

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 be provisioned with an account to access SAIC systems.

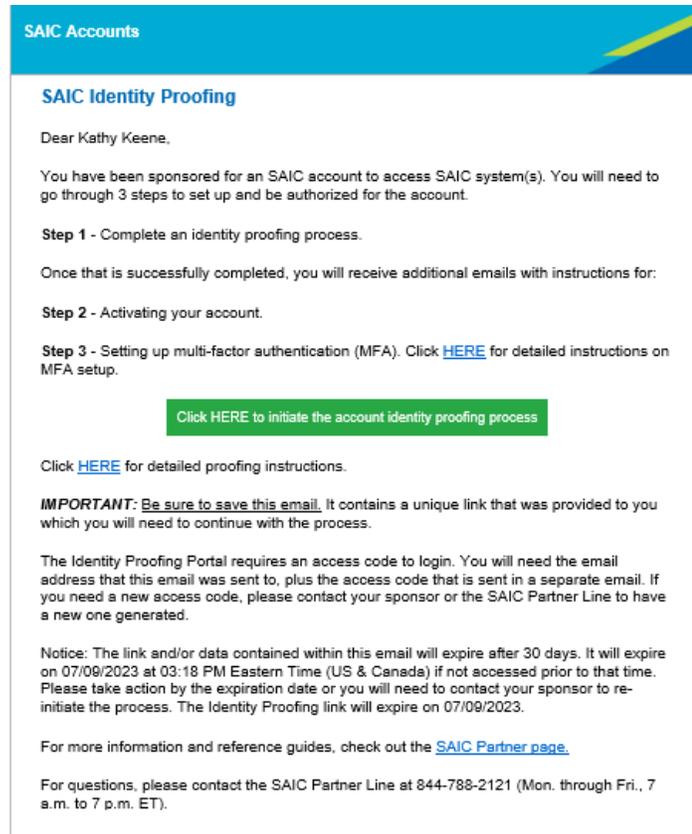
Section II: Non-Employee: Identity Proofing (IDP) Step-by-Step

Users will need to complete the following IDP process in order to access SAIC systems.

Step 1: You will receive two emails from Cornerstone-NoReply@saic.com.

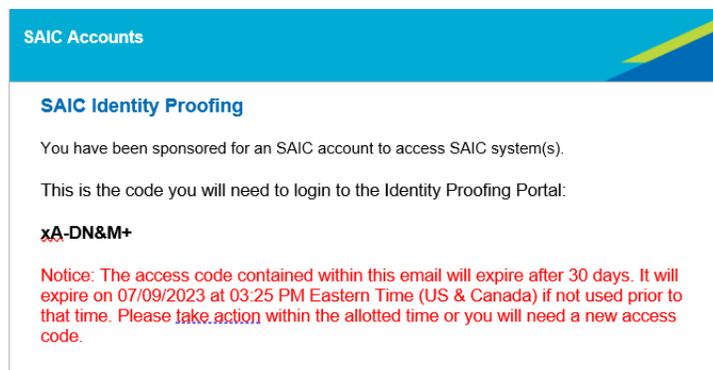
- The first will be an invitation containing a 'Click HERE' link to access your SAIC Accounts Portal page to initiate the account identity proofing process.

IMPORTANT: Do not delete this email as it contains a unique link that was assigned to you and you will need to come back to this email and click that link during the process, to be able to access the provisioning system.



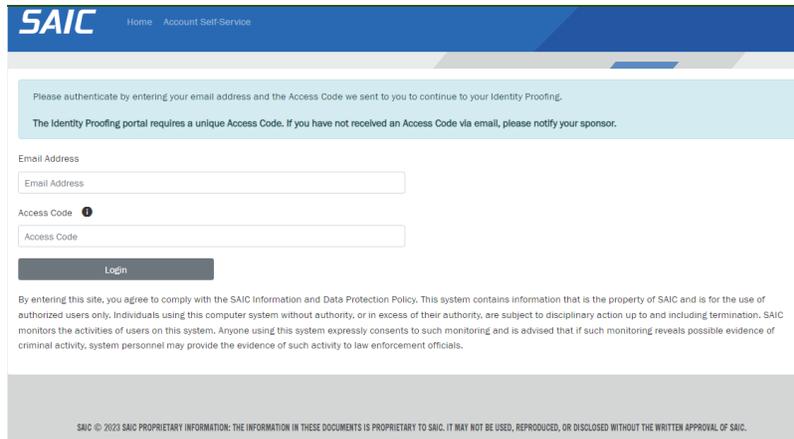
Sample Invitation Email

- The second will be an email with your SAIC Accounts Portal page access code.



Sample Access Code Email

To log in to your SAIC Accounts Portal page, click on the link in the first email, enter the email address that this email was sent to, and then enter the access code you received in the second email. If you need a new access code, please contact your sponsor or the SAIC Partner Line to have a new one generated.



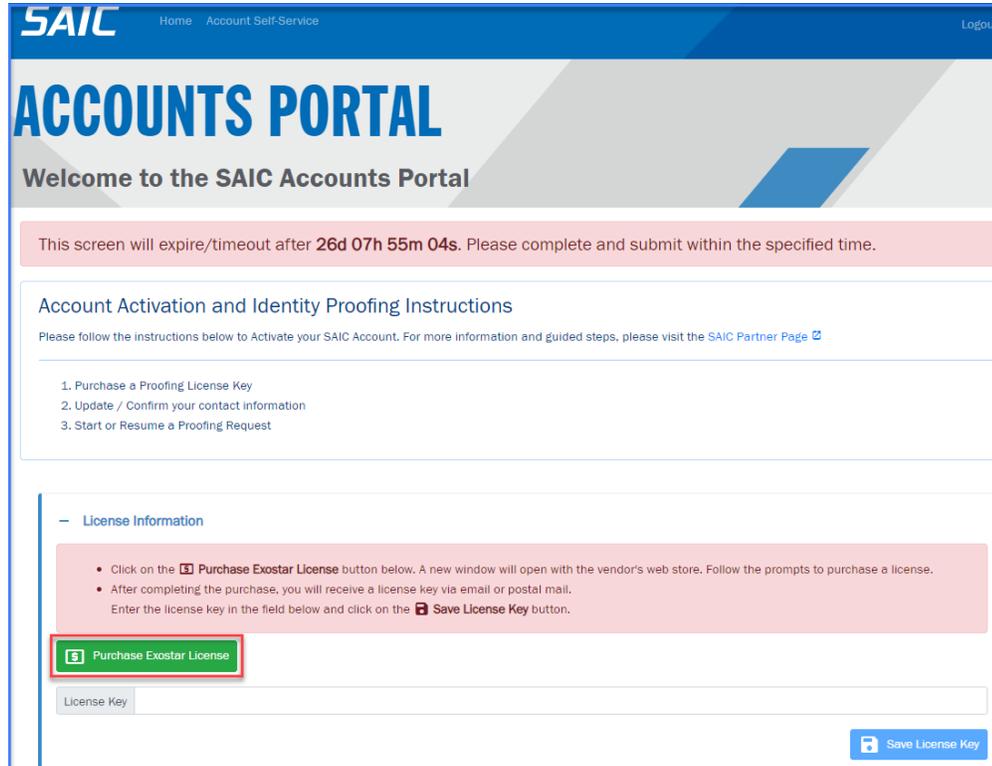
SAIC Accounts Portal Login Page

Once you’ve accessed the Portal page:

Step 2: If the **“License Information”** section displays, you’ll need to purchase a license key, or your company will need to provide one to you.

If you are an SAIC customer this section will not display. Please skip to Step 3.

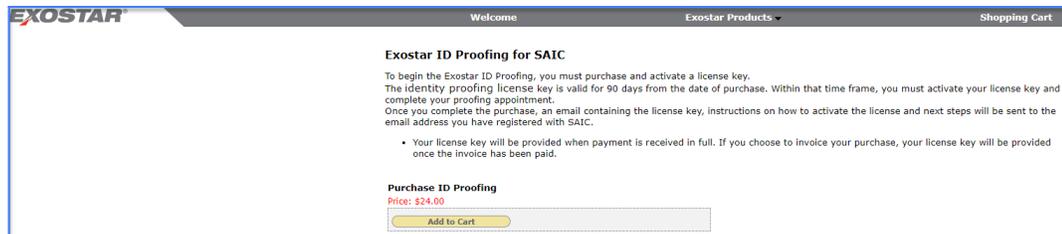
To purchase a key, click on the **“Purchase Exostar License”** button to be redirected to the Exostar Web Store.



Accounts Portal Page – License Information Section

A new browser tab will open to the Exostar Web Store.

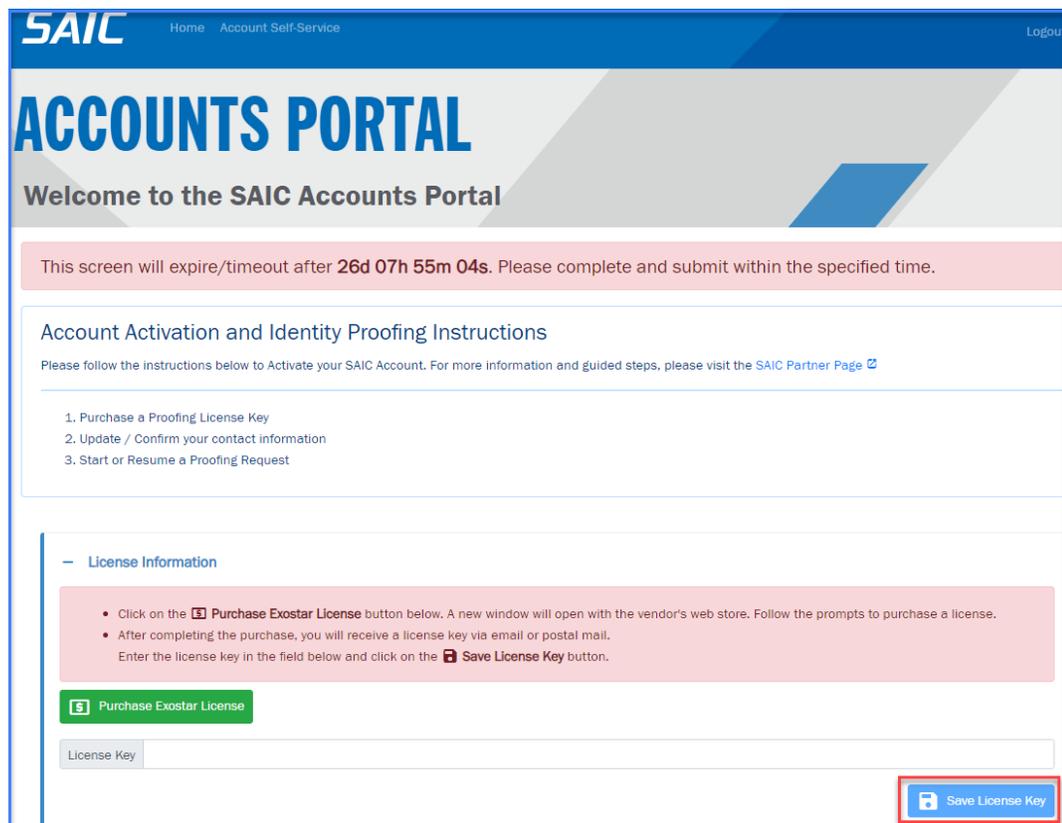
Follow the prompts to purchase a license key. Once you complete the transaction, you will receive an email with the license key.



Exostar Web Store

Return to the SAIC Accounts Portal page, enter the license key in the “License Key” field and click the “Save License Key” button.

Note: If you closed your SAIC browser session, you can return to the Accounts Portal page by referring back to the first email you received as referenced in Step 1.



Accounts Portal Page – License Information Section

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 that you *may* need to present during the proofing event, depending on the process.** If you are required to do a webcam proofing and the documentation presented states a different name from what is in the system, you will fail the proofing session and **you will be required to pay for (if you are covering the cost from the start of the process) 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.

Contact Information

Accurate contact information is required for Identity Proofing. Please verify the information below and correct if necessary.

IMPORTANT: This information must match Government issued documents. If you proceed without correcting the necessary information, you will incur the cost of purchasing an additional license key.

- Country of residence
- Full legal name
- Phone number, including country code
- Company Name
- Timezone, City, State and Postal Code

Email: dove@test.com

Company Name: AMERICAN TELEPHONE AND TELEGRAPH

Country: United States

First Name: Dove | Middle Name: | Last Name: Tree | Suffix: |

Phone: 555-666-7777

City: | State: | Postal Code: 00000-0000

Timezone: | Region Code: |

Save Contact Information

Accounts Portal Page – Contact Information Section

Step 4: If all required fields have been completed, you will observe that the Identity Proofing Section is now displayed on the form along with the Webcam proofing option.

Note: If you select the check box in the ‘Webcam Identity Proofing’ section, **skip to Step 5.** Only select this if you have a credit freeze or if you do not want to answer the 4 personal questions.

If you did not choose Webcam Identity Proofing please proceed to clicking on ‘Start Experian Proofing Request’.

Webcam Identity Proofing

Please check here if the following applies:

- You do not want to provide Experian answers to 4 personal questions similar to requesting a credit report. Note: You will have to schedule an appointment which can take some time to schedule but once scheduled you can call into a queue to be webcam identity proofed. See Webcam IDP.

If this option is selected and saved, the process will automatically switch to webcam proofing.

Save Contact Information

Identity Proofing

Proofing Type: ID Proofing - Experian (KBA)

Attempt 1 of 3 Experian (no failures)

Start Experian Proofing Request

Click the 'Continue' button to proceed to the Exostar website.

Start Proofing Request

You will now be leaving SAIC and accessing a third-party website.

You will be returned to this page when you complete the process on the Exostar website

Do you wish to continue?

CONTINUE CANCEL

Third-Party Acknowledgement Page

You will now start the ID Proofing process.

First verify your identity and complete the form shown:

Step 1: Confirm Profile | Step 2: Verify Identity

- Enter the information instructed below.
- Exostar will not store or update your profile with this information, which is only used during the identity verification process to confirm you are who you say you are.
- Need more information? [View our frequently asked questions](#)

Your full legal name is required. If the information below is incorrect, select 'Return to SAIC' below to update your information.

*First Name: Rosie Middle Name: O

*Last Name: Daley Suffix:

Enter your current home address below.

*Home Address: 123 Main Street *State: Maine

*City: Mytown *Zip Code: 12345 (ex 20001 or 20001-1234)

Enter a phone number. If you do not have a home number, you can enter an alternate such as a mobile phone number.

Home Phone: 1112225555 (Numbers only) Alternate Phone:

This information is required for verifying your identity. Exostar will not store or update your profile with this information.

*Date of Birth: Month: August Day: 21 Year: 1999 *Social Security Number: 1234 (Last 4 numbers only)

By agreeing to participate in the identity verification process, I hereby consent to the use of the information (including any personally identifiable information) I provide herein in the identity verification process. You understand that by clicking on the I Agree button immediately following this notice, you are providing "written instructions" to Exostar under the Fair Credit Reporting Act authorizing Exostar to obtain information from your personal credit profile or other information from Experian. You authorize Exostar to obtain such information solely to verify your identity. [View and Print](#)

I Agree I Disagree Return to SAIC

You must click I Agree to continue to the next step.

Experian/KBA Verify Identity Page

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 (see Step 5) OR you may be presented with a postal address that Experian found for you in their database:

- o 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.
- o 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.

Step 1: Confirm Profile | Step 2: Verify Identity

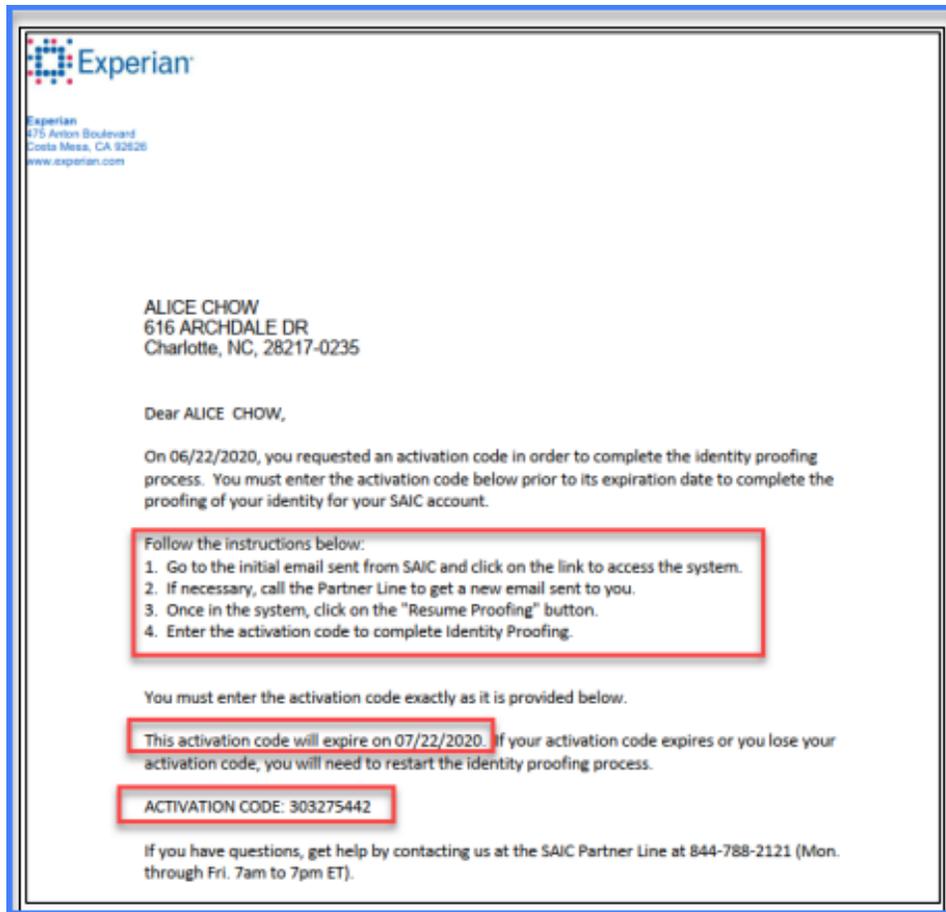
- In order to complete verification of your identity, an activation code needs to be mailed to the address below.
- If you cannot receive postal mail at the address below, select the 'This is not my address' option.
- Need more information? [View our frequently asked questions](#)

Confirm the address below to receive an activation code via postal mail from Experian. The activation code will be mailed to the address presented below. Please allow up to 5 business days for the activation code to arrive.

Home Address: 19822 2375 RD State: Colorado
City: CEDAREDEGE Zip Code: 81413

Mail Activation Code **This is not my address**

Mail Activation Code Page



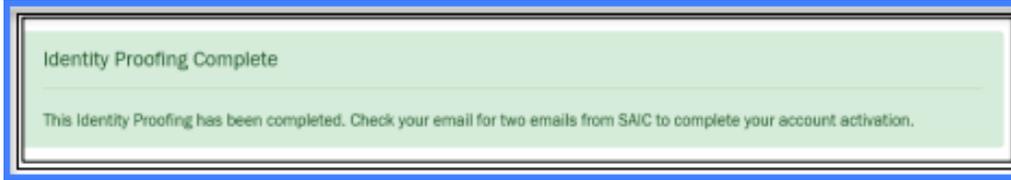
Sample of Experian Activation Code Letter

When you receive the activation code follow these instructions:

- a) Go to the initial email sent from 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.

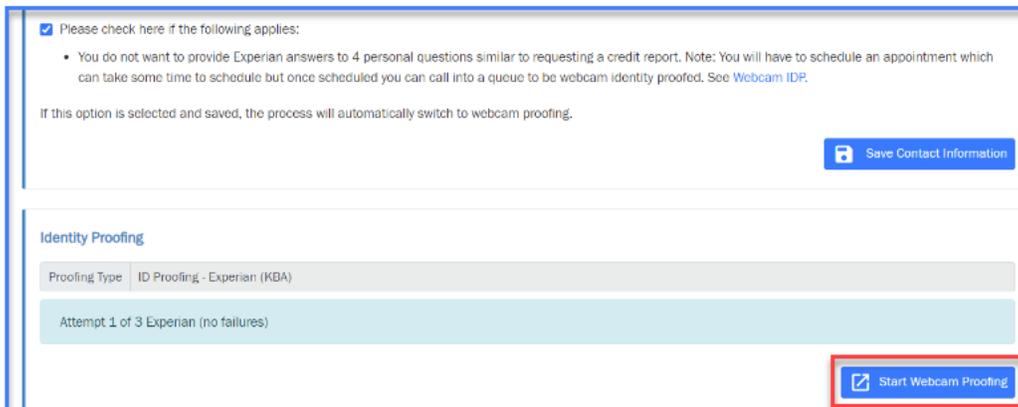


Success! Your ID Proofing is now complete and you will receive an email with instructions on how to activate your account. Your sponsor will also be notified.

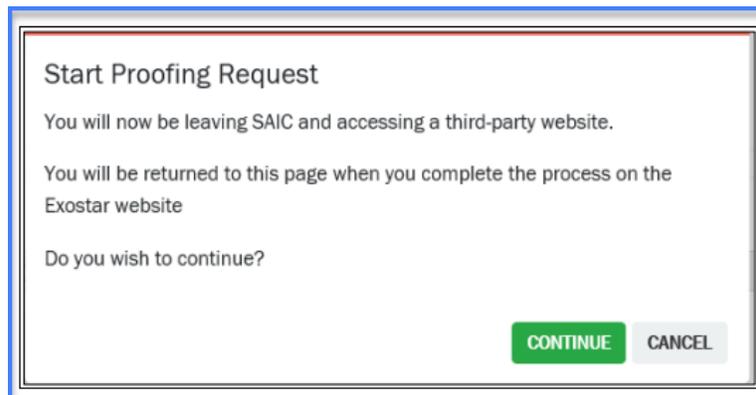
If you are not successful, then please continue ...

*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.*

Step 5: If you selected the check box to switch to Webcam Proofing, click on “Start Webcam Proofing”.

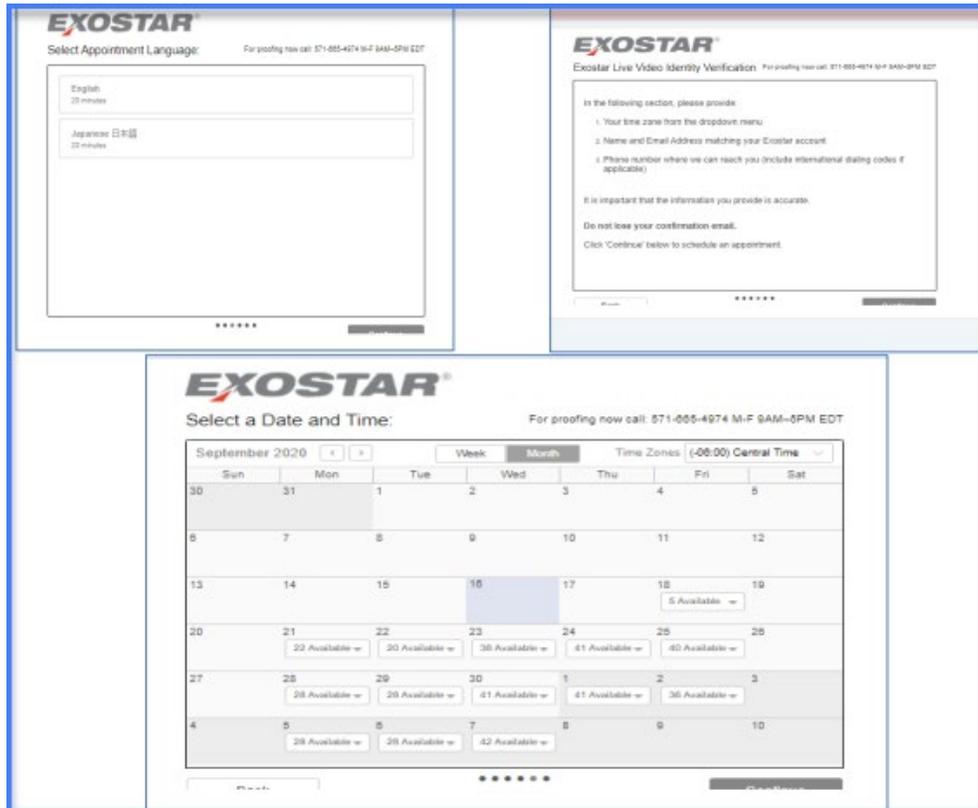


Click the 'Continue' button.



Third-Party Acknowledgement Page

You will then be given the opportunity to schedule your Webcam appointment.



Exostar Scheduling Tool

For more information on Webcam Proofing please refer to the **IDP – Webcam Method Quick Reference Card** on the SAIC Partner Self-Service Page at <https://partner.saic.com/>

Section III: 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).