

Non-Employee Identity Proofing (IDP) Using Knowledge-Based Authentication (KBA)

Contents

| | |
|--|----|
| Section I: Overview..... | 1 |
| Section II: Accessing the Accounts Identity Proofing (IDP) Portal | 1 |
| Section III: Completing the Accounts Identity Proofing (IDP) Request Form..... | 3 |
| Section IV: Identity Proofing (IDP) | 8 |
| Section V: Where to go for help..... | 10 |
| Section VI: Experian/KBA - Mail Activation Code (from Section IV, Step 3A) | 10 |

Section I: Overview

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

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

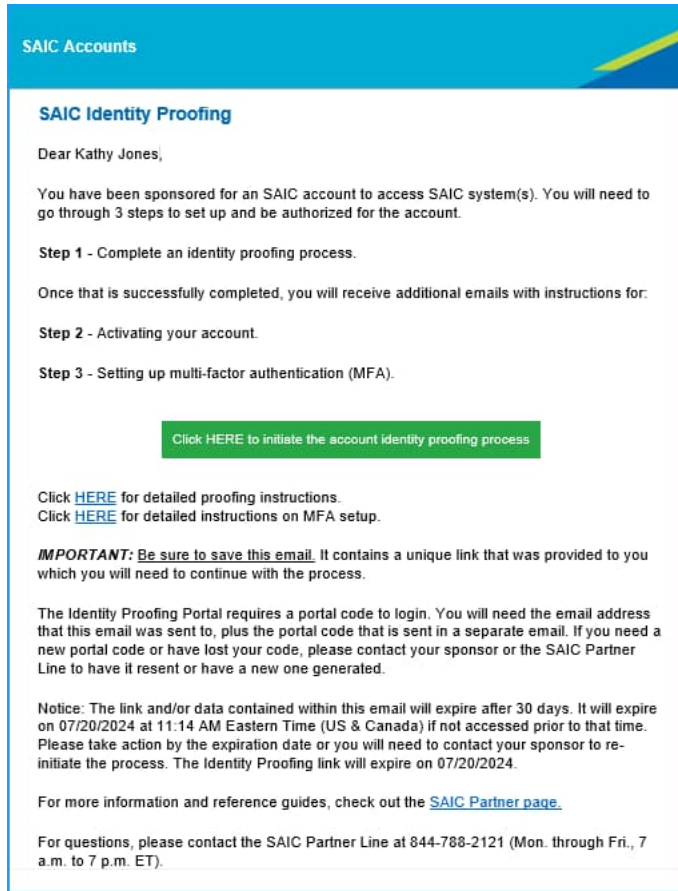
Section II: Accessing the Accounts Identity Proofing (IDP) Portal

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.

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

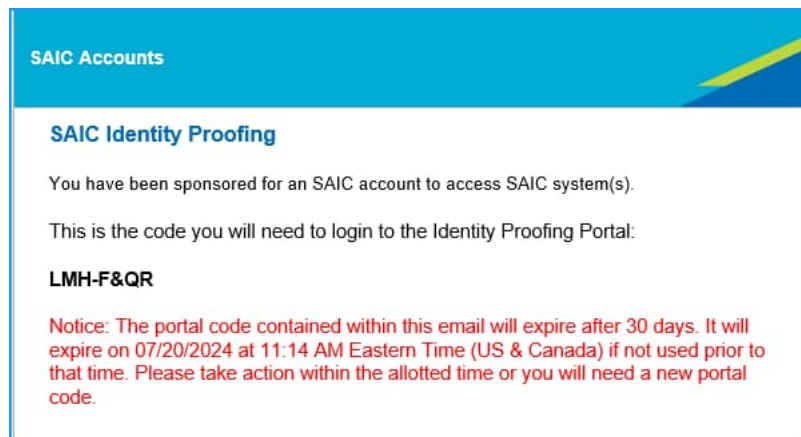
- The first will have the Subject Line that starts with “SAIC Accounts - Identity Proofing Instructions”. The email will contain a ‘Click HERE’ link to access your SAIC Accounts Identity Proofing Portal to initiate the identity proofing process.

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

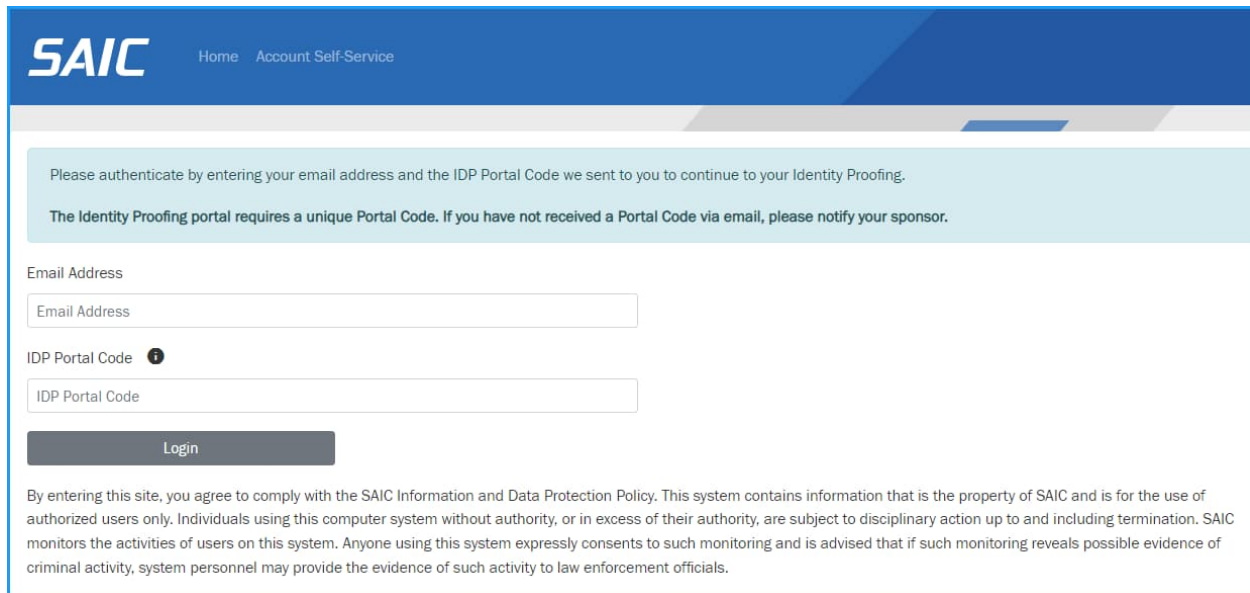
- The second will have the Subject Line “SAIC Accounts - Identity Proofing Portal Code” and will contain the Identity Proofing (IDP) portal code needed to access your SAIC Accounts Identity Proofing Portal.
- Please note that the portal code will expire after 30 days (date/time in the email). If it expires your sponsor will need to generate a new code.



Sample IDP Portal Code Email

To log in to your Portal:

- In the “SAIC Accounts - Identity Proofing Instructions” email click on the link in the green box,
- in the Email Address field enter the address the email was sent to,
- in the IDP Portal Code field enter the code from the “SAIC Accounts - Identity Proofing Portal Code” email.



SAIC Accounts Identity Proofing Portal Login Page

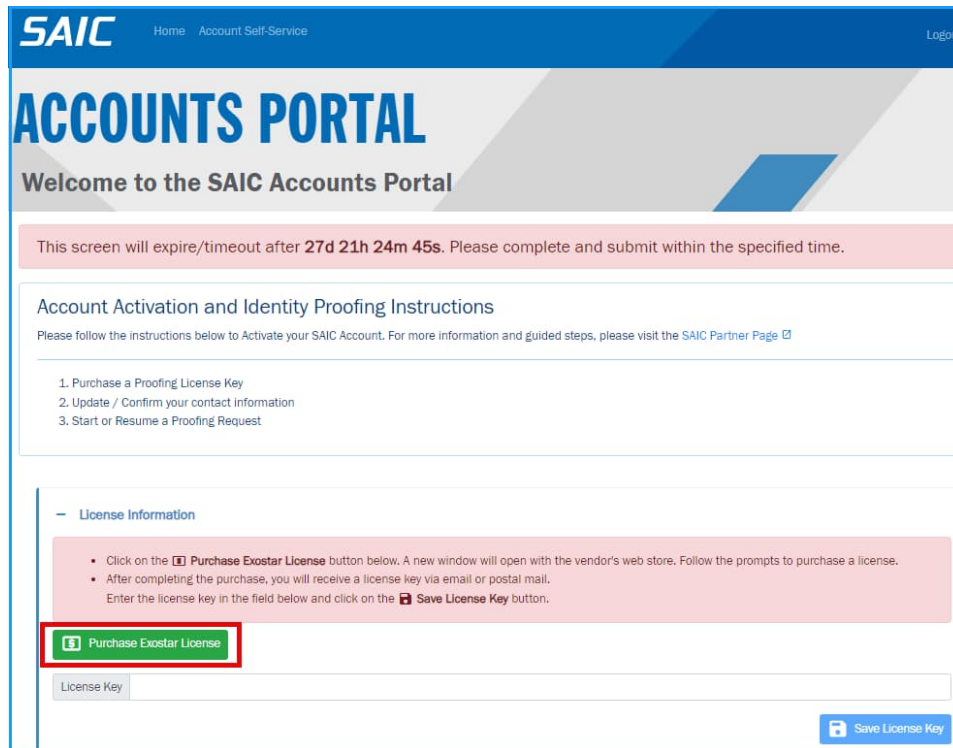
Section III: Completing the Accounts Identity Proofing (IDP) Request Form

Once you've accessed the Portal:

Step 1: If the “*License Information*” section displays, you'll need to purchase a license key to initiate the proofing process, or your company will need to provide a key to you.

If you are an SAIC customer this section will not display. Please skip to Step 2.

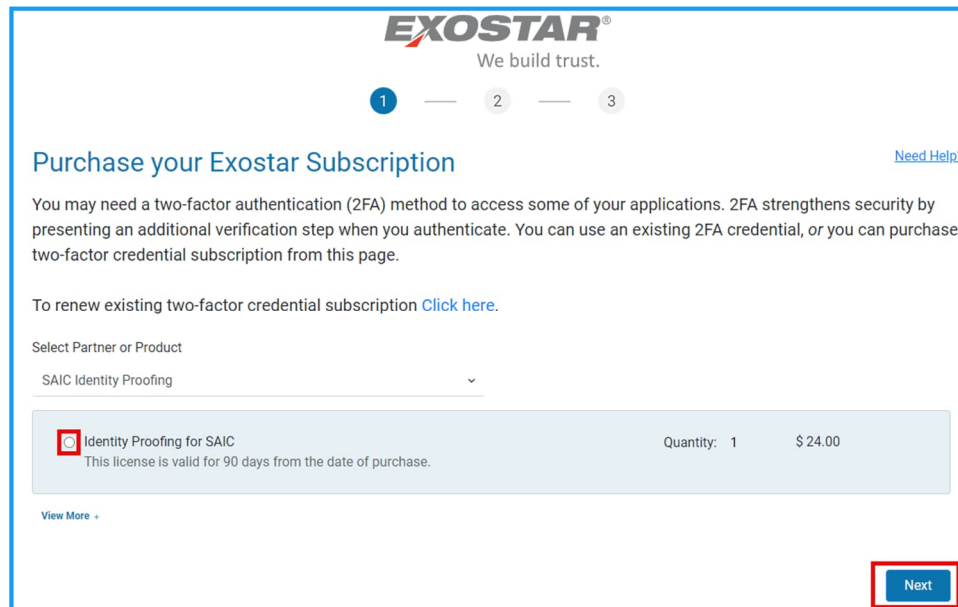
To purchase a key, click on the “Purchase Exostar License” button to be redirected to the external Exostar purchase site.



Accounts Portal Page – License Information

A new browser tab will open to the Exostar site.

Click the button next to 'Identity Proofing for SAIC' and click Next. Please disregard the note at the top of the page regarding 2FA as it does not apply to the license purchase.

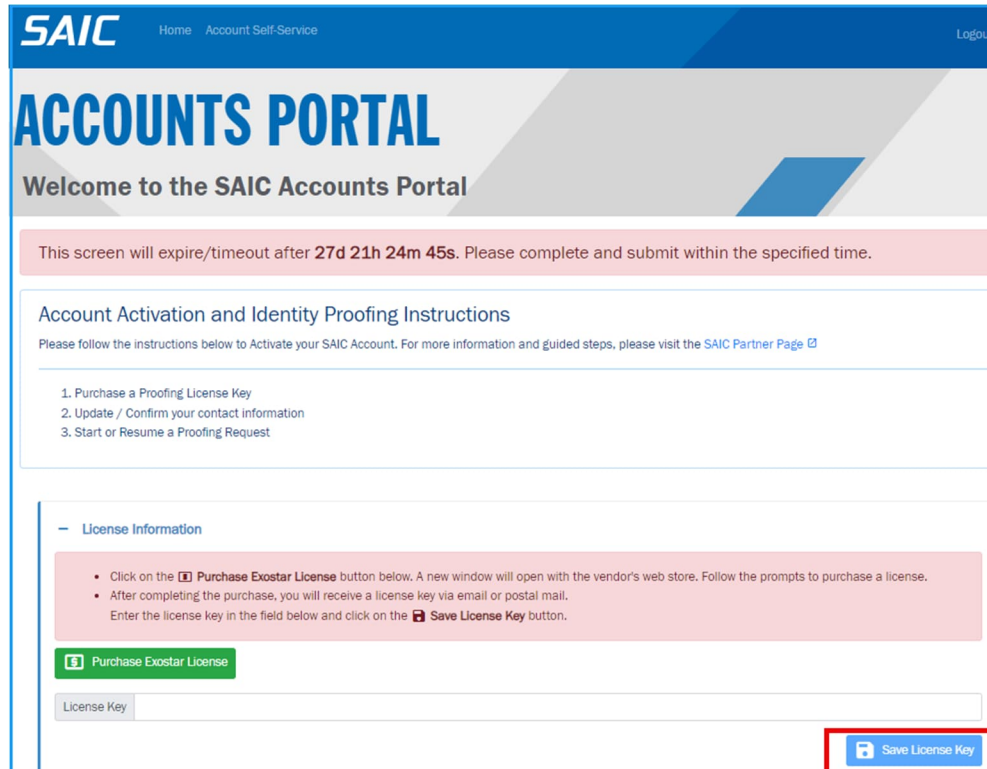


Exostar License Key Purchase Site

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

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 Section II.



Accounts Portal Page – License Information

Step 2: In the Contact Information section that follows, 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 conduct 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.

Step 3: You have the option of choosing a Webcam (Video) identity proofing if:

- you have a credit freeze on your Experian account and do not want to lift the freeze, or
- you do not want to answer the 4 Experian credit-report type questions required for the Knowledge-Based Authentication (KBA) proofing

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
 - **Please Note:** If either your first and/or middle name contain a space, you **MUST** use the webcam proofing type.
- Phone number, including country code

Email: vicki@test.com

First Name: Victoria Middle Name: Last Name: Clarke Suffix: ▾

Country: United States ▾

Phone: +1 (504) 899-2345

Webcam Identity Proofing

Please check here if 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).
- Note: Webcam proofing can take up to 2 business days to schedule. A list of acceptable documents can be found [here](#).

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

Save Contact Information

Accounts Portal Page – Contact Information

If you select the check box in the ‘Webcam Identity Proofing’ section to choose this proofing option, click “Save Contact Information”, and skip to Section IV, Step 4.

If you did not select the Webcam Identity Proofing check box, please click “Save Contact Information”, and then proceed to click 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 IDR](#).

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

Section IV: Identity Proofing (IDP)

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 3A, else skip to Step 3B.

Step 3A: If Experian cannot find an exact match, you may be prompted for additional information (e.g., your complete Social Security Number). If the system finds a match and you are presented with Knowledge Based Questions, then skip to Step 3B.

If you answered the questions partially correct,

- you may be presented with a Webcam Proofing Option. If so skip to Step 4.
- OR you may be presented with a postal address that Experian found for you in their database. If so, skip to Section VI.

Step 3B: 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.



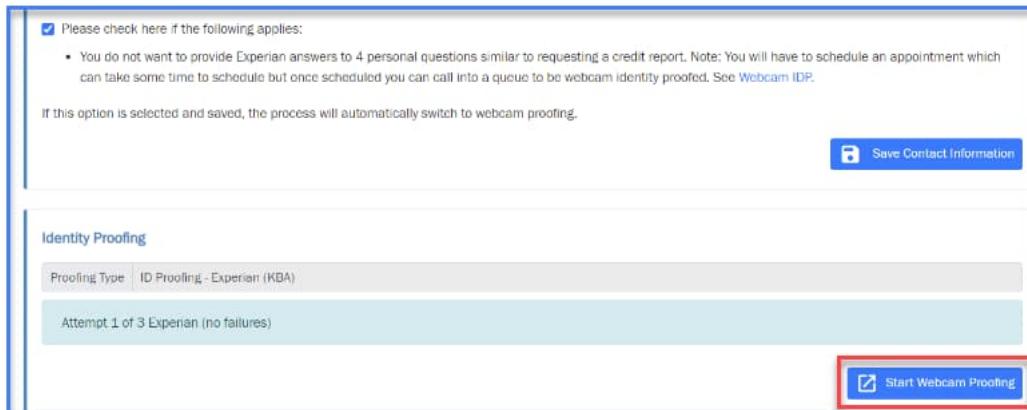
Success! Your ID Proofing is now complete, and you will receive an email with instructions on how to activate your account. Your sponsor will also be notified.

If you are not successful,

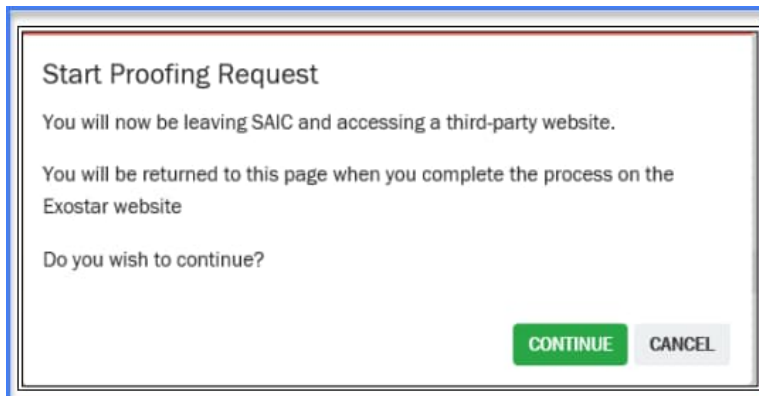
If the Experian proofing does not pass after two tries, you will be prompted to either begin a Webcam proofing or continue with a 3rd attempt for Experian proofing.

If the 3rd Experian proofing attempt does not pass, you will be automatically switched to a Webcam proofing. Proceed to Step 4.

Step 4: If you selected the check box to switch to Webcam Proofing, click on “Start Webcam Proofing”.

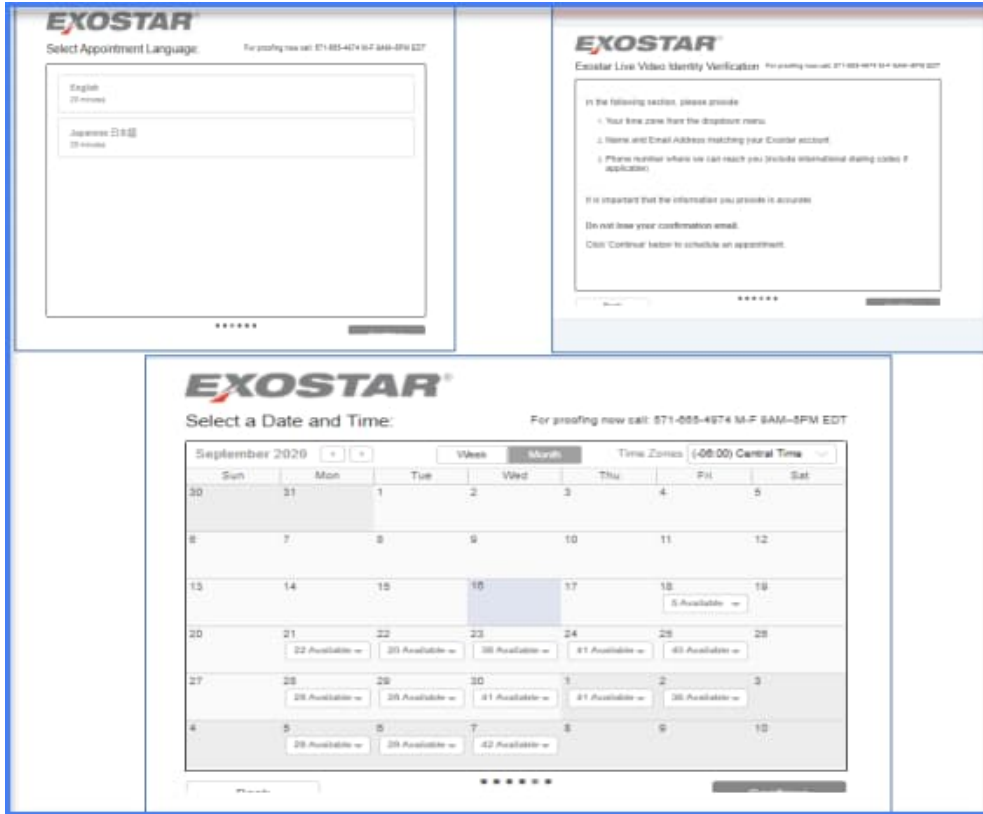


Click the 'Continue' button.



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 V: Where to go for help

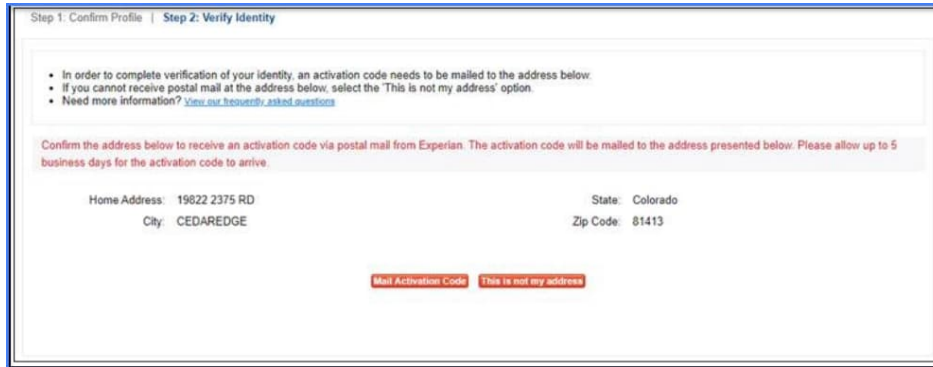
For assistance, please contact the SAIC Non-Employee Partner Line at 844-788-2121(Monday-Friday, 7am to 7pm ET).

Section VI: Experian/KBA - Mail Activation Code (from Section IV, Step 3A)

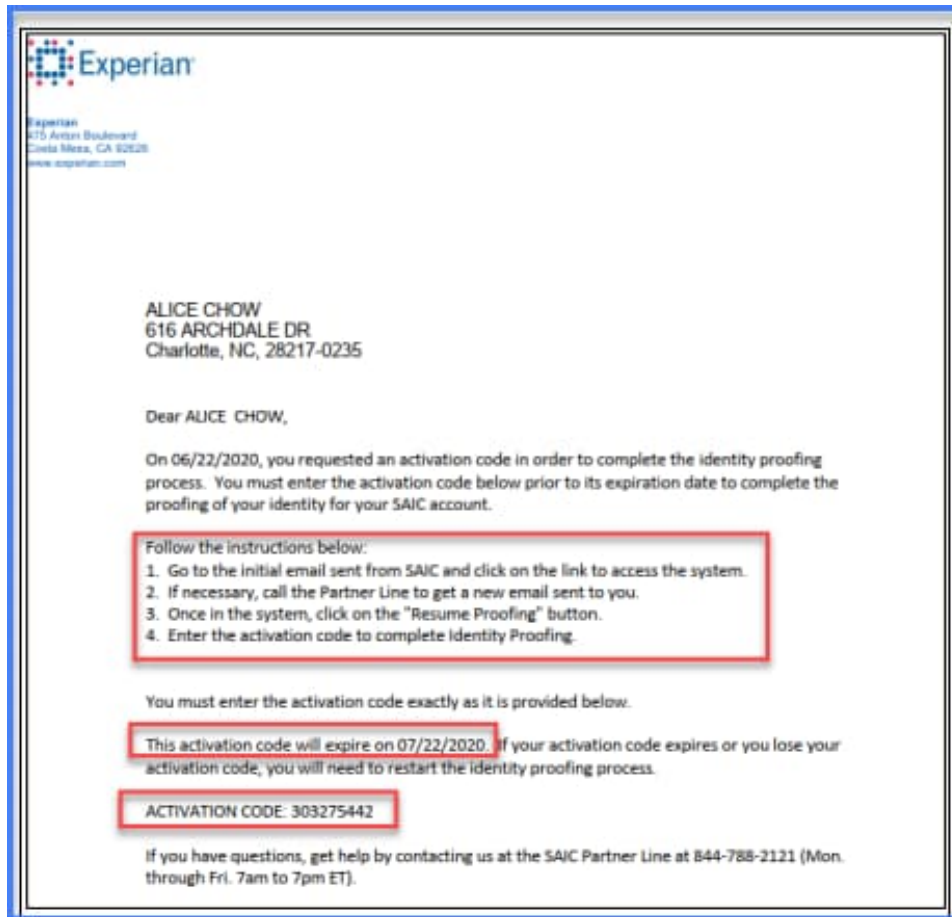
If Experian cannot find an exact match based on your answers on the Experian/KBA Verify Identity Page, and you are presented with a postal address that Experian found for you in their database:

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.