Non-Employee Identity Proofing (IDP) Using Knowledge Based Authentication (KBA) Instructions for Existing Non-Employees

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Section I: Overview

The purpose of this document is to detail the Identity Proofing (IDP) process using Knowledge Based Authentication (KBA) with Exostar for existing Non-Employee accounts. SAIC requires a user to complete IDP in order to get provisioned with an account to access SAIC systems.

An SAIC sponsor must submit for a non-employee to initiate the process.

Section II: Non-Employee: Identity Proofing (IDP)
Users will need to complete the IDP process in order to access SAIC systems. See below process for step by step directions.

- **Step 1:** You should have received an email invitation from cornerstone-notify@saic.com containing a click “HERE” link to access the Non-Employee Account Management System. **IMPORTANT: Do not delete this email** as it contains a unique link that was assigned to you. You will need to come back to this email and click that link during the process, to be able to access the provisioning system.
Sample Email shown above

- **Step 2:** Purchasing a Proofing License Key:  (If you are *not* required to purchase a license, please skip to **Step 3**.)

  Click on the link “Purchase Exostar License” to access the Exostar web store.

  

  A new browser tab will open with the Exostar store.
Follow the prompts to purchase a license key. You will have to set up a shopping account with Exostar in order to purchase the license. Once you complete the transaction, you will receive an email with the license key.

Return to the SAIC account system and enter the license key, click Save License Key. Tip: If you closed the browser to the SAIC system, use the link in the email referenced in ‘Step 1’ to access the SAIC system.

- **Step 3:** Once in the system, carefully review the accuracy of your personal information. It is very important that the name in the system matches the name that is stated in the government issued documentation (including Middle name vs Middle Initial) that you may need to present during the proofing events, depending on the process. If you are required to do a webcam proofing and the documentation presented on the documents does not match the name that is in the system, you will fail the proofing session and you will be required to pay for, and schedule another session. Make any necessary adjustments to the Contact Information. After you have confirmed that the Contact Information is correct, click the “Save Contact Information” button.
If all required fields have been completed, you will observe that the Identity Proofing Section is now displayed on the form along with the Credit Freeze Impact questions:

**Note:** If you select the check box in the “Credit Freeze Impact on Experian Proofing” section, you will get an option to start webcam proofing. Only select this if you have a credit freeze or if you do not want to answer 4 personal questions.
If you selected to opt out of Experian proofing, you will be given the opportunity to schedule your webcam appointment using the following screens.

If you choose to move forward with the Experian proofing, click the “Start Experian Proofing Request” button.

Click the “Continue” button.
- **Step 4:** You will now start the ID Proofing process.

- First Verify Your Identity and complete the form shown:

  ![Form Image]

  - Click "I Agree" to progress to the Knowledge Based Questions. If you are not immediately presented with the Knowledge Based Questions, then please proceed to **Step 4A**, else skip to **Step 4B**

  - **Step 4A:** If Experian cannot find an exact match, you may be prompted for additional information (e.g., your complete Social Security Number). If the system found a match and you are now presented with Knowledge Based Questions, then skip to **Step 4B**. If you answered the questions partially correct, you may be presented with a Webcam Proofing Option [Webcam Proofing instructions can be found on the SAIC Partner Self-Service page] OR you may be presented with a postal address that Experian found for you in their database:

    - If the postal address displayed is not correct, click *This is not my address* and you will be redirected to the Accounts Portal to start a Webcam Proofing.
    - However, if the address shown is correct, then click the Mail Activation Code” button. Allow at least 5 business days for the activation code to be delivered via postal mail, in an envelope, from Experian, to your address being displayed.

  ![Email Activation Code Image]
When you receive the activation code follow these instructions:

a) Go to the initial email sent form SAIC (referenced in Step 1) and click on the link to access the system.

b) If necessary, call the Partner Line to get a new email sent to you.

c) Once in the system, click the “Resume Proofing” button.

d) Enter the activation code to complete Identity Proofing.

Note: You must enter the activation code exactly as it is shown in the letter. Also note that the code expires 30 days from the day requested.

- **Step 4B:** A series of Knowledge-Based questions will be presented to you (i.e., credit bureau type of questions). If you answer the first set wrong, you may be presented with a second set of questions. Once the set of answers is submitted correctly, a successful completion note will be displayed.

If you are not successful, then please continue …

- If incorrect answers are provided, but the credit bureau is able to locate you with your personal information, you may be presented with an option to mail an activation code to the address presented (see Step 4A above) **OR** you may be routed to webcam proofing.
Section IV: Where to go for help
For assistance please contact the SAIC Non-Employee Partner Line at 844-788-2121 (Monday-Friday, 7am to 7pm ET)