

DBIDS Pre-Enrollment

Frequently Asked Questions

Q1: As the sponsor, I submitted the QR code for my visitor to the Security Office. How long does it take for me to obtain an approval response from Security?

A1: Typically within 24-72 hours, but it could be as long as 5 days, depending on number of visitor requests being processed by Security and Emergency Services.

Q2: What types of visitors should use this new process?

A2: This process applies to all contractors or visitors without CACs or DOD credentials needing to obtain unescorted access to DSCR.

Q3: If a visitor or contractor is traveling to DSCR with me in the same car to a meeting, would DBIDS Pre-Enrollment be required?

A3: No, DBIDS Pre-Enrollment is not necessary. If the visitor or contractor will be riding in the same vehicle as a CAC holder, the Trusted Traveler Program would apply and the CAC holder can sponsor the visitor/contractor onto the installation as long as the visitor/contractor can produce a valid government-issued identification card.

Q4: For new employees who need access prior to getting a CAC, would this process be applicable to get them on the base until they can obtain a CAC?

A4: Yes, DBIDS Pre-Enrollment would apply. The best way to proceed is for a new employee (or the sponsor) to schedule a CAC appointment as early as possible and then use DBIDS Pre-Enrollment to secure the new employee a visitor's pass. This process should be used if there are extended wait times for a CAC appointment or if there are delays in new employee updates into the CAC system from the servicing HR.

Q5: In the past, we have met our visitors at the Visitor Center and then someone would call a Police Officer to the Visitor Center to conduct vetting and then a one-day pass would be issued for the visitor. Can we continue to follow this process?

A5: The process you described is still an available option, but is highly discouraged because wait times for a Police Officer to come to the Visitor Center for vetting can be lengthy and unpredictable. Wait times for Police to conduct vetting could easily exceed standard wait times for normal to high customer volume at the Visitor Center. We are asking sponsors to follow the DBIDS Pre-Enrollment procedure so we can ensure process consistency and accuracy. Based upon pre-implementation testing, we believe DBIDS Pre-Enrollment will reduce customer wait and service times at the Visitor Center.