As a first time user, you have been tasked to complete IDP or USPV verification and MFA enrollment. Please refer to this document for additional answers to your questions. This document's purpose is to highlight some of the most common questions surrounding First Time non-employees.

FAQ'S

1. **What is Identity Proofing (IDP), and why is it required?**
   Identity proofing refers to the process, by which SAIC verifies users' identities before activating their credentials. Identity proofing provides a higher level of security, and a prerequisite for access to SAIC applications. The Exostar service uses two proofing methods to verify a user's identity. If you are located in the United States, you can complete identity proofing instantly by answering Experian credit bureau-based questions, or by scheduling a live proofing video proofing via webcam. Users located outside of United States must schedule a live proofing session.

2. **How often does an account have to be recertified?**
   Every 90 days.

3. **What phone number do I use for the Contact Information?**
   You can provide both business phone and cell phone. Cell phone is recommended.

4. **I want to use a different email than what is shown to the Account page; I can't change it on the page; how do I get that changed?**
   You will have to contact your sponsor.

5. **I don't have a credit card to pay for the proofing license key.**
   You can use a PO

6. **My credit card was declined.**
   Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

7. **How long is my ID Proofing (IDP) and/or US Person Verification (USPV) valid for?**
   10 years.

8. **Do I have to IDP more than once?**
   No, not until the 10 years has passed; your IDP is valid for 10 years.

9. **What if I change my name, do I have to do IDP/USPV again?**
   You will not have to IDP/USPV again for a name change as you are now known to SAIC.
10. I have already IDP or USPV with another Contractor (e.g., Northrop, Boeing, etc), can I use that IDP or USPV?
   Unfortunately, No. This Identify Proofing Service is not transferrable across contractors and you must IDP or USPV for access to SAIC systems.

11. I have already done IDP, now I’m being asked to USPV – do I have to pay again?
   Yes, You will need to buy a license key to complete the USPV requirement; USPV is required for non-employees that will have access to data that is governed by compliance regulations requiring validation that a non-employee is a US Person or US Citizen (e.g., ITAR controlled data).

12. I have already done USPV, now I’m being asked to IDP – do I have to do that? Pay again?
   No. A user should not have to IDP if they have already successfully gone thru the USPV process with SAIC.

13. I’m working with setting up my account and my sponsor has asked me for my security question answers. I’m not comfortable giving those.
   The initial set is only used if you need to call the Partner Line during the account provisioning and activation process. You will answers new security questions once you have access to the systems and the sponsor will not have access to your new security answers.

14. The page link sent to me in the email has expired; now what do I do?
   Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

15. I got an error that says to contact Exostar – who is Exostar? Why am I contacting them? How do I contact them?
   Exostar is the ID Proofing third-party vendor contracted by SAIC.

16. I lost my original email with the link. What do I do
   Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

17. Why is personal information required when activating my account?
   You might have already encountered the Experian identity proofing process in other contexts. Today, this type of proofing is a common practice for detecting fraud and establishing the validity of the individual’s identity. All checks are done through Experian, and the sole purpose of this process is to validate you are the person who you claim to be.

18. Experian Proofing: Will anything change on my credit report if I decide to activate my account by answering credit bureau-based questions? Will it affect my credit rating?
19. **Experian Proofing: Is any personal information saved or stored during the Experian instant proofing (Social Security Number, Date of Birth and Personal Contact Information)?**
   No, this information is not stored or saved by SAIC or Exostar. If you are answering credit bureau-based questions, the credit bureau already possesses this information, and is using it solely as matching or search criteria.

20. **Experian Proofing: Why was I directed to the mail option during my IDP process?**
   If you do not answer the questions correctly during the credit bureau-based questioning, but the Experian service can locate you, you receive an activation code via postal mail in four business days.

21. **Webcam Proofing: Who can complete live video proofing?**
   Users located internationally must complete live video proofing using a webcam. Users located in the United States may be required to complete live video proofing if they cannot verify their identity through the Experian proofing option.

22. **Webcam Proofing: What if I don't have a webcam? Can I use a camera on my smart phone?**
   If you have a smart phone, the appointment can be completed using the camera on your phone. Before your appointment, download the Cisco Webex Meetings application.

23. **Webcam Proofing: What will happen during my interview?**
   **Step 1.** Shortly before your proofing interview, you receive a Webex invite via email. Launch Webex by clicking the link in the email. When prompted, select your webcam for video, but do not connect to the audio.
   **Step 2.** An Exostar proofing agent calls at the time of your proofing appointment, and asks you to answer a series of yes or no questions. You must also show acceptable and unexpired identification via webcam.
   **Step 3.** At the end of a successful proofing appointment, the proofing agent provides an activation code for your security credential. Have a pen to write it down!

24. **Webcam Proofing: What documents can I use to prove my identity?**
   A valid and unexpired government photo ID is required. For non-US nationals, you must provide a valid and unexpired photo ID that is recognized and accepted by the US Federal Government.

25. **Webcam Proofing: Do I have a webcam?**
Nearly all modern laptop computers come with built-in webcams. If you aren't sure whether your laptop has a built-in webcam, speak to your IT Department or the manufacturer of the computer. Manufacturer websites contain any necessary documentation and drivers to get a built-in webcam up and running.

26. **Webcam Proofing: What application do you use to conduct the proofing interview? Can I test my system in advance to ensure my technology works during the interview?**

Exostar Live Video Proofing takes place within a secure Cisco Webex meeting. Before your appointment we highly recommend performing the Webex System Test on your machine, as there is very limited time during the proofing session to troubleshoot your system configuration. Excessive troubleshooting time during the proofing appointment may result in the need to reschedule.

- Test Here: [https://www.webex.com/test-meeting.html](https://www.webex.com/test-meeting.html)

27. **Webcam Proofing: Can I join the proofing session from a mobile device?**

Newer mobile devices such as a 3rd generation or later iPad, iPhone 5, and many Android devices support the Cisco Webex Meetings App, which can be downloaded from iTunes and the Google Play store. These devices may have sufficient front-facing camera quality to successfully complete the live video proofing if a more conventional webcam is not available to you. Note if you choose to go this route, Exostar personnel cannot provide troubleshooting for your device. You can download the Cisco Webex Meeting App by navigating to the below links:

  
- You can also search for "Webex" from your device app store.

Follow the steps below to launch the video proofing session:

- **Step 1.** Open the Cisco Webex Meetings App on your smart phone.
- **Step 2.** Accept Terms and Conditions (if you haven’t done so yet), and click Join Meeting.
- **Step 3.** Enter your meeting number (Webex meeting email invite), and click Join.
- **Step 4.** Do not connect the audio (the proofing agent will call you), but select the Camera Icon and click Start My Video.

28. **Webcam Proofing: What information will be recorded? How is the integrity of my personal information guaranteed?**

The Proofer shall not collect or record copies or images of the identity documents presented by the Applicant during the proofing event.

No recording or transcript of the Video Proofing event shall be created or retained by any party. Exostar records and stores the type of document presented, the issuer of the document, the unique document number, the legal name as it displays on the document, and the expiration of the document.