

# How to Submit A CSR in DISS



As we prepare to transition to the Defense Information System for Security (DISS), this will help guide you through how to submit a CSR in DISS and “Troubleshoot” some errors you may encounter.

Prior to submitting a CSR in DISS you will need to make sure the person has been “owned” under the SMO for a CSR action to take place against the subject. Follow the steps to validate the person is owned.

## Searching/Owning Subjects in DISS:

- Once you are logged into DISS, you will need to search for the subject that you need to submit the incident on, this can be done two ways:
  - On the left-hand side towards the bottom under the subject panel, type in the SSN in the subject search box. Click on the “Search Subjects” green box.
  - Or
  - On the left-hand side towards the bottom under the subject panel, click “View Subject” this will open up a new tab that lists all of your subjects (this is like your PSMNet that is in JPAS). Once the list is open you can search for the person, by looking through the list or by typing their name in the open fields at the top.
- Now that you are on the subject’s record, click on the blue link next to their name to open the “Subject Details” information tab.
- You will see a row of tabs: Basic Info., Contact Info. Other Subject Details, SMO Relationships, Incidents, Accesses, CSRs/RFAs and Foreign Travel (select the tab of which you want to submit an action)
  - Under Subject Actions (green tab) select which action you want to take:
    - CSR/Provide Supplemental Information
    - CSR/Recertify
    - CSR/Request Reciprocity
    - CSR/SCI Sponsorship (Not Operational)
- **CSR Supplemental Information**
  - Under the Document details section, the user can upload the document regarding the requested supplemental information (upload should be in pdf format)
    - Documents to be uploaded can be court documents, marriage/divorce certificates, naturalization paperwork, etc.

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- Request Details section, input comments regarding the reason for the supplemental information response
  - Select CAF (DoD CAF for industry)
  - Click on the green “Create” button
- Once the CSR is submitted you will receive a notice that the CSR was submitted
- Under the CSR tab, the user can track the number of CSRs, click on the request to view the detail of what was submitted
- The user will receive response notifications under the request’s details section and also under the “communications” box to understand if there is an action to take place or to check status
- **CSR Recertify**
  - Under the Document details section, the user can upload the document regarding the requested supplemental information (upload should be in pdf format)
    - Documents to be uploaded can be Scattered Castles profile pages or other database records, employment records, briefing sheets, etc.
  - Under the Requests Details Tab select the eligibility level requested (Secret, Top Secret/SCI, Confidential or Top Secret)
  - Indicate if there has been a Break in Service (Yes or No)
  - Indicate date of Break in Service
  - Reason for recertification under the “Recertify Reason” (Loss of Jurisdiction, No Determine Made or Other)
  - Provide any comments in the comments section (include any additional information required to support the request)
  - Select CAF (for industry use DoD CAF)
  - Click on the green “Create” button
- **CSR Request Reciprocity**
  - Under the Document details section, the user can upload the document regarding the requested supplemental information (upload should be in pdf format)
    - Documents to be uploaded can be Scattered Castles profile pages or other database records, etc.
  - Click on the tab labeled “Basic Info”
  - Under Subject Actions select which action you want to take (CSR Request Reciprocity)
  - Under “Request Details” the asterisk fields are to be populated
  - Subject Category (select industry)
  - Eligibility Level Requested (select eligibility type)

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- Location of Investigation Info (fill in the location, e.g. Scattered Castles, Other, etc.)
- Date Eligibility Granted (input date of eligibility)
- Date Investigation Completed (input investigation close date)
- Agency that Granted Eligibility (input agency info e.g. DODCAF, NGA, CIA, etc.)
- Investigation Service Provider (input service provider information, e.g. OPM, Other, etc.)
- Comments (input comments on what you wanted done with the task)
- Select CAF
- Click the green “Create” button

## □ (Not operational) CSR SCI Sponsorship

Upon opening the SCI sponsorship tab several tabs will be clumped together; click on each tabs arrow to input required information. Tabs will disappear, re-click on the tab arrow and all others will reappear.

- Request Details tab – Select the CAF of which you are submitting an SCI through
- Sponsoring SMO tab – Input comments regarding the SCI request
- SMO Attributes tab – Input SMO name (company name, customer name, etc.)
  - Organization Attributes (choose one) - Cage code, Unit Identification Code, U.S. Joint Org Code, Service Org Code, U.S. Agency Code or Non-U.S. Agency Code
  - Location Attributes – Input address information
    - Click “search” to pull up address information
- Input Comments concerning the request
- Click green “create” button

## Troubleshooting:

- **What if my person is not listed in my subject list to be picked?**
  - Most likely, the relationship did not flow over correctly from JPAS. You will need to search for the person by SSN, if DISS does not show SMO relationship then take action to indoctrinate the person under SMO.
- **What if I don’t have the blue “Subject Details” link after their name?**
  - This means you do not have a relationship with the person, you will need to establish a relationship for that link to show up.
- **What if I don’t see any of my people in the subject list?**
  - You may have been provisioned under the wrong SMO, look up a record of a person that should be in your subject list, compare the SMO that has the relationship with the record to

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the SMO you have an account under. If they are different, then reach out to your account manager to be added to the SMO with the correct role needed.

## □ What if the CSR I need is not listed?

- Provide Supplemental Information: The Provide Supplemental Information CSR is used to provide information about a subject.
  - **Note: You may use this type of CSR if the CSR you seek is not available**
- Upgrade Eligibility: The Upgrade Eligibility CSR is used to provide justification to support the request of an eligibility upgrade on behalf of a subject. Note: In order to select an eligibility of Top Secret/SCI, the subject must have an Owning relationship with the Security Officer's SMO, and an SCI sponsorship relationship with a government SMO. If the Process Team in CATS approves the request, a new case is created for the subject with a case type of Top Secret/SCI. After adjudication, the SCI sponsorship relationship between the subject and the government SMO is terminated.
  - **Precondition: The subject has an active eligibility (that does not include Denied or Revoked), and the supporting investigation is present**
- Request Reciprocity: The Request Reciprocity CSR is to request an eligibility for a subject who has a previous eligibility or investigation with another trusted government agency
  - **Precondition: The subject does not have an open case**
- Recertify: The CSR Recertify option requests a recertification of a subject who has lost their prior eligibility due to a non-adjudication event. Users cannot submit this CSR if there is a break in service greater than 2 years
  - **Precondition: The subject does not have an existing open case**
- Request SCI Sponsorship: The Request SCI Sponsorship CSR is used to start the process of requesting SCI Eligibility for a subject. The request is sent to a non-Industry SMO.
  - **Preconditions: The SMO must have an associated "Contracting Organization or Vendor" Organization and have an Active or Interim Top Secret facility clearance level. In addition, the subject must have an Active Top Secret eligibility and have an industry MPC.SBPR, PPR or T5, and no open Interim SCI CSRs from the same SMO**
- Interim Eligibility: The Interim Eligibility CSR is to grant a subject an interim eligibility.
  - **Precondition: An open case where the investigation status is "Open Investigation – Advanced NAC Complete."**

- **No notification if open case** – If a CSR has been submitted then the CSR link will be greyed out, not allowing for additional submittals until the VROC closes the previous CSR.

**NOTE: Process is subject to change, as system is still under development. If you encounter issues, call the DCSA Knowledge Center 1-888-282-7682.**