e-QIP Frequently Asked Questions

Employment

Q: What should be listed for Northrop Grumman under employment type?

A: The employment type should be Federal Contractor. The employment type cannot be changed once created and the entry would have to be deleted and created again in order to change.

Q: What information should I put for a previous employer that is no longer in business?

A: You will need to list as much information as possible and make a comment stating the reason you are unable to provide complete information.

Q: If I put my current job on the SF86 will they contact them before I put in my two week’s notice?

A: The background investigation requires your current employer to be contacted to verify employment.

Q: Why do I need to list Northrop Grumman as my current employer if I haven’t started with the company yet?

A: In order for a security clearance to be processed you must be sponsored by your employer. Once you signed paperwork accepting work with Northrop Grumman, you were considered an employee.

Q: Why do I need to use 8710 Freeport Parkway, Irving, TX 75063 as my employer’s address if I don’t work at that location?

A: The Human Resources records are kept centrally in Irving, TX. In order for the investigator to be able to locate these records you must list the Irving, TX address on your e-QIP.
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Q: When I enter information into Additional Periods of Employment I receive errors, how do I fix this?

   A: The Additional Periods of Employment is used when you leave an employer and work for them for a different period of time. If you work for the same employer and change, locations, supervisors, or job titles you will not list this as Additional Periods of Employment.

Q: When should I use the Additional Periods of Activity option?

   A: The Additional Periods of Activity option is used when you leave the company and then return at a later time.

Q: Is part-time employment considered unemployment?

   A: No, part-time employment is considered employment.

Q: Do I need to list time as unemployment if I wasn’t receiving unemployment benefits?

   A: Yes, you will still list any time period you were not working at unemployment.

Q: What should I list for employment if I was a student?

   A: If you were not working during your time as a student, you will mark this time as unemployed.

Q: What if I do not recall my previous manager’s full name.

   A: Please contact your previous employer to obtain this information. If you’re unable to obtain this information please explain in the comment section.

ERRORS & CORRECTIONS

Q: Why was I rejected because my work/residence was in different states?

   A: You will need to make a comment regarding your work situation, whether you are a telecommuter or travel regularly.

Q: Why am I unable to go back to previous sections in the e-QIP and make corrections when I have not submitted it yet?

   A: If you have already certified your answers, you will not be able to make any changes. If you need to make corrections, please contact us at 855 737 8364.

Q: Why was my SF86 rejected?

   A: You will receive an e-mail detailing all reasons the e-QIP was rejected. If you need further assistance, please contact us at 855 737 8364.
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Q: My SF86 was sent back for corrections on certain sections, but when I validated the form it gave me a lot of errors. Why do I have to answer all the yes and no questions again?

A: The system does not save the yes/no answers to ensure you are giving the most updated information.

Q: Why isn’t the United States listed in the drop down selections?

A: The United States is not included because any time a state is provided, the United States is assumed.

EXTENSIONS

Q: Can ESSS grant extensions for completing the SF86?

A: Extensions may be granted on a case by case basis. You will need to contact us to request an extension at 855 737 8364.

FINANCIAL RECORDS

Q: What should I do if I have one entry that applies to multiple letters in the financial and/or criminal section?

A: If you provide a yes answer to any section, you will need to provide complete information even if the information was provided in another section.

Q: Do I need to list each account individually that was included in a bankruptcy?

A: For your bankruptcy, you will need to include all accounts that were 120 days delinquent. If no accounts are over 120 days, make leave a comment in the bankruptcy section stating no accounts were over 120 days and list the accounts included in the bankruptcy.

Q: What information is required in Section 26 (Financial Record) on the SF86?

A: The information required for Section 26 will vary based upon which questions that receive a yes answer. If you need further assistance, please contact the ESSS DoD office at 855 737 8364.

Q: What should I put for estimated property value in Section 26?

A: The value provided should be the documented value of the property.
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FINGERPRINTS

Q: Do I need to wait to submit my application until after I have had my fingerprints taken?

A: You can submit your application as soon as it is completed. The clearance application will not be submitted to the government until the fingerprints are received.

LOGGING INTO E-QIP

Q: Where is the direct link to e-QIP located?

A: The e-QIP can be accessed directly at http://www.opm.gov/investigations/e-qip-application

Q: Why can’t I log into e-QIP when I am providing my last name, city of birth and year of birth for the Golden Questions (e-QIP account creation)?

A: If you are entering the city of birth as "unknown" and it is not working, attempt to register with your actually city of birth. If neither of these options works, please contact us at 855 737 8364.

Q: What happens if I do not remember my e-QIP Username?

A: If you have forgotten your username, you will need to contact the DoD Security Services (Call) Center at 888 282-7682.

Q: Will I lose any of my data if I have previously logged in using my Golden Questions, but now creating and logging in with a Username and Password?

A: You will not lose any of your information already saved in the system.

Q: Can I access the e-QIP site if I am overseas?

A: Yes, you can access the e-QIP from any computer connected to the internet.

Q: Why am I getting a page cannot be displayed error when trying to access e-QIP?

A: The problem can usually be resolved by following the instructions at the bottom of the page of the OPM website located here: http://www.opm.gov/e-QIP/browser-check.asp

Q: What is the difference between a warning and an error?

A: Warnings are to inform you of information that may be rejected by the government without proper comments but will still allow you to submit. Errors will not allow you to submit the e-QIP without first resolving the noted error.
MARITAL STATUS

Q: What information do I need to have regarding my divorce court?

A: Include former spouse's full name, place and date of birth, citizenship information, date and location married, date and location of divorce, location record is held and last known of address of spouse even if last known address is many years old.

Q: What should I put if I do not have any information regarding my ex-spouse?

A: Provide a detailed explanation why you do not have the information and why you are unable to obtain the information.

Q: What should I do if I don’t have any other names used?

A: Select "Not Applicable"

PASSPORT

Q: What do I enter in passport section if I lost my US Passport?

A: You would select "No" for the passport section.

Q: What do I put in the passport section if I am having my US Passport renewed and the Government currently has it?

A: You would mark "Yes" in the passport section and make a comment explaining your situation.

Q: Can I be a dual citizen and obtain a clearance?

A: Yes but you may not use a foreign passport or have one in your possession.

Q: Does having a foreign passport automatically disqualify me from having a clearance?

A: Per the Defense Security Service (DSS) message dated 11/20/2009 "Foreign Passport: Disposition Influences Personnel Clearance Eligibility: DISCO will not grant or continue a personnel clearance if the clearance applicant or cleared individual possesses a current foreign passport. In instances where the foreign passport is the sole potential disqualifying factor in the personnel clearance adjudication, DISCO will send a Joint Personnel Adjudication System (JPAS) message to the Facility Security Officer (FSO) stating that if DISCO receives reliable documentary evidence that the foreign passport has been destroyed, invalidated, or surrendered, DISCO will grant or continue the clearance. The passport holder may surrender the foreign passport to the FSO for safekeeping, but the FSO is not required to perform this service. If the FSO does accept the surrendered passport and the FSO subsequently returns the passport to the cleared individual while the passport is current, the FSO must submit an incident report in JPAS with details concerning the return of the passport. Reasons for the
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return of the employee's foreign passport should be provided in the incident report, even if the reasons are compassionate (e.g., when the passport is returned because the individual states that he or she needs it in order to visit a sick relative in another country). An incident report must be submitted even if the passport is returned at the time of the individual's employment termination.

An example of the documentary evidence sufficient to establish surrender of the passport (when the passport is surrendered to the FSO), includes a statement signed by the FSO on company letterhead, stating that the applicant has surrendered his or her passport, providing details about the passport [i.e., identifying the issuing country, passport number, date of issuance and expiration date], and stating that the company will report any return of the passport to the passport holder, by submission of an incident report explaining the action."

Q: How do I have my foreign passport invalidated or destroyed?

A: For assistance, please contact your local site security to coordinate the destruction or contact us at 855 737 8364 for further guidance.

PREVIOUS E-QIPS/CLEARANCES

Q: Where can I get my previous investigation information for Section 25?

A: Please contact the ESSS DoD office at 855 737 8364 for further assistance. For any investigations processed by another agency, you will need to contact that agency or provide as much information about the previous investigations as possible.

Q: Do I need to list every security clearance investigation I have had?

A: You will need to list all previous investigations you have had

Q: Where can I get a copy of a previous SF86 that I submitted?

A: The previous SF86 is not stored. It is strongly encouraged you keep an archival copy of your SF86 for future use.

Q: Why do I have to complete another SF86 when I just completed one for my local security office?

A: Certain programs will require annual updates to your SF86 for the purposes of their contract, but these updates do not satisfy the government requirement for periodic reinvestigations.

Q: Do I need to complete an SF86 if I have completed one in the past two years?

A: You may not need to complete an SF86 if one was completed in the past 2 years. Please contact us at 855 737 8634 for further assistance.
Q: I have submitted a previous SF86 form in the past but now the questions are different. Why did the questions change?

A: The SF86 form was updated as of 8/2011 with the changes.

REFERENCES

Q: Who should I put to verify residence history if I didn’t know anyone?

A: You may use friends, co-workers, apartment staff, or landlord as long as they not a relative (this includes in-laws).

Q: What if I don’t have a complete phone number and/or address for my references?

A: If you do not have complete contact for any reference, you will need to select another reference for which you can obtain complete contact information.

RELATIVES

Q: What should I do if I don’t have information on my in-laws or relatives?

A: You will need to provide as much information as possible. Any information you are not able to obtain, you will need to make a detailed explanation why you were unable to obtain the information.

Q: Do my foreign family members go under foreign contacts or relatives?

A: Any family members included in section 18, do not need to be listed in section 19. All other foreign family members will need to be listed in section 19.

Q: Do I need to provide my relatives citizenship document information if they are deceased.

A: if you are not able to obtain this information please leave a detailed explanation in the comment section.

Q: Can I list relatives under Section 16, People Who Know You Well?

A: Relatives cannot be used for section 16. For people who knew you well you should consider people at work, school, neighbors, and or any groups or clubs you are a member of.

SCI

Q: Where do I make enter the comment for SCI Adjudication?
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A: The comment for SCI Adjudication is entered after Section 29 of the e-QIP. You can also access the drop-down menu in the top middle of the e-QIP site and navigate directly to the section "SF86 Additional Comments".

SELECTIVE SERVICE NUMBER

Q: What is a Selective Service Number and where can I find out if I have one?

A: The selective service number is your verification you have registered for service in the armed forces in case of national emergency. You may verify your registration, as well as register if you are a male between 18 and 26, at www.sss.gov

Q: What do I enter for Service Number?

A: Typically, your service number will be your social security number. Please review your DD-214 to verify your service number.

Q: Is my Selective Service Number the same as my Service Number?

A: No, your selective service is only issued when you register for selective service. You will need to go to www.sss.gov to verify your selective service number.

Q: What do I put if I never registered for a Selective Service Number?

A: If you have never registered, you must list one of the listed exemptions on www.sss.gov. If you do not meet one of the listed exemptions, you can get additional information at http://www.sss.gov/fsmen.htm.

Q: Why was I rejected for not entering my service number?

A: If you were military, the investigator needs this information to verify military service

SIGNATURE RELEASE FORMS

Q: Can I email my releases (signature forms) to ESSS?

A: Yes you can e-mail the forms to ESSS_DoD@ngc.com. If you are outside of the Northrop Grumman network and attempt to send a .PDF file, you need to change the extension to .NGPDF.

Q: Do I need to wait to submit my application until after I have faxed my signature pages?

A: You can submit your application once you have printed or saved your signature forms.

Q: Do I need to attach the release (signature) forms in Step 4 (attachments)?
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A: The signature forms will not be attached. Please print the forms, sign the forms, and legibly date the forms in the format MM/DD/YYYY.

Q: How can I receive my signature forms if I cannot log back into e-QIP?

A: For a copy of your signature forms, please contact us at 855 737 8364.

Q: When I emailed/faxed my releases (signature forms) to ESSS why they were rejected for Poor Print Quality?

A: The government will not accept forms with illegible numbers or letters, lines running through the pages, or any corrections made on the page that were not one-lined through and initialed.

SUBMITTING YOUR E-QIP

Q: How do I submit my SF86 after I have completed entering my data?

A: The process of submitting follows these steps:

1. Certify Investigation Request (Note: You cannot make changes once you certify).
2. Print/Save your Archival Copy of your SF 86
3. Print your Signature Forms (Note: Forms will be faxed or e-mailed to ESSS)
4. Click Next to the Upload or Fax Attachments page as this is not needed
5. Click Release Request/Transmit to Agency (Note: You will receive the message “Your Investigation Request has been released for Processing.”)

Q: How do I have my SF86 released back to me if I forgot to put information in it?

A: Please contact us at 855 737 8364. You will not need to send in your signature forms because you will receive new signature forms after you made your changes.

Q: How do I know if you have received my SF86, including Signature Pages?

A: The ESSS DoD office will be able to see your e-QIP approximately 1 business day after submission. To verify receipt, please contact us at 855 737 8364 the following business day.

Q: Why am I receiving an email stating that my SF86 has not been received?

A: There are several reasons the e-QIP may not have been received: The e-QIP takes 1 business day to show in the system and may not have shown prior to the e-mail being generated. The final step of pressing release/transmit to agency was not completed. Login to the e-QIP site again and verify this step was completed. The system had a “syncing” issue and will need to be corrected by ESSS. Please contact us at 855 737 8364 to verify the issue.
TRAVEL

Q: Do I need to list foreign business travel taken on behalf of Northrop Grumman?

A: Yes, all foreign travel taken with Northrop Grumman will need to have an entry.