

## **DBIDS Pre-Enrollment Frequently Asked Questions**

**Q1: As the sponsor, I submitted the 6 Digit Alphanumeric 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, visitors and DOD retirees 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 (TTP) 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. It should be noted that the CAC holder is required to stay with individuals escorted under the TTP until they leave the installation.

**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 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 at the Visitor Center. We are asking sponsors to follow the DBIDS Pre-Enrollment procedure so we can ensure process consistency and accuracy.

**Q6:** When the Contractor, Visitor, or DOD Retiree enters their information into the DBIDs pre-enrollment site, will the 6 Digit Alphanumeric Code automatically be sent to the sponsor?

A6. No, the Contractor, Visitor or DOD Retiree must record and relay the code to the sponsor. The sponsor, in turn, must email that code using their government email to [dscrvisitrequest@dla.mil](mailto:dscrvisitrequest@dla.mil). In addition to providing the code, the sponsor must also indicate the start and end date for the requested pass.

**Q7:** What is the link to the Pre-Enrollment site?

A7. <https://dbids-global-enroll.dmdc.mil/preenrollui/#/landing-page>

**Q8:** I have additional questions about the Pre-enrollment process, who can help me?

A8: Questions about the Pre-Enrollment process can be directed to Physical Security Specialists William Butters at [William.Butters@dla.mil](mailto:William.Butters@dla.mil) or Gene Marchand at [Eugene.Marchand@dla.mil](mailto:Eugene.Marchand@dla.mil).

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