TASS Update

Trusted Associate Sponsorship System

(formerly "Contractor Verification System")

DOCPER Site ID# 761486 (Kosovo- AST Balkans)

November 2022

TASS Topics

- **TASS Overview**
- **DOCPER as a TASM**
- **TASS and NATO SOFA Status**
- **Being a TA**
- **Timelines**
- **Troubleshooting**
- **What's New in TASS**
- **Applicant Categories**
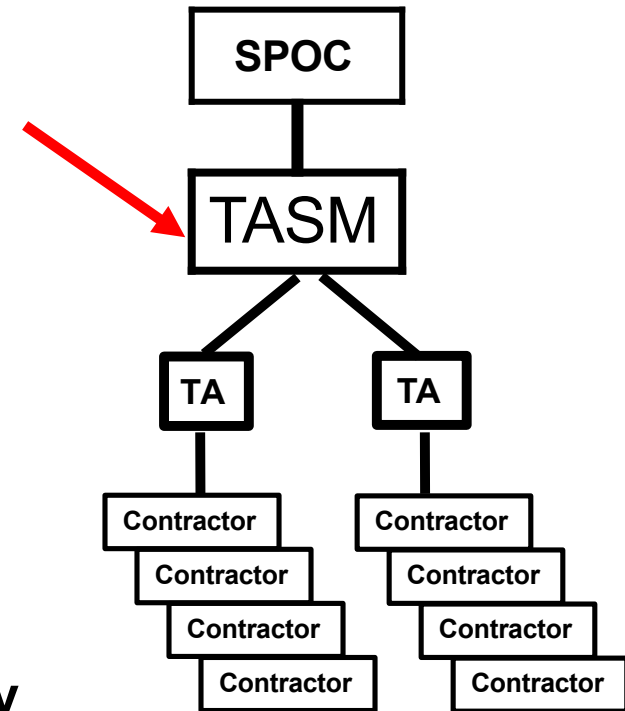- **Contract Numbers**

What is TASS, and Why?

- **WHAT: TASS is a Defense Manpower Data Center (DMDC) sponsored and supported secure web-based application:**
  - **Automates the DD Form 1172-2 process**
  - **Verifies eligibility for issuance of Common Access Cards (CAC) to DoD Contractors**
  - **Authoritative data-feed for the Defense Enrollment Eligibility Reporting System (DEERS)**
- **WHY: Required by Homeland Security Presidential Directive – 12 (HSPD-12) (2004)**
  - **Better integrity & accuracy of the DEERS/RAPIDS data base**
  - **Streamlined issuance process at DEERS/RAPIDS**
  - **A uniform way to account for DoD Contractors**
  - **Better Identity Protection & Management**

Structure of a TASS Site

- **TASS site: "a logical collection of TASS users under the organizational control of a Trusted Associate Security Manager (TASM)"**

- **DOCPER is the TASM for USAREUR-AF under Kosovo- AST Balkans site # 761486**

- **DOCPER's main TASM Function: To appoint as Trusted Associates (TAs) Contracting Officer's Representatives (CORs) or others, who work with DOCPER contractors**

  - **Secondary Function: Appoint TAs for any military organization in the AOR that can demonstrate a need for -- and can offer a qualified individual to be -- a TA**

```
            SPOC
             |
            TASM
           /    \
         TA      TA
         |        |
    Contractor   Contractor
    Contractor   Contractor
    Contractor   Contractor
    Contractor   Contractor
```

Players involved in TASS

Roles	Responsibilities
Service Point of Contact (SPOC)	▪ Appoints TASMs, oversees all department sites
Trusted Associate Security Manager (TASM) **(DOCPER)**	▪Assigns & registers Trusted Agents (TA) ▪Transfer contractor sponsorship between TAs ▪Remove TAs
Trusted Associate (TA)	▪Create new contractor account in TASS ▪Approve, reject, or return contractor application ▪Re-verify contractor CAC requirement
Facility Security Officer (FSO)	*(N/A FOR DOCPER CONTRACTOR EMPLOYEES)* ▪Notify TA to initiate a contractor CAC request ▪Enter/edit contractor information in TASS ▪Submit completed application ▪Maintain records of contractor's approved/rejected application
Contractors	▪Apply to TA for CAC ▪Get CAC at DEERS/RAPIDS ID terminal if approved ▪Return CAC to COR upon departure or dismissal

DOCPER's TASM Role

- ## DOCPER TASS site:
  - ### Site is called "Kosovo- AST Balkans", site #761486
  - ### Over 200 active Trusted Agents (TAs), who have about 3000 contractors under them

- ## DOCPER is an Army TASS site
  - ### Deals mainly with DOCPER contractors

- ## Why is DOCPER a TASM?
  - ### "One-stop-shopping" for CORs
  - ### To get PRIV CAC, contractors need both a TASS entry and a DD 1172-2
    - #### If a contractor employee shows up at ID card facility with a DOCPER-issued DD 1172-2, and no TASS entry, *NO CAC can be issued*
    - #### If we were not a TASM, we could offer no help

TASS and NATO SOFA Status

- **Role of DD 1172-2s:**
  - **DD Form 1172-2 is still required** *(in Germany and Italy)*
  - **Why?**
    - *TASS fields do not address type of card (PRIV, CIV, etc.)*
    - **ID card facility needs to know what kind of card to issue**

- **IMPORTANT: TASS card expiration date must = DD 1172 expiration date (and DD 1172-2 date governs)**

- **What documents does the contractor employee need?**
  1. TASS entry = plain CAC
  2. TASS entry + DOCPER-issued DD 1172-2 = PRIV CAC
  3. TASS entry + DOCPER-issued DD 1172-2 + SOFA ID request = SOFA ID form

  [**NOTE: In Italy, the DOCPER-issued Letter of Accreditation gets the contractor the "missione soggiorno", the equivalent of the Germany SOFA ID card]**

How Do You Get to Be a TA?

- **Rules on designating a TA:**
  - **Must be DoD GS or Military (thus, in DEERS)**
  - **DOCPER-designated TA's generally serve accredited TESA/TR contractors (Germany and Italy)**
  - **DOCPER TASMs send TA Appointment form; Prospective TA's supervisor and security manager must verify**

- **Process:**
  - **We use your DoD ID**
  - **We'll email you with links to the training sites and other info**
  - **You do the training**
  - **You then log in to TASS (could take up to 36 hours for DMDC to update servers)**

Role of the TA

- **Provide contractor access to TASS**
  - Use the DOCPER-provided TASS Registration Request Form to register contractors to put into TASS
  - Retain completed forms for an audit trail
- **TASS Registration Request:**
  - Verify the contractor's need for a CAC
  - Ensure background vetting
- **Review completed electronic applications**
- **Approve or reject the application**
- **Re-verify contractors every 6 months by confirming the contractor's continued affiliation with the DoD**
- **Retrieve/capture ID cards as necessary**
  - At expiration
  - When damaged or compromised
  - When the card holder no longer affiliated with the DoD or no longer meets the eligibility requirements for the card

TASS Certification Training

Training must be done annually

Complete the following courses on JKO only **AFTER** you have been added to TASS by your TASM:

DMDC-US1406-TASS

DMDC-US1407-TASS

DMDC-US1424-TASS

JKO Training Websites: http://learning.dmdc.osd.mil/ or (Alternate) https://jkodirect.jten.mil

JKO Help Desk: 312-668-5186

NOTE: DO NOT complete the training before DOCPER has added you to the system – this will cause problems
with your account! Also - this training is an annual requirement.

If you experience problems with training, contact the JKO helpdesk

TASS Helpdesks:

<u>TASS (DSC) Helpdesk:</u>

> For suspended accounts (account suspended/locked) please call the DSC Helpdesk 1-800-372-7437 or 502.335.9980 to have your account unsuspended. Email: email: <u>dodhra.dodc-mb.dmdc.mbx.contractor-verification@mail.mil</u>.

- This helpdesk provides assistance with issues such as:

  > (1) resetting TASS accounts that have been suspended,
  > (2) reporting errors or problems with operating TASS, and
  > (3) when experiencing TASS logon problems (i.e. system may be down).

- Do not call this helpdesk for problems with online training courses.
- This helpdesk will not be able to answer questions concerning Navy policies and procedures or TA problems with revoking/reverifying applications.
- Remember to always ask for a ticket number when reporting problems so it can be easily referenced and tracked should you have to call them back for an update.

TASS Helpdesks:

- <u>DMDC/DEERS Support Office (DSO) Helpdesk:</u>
  If you are working on DEERS data changes you need to contact the DSO 1-800-361-2508 Monday through Friday 9 am – 7 pm EST.

- <u>Joint Knowledge Online (JKO) Helpdesk:</u>
  If you have issues with training certification or courses you need to contact the JKO Helpdesk 757-203-5186 Monday through Friday 8 am - 5 pm EST, email: jkohelpdesk@jten.mil.

- <u>Help and Resources in TASS:</u>
  Help is located in upper right corner and is a helpful tool available to TASS users.
  Resources has important information such as Application Guidance and Training.

TA Process in Brief

- **TA receives notification that the contractor application has been submitted**
  - **TA logs in to TASS reviews the application**
  - **TA has 30 days from time contractor submits application (or TASS automatically disables)**
- **TA may:**
  - **Approve the application**
    - **TA verifies contractor's need for logical/physical access to either a DoD network or facility**
    - **Verify that employer organization has vetted the contractor**
      - *"The contractor requesting a card is vetted by the employer organization using a DoD approved process."*
    - **If approved, system updates DEERS with contractor info, directs contractor by email to go to an ID card facility to get the CAC**
  - **Return it to the contractor for corrections**
  - **Reject it**
- **Once approved, contractor has 90 days to get the CAC**
  - **Otherwise the application will automatically disable.**

New Federal Investigative Standards

INVESTIGATION			REINVESTIGATION			TASS
NEW	OLD	POSITION REQUIREMENT	NEW	OLD	FORM	TASS
Tier 1	NACI	Low Risk, Non-Sensitive, including HSPD-12 Credentialing	None	None	SF85	
Tier 2	MBI	Moderate Risk Public Trust (MRPT)	Tier 2R	NACLC	SF85P	
Tier 3	NACLC & ANACI	Non-Critical Sensitive National Security, including Secret & "L" access eligibility	Tier 3R	NACLC	SF86	Tier 3 and Tier 3R
Tier 4	BI	High Risk Public Trust (HRPT)	Tier 4R	PRI	SF85P	
Tier 5	SSBI	Critical Sensitive and Special Sensitive National Security, including Top Secret, SCI, and "Q" access eligibility	Tier 5R	SSBI-PR & PPR	SF86	

Approval

Before Approval, TA is asked to "Accept and Agree" regarding the rules for turning in CACs

When the contractor is terminated, TA is supposed to capture the CAC

TASS Timelines

- **First login (Contractor or Applicant)**
  - **7 days once a TA creates and approves an application**
  - **TA *MUST* securely provide the TASS website link, user ID and temporary Password information to the contractor directly.**

- **Time to complete application (Contractor)**
  - **30 days to complete the application, providing the save button is selected before exiting the application**
  - **Once the contractor submits an application, he/she may no longer change it unless it is returned for corrections by the TA.**

- **Time to review application (TA)**
  - **30 days to review the application before TASS automatically disables it**

- **Time to have CAC issued (Contractor)**
  - **90 days to have a card issued to him/her once a TA approves an application before TASS automatically disables it**

- **Time to reverify contractor account (TA)**
  - **Six (6) months after card issued**
  - **TASS sends email notification reminders in intervals of 30, 20, and 10 days before reverification due date.**

Troubleshooting TASS Issues--1

- **Rule #1: If TASS doesn't stop you from doing something, just keep on moving**

  - **TASS gives you lots of warnings, rarely stops you**

- **If another TA owns a contractor, sometimes you can "wrangle" the contractor away**

  - **If not, write the other TA and ask them to revoke contractor**

- **"Data collision": If a contractor says the RAPIDS facility can't issue because of a "data collision", TA or TASM cannot fix. Call Help Desk 800 372 7437 or 502 335 9980.**

- **Mismatches: DD 1172-2 <> TASS entry**

  - **TA MUST use DOCPER DD 1172-2 *end date (start date optional)* [NOTE: ID card facility will turn applicant away]**

Troubleshooting TASS Issues-- 2

- **HELP! Where are my contractors?**
  - **From the Homepage, select "Manage Applicants" tab**
  - **Under Search Criteria, click "Select All"**
  - **Press "Search Applicants" button**
    - **NOTE: Don't enter a name**

- **Changing a Contract Number:**
  - **You can change the contract number in TASS, and it will write to the TASS database (but not to DEERS, since only a new application would transmit it to DEERS).**

- **Changing CAC expiration date:**
  - **Not allowed**
  - **Requires a new application**
  - **Even if one could change it in TASS, the physical CAC still has the same date**

Troubleshooting TASS Issues-- 3

- **Account and Password rules:**
  - **If TA has not logged in in 45 days, account suspended. New password needed.**
    - **TA call DMDC Support Center, provide TASS Site ID: 761486 and SSN or the TA User Account Code to remove the suspension from your TA account.**
  - **If account suspended/deactivated (after 60 days).**
    - **TA call DMDC Support Center, provide TASS Site ID: 761486 or the TA User Account Code to remove the suspension from your TA account.**

- **DMDC Support Center, at: 800-372-7437 or 502-335-9980 or email at jkohelpdesk@jten.mil.**

Troubleshooting TASS Issues-- 4

- ## Reverification Issue and Interim Solution
  - There is a known TASS issue when a TA attempts to "Reverify" on the same day the application is due for reverification.
  - Example:
    - Application is due for reverification on 21 Mar 2023
    - TA attempts to "Reverify" on the Reverification due date of 21 Mar 2023
    - The applicant record does not display on the "Reverifications - CACs for Reverification" screen

- ## Interim solution:
  - CHANGE THE DATE to one or more days *prior* to the "Reverify" due date.
  - In the example above, enter date of 20 Mar 2023 (one day prior to "Reverify" due date)
  - Click the Search button to display and "Reverify" the applicant

Troubleshooting TASS Issues –5

- **What can you do to fix problems?**

- Click **Maintenance** from the Links column

- Buttons at the bottom of Maintenance screen reflect possible TA actions

- Actions available ~~depending on the~~ application's status.

> TA has approved applicant

> Applicant has not submitted to TA

> Applicant **has** submitted to TA

Table 2. Actions Available According to Application Status

Buttons/Actions	In Progress	Approved	Submitted	Returned	Rejected	Issued	Expired
Disable	Yes	Yes	Yes	Yes	No	No	No
Approve	No	No	Yes	No	No	No	No
Return	No	No	Yes	No	No	No	No
Reject	No	No	Yes	No	No	No	No
Reuse	No	No	No	No	No	Yes	Yes
Reset Password	Yes	Yes	Yes	Yes	No	No	No

What else is new in TASS?

Trusted Associate Sponsorship System

Homepage | **Manage Applicants** | Resources | My Profile
Create Application | Browse Applicants | Reverify Applicants

Path: Home > Applications > Create New

Create New Application Account

Applicant Information → Personnel Category

Applicati...

Last Name:	
First Name:	
Middle Name:	
Cadency Name:	None
Person Identifier:	
Date Of Birth:	(MM/DD/YYYY)
Primary Email:	

Electronic Data Interchange (EDI)
Foreign Identification Number (FIN)
Individual Taxpayer ID Number (ITIN)
Social Security Number (SSN)

Continue   Reset   Cancel

Can now use "DoD ID" (formerly, the Electronic Data Interchange (EDI) number) to create an application in addition to the existing Person Identifiers SSN, FIN, ITIN.

Categories – Foreign Affiliate

"Foreign Affiliate" could be a civilian, military or contractor

Vetting for LNs

- **USAREUR G2 contacted DA G2 to resolve issues of background vetting for LNs**
  - Germany - the existing Local National Screening Program (LNSP) is sufficient - no fingerprint check (FP) required
    - But U.S. Citizens working as "LNs" need a fingerprint check, NACI, and LNSP
  - Italy - the existing Carabinieri background check is sufficient - no FP check required
  - Romania - the existing Romanian government background check is sufficient - no FP check required
  - BENELUX - the existing NATO background check is sufficient - no FP check required
  - Kosovo **–** TBD

- **Foreign National Contractors: Same rules hold**

Categories – OCONUS Hire

-- A non-US citizen needs a Foreign Identification Number (FIN).
-- FIN ~ SSN
-- Gets it at the ID card facility.

" OCONUS Hire" = Refers to LN employees hired by USF

No "LOCKDOWN"…. yet. LNs still using DD 1172-2 to get CACs.

TAs under our site will NOT be required by us to enter LNs.

Create New Application A

Application Data
Applicant Information:

Last Name:†

First Name:†

Middle Name:

Cadency Name: None ▼

Person **Identifier**:† [____] Foreign Identification Number ▼

Date Of Birth:† MM/DD/YYYY

Primary Email:†

Personnel Category:†
- ○ Affiliated Volunteers (requiring DoD Network access)
- ○ DoD and Uniformed Service Contractor
- ○ Foreign Affiliate
- ○ Non-DoD Civil Service Employee
- ○ Non-Federal Agency Civilian Associate
- ○ Non-US Non-Appropriated Fund (NAF) Employee
- ● OCONUS Hire
- ○ Other Federal Agency Contractor
- ○ Presidential Appointee

Organization: Select an Organization ▼
- Select an Organization
- Air Force
- Army
- Coast Guard
- Department of Defense
- Marine Corps
- Navy
- NOAA
- Public Health Service

Eligibility Expiration Date:

Sponsor (TA):

Organization:

Telephone Number: (727437)

Office Name:

Street Address 1:

Categories -- Volunteers

Primary Email:†*

Personnel **Category:**†

- ● Affiliated Volunteers (requiring DoD Network access)
- ○ DoD and Uniformed Service Contractor
- ○ Foreign Affiliate
- ○ Non-DoD Civil Service Employee
- ○ Non-Federal Agency Civilian Associate
- ○ Non-US Non-Appropriated Fund (NAF) Employee
- ○ OCONUS Hire
- ○ Other Federal Agency Contractor
- ○ Presidential Appointee

Volunteer Type:†

Select Volunteer Type

Select Volunteer Type
American Red Cross Volunteer
Army Non-Paid Work Experience Program (NPWE) Member
Army State Defense Force (SDF) Member
Boy Scout Affiliate
Civil Air Patrol (CAP)
Education
ESGR Field Committee Volunteer
Family Support
Girl Scout Affiliate
Legal Assistance
Military Treatment Facility (MTF) Volunteer
MTF Medical Intern
Religious
Retired Affairs Office (RAO)
Student Intern
U.S. Army Corps of Engineers Volunteer
U.S. Coast Guard Auxiliary

Organization:

Eligibility Expiration Date:

Sponsor (TA):

Organization:

Telephone Number:

Office Name:

Street Address 1:

Street Address 2:

City:

State:

Zip Code:

Last four Zip Code:

Country: United States

Submit   Reset

"Affiliated Volunteers" could be anybody in the drop-down box.

We (Site ID# 760739) never signed up to enter volunteers in TASS. Your call as TA whether to enter them into TASS or not.

And same holds for LNs, when "Lockdown" comes

Contract Number Validation

- **TASS tries to verify Contract Number matches an Agency**

- **If no match, message below is displayed**
  - **Correct contract number, if entry is incorrect**
  - **If correct, _MOVE ON_**

Warnings/Messages

Please notice messages below and view existing data using provided link(s).

- CONTRACT NUMBER VALIDATION SERVICE: The contract number you entered could not be matched to an agency. Please ensure your contract number is correct before continuing.
- An application already exists with this Person Identifier with 'Expired' status. [This is not the CAC status]
- This person exists in DEERS.
- Please review their DEERS records.

Contract Number Validation--2

Contract Information:

Contract Number: FAAAAA-00-B-1111

Contract End Date: (08/30/2013) (MM/DD/YYYY)

Sponsor (TA):

TA (Trusted Agent): Parikh, Aseem

Organization: **Department Of Defense**

Telephone Number: 8005551111

Office Name: **Beauregard**

Street Address 1: **123 Fake St**

Street Address 2:

City: **Alexandria**

State: **VA**

Zip Code: 22311

Last four Zip Code: 0000

Country: **US**

❑ **If contract number matches an agency:**
- TASS returns contract end date
- If date returned is later than date entered, TASS displays message below
- TA can use either date supplied by system, or the date the TA entered

Warnings/Messages

Please notice messages below and view existing data using provided link(s).

- **CONTRACT NUMBER VALIDATION SERVICE:** The service returned a *Contract End Date* of "08/30/2015" different than the one entered. To accept this date click here or simply ignore this date to continue.
- An application already exists with this Person Identifier with 'Expired' status. [This is not the CAC status]
- This person exists in DEERS.
- Please review their DEERS records.

TASMs and TASS Web Site

TASMs for Site #761486:

Rosella Glenn

LaToya Redd

Barbara Barnett

Corinne Neal

TASS Website:

https://www.dmdc.osd.mil/tass

HOW TO GET DoD ID# FROM OUTLOOK FOR TA APPOINTMENT IN EMMA:

Step 1: New TA Appointment Required
Step 2: Look up individual in Address book
Step 3: Right click on individual and click, "add to contacts"

Step 4: This screen will pop up, on the Tool Ribbon, click on "Certificates"

Step 5: DoD ID number will load under "Certificates (Digital IDs)"

Step 6: Click on "Export"

Step 7: Highlight 10-digit number portion of Certificate, copy and paste into EMMA
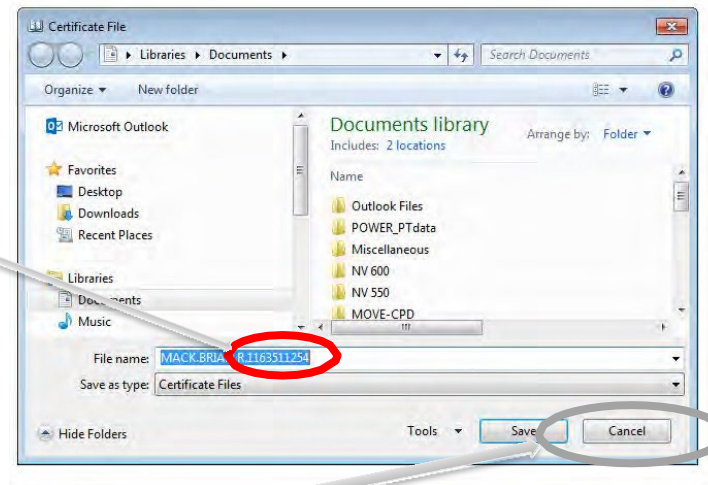
Step 8: Cancel (no need to save in "Contacts")

What else is new in TASS-1?

- **Updating your "Work Information" profile in TASS:**
  - **Need to use MilConnect (URL given in TASS "Profile" tab)**

- **Bulk Transfers**
  - **When a TASM does a bulk transfer of applications (several or hundreds of applications at one time), each applicant gets an email**
    - **Applicant: "What's this all about?"**
  - **When a SPOC does a bulk transfer**
    - **No emails are sent to the applicants and**
    - **Only the two TAs and their TASMs are copied on the email**
    - **The email will list the names of all the applicants that were transferred.**

What else is new in TASS-2?

- **TA can update Citizenship field in DEERS:**
  - **TASS used to give error when the Citizenship data was incorrect in DEERS**
  - **TA could not approve application until DMDC updated DEERS with the correct data**
  - **Now TA can approve (TASS will still display warning message, but not stop approval)**
  - **DMDC Helpdesk no longer accepting Citizenship update letters requesting fix to the Citizenship field**

- **TA can now use "DoD ID" (formerly, Electronic Data Interchange (EDI)) as a Person Identifier (PI) to "Create New Application Account"**
  - **Person Identifiers now include: SSN or FIN or ITIN or DOD ID**