily if you are not completing your form	S portal log in page or save it to your browser favourites. This will allow you to find the in one session.
Whilst in your account you will find some useful available in order to complete your form.	guidance about the application process, including a list of information you will need
For portal and user guidance, including how to	save the NSVS portal page to your favourites, please use the 'Help (Gov.uk)' link

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 <u>Signing in to the NSVS Portal</u> section for further guidance.

						Home	My Account	Preparation	Help	Lo
Hom	e page									
You an	e required to comp	lete a security	questionnaire. T	his has bee	en requested	by <i>ITMS</i> - Y	ork.			
Please your fo	read all questions	and informatio	n carefully. Failu	ire to provi	de required in	formation m	ay cause a de	lay in the proc	cessing	of
Wh	en completing you tal letters.	r form, please e	nsure you use t	he correct (capitalisation.	For exampl	e, <u>do not</u> com	plete your form	n all in	
Details	on the information	n you are requir	ed to provide in	your applic	ation can be f	ound on th	Preparation ;	A A		
Remer	nber, you can sav	e your applicatio	on at any point a	nd return to	o complete it l	ater.				
Your a	oplication's status	is: Waitin	g for subject act	tions	в					
Please	complete the form	n(s) below:								
Please Please	enter your PIN:	your DV form	Not started	с						

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**.

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'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 <u>Account Activation</u> 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 <u>Signing in to the NSVS Portal</u> 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.

*	Welcome Vetting Statement	Your Details Title (Mr/Mrs/Ms/Miss etc)
	Your Details Your Details	Full Forenames
	Your Additional Details	Sumame (now)
•	Your Addresses	Gender 0
E	Your Contact Details	Male
.	Marital Status	Female Other
•	Previous Relationships	Date of Birth
•	Parent Details	Country of Birth
۰	Current Employment	*
•	Previous Employment	Town of Birth 🙆
•	Criminal Convictions	Has your surname changed at any time since birth?
۰ 🔴	Security Information	○ Yes ○ No
•	Other Information	Have your forenames changed at any time since birth?
•	Previous Security Clearances	
•	Financial History	Check for errors Save and Exit
÷	Declaration	
		Back Next E

Figure 7 Screen showing section of NSV application form

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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 \checkmark will appear next to the topic heading when a section is complete.

B Figure 7 Hovering the curser over the question mark ⁽²⁾ 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.

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 <u>GOV.UK</u>.
- 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: <u>CTC and SC - Completing your Security Questionnaire</u> <u>DV - Completeing your Security Questionnaire</u>

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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.

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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.

To get	started
1. li a	you are a Sponsor or a vetting Subject with an ongoing application for clearance, please sign in to access your ccount.
2. li S	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.
3. I	you wish to submit a Change of Personal Circumstances form, please select the appropriate option below.
4. 1	you wish to raise an Aftercare Incident Report (AIR), please select the appropriate option below.
aise an Aftercar Bign in sername	e Incident Report (AIR)
iign in sername assword	e Incident Report (AIR) A B
sise an Aftercar	e Incident Report (AIR) A B

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

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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 <u>here (www)</u>. 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

	Home My Account Preparation Help Logo
My account	
Change password	
Forgotterr Fills	

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 <u>PIN</u> 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**.

	Home My Account Preparation Help Cogoo
Need Help?	
Completing your section of the form	
 Before you start to complete your application please ch need to know can be found on the <u>Preparation</u> page. Whilst in the form, you can monitor your completion pro your screen. 	neck that you have all of the information required. Details on what you will ogress by checking the navigation pane displayed down the left side of
 Indicates that a section is fully completed. 	
Indicates that a section is not complete.	
 Use the 'Check for Errors' button at the bottom of the p inconsistencies in the data you have entered. Any error highlighted by a grey background. The form will automatically save as you navigate aroun as well as navigating via the page links in the navigatio the forward and back controls in the browser toolbar, a: You can navigate to another page before one section is can successfully submit the form. 	age to confirm what information is outstanding and if there are any rs will be listed in red at the top of the page, with the question(s) and it. For example, clicking the 'Next', 'Back' or 'Check for Errors' buttons, in pane displayed down the left side of the screen. PLEASE NOTE: Using s well as closing your browser, will NOT auto save any data. s completed. However, you will need to complete all sections before you are page in periode of time. If in any of the sections you are required to
provide dates to cover a period of time, they should be be followed by 'June to December'.	entered without any gaps. For example, from 'January to June' must then
 The HM Forces employment and Government employm not validate or be marked as complete unless the Supe 	nent sections are linked to the Supervisors section. These sections will rvisors section is fully completed.
 You can log out of the portal and return to your applical access your application you will be asked to provide yo 	tion as many times are you wish prior to submission. Each time you our unique PIN.
When you have completed the form you can print a cop the 'Submit' button has been pressed you can no longer	by for your records. This must be done before the form is submitted. Once ar access your form.
 The 'Submit' button will only become available when yo Your form is only available for a certain number of days result in your application being automatically cancelled you how long you have to complete your application. 	Su have completed all sections of the form. s. Failure to complete and submit your form within the specified time will and your Sponsor will need to initiate a new one. Your Sponsor will notify

Figure 10 Help Screen

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		OFFICIAL	
REPARATION' SCREEN			
		Home My Account Preparation Help Logout	
Prep	ara	tion	
What pe	erson	al information should you have ready before you begin?	
This gui hand Bi hat you	idanc EFOR I geni	e provides an indication of the information requested to the level of detail required. E you begin your application, then completing your form should be much quicker and easier. If there is any information uinely cannot obtain, then this must be annotated clearly on your form.	
lease	selec	t the relevant link below for further information.	
+	EDV		
+	DV		
-	SC		
-	Y	pur Details	
	0	Name – All current forenames and any previous or other forenames you may use or have used. Your current surname and any previous or other surnames you may use or have used. Reason for name change is also required	
	0	Gender	
	0	Date of birth Place of birth Town Country Country	
	0	Nationality - all current dual and/or previous nationalities including dates held. If you are British Naturalised the	
		certificate number and date are also required	
	0	Addresses - all current and previous addresses to cover the past 10 years, including from and to dates. This should	
		include all types of addresses, for example student accommodation. There should be no gaps in address cover.	
	0	Employment details - Occupation or job title, current grade or rank, Staff/Service Number if you have one and also	

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: <u>CTC and SC - Completing your Security Questionnaire</u> <u>DV - Completeing your Security Questionnaire</u>

'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.**

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