



ePM Quick Reference Guide #54

Validating Other Federal Agency Employees' Clearance Status

WHAT IS

This QRG describes the clearance process for ePM users from federal agencies other than GSA.

WHO WILL USE THIS?

- National System Administrator
- Zonal System Administrator
- Regional System Administrator

HOW TO...

1. User completes section 1 of the **ePM Systems Clearance Verification Request Form** (shown below). This section includes: user's Full Name, Social Security Number, Date of Birth, Birth Location, GSA Point of Contact (enter the name of the Regional System Administrator), POC Email Address, and POC GSA Region.
2. User forwards the form to their agency's security office and requests that the security office complete the information in sections 2 and 3.
3. User's security office prints the ePM System Clearance Verification Request Form on agency letterhead.

Note: Forms printed on anything other than the user's agency letterhead will not be accepted by the GSA Personnel Security Office.

4. User's security office completes the form and sends it to the GSA Personnel Security Office via:
 - Fax to (202) 219-0572 or
 - Email to GSA.SecurityOffice@gsa.gov
5. GSA Personnel Security Office validates the user's clearance information.
6. GSA Personnel Security sends an email stating the user's investigation meets or does not meet HSPD-12 requirements. HSPD-12 is explained below. A sample of what this email looks like is below.
7. Regional System Administrator (RSA) attaches pdf version of the approval email to the user's contact document in ePM. RSA adds a description to the attachment stating that this is a clearance approval from the GSA Personnel Security Division. For example: Other Agency Security Verification From GSA HSPD-12 Office

DO NOT attach the ePM Systems Clearance Verification Request Form to the user's contact file as it contains PII.

8. RSA workflows the contact to 'Pending Activation'.
9. RSA or ZSA updates the GCIMS Status field in the UAC tool to 'Other Federal Agency'.
10. NSA licenses the user.



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NOTE:

- **Anyone holding an investigation prior to 1997 will not receive an OK from the GSA Personnel Security Office.**
- If you have questions regarding the status of your user in this process, please forward an email to GSA.SecurityOffice@gsa.gov.

EMAIL TO USERS FROM ANOTHER FEDERAL AGENCY

Below is a sample email to users regarding the validation of security clearances:

Hello,

I am the ePM Regional System Administrator for the [GSA Region]. Because we need to verify that your security clearance at the [user's agency name] meets the GSA security clearance requirements to receive an ePM account, you will need to complete the ePM Systems Clearance Verification Request Form and follow the process outlined below. Please let me know if you have any questions.

1. Complete the first section of the ePM Systems Clearance Verification Request Form.
2. Forward the form to your agency's Security Office and request:
 - Agency's Security Office completes Sections 2 and 3 of the form
 - Print the completed form on your agency's letterhead
 - If it is not on the agency letterhead, the GSA Personnel Security Division will not accept the information
 - Return the completed form to the GSA Personnel Security Division via:
 - Fax to (202) 219-0572 or
 - Email to GSA.SecurityOffice@gsa.gov

The directions for your Security Office listed above are also on the ePM Systems Clearance Verification Request Form.

Once your completed form has been received by GSA, the GSA Personnel Security Division will contact me with the results of the validation process. If there are any issues, I will contact you.

Thank you very much for your help.



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SAMPLE EPM SYSTEM CLEARANCE VERIFICATION REQUEST

ePM Systems Clearance Verification Request Form			
<p>INSTRUCTIONS:</p> <ol style="list-style-type: none"> PLEASE PRINT THIS FORM ON YOUR AGENCY'S LETTERHEAD. The form cannot be accepted unless it is printed on your agency's letterhead. PLEASE COMPLETE THIS FORM AND RETURN IT AS SOON AS POSSIBLE TO: General Services Administration/Personnel Security Division Fax: (202) 219-0572 or email: gsa_securityoffice@gsa.gov 			
<p><i>The U.S. Government agency indicated below is requesting that you provide them with specific data pertaining to security clearance information your agency might maintain on the subject whose identifying information is provided hereon. This request is being made to grant system access to the Applicant below to the General Services Administration's ePM application. Please contact the GSA Personnel Security Division with any questions at gsa_securityoffice@gsa.gov.</i></p>			
<p>SECTION 1 – FOR THE ePM APPLICANT TO COMPLETE</p>			
<p>Put an "X" next to the appropriate box: New Request <input type="checkbox"/> Updated Request <input type="checkbox"/></p>			
<p>Applicant's Name:</p> <p style="text-align: center;"> <input type="text"/> <i>Last</i> <input type="text"/> <i>First</i> <input type="text"/> <i>Middle</i> <input type="text"/> <i>Suffix</i> </p>			
<p>SSN: <input type="text"/> DOB: <input type="text"/> Place of Birth: <input type="text"/></p>			
<p>Phone Number: <input type="text"/> Email Address: <input type="text"/></p>			
<p>GSA Point of Contact:</p>			
<p>Name: <input type="text"/> Email Address: <input type="text"/> Region: <input type="text"/></p>			
<p>SECTION 2 – FOR THE APPLICANT'S SECURITY OFFICE TO COMPLETE</p>			
<p>Investigative Basis: <input type="text"/></p>			
<p>Type of Background Investigation: <input type="text"/> Date Background Investigation Closed: <input type="text"/></p>			
<p>Investigative Agency: <input type="text"/></p>			
<p>Adjudication Date of Background Investigation: <input type="text"/></p>			

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SAMPLE APPROVAL EMAIL FROM GSA PERSONNEL SECURITY

Below is a sample email from GSA Personnel Security confirming the clearance status of employees from other federal agencies:



HOMELAND SECURITY PRESIDENTIAL DIRECTIVE-12 (HSPD-12)

The HSPD-12 process is part of a larger identity management and security effort at GSA. At GSA, "identity management" is concerned with the identity of individuals who need to (or try to) access GSA-controlled resources such as IT systems, IT networks, GSA buildings, or other GSA-controlled facilities. Identity management begins with having in place a well-designed agency-wide security framework for identifying GSA resources and their particular security requirements. ePM is an IT system housed on a GSA network therefore HSPD-12 is required for all users following the GSA Security Policy.

When accessing a GSA resource (e.g., when entering a building or logging onto an IT system), an individual must usually provide some form of credential as a proof of identity. Credentials come in many forms and can include a photo ID card used as a flash-pass to enter a building, or a user name and password used to logon to a GSA IT system, among others. The GSA PIV card will used to access both GSA buildings and IT systems.

The HSPD-12 program is an effort to improve the quality and reliability of GSA credentials by issuing a new agency-wide GSA ID card called the PIV card. The card uses smart card technologies: it has a computer chip embedded in the ID card that electronically stores credential information including biometric. This improved ID card will be used in the future to provide better controlled access to GSA buildings and IT systems.



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The new GSA PIV card will support the identity management goal of providing the framework for linking three artifacts:

- (1) An individual person
- (2) Their issued credentials, where each credential represents a separate "identity"
- (3) The access privileges granted to use GSA resources

In order to get these three linkages set up and working, there are five major steps:

- (1) Making a request for credentials and access privileges. In this step, an individual works with the designated GSA staff to make a request to be granted routine access to GSA resources; this usually happens when a new employee or contractor joins GSA, though requests for additional privileges or credentials can be made later as needed.
- (2) Identity proofing. In this step, GSA verifies the identity of the individual requesting access; this usually involves doing name and fingerprint checks against multiple Federal and state databases, as well as conducting an OPM personnel investigation in most cases.
- (3) Credentialing. In this step, if the identity proofing step has produced favorable results from the database checks and personnel investigation, GSA issues the appropriate credentials to the individual requesting access.
- (4) Access provisioning. In parallel with the credentialing step and prior to using any credentials issued, GSA security staff grant ("provision") access to specific IT systems and, in some cases, to specific GSA-controlled building and facilities.
- (5) Usage. Finally, if an individual presents his or her credentials and requests to use or access specific GSA resources, and if the appropriate access privileges have been set up in advance (especially in the case of IT systems access), then the individual's usage request is granted.

Detailed instructions on the HSPD-12 process can be obtained at [GSA's Identity, Credentials, and Access Manage](#) page.

KEY CONTACTS

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Washington, DC 20405-0001