

NIH Badge Holder Responsibilities

Please scan this QR code to find important information on possessing a government PIV credential, tips on badge maintenance, and FAQs if issues arise.



PIV/RLA Badge Rules of Behavior

- o PIV/RLA Badges are government property and must be always secured from unauthorized access.
- o **NEVER** leave your Badge unattended, including leaving it unattended in a computer.
- o **NEVER** share your Badge or let others use it to access facilities/doors or information systems.
- o **NEVER** share your PIN. If you need to reset your PIN, you can do so at an NIH badging office or LWS. (Please scan the QR code at the top right of this page and look under the "PIN Resets" tab.)
- o **Your PIV/RLA Badge MUST be shown on your person at all times on campus. If you need one, DPS has approved card holders and lanyards available.**
- o If leaving the NIH workforce, you must return your Badge to your Administrative Officer (AO) or DPS, as it is government property. (Look under "Returning Your Badge When Leaving NIH" via the QR code.)



How to Properly Wear & Store Your NIH Badge

- o NIH staff must display their PIV/RLA badge on their person while at an NIH facility (as shown in the image).
- o The badge must be carried in the approved card holder at all times (when not being used for gate, door or computer access) to protect it from magnetic/electronic interference and card damage. Do not store your card in your wallet or near electronic devices as this can cause the card to malfunction.
- o The proper way to wear your NIH badge is on the front of your body outside of your outer clothing with the picture facing forward. The badge should be positioned below your neck and above your waist using the lanyard and cardholder issued.
- o By wearing your NIH Badge as described above, you are doing your part to improve security in our facilities.



First Time Badge Access Tips

- o If this is your first time getting an NIH badge, contact the NIH IT Service Desk (<https://www.cit.nih.gov/contact-us>) to set up your user account and to get you logged into your computer. The badge will only have main campus perimeter access. If you need building or door access, contact your AO for assistance.
- o If you are undergoing a new background investigation:
 - Your PIV card has been issued to you on an interim basis and is subject to the final determination of eligibility made when the background investigation for your position is completed and adjudicated.
 - Keep an eye out for emails from the DPS office as adjudicators will reach out to you during the adjudication process if additional information is needed from you.



Lost or Stolen Badges

Lost or stolen badges are a security emergency and they must be reported immediately:

- o If your PIV/RLA is **STOLEN**, report it to the NIH Access Control at (301) 451-4766, the police to have a police report filed, your AO and your supervisor immediately, within 1 hour of discovering it is stolen.
- o If your PIV/RLA is **LOST**, report it to the NIH Access Control at (301) 451-4766, your AO and supervisor within 1 hour of discovering it is missing.
- o If your PIV/RLA is lost or stolen outside of normal business hours (Monday - Friday, 6am-6pm), this must be reported as soon as possible during the next business hours.



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Changes to Your Personal Information

- o If you legally change your name, you must report this to your Administrative Officer (AO) who will submit a Legal Name Change in the NED system. The Legal Name Change process will require you to go through the Enrollment and Badge Issuance process to have your badge updated.



Renewing Digital Certificates on Your Badge

(not to be confused with Badge Expiration)

- o Your certificates must be renewed every 1 year (for non- FTEs) or 2.5 years (for FTEs). You will receive a notice prior to doing so. You can self-renew before your certificates expire by using the Access Card Utility (ACU) software remotely on your Windows computer or the Virtual Desktop Infrastructure (VDI) on your Macintosh computer. Or, you may renew in-person by visiting your ICO. (Scan the QR code at the top right of this page and look under the “Renewing Digital Certificates and ID Badges” tab.)
- o **If your certificates are already expired, you will not be able to log in with your Badge and you must visit one of DPS’s badging offices to renew them.** Please make an appointment for certificate renewal.
- o After renewing your certificates, it’s recommend to log into the NIH network before leaving campus. You may contact the NIH IT Service Desk at (301) 496-4357 or via website at https://myitsm.nih.gov/nih_sd (refer to [Article KB0011221](#)) if you need assistance updating or publishing your certificates to the GAL.



Renewing Your NIH PIV/RLA Badge

- o Your AO will receive a task to start your badge renewal 42 days prior to the date of expiration listed on your Badge. If your Badge is not renewed within that time, it will expire, and your AO will need to put in a new request for a Badge.
- o Foreign Nationals (FNs) who received an RLA Badge and are transitioning to the Blue Stripe PIV Badge (after 3 years of U.S. residency) must coordinate with their AO to prevent loss of access, since the RLA badge will be immediately revoked once the AO sponsors the FN with the Blue Stripe PIV Badge.
- o It is recommended to log into the NIH network before you leave campus. If you are unable to do so, contact the NIH IT Service Desk at (301) 496-4357 or visit their website (link below).
- o **If this is your first time getting an NIH Badge, contact the NIH IT Service Desk (<https://www.cit.nih.gov/contact-us>) to set up your user account and to get you logged into your computer.** The Badge will only have main campus perimeter access. If you need building or door access, contact your AO for assistance.
- o Email encryption certificates are published to the Global Access List (GAL) automatically during the renewal process. Allow 24 hours for all NIH and HRSA email recipients to see the newly published certificates. If issues arise, you may need to publish your certificates to the GAL after renewing your badge or certificates to encrypt email and access NIH websites. You may visit the NIH IT Service Desk at https://myitsm.nih.gov/nih_sd and refer to [Article KB0011221](#) to see how to publish your certificates.



How to Reach the Division of Personnel Security (DPS)

- o Main Office Helpdesk Phone Number: 301-402-9755
- o Email: ORSpersonnelsecurity@mail.nih.gov
- o Helpdesk Hours of Operation: Monday through Friday from 8:00 a.m. to 5:00 p.m.
- o Please visit our website for a full list of our locations: <https://idbadge.nih.gov/>

