

Frequently Asked Questions JPAS Release 2.3.3.2

- **What are the changes in release 2.3.3.2?**
 - The Personnel Security Questionnaire (PSQ) Signature Pages must be received in JPAS to process an Investigation Request.
 - There are two methods of uploading signature pages in JPAS:
 - Fax – Can be used by either Accessions and Non-Accessions
 - Upload – Used by Non-Accessions only

- **What forms are allowed to be faxed or uploaded?**
 - Certification of SF86
 - Authorization for Release of Information
 - Authorization for Release of Medical Information

- **What is the fax number?**
 - Facsimile machine phone number is 1-866-804-0686

- **What happens to the faxed documents?**
 - The documents are faxed to a repository, parsed out based on the unique identifier number on the document, then attached to a PSQ in JPAS.

- **Do I have to have a fax machine or scanner?**
 - Yes.

- **What type of scanner or fax machine is required?**
 - If using the Upload option, the scanner must have the ability to save in pdf format.
 - Any standard fax machine should work.

- **I have multiple Investigation Requests and would like to send all forms in one fax transmission. Is this possible or must I fax individually?**
 - Yes. You can transmit all forms in one fax transmission. The fax server will read the forms using Optical Character Recognition (OCR), validating type and number located at bottom of each document, then separate as needed.

- **If I upload releases, how will JPAS validate these forms?**
 - JPAS can not validate uploaded forms. The security official must manually validate the form, ensuring the document type and number matches the form chosen and PSQ number respectively.

- **Can I upload multiple forms at one time?**
 - No. You must upload each form individually. The correct form must be uploaded under the corresponding name.

- **Is there a size limit on the files to be uploaded?**
 - Yes the limit is 1MB. If more than 1 MB is loaded JPAS will display: "Document Size is Invalid."

- **Can I scan to a .doc (Word), bmp, jpeg, etc?**
 - No. The file must be a pdf file. JPAS will not accept other formats. If attempted JPAS will display "Document is not a valid PDF."

- **Can I submit paper copies of the releases to OPM?**
 - Any investigation that is initiated or revised after the JPAS release (10 Feb 07 or after), must be faxed or uploaded.
 - Any investigation that was initiated prior to the JPAS release (before 10 Feb 07), you must use your current procedures for transmitting the forms to OPM.

- **Prior to the release date of 2.3.3.2. I initiated Investigation Requests that have not been review or approved. Can I electronically forward the signature pages?**
 - No. You must use previous methods to forward documents to OPM

- **In what status can I send a fax?**
 - Faxes can be sent if the PSQ is in the following status:
 - Initiated PSI
 - Ready for Review PSQ
 - Ready for Approval PSQ (non-industry)
 - Stopped

- **In what status can I send an upload?**
 - Uploads can be sent if in the following status:
 - Ready for Review PSQ
 - Ready for Approval (non-industry)

- **A PSQ had to be revised. Can I use the same signature pages?**
 - No. Each signature page has a unique identifier number at the bottom with a new number being generated each time a new PSQ is initiated or revised.
 - The number on the final PSQ must match the number on the release page.
 - The matching numbers must be validated by security officials.

- **Can a subject fax a release page or does it have to be the security official?**
 - Anyone can fax the release page. The notification (if validated) will go to the matching SMO notification box.

- **Can a subject upload a signed page into JPAS?**
 - No. Only a JPAS user can upload a document in JPAS. The subject may scan a document and provide an electronic copy to the security official.

- **Can I submit a digital signature to OPM?**
 - No. OPM will only accept actual signatures. Digital signatures will be rejected.

- **Can I print blank signature pages and just have each subject sign the pages?**
 - No. You must use the signature pages in eQIP or JPAS. Each signature page has a unique identifying number that is tied to the PSQ.

- **How can I tell what investigation number matches a subject?**
 - It is recommended that you only print one subject at a time to avoid mixing up signature pages.
 - The release form has the SSN on it.
 - On the release form you can look for the unique number on the bottom. Match the certification page and medical release to the unique number.
 - From JPAS (must be in the subject's person summary) or eQIP click the link that says View Blank Signature Pages. You will be able to view the number at the bottom of the page.

- **Can I upload or fax documents that are not release pages?**
 - No. Currently, JPAS will only accept release pages. Do not fax or upload other documents. **Remember; do not use a fax cover sheet.**

- **What happens if I fax a document for a PSQ that was initiated prior to the release?**
 - The JPAS fax server will reject the fax. You will not receive an error message in JPAS.

- **Why don't I see a box for the medical release forms?**
 - The Medical Release box will only be displayed if the form is scanned or faxed in. It is not required for Non-Accessions.

- **How will I know if a fax was rejected?**
 - The fax acceptance will not appear in JPAS within an hour (when document can not be validated by the OCR).
 - You will receive an error message in the notification screen and inside the person's summary: Fax received when Investigation Request was in ____ status meaning it was rejected.
 - Notification will also be in bold, signifying a rejection.

- **Should I use a cover sheet when faxing release pages?**
 - No. Do not use a cover sheet. It can not be used, causes more work for the developers and will slow the process.

- **How long will it take for a fax to show in JPAS?**
 - Faxes will general show in a few minutes. If human intervention is required it may take longer. Give it at least an hour before sending in another fax.

- **What happens if I fax or upload a document more than once for the same user?**
 - The most current document will be used. The former documents will be deleted from the document repository but the history will be displayed in Document History.

- **What are the acronyms on the forms?**
 - MEL- Medical Release
 - REL- Release Page
 - CER- Certification Page

- **Can I approve a PSQ prior to the documents being faxed or uploaded?**
 - No. After the JPAS release (7 Feb 07) you must fax or upload documents into JPAS before the PSQ can be Approved (non-industry) or sent to DISCO (industry) for approval.

- **Can I view documents once it is approved?**
 - No. Documents must be viewed prior to approval. Once the PSQ is approved, the document is sent from the JPAS document repository and is stored in eQIP. It is very important to manually validate all documents prior to approval.
- **How can I tell if a fax was received or if it uploaded properly?**
 - You will receive a notification message in JPAS. Also, the document box will be checked signifying that the documents were received.

Troubleshooting

FAX:

- **My fax machine said the fax went through but it is not shown in JPAS?**
 - The fax could not be read or validated by the OCR. Check to make sure the fax edges are not crumbled or unreadable.
 - The number on the fax pages did not match a record/PSQ in JPAS.
 - Note: If you do not see it in JPAS after 1 hour, resend the fax.
- **I received an error message in JPAS not accepting my fax.**
 - Faxes can not be sent if the PSQ is in the following status: Pending PSI, Ready for DISCO Review and Approval (Industry only), Revised PSQ, Approved PSQ, or Ready for Approval PSQ.
 - Note: If you do not get the link for upload, it is because the PSQ is in one of these statuses.
- **What does the message “document repository is down” mean?**
 - When you fax a document it goes into a document repository before being transmitted to JPAS. If the fax server is off-line you will receive this message.

UPLOAD:

- Documents can not be uploaded if they are in the following status: Stopped, Ready for DISCO Review and Approval (industry only), Revised PSQ, Approved PSQ, Ready for Approval PSQ (Industry Only).
- You will not get the upload option if the PSQ was initiated prior to the release.

GENERAL:

- **It has been an hour since I faxed my documents but it is not in JPAS. What should I do?**
 - Check to make sure the document is a good faxed copy. The number on the bottom must be readable.
 - Check to ensure the number on the document matches the number on the release forms in JPAS or eQIP.
 - Re-fax the document.
 - NOTE: Do not mix up the investigation number on the signature pages.

- **I received an error message saying “Attachment Failed: eQIP not Available.” What do I do?**
 - When eQIP is back on-line resend the forms by fax or upload.

- **I can not view a document. Why?**
 - Documents can not be reviewed during the Approved status. All documents must be reviewed prior to Approval. Once the PSQ is approved, the document is transmitted to eQIP then OPM.

- **I do not get the link to upload a document. Why?**
 - See the reason why you can not upload above. The document must be in a certain status

Quick Reference Guide on When Actions Can Be Performed

Industry

Fax	Do not fax	Upload	Do Not upload
Initiate PSI	Pending PSI	Ready for Review PSQ	Stopped
Ready for Review PSQ	Ready for DISCO Review and Approval		Ready for DISCO Review and Approval
	Revised PSQ		Revised PSQ
	Approved PSQ		Approved PSQ
	Ready for Approval PSQ		Ready for Approval PSQ

Non-Industry

Fax	Do not fax	Upload	Do Not upload
Initiate PSI	Pending PSI	Ready for Review PSQ	Stopped
Ready for Review PSQ	Revised PSQ	Ready for Approval PSQ	Revised PSQ
Ready for Approval PSQ	Approved PSQ		Approved PSQ
Stopped			

Paper vs. Electronic

Can Transmit Electronically	Cannot Transmit Electronically
If Initiated after release	If Initiated prior to release
If Revised after release	If Revised prior to release