

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.
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. **NEVER** share your PIN. If you need to reset your PIN, you can do so at an NIH badging office or LWS station. (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.)



Lost or Stolen Badges

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

- o If your PIV is **STOLEN**, report it to the NIH Access Control at (301) 451-4766, the police, your AO and your supervisor immediately, no later than 1 hour.
- o If your PIV is **LOST**, report it to the NIH Access Control at (301) 451-4766, your AO and supervisor within 1 hour.



How to Properly Wear & Store Your NIH Badge

- o NIH staff must display their PIV/RLA badge while at an NIH facility, and the badge **must be carried in the approved card holder at all times** (when not being used for gate/door access or in an NIH computer).
- o Here is the proper way to wear your NIH badge:
 - Below your neck and above your waist
 - On the front of your body
 - With your picture facing forward
 - Outside of your outer clothing
 - **Always wear your badge in the approved card holder that protects the badge from electronic/magnetic interference and prevents card damage.**
 - **Do NOT store your card in your wallet, or near any electronic devices, as this can damage the card, causing it to malfunction!**
- o By wearing your ID Badge as described above, you are doing your part to improve security in our facilities. **Please note:** You will need to take the card out of its holder in order to swipe/scan the card when accessing NIH facilities and doors.



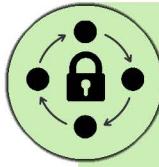
First Time Badge Access Tips

- 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.



NIH Badge Holder Maintenance

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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

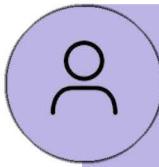
(not to be confused with Badge Expiration)

- 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 recommended 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 who received an RLA Badge and are transitioning to the Blue Stripe PIV Badge (after 3 years of U.S. residency) must carefully coordinate with their AO to prevent loss of access once the AO sponsors the individual with the Blue Stripe PIV Badge (the RLA badge will be immediately revoked upon sponsorship of Blue Stripe PIV Badge).
- o It's 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.
Please note: We are closed for lunch from 12:00 p.m. to 1:00 p.m.
- o Please visit our website for a full list of our locations: <https://idbadge.nih.gov/>

