

# 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.

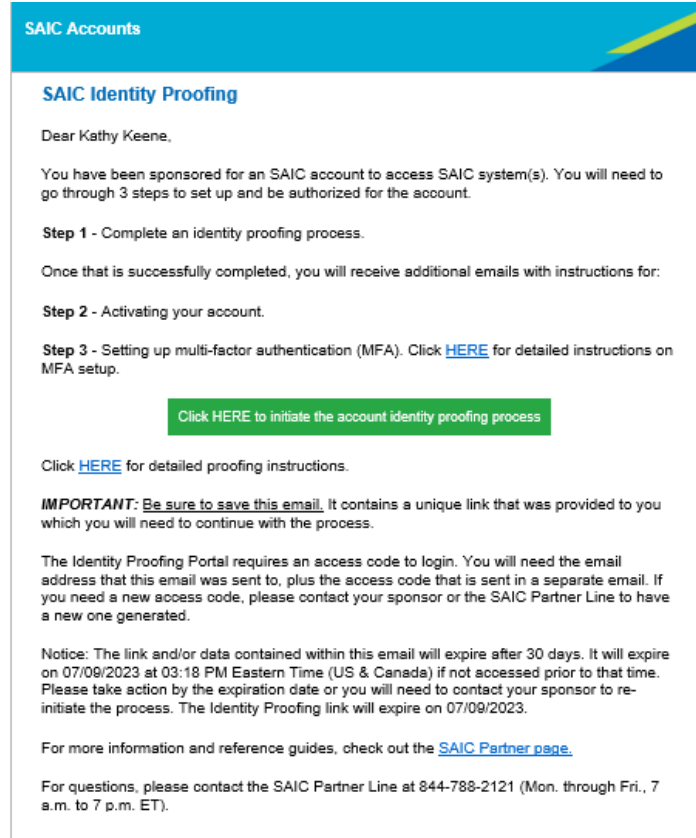
## Section II: Non-Employee: Identity Proofing (IDP) Step-by-Step

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.

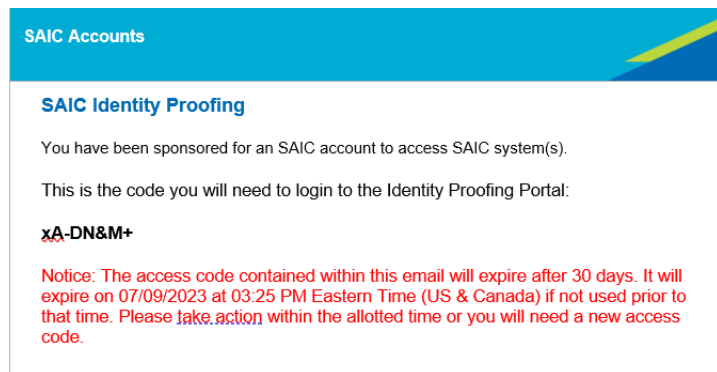
- The first will be an invitation containing a 'Click HERE' link to access your SAIC Accounts Portal page to initiate the account identity proofing process.

**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.



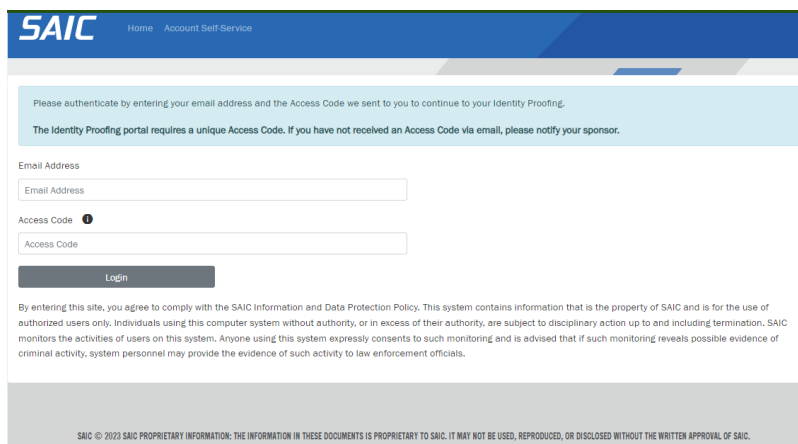
Sample Invitation Email

- 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.



The screenshot shows the SAIC Accounts Portal Login Page. At the top, there is a blue header with the SAIC logo and navigation links for 'Home' and 'Account Self-Service'. Below the header, a light blue box contains instructions: 'Please authenticate by entering your email address and the Access Code we sent to you to continue to your Identity Proofing. The Identity Proofing portal requires a unique Access Code. If you have not received an Access Code via email, please notify your sponsor.' Below this, there are two input fields: 'Email Address' and 'Access Code'. A 'Login' button is positioned below the 'Access Code' field. At the bottom, a small disclaimer states: 'By entering this site, you agree to comply with the SAIC Information and Data Protection Policy. This system contains information that is the property of SAIC and is for the use of authorized users only. Individuals using this computer system without authority, or in excess of their authority, are subject to disciplinary action up to and including termination. SAIC monitors the activities of users on this system. Anyone using this system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide the evidence of such activity to law enforcement officials.'

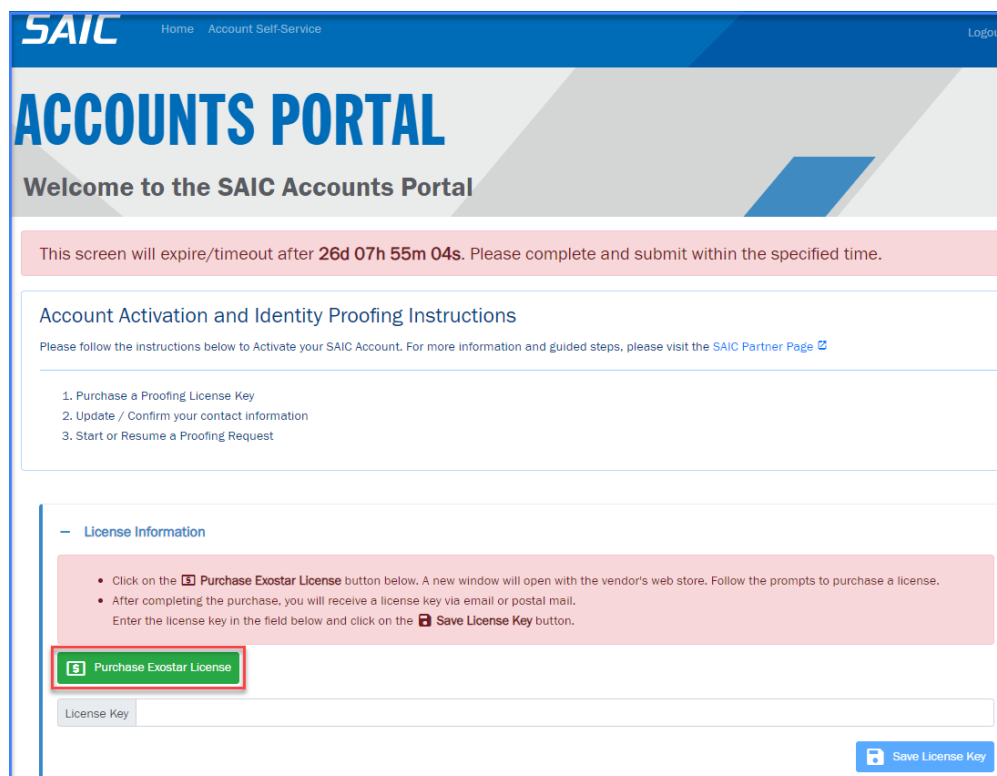
SAIC Accounts Portal Login Page

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.

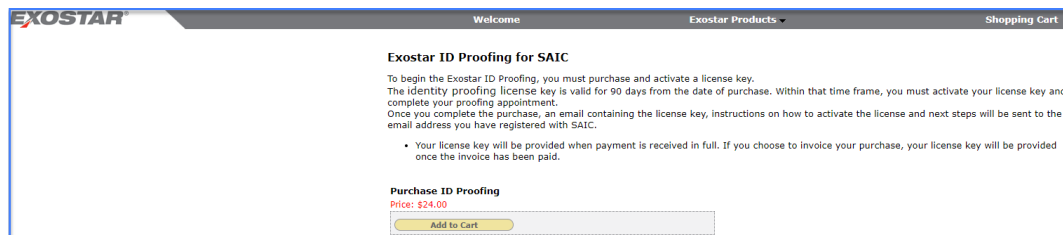


The screenshot shows the Accounts Portal Page, specifically the License Information section. The header includes the SAIC logo, 'Home', 'Account Self-Service', and a 'Logout' link. The main heading is 'ACCOUNTS PORTAL' with a sub-heading 'Welcome to the SAIC Accounts Portal'. A pink banner indicates a timeout: 'This screen will expire/timeout after 26d 07h 55m 04s. Please complete and submit within the specified time.' Below this, a section titled 'Account Activation and Identity Proofing Instructions' provides a list of steps: 1. Purchase a Proofing License Key, 2. Update / Confirm your contact information, and 3. Start or Resume a Proofing Request. The 'License Information' section is expanded, showing instructions to click on the 'Purchase Exostar License' button, which will open a new window to the vendor's web store. After purchase, a license key will be received via email or postal mail, and the user should enter it in the provided field and click on the 'Save License Key' button. The 'Purchase Exostar License' button is highlighted with a red box. Below it is a 'License Key' input field and a 'Save License Key' button.

Accounts Portal Page – License Information Section

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

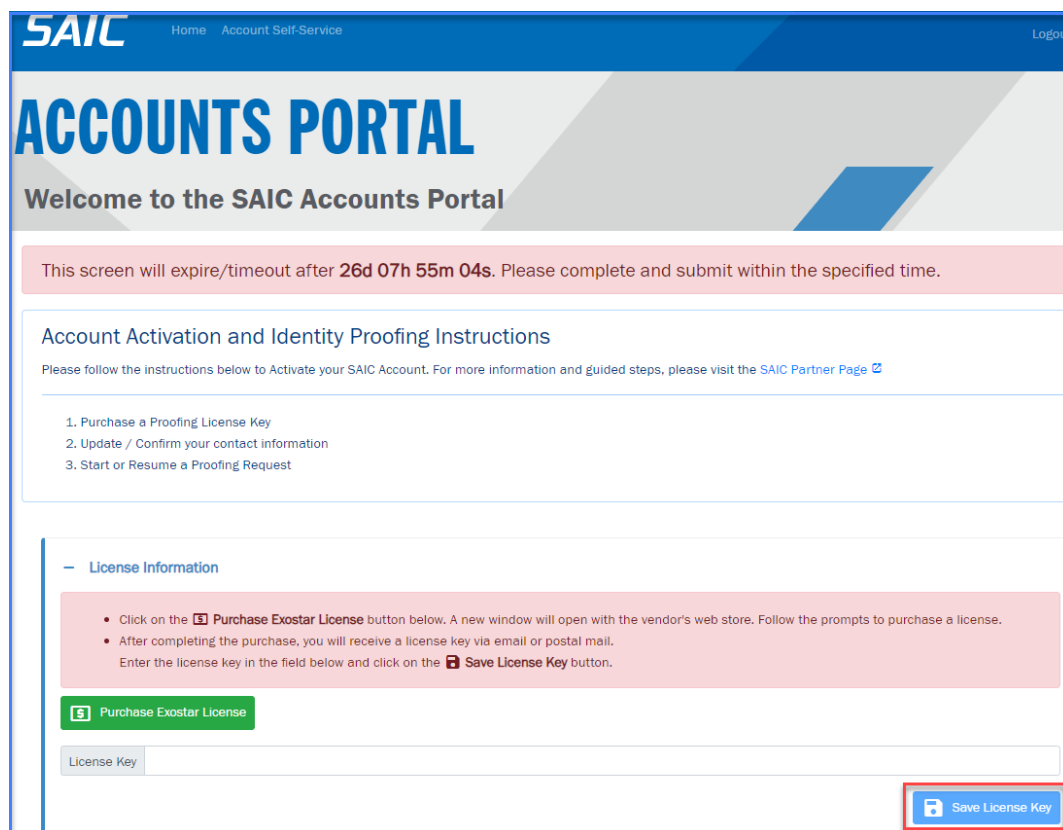
Follow the prompts to purchase a license key. Once you complete the transaction, you will receive an email with the license key.



Exostar Web Store

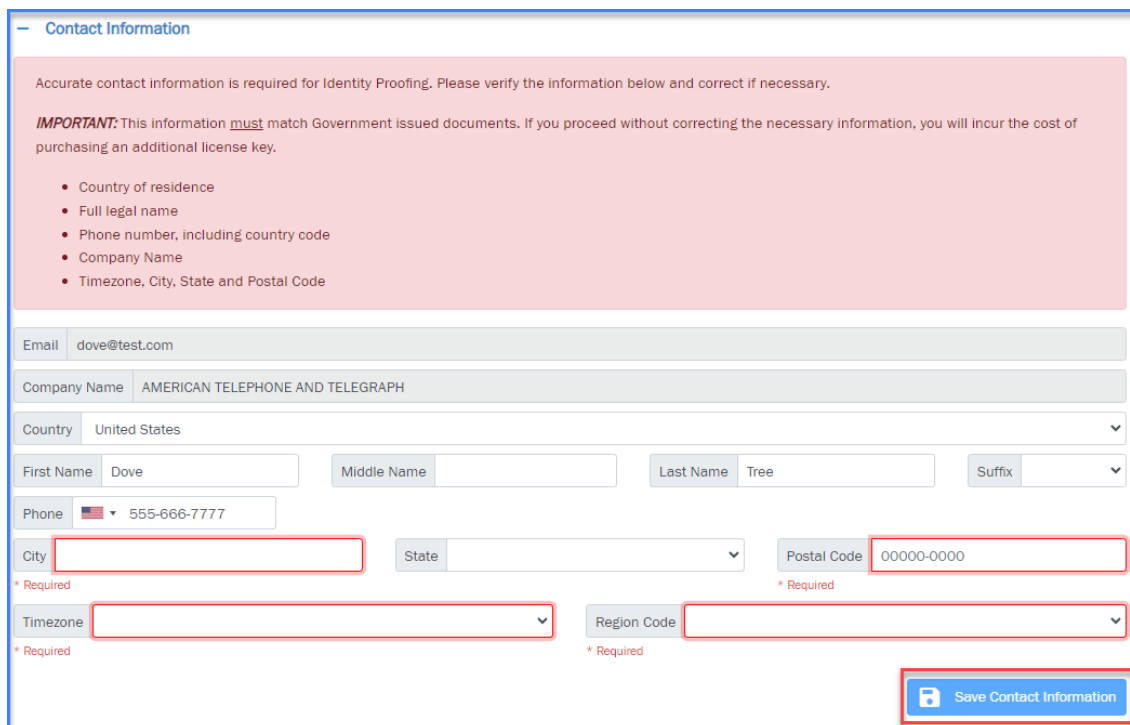
Return to the SAIC Accounts Portal page, enter the license key in the “License Key” field and click the “Save License Key” button.

*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

\* Required

Timezone: Region Code:

\* Required

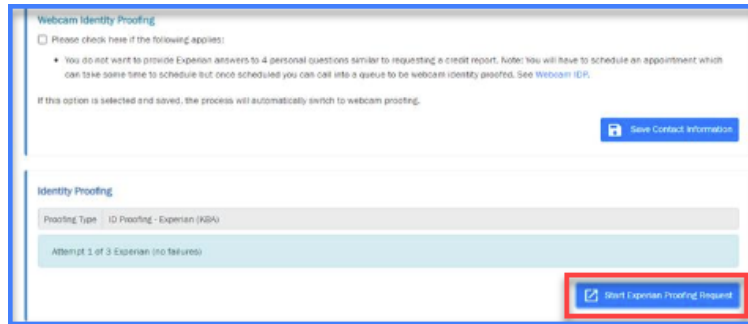
**Save Contact Information**

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.

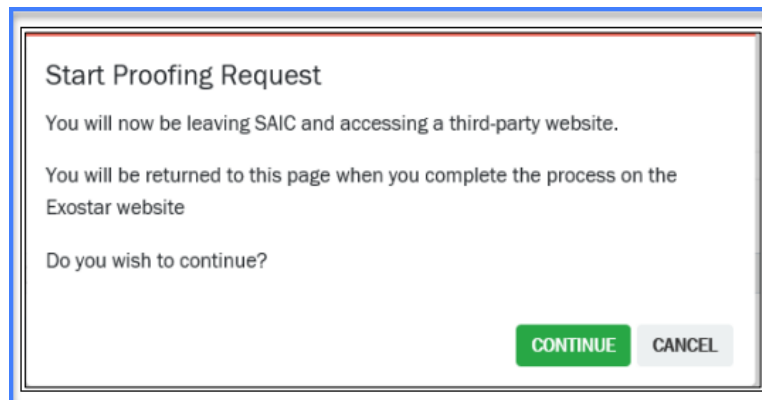
**Note:** If you select the check box in the ‘Webcam Identity Proofing’ section, **skip to Step 5.** Only select this if you have a credit freeze or if you do not want to answer the 4 personal questions.

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



The screenshot shows a 'Webcam Identity Proofing' section with a checkbox to 'Please check here if the following applies:'. Below it, a bullet point states: '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.' A note below says: 'If this option is selected and saved, the process will automatically switch to webcam proofing.' A 'Save Contact Information' button is on the right. Below this is an 'Identity Proofing' section with a 'Proofing Type' dropdown set to 'ID Proofing - Experian (KBA)' and an 'Attempt 1 of 3 Experian (no failures)' indicator. A red box highlights the 'Start Experian Proofing Request' button.

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

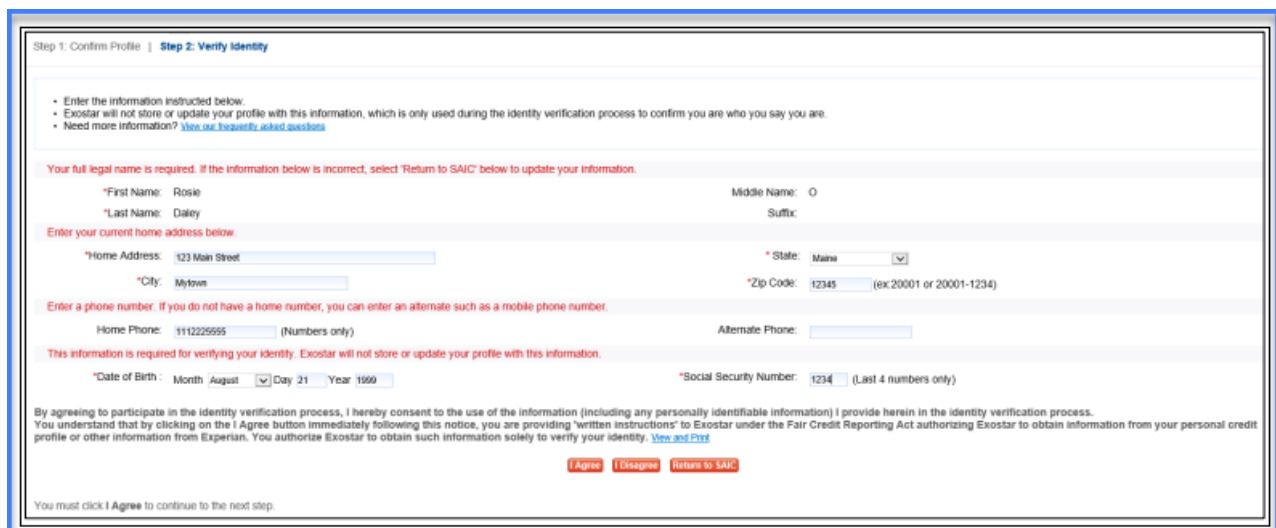


The dialog box is titled 'Start Proofing Request'. It contains the text: 'You will now be leaving SAIC and accessing a third-party website. You will be returned to this page when you complete the process on the Exostar website. Do you wish to continue?'. At the bottom right are two buttons: 'CONTINUE' (green) and 'CANCEL' (grey).

Third-Party Acknowledgement Page

You will now start the ID Proofing process.

First verify your identity and complete the form shown:



The screenshot shows the 'Step 2: Verify Identity' page. It includes instructions: '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.', and 'Need more information? [View our frequently asked questions](#)'. A red error message states: 'Your full legal name is required. If the information below is incorrect, select "Return to SAIC" below to update your information.' The form fields include: 'First Name' (Rosie), 'Last Name' (Daley), 'Middle Name' (O), 'Suffix' (empty), 'Home Address' (123 Main Street), 'City' (Myltown), 'State' (Maine), 'Zip Code' (12345), 'Home Phone' (1112225555), 'Alternate Phone' (empty), 'Date of Birth' (Month: August, Day: 21, Year: 1999), and 'Social Security Number' (1234). At the bottom, there is a consent statement and three buttons: 'I Agree', 'I Disagree', and 'Return to SAIC'. A note at the very bottom says: 'You must click I Agree to continue to the next step.'

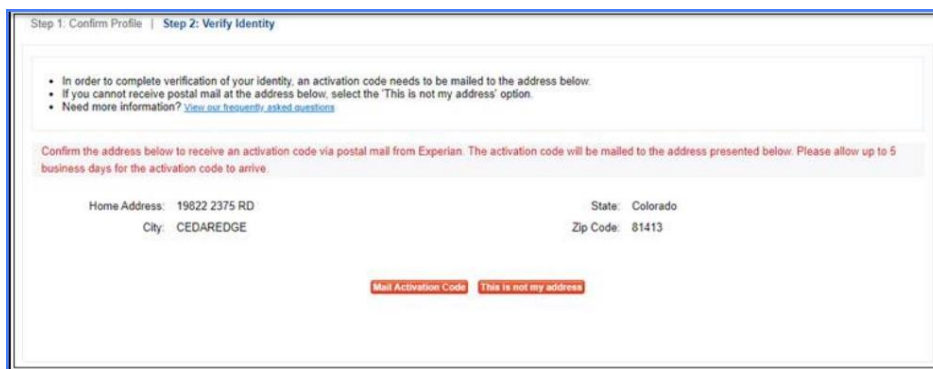
Experian/KBA Verify Identity Page

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

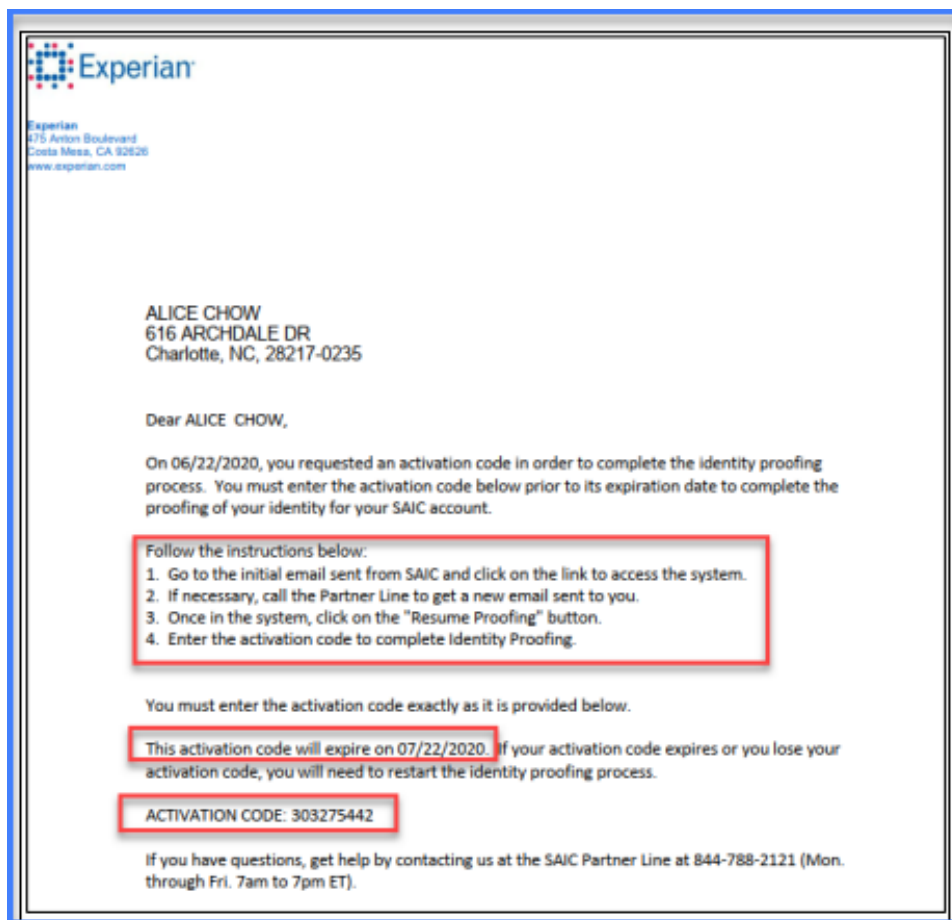
- In order to complete verification of your identity, an activation code needs to be mailed to the address below.
- If you cannot receive postal mail at the address below, select the 'This is not my address' option.
- Need more information? [View our frequently asked questions](#)

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: CEDAREGE      Zip Code: 81413

[Mail Activation Code](#) [This is not my address](#)

Mail Activation Code Page



Sample of Experian Activation Code Letter

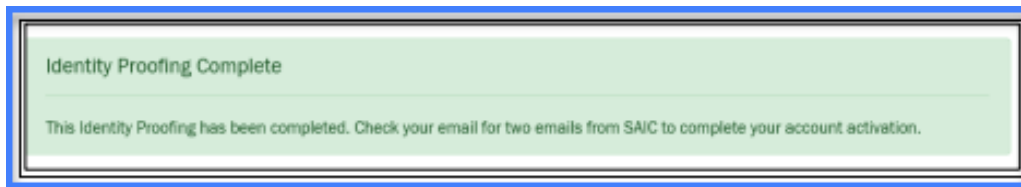
When you receive the activation code follow these instructions:

- 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.



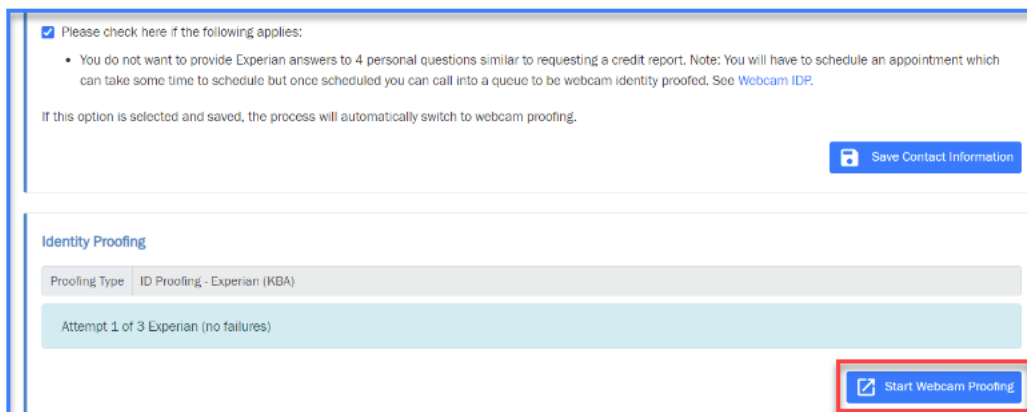


**Success! Your ID Proofing is now complete and you will receive an email with instructions on how to activate your account. Your sponsor will also be notified.**

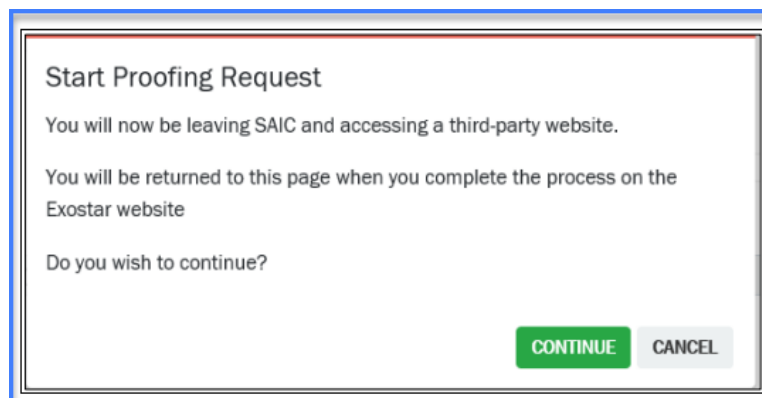
***If you are not successful, then please continue ...***

*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”.

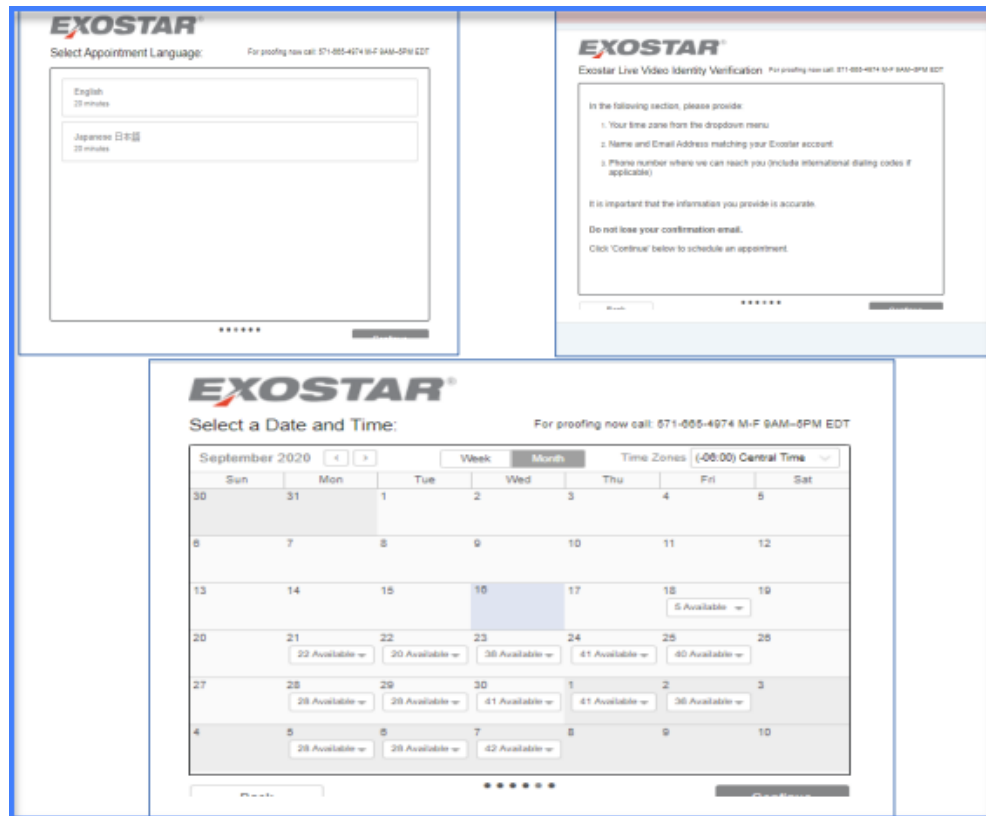


Click the ‘Continue’ button.



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).