Non-Employee:
Frequently Asked Questions(FAQ)

ID Proofing (IDP) and US Person Verification Plus (USPV+)

You have been tasked to complete IDP or USPV+ verification. Please refer to this document for additional answers to your questions. This document's purpose is to highlight some of the most common questions related to the identity proofing process.

Topics:

- **Proofing General Question**
- **Starting Proofing Submission**
- **License Key Purchasing**
- **Experian Proofing**
- **Webcam Proofing**
- **USPV+**
- **Error Message**

FAQ'S

1. **Proofing General Question: 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).

2. **Proofing General Question: 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).

3. **Proofing General Question: Why is personal information required when during the ID Proofing (Experian process)?**
   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. If you are uncomfortable supplying answers to some of the personal questions, you will be provided the option to complete Webcam Proofing instead of answering the Experian questions.

4. **Proofing General Question: 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.

5. **Proofing General Question: I was unable to complete my proofing appointment. How do I restart the process?**
   Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

SAIC

6. **Proofing General Question: How long is my ID Proofing (IDP) and/or US Person Verification (USPV+) valid for?**
   10 years.

7. **Proofing General Question: 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.

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

9. **Proofing General Question: I have already completed IDP or USPV+ with another Contractor (eg, 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.

10. **Proofing General Question: 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).

11. **Proofing General Question: 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.

12. **Proofing General Question: 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.

13. **Starting Proofing Submission: What phone number do I use for the Contact Information?**
    Cell phone is recommended, but you can provide both business phone and cell phone.

14. **Starting Proofing Submission: 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.

SAIC

15. License Key Purchase: Can we purchase license keys on behalf of our personnel?

Please refer to the Exostar License Bulk Purchase info sheet under the resources sections of the SAIC Partner page: https://partner.saic.com.

16. License Key Purchase: I don't have a credit card to pay for the proofing license key.

You can use a PO.

17. License Key Purchase: What is the validity of my Identity Proofing Service license key purchase?

Your license key is valid for 90 days from the date of purchase, not from the date of payment. It is very important that you complete all payment transactions in a timely manner to allow you time to register your license key within 90 days from the date of your purchase. Reminders are not sent to notify you of purchase expiration.

18. License Key Purchase: What do I do if I have paid in full but did not receive the license key via email?

When Exostar has received full payment for your purchase, the purchaser automatically receives an email providing proof of purchase and the license key required to complete proofing appointment registration. If you are the purchaser and are unable to locate the email, please check you junk mail folder for an email with the subject line, "SAIC Proofing Service Purchase". In addition to the Proofing License email, you also receive a sales order and payment confirmation email. Alternatively, you may retrieve your license key by logging into your Exostar webstore account with your email address and password set up during the purchase process.

19. License Key Purchase: My credit card was declined.

Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

20. Experian Proofing: 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.

21. 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?

No, a soft inquiry is placed on the report, and it is only available to you and Exostar. This does not affect your credit score or your ability to borrow. Please note credit bureau-based questions are only available to users located in the United States.

22. 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 Exostar. If you are answering credit bureau-based questions, the credit bureau already possesses this information, and is using it solely as matching or

SAIC®

search criteria.

23. **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.

24. **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.

25. **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.

26. **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!

27. **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.

28. **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.

29. **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

30. **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:

•Google Play Store Link:
https://play.google.com/store/apps/details?id=com.cisco.webex.meetings&hl=en
•Apple iTunes / App Store link: https://itunes.apple.com/us/app/cisco-webex-meetings/id298844386?mt=8
•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.

31. **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.

32. **USPV+: I have submitted my proofing appointment request. When and how will I be contacted for my appointment?**
An email will be sent with instructions on how to initiate the process. If you have not received an email in 24 hours, call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

33. **USPV+: What is the purpose of the employment letter?**
The employment letter is vital for two main reasons. The first is to verify that a person indeed works for the company that has been entered into the system. This is why a signature on company letterhead is required. The second is for U.S. Person determination. An individual, according to U.S. export regulations, is a non-US person if he/she is employed by a non-US company. This is determined via the country of incorporation of the supplier which is why these exact words are required in the letter. The

SAIC.

country of incorporation supersedes the citizenship of the individual if the country of incorporation is outside the United States, thus making the contractor a Non-U.S. Person for data access purposes.

34. **USPV+: I am unable to make it to my proofing appointment. How can I reschedule my appointment?**
Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).
NOTE: Failure to reschedule your appointment 24 hours prior to your appointment results in a failed proofing. If applicable, you will need to re-purchase a proofing appointment and reach out to your sponsor to resubmit a proofing request.

35. **USPV+: I am an independent contractor, who should prepare my employment verification letter?**
Refer to the "USPV+ Employment Verification Letter" info sheet under the resources sections of the SAIC Partner page: https://partner.saic.com

36. **USPV+: Are group proofing appointments supported?**
Exostar is able to accommodate group Identity Proofing Service appointments. Please open an online support case for additional information. Call the Partner Line at 844-788-2121 (Mon. through Fri., 7 a.m. to 7 p.m. ET).

37. **USPV+: I have acquired a new name that does not match the name on my identity proofing document. What can I bring to verify my name change?**
In addition to providing a document from the Acceptable Identity Document List, a contractor must bring in evidence of the legal name change. This can be a marriage license or another legal name change document that must be accompanied with an unexpired photo id issued by a state or federal agency that also displays the new name. See below examples:

Failed Proofings Example
Proofing Submission Displays: John Doe
Legal Name Change Document Displays: William Doe
Unexpired Driver's License: John Doe

Successful Proofings
Example 1:
Proofing Submission Displays: John Doe
Legal Name Change Document Displays: William Doe
Unexpired Driver's License: William Doe

Example 2:
Proofing Submission displays: Jane Doe
Marriage License Displays: Jane Smith
Unexpired Driver's License: Jane Smith

SAIC.