

Non-Employee Identity Proofing (IDP) Using Knowledge-Based Authentication (KBA): Instructions for New 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 new Non-Employee accounts. SAIC requires a user to complete IDP in order to be provisioned with an account to access SAIC systems.

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

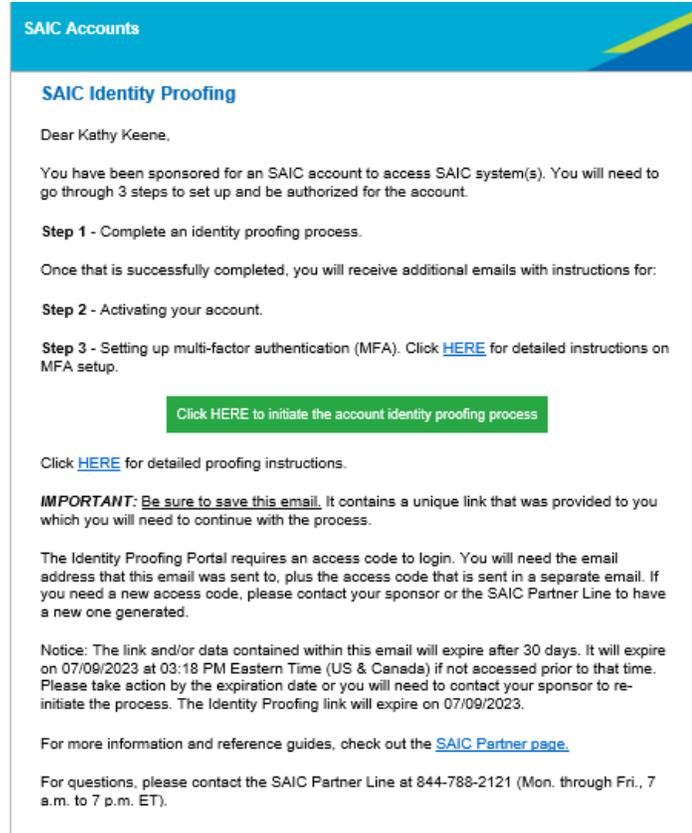
Section II: Non-Employee: Identity Proofing (IDP) Step-by-Step

An SAIC sponsor must submit an account request for a non-employee to initiate this process. Once an account has been requested for you, follow the steps below.

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

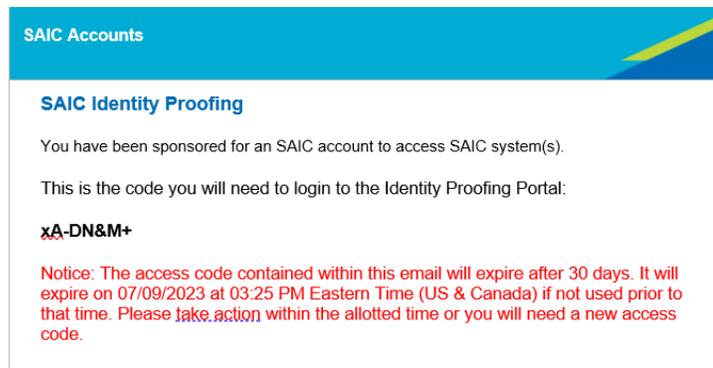
- The first will be an invitation containing a ‘Click HERE’ link to access your SAIC Accounts Portal page to initiate the account identity proofing process.

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.



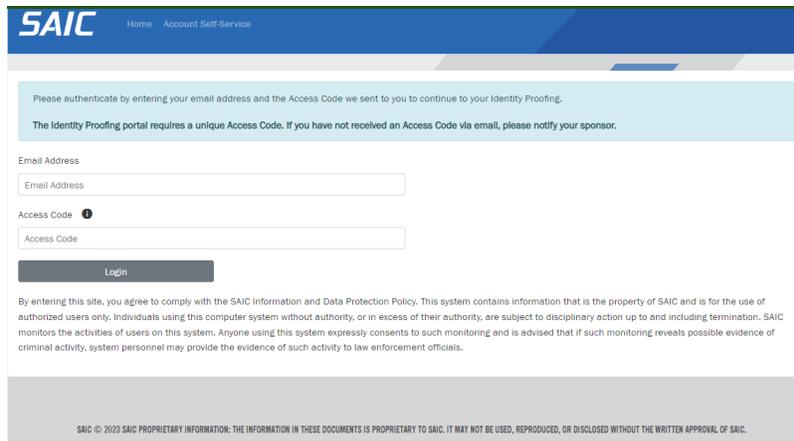
Sample Invitation Email

- 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.



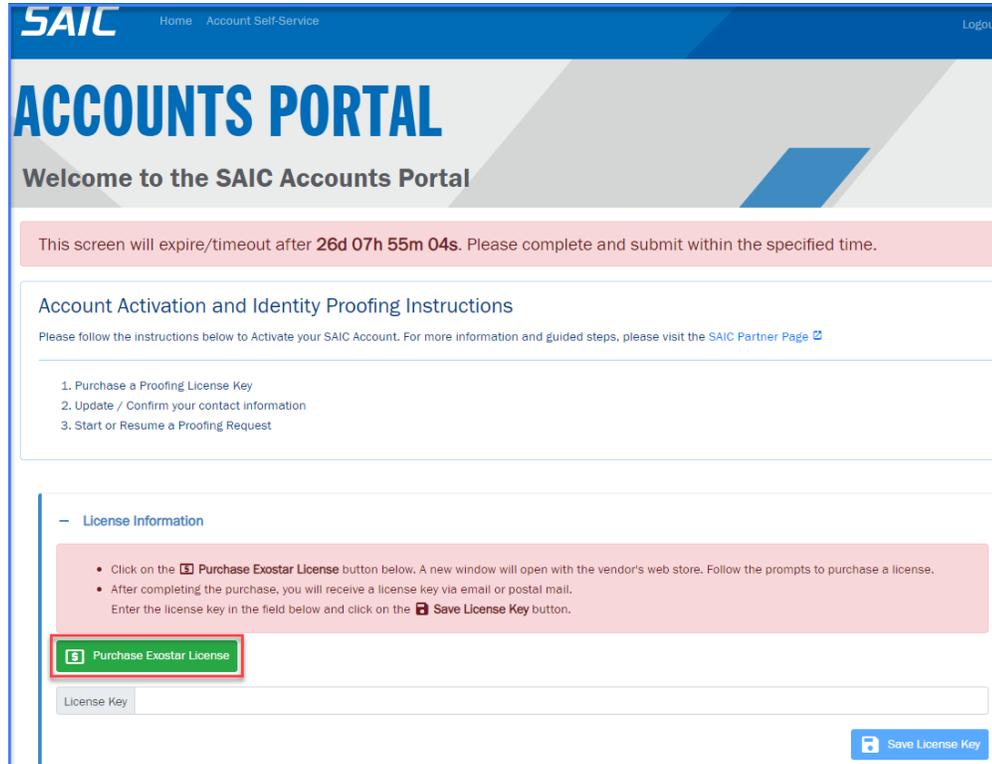
SAIC Accounts Portal Login Page

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.

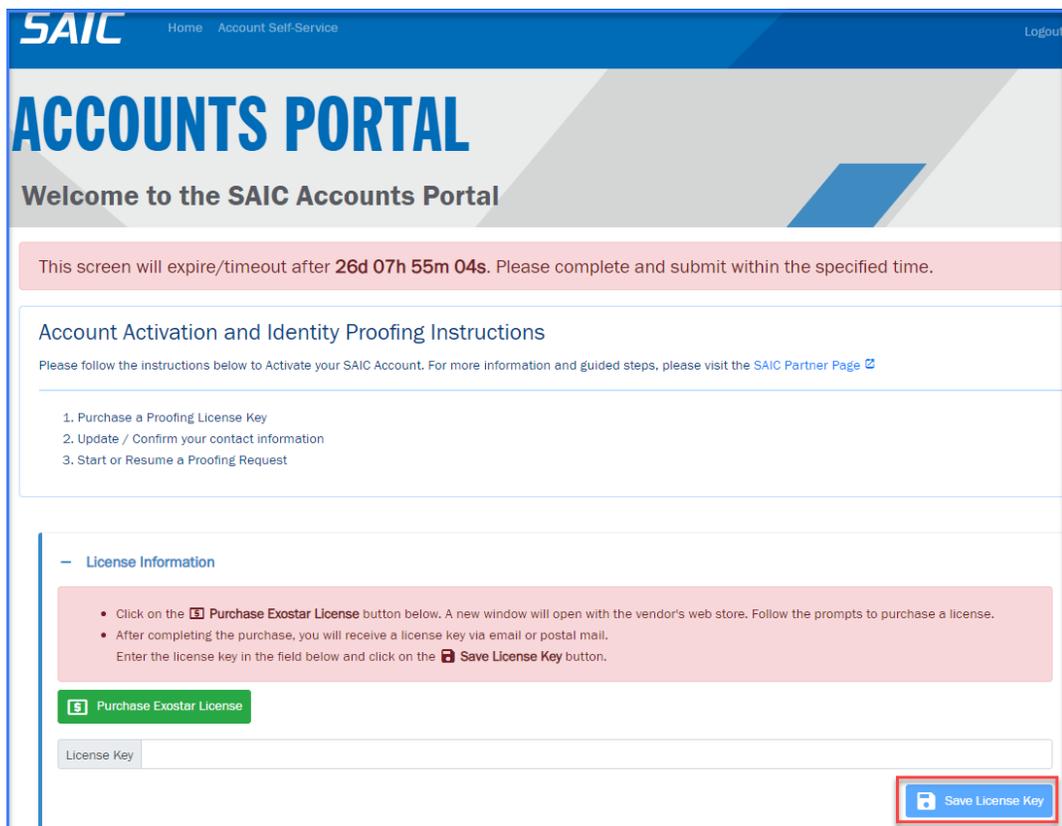
Follow the prompts to purchase a license key. Once you complete the transaction, you will receive an email with the license key.



Exostar Web Store

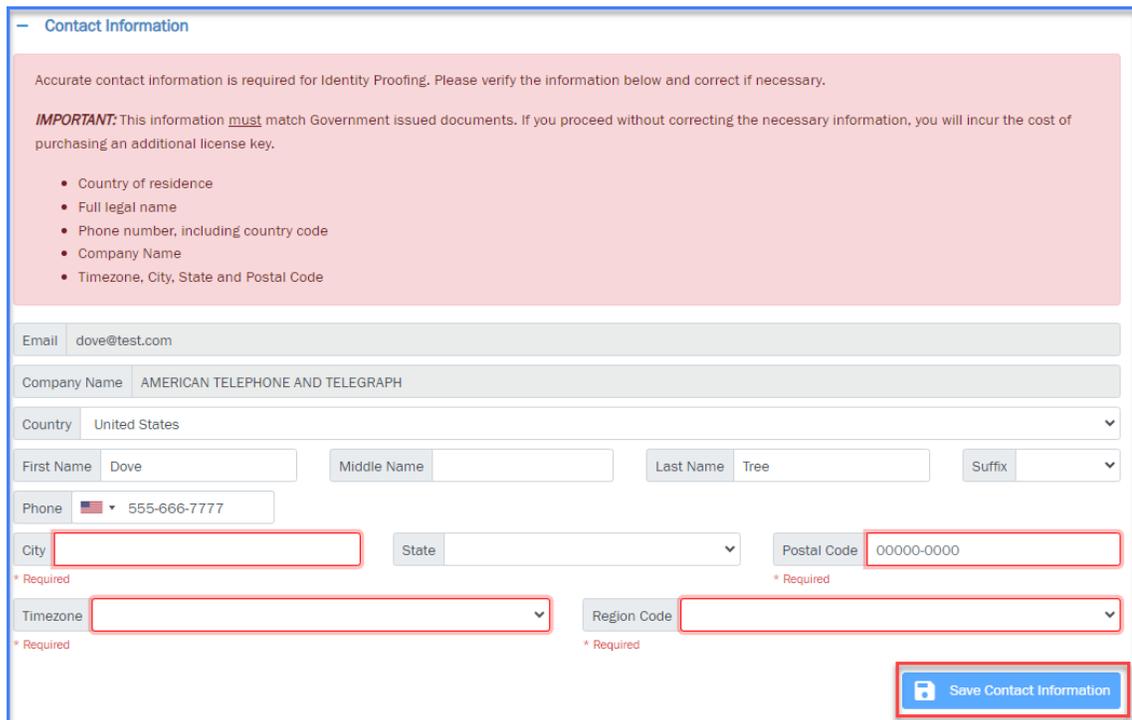
Return to the SAIC Accounts Portal page, enter the license key in the “License Key” field and click the “Save License Key” button.

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’.

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

Third-Party Acknowledgement Page

You will now start the ID Proofing process.

First verify your identity and complete the form shown:

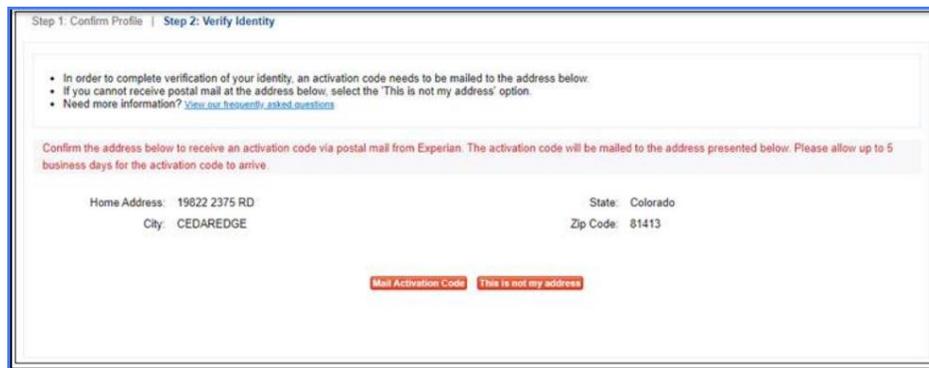
Experian/KBA Verify Identity Page

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**.

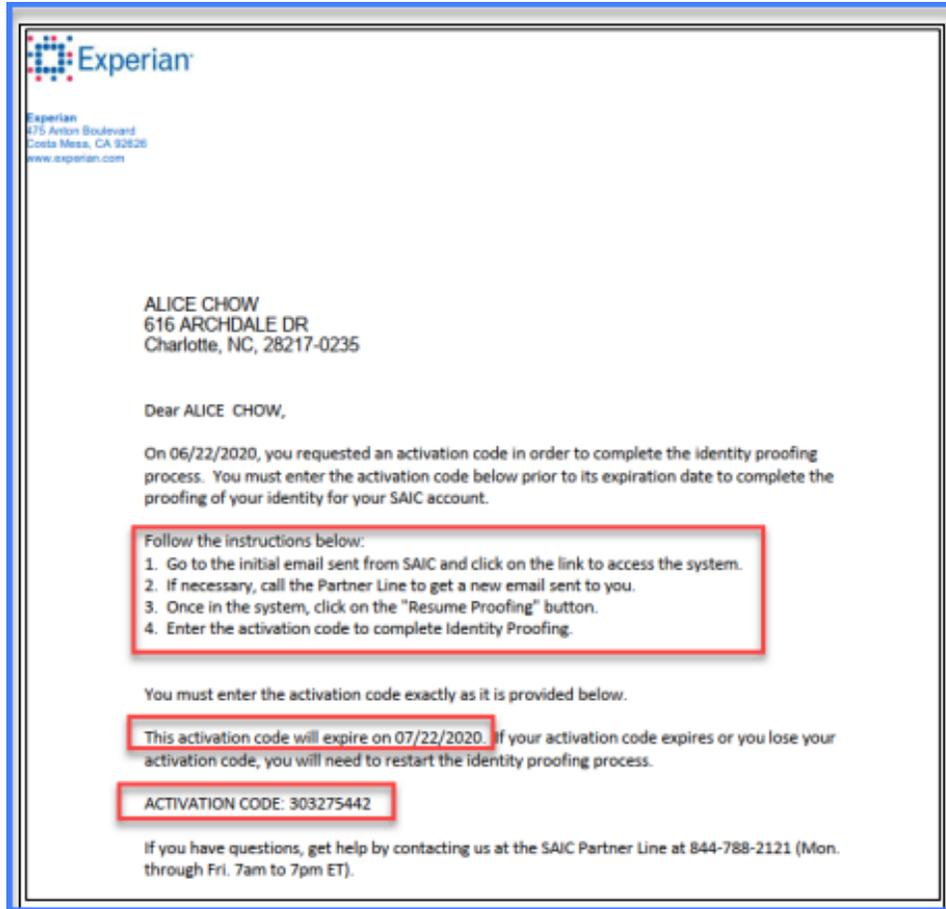
Step 4A: *If Experian cannot find an exact match, you may be prompted for additional information (e.g., your complete Social Security Number). If the system found a match and you are now presented with Knowledge Based Questions, then skip to **Step 4B**.*

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.



Mail Activation Code Page



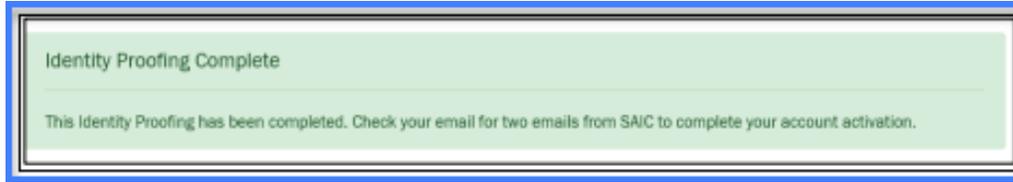
Sample of Experian Activation Code Letter

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.

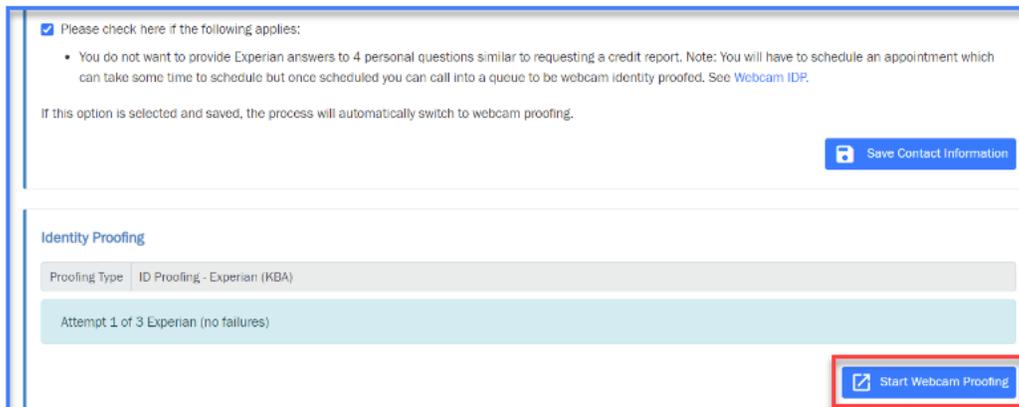


Success! Your ID Proofing is now complete and you will receive an email with instructions on how to activate your account. Your sponsor will also be notified.

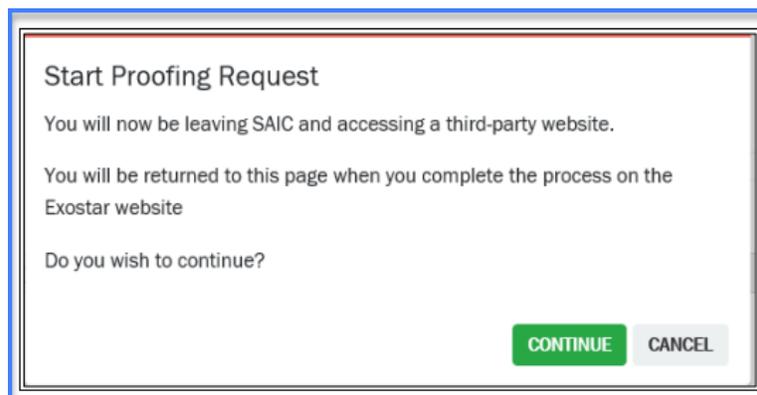
If you are not successful, then please continue ...

*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”.

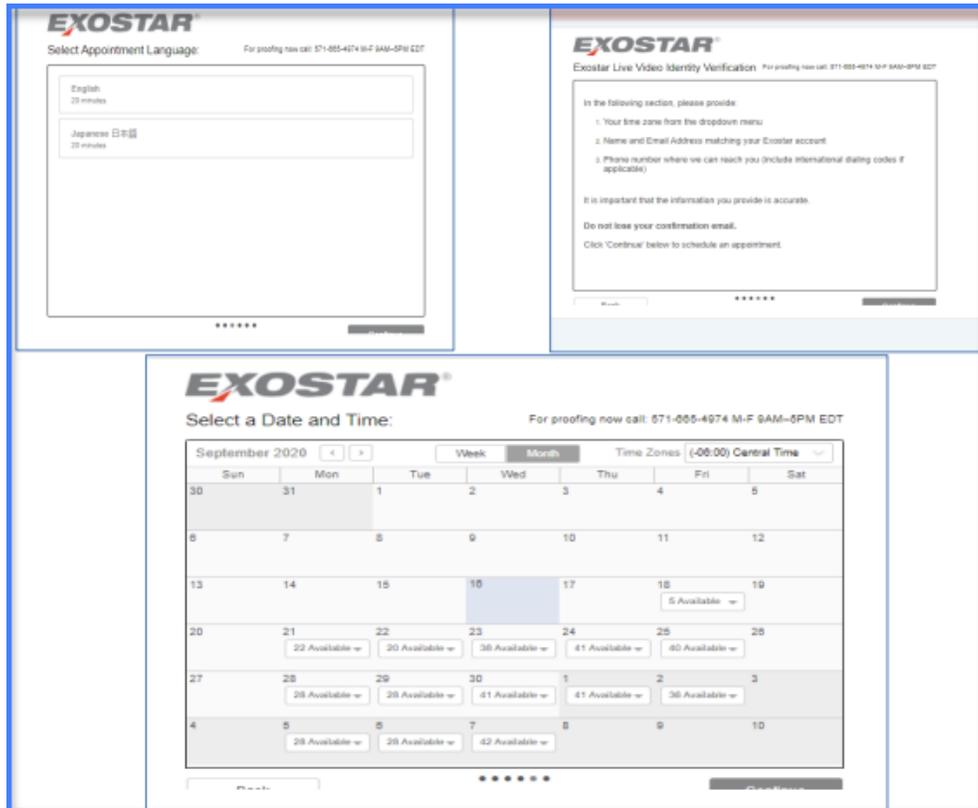


Click the 'Continue' button.



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).