

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

Contents

Section I: Overview	1
Section II: Non-Employee: Identity Proofing (IDP)	1
Section IV: Where to go for help	8

Section I: Overview

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

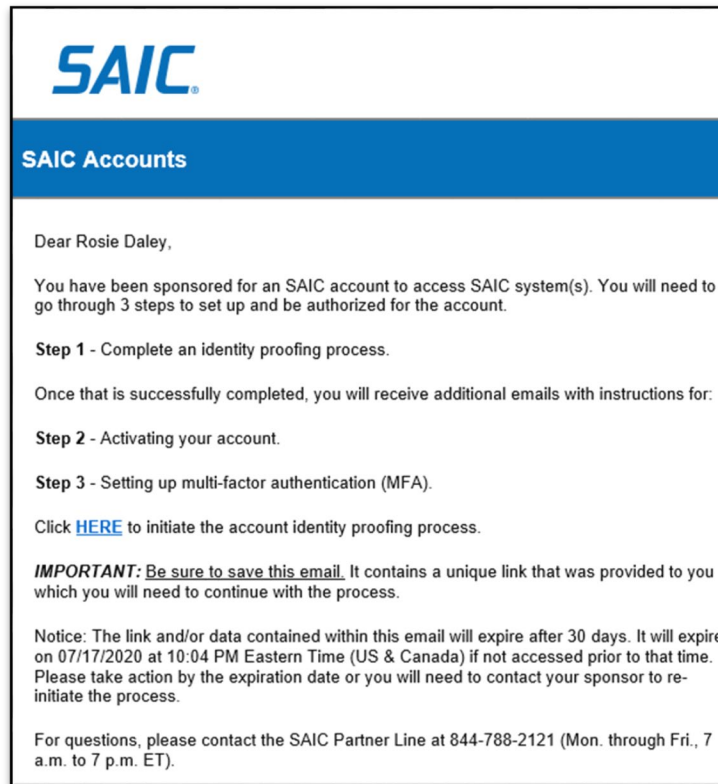
An SAIC sponsor must submit for a non-employee to initiate the process.

IMPORTANT: Once you complete the process described in this document, you will be provisioned with an account and will receive instructions (via email) on how to activate the account.

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

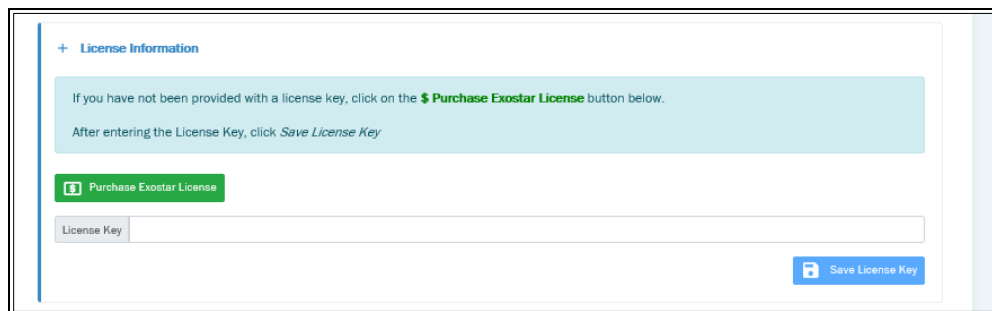
Users will need to complete the IDP process in order to access SAIC systems. See below process for step by step directions.

- **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.

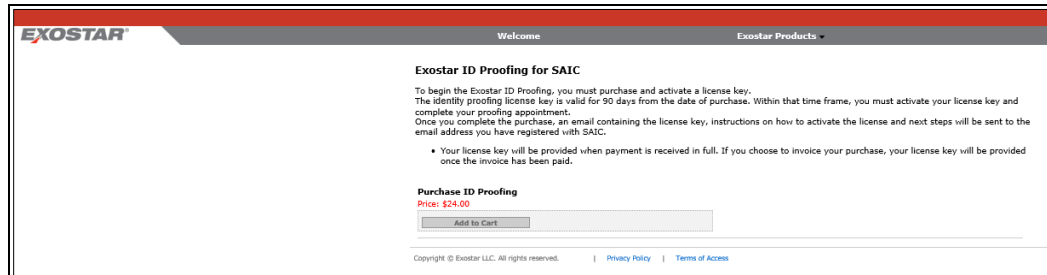


Sample Email shown above

- **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.

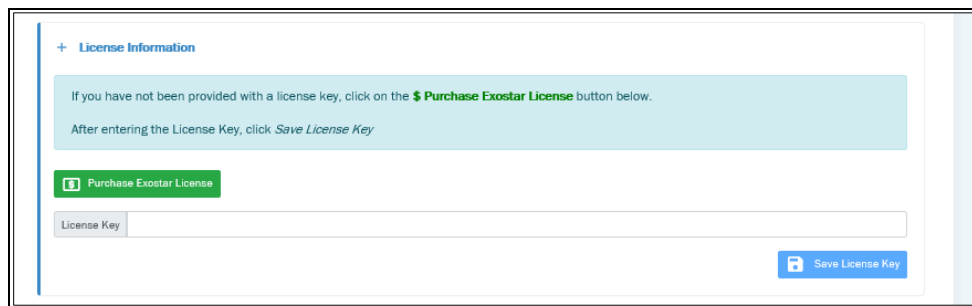


A new browser tab will open with the Exostar store.



Follow the prompts to purchase a license key. You will have to setup 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 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.

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

Email: odaley@noemail.com

Country: United States

First Name: Rosie Middle Name: O Last Name: Daley Suffix:

Phone: 1112223333

[Save Contact Information](#)

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 be directly routed to webcam proofing. Only select this if you have a credit freeze or if you do not want to answer 4 personal questions.

Credit Freeze Impact on Experian Proofing

Please check here if either of the following applies:

- You have a credit freeze on your Experian account and do not want to lift the freeze to go through the Experian Identity Proofing.
- You do not want to provide Experian answers to 4 personal questions similar to requesting a credit report (Note: webcam can take up to 2 business days to schedule).

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

Identity Proofing

Proofing Type: ID Proofing - Experian (KBA)

[Schedule / Re-schedule Webcam Proofing](#)

If you selected to opt out of Experian proofing, you will be given the opportunity to schedule your webcam appointment.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18 5 Available	19
20	21 22 Available	22 20 Available	23 38 Available	24 41 Available	25 40 Available	26
27	28 28 Available	29 28 Available	30 41 Available	1 41 Available	2 36 Available	3
4	5 28 Available	6 28 Available	7 42 Available	8	9	10

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

Start Proofing Request

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

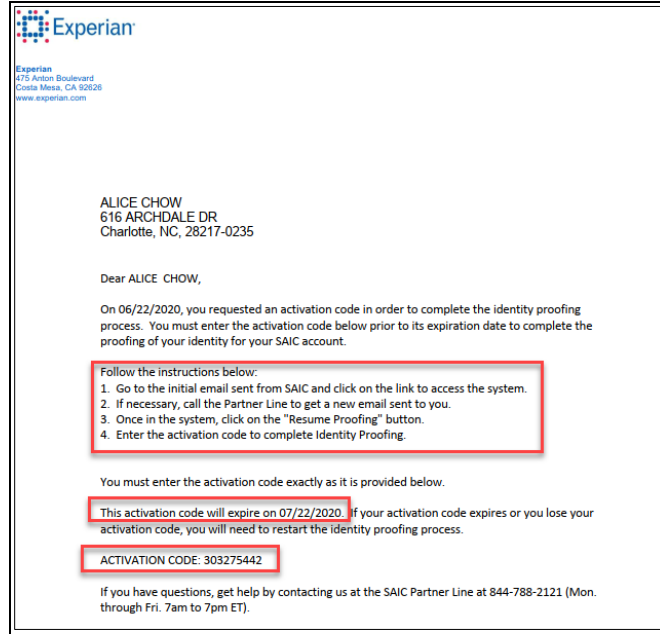
You will be returned to this page when you complete the process on the Exostar website

Do you wish to continue?

Click the “Continue” button.

- **Step 4:** You will now start the ID Proofing process.
- First Verify Your Identity and complete the form shown:

- 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.



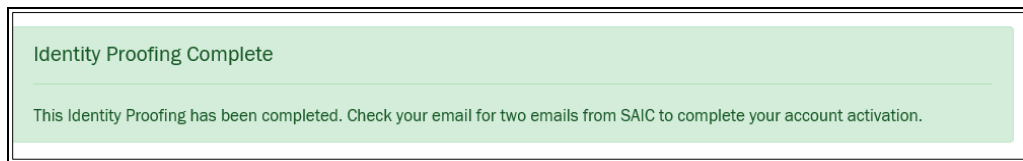
Sample of Letter from Experian

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.*

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)