



# Defence Business Services

## E-form Portal Trouble Shooting

This document provides a list of trouble shooting tips for the most common questions and queries from both Subject and Sponsor.

### Registration Link is not Working

#### Subjects

If you are attempting to fill in the form at home the registration link must read:

[www.nsv.mod.uk/\\*\\*RegistrationLinkEtc\\*\\*](http://www.nsv.mod.uk/**RegistrationLinkEtc**)

If the link reads:

[www.nsv.r.mil.uk](http://www.nsv.r.mil.uk)

Your sponsor has set your account up using the incorrect portal. Contact them and request they set your account up on the **Internet Portal** to allow completion of the form using a home P.C.

#### Sponsors

Contact the NSV Helpdesk if your registration link does not work and an advisor will investigate why.

### Username/Password Reset

If you have forgotten your Username, click on 'Username Reminder'. You will be required to provide an email address – this must be the email address that you registered with. You will then receive an email containing your Username.

A Password reminder function is not available, Passwords can only be reset.

If you need to reset your password you should first go into the **Login** page on the portal and click on **Forgotten your username?** The reason for this is that the system does not differentiate whether it is the username or the password that is incorrect. Once you have received the e mail with your username click on the 'Forgotten Password' link and input your Username as requested. Following this you will receive an email containing a Password reset link. From this link you will be required to input your five pieces of information which you originally provided when your account was first activated. Once this is done, you will be prompted to create a new Password. Do not use exactly the same password as before - you must change it

If the Password reset option is not working for a Subject, the Sponsor has the option of sending a Password Recovery email to the Subject, as they would when they unlock a Subjects account.

If you are a Subject and you input your Password incorrectly more than five times, your account will be locked. If this happens you must contact your Sponsor who will be able to unlock the account.

The details must be entered exactly as recorded by the sponsor when they created the account.

If all of the above Password reset functions have not worked, the Sponsor must revoke the Subjects account and set up a new one.

## **Preparing to complete your form**

Applicant (Subject)

Unsupported Systems. The system cannot currently be used if you are using an Apple Mac computer, a tablet computer or a smart phone. There is no workaround in place for this, and it is advised that you find a Windows PC to be able to complete the Security Questionnaire.

Check and adjust your computer settings.

Web browser. Internet Explorer is the preferred web browser to use, and is compatible with the online questionnaire. However, it is possible to use Google Chrome or Firefox as alternatives. Please follow the instructions for setting up either of these in the paragraph headed, Browser information at the end of this document.

Adobe Reader. We recommend that your Adobe Acrobat Reader be at least version 9 or above. If you have difficulties loading the form, you will need to change your Adobe settings to be able to load the online form, to do so please follow the instructions below.

Ensure that the following settings are correct:

- "Open PDF in browser" is ticked
- "Enable Acrobat Javascript" is ticked

If that doesn't solve the issue, it's also worth:

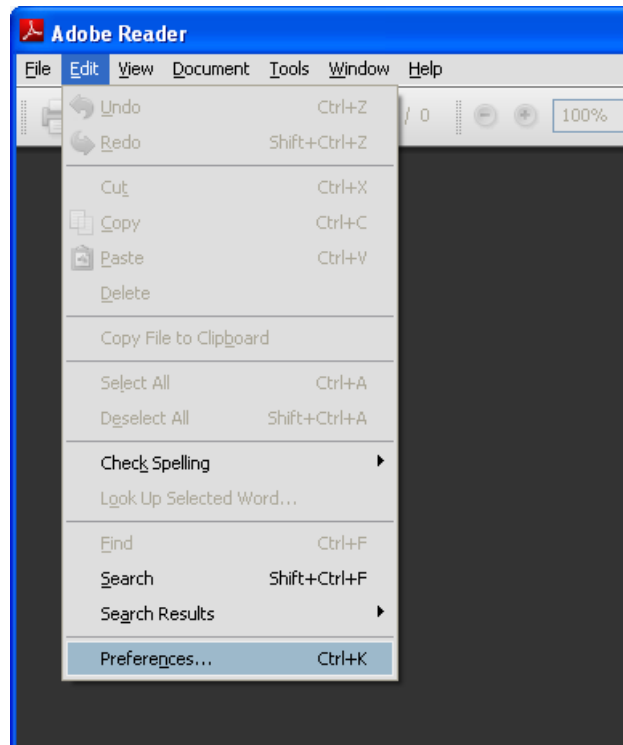
- checking that PDF Reader Add-In to Internet Explorer is present and enabled.
- verifying what version of Adobe Reader and plugin is installed
- clearing the browser cache before retrying

More details on how to do these are below.

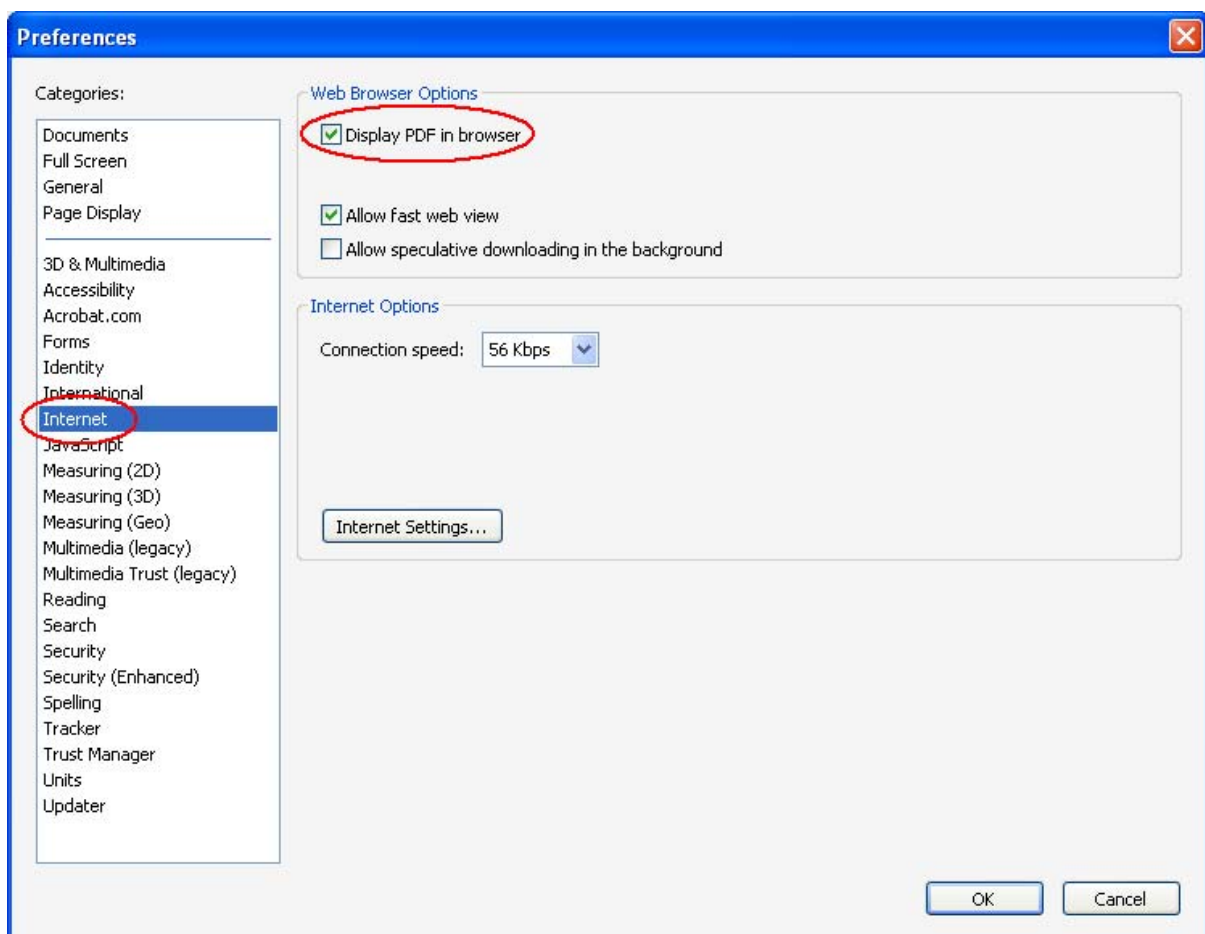
### PDF in Browser and Acrobat Javascript Settings:

- Open the Adobe Reader. It should be in the Start menu programs for most users.

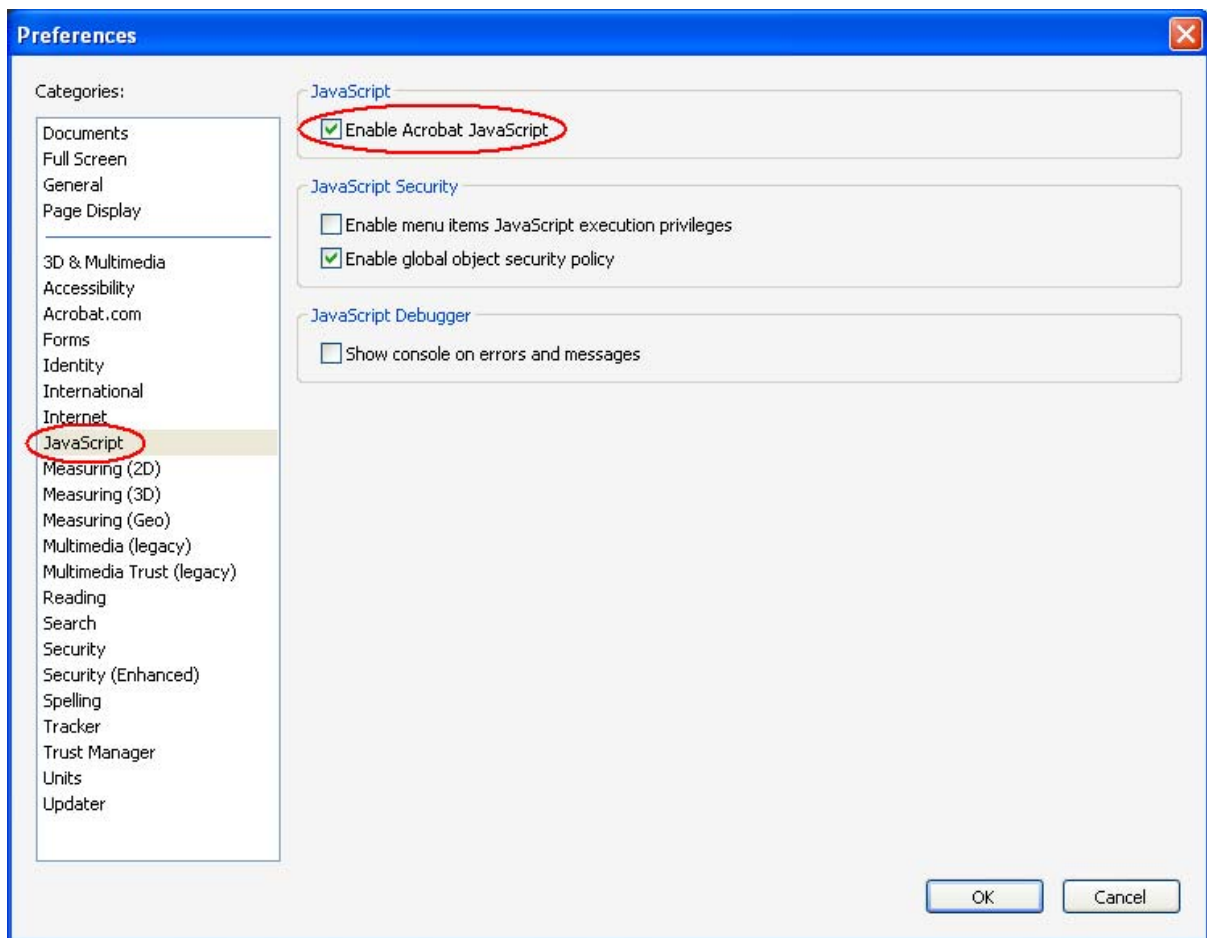
- Open the Preferences as below:



- Select the Internet category from the list on the left, and ensure “Display PDF in browser” is ticked on the right, as in the two red circled items below:



- Select the JavaScript category on the left, and ensure Enable Acrobat Javascript is ticked on the right, as in the two red circled items below:



After following all the above settings if the %PDF problem still appears this can be resolved by clearing temporary internet files, clearing the contents of the C:\Windows\Temp folder, changing browsers or re-installing/upgrading Adobe Reader.

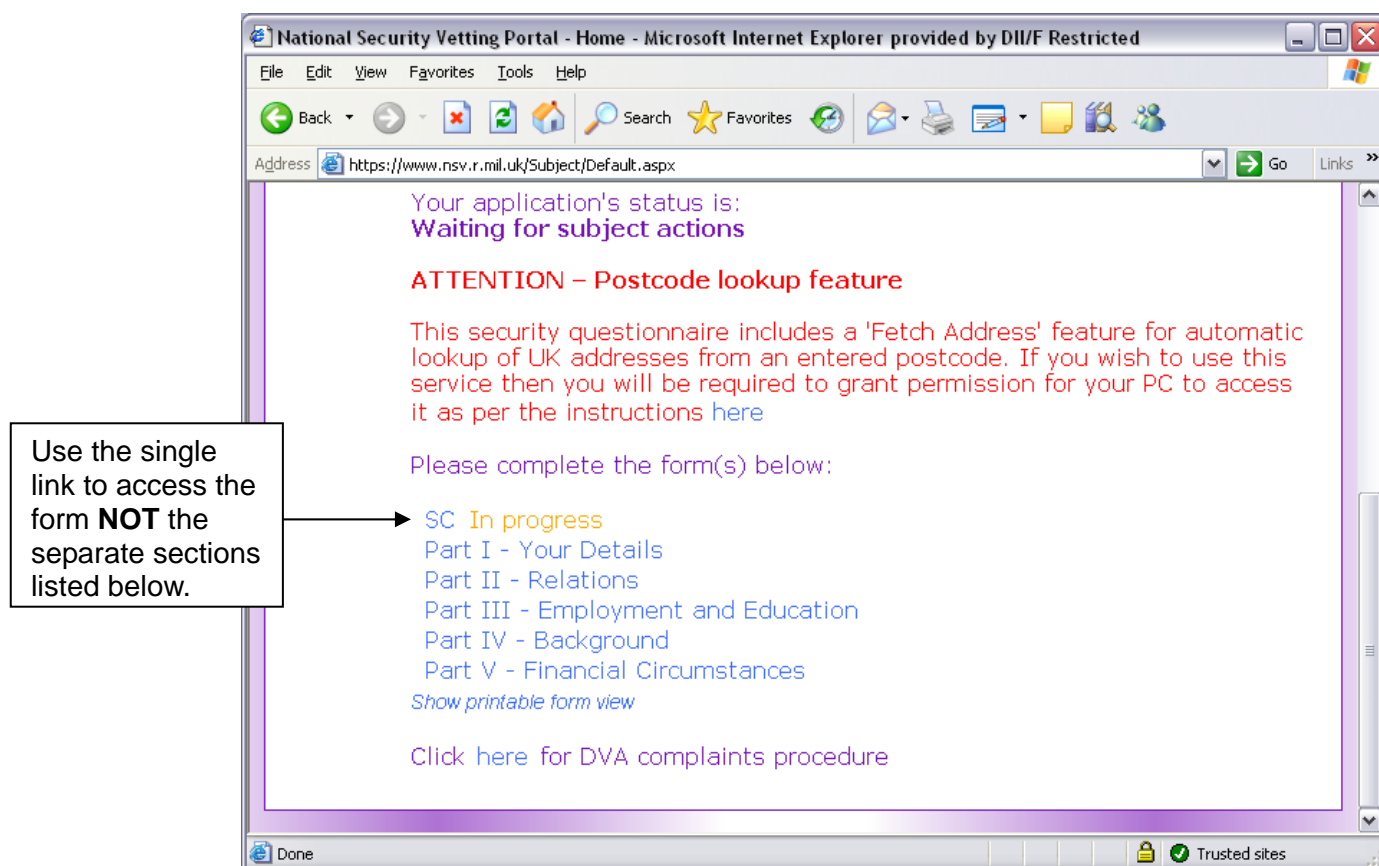
Occasionally with older versions of Windows. Running Windows Update will work and in some cases downgrading Adobe Reader Fixes it.

## Beginning the form

On the Cerberus home page, you must use the single link "[SC](#)" to access the form.

If you can see separate links labelled Part I, II, III, IV, V (shown in the figure below) **DO NOT** use these to access the form. You will experience problems saving information and submitting the form.

Alternatively, the link could be "DV" or "CTC": if DV, the separate links are numbered Part I - Part VI



**eForm not Loading.** Check your settings comply with those listed above in section “Subject: Preparing to complete your e-form.”

**Section Complete, but No Green Tick.** This is when a Subject believes they have completed a section but the Green Tick does not appear on the left hand navigation bar.

For a Green Tick to appear in the navigation bar all pages of a section must be completed. Some sections in the eForm are made up of more than one page. A good example of this is the “Details” section. When a page is completed successfully a Green Tick will appear at the top right hand corner of the screen. If you then move onto the next section and a Green Tick does not appear in the navigation bar, this would indicate that there are further pages under that section that require completing.

Another indication that there is more than one page to a section is a grey button at the bottom right of the screen which says '>>>>Next'.

If you are still unsure, use the 'Check for Errors' button on each page in the section which you have been unable to get the green tick on (There are 4 pages in most of the sections although the financial section is longer) as this will identify the incomplete areas.

**eForm Not Saving.** NSV are encouraging Subjects to complete the eForm in full at the moment and submit where possible

There have been some cases where a Subject has accessed the eForm using the incorrect link for their Adobe version. If you have accessed Parts I – V of the eForm and been able to complete the sections rather than using the SC link, or vice versa, when you save it and come back to it later sometimes the data is missing. If you access the eForm as advised above, dependent on your Adobe version, you should not experience this problem. However, if the problem still persists please contact the NSV Helpdesk.

**eForm Not Ready.** This is when you log into the portal and there is a message on your homepage that reads 'eForm Not Ready'.

If you have only just activated your account we advise that you wait 24 hours before trying to access the eForm. However, if you are still receiving this message 24 hours later please contact the NSV Helpdesk.

## **HM Forces/HM Government Employment and Supervisors**

The HM Forces Employment and HM Government Employment Sections of the form will not validate until the Supervisors Section of the form (located lower down) is complete.

For the Supervisor's section of the form to validate you must enter 5 years worth of Supervisor cover. There must be no gaps in the dates between individual supervisors and the final date entered should be the month or year when supervision concluded.

If the final individual listed is still your supervisor ensure you enter the current month and year in the "To" date or the section will not validate.

## **Sponsor**

Non Receipt of Activation Emails. This is when you are setting up your Subject users but they do not receive their activation email.

The solution to this is ensuring that the email address the Subject has provided is:

- The correct one for the portal - Sponsors using the RLI portal can only set up Subject users using a restricted email i.e. RLI, GSI. If the Subject is completing the form at home or on an unrestricted machine the Sponsor must use the internet portal.
- Compatible - There are some issues surrounding *r.mil.uk* email addresses. If a Subject provides an e-mail such as this: [joe.bloggs@xcompany.r.mil.uk](mailto:joe.bloggs@xcompany.r.mil.uk) it cannot be used on the RLI portal. The internet portal must be used with the company email, for example [joe.bloggs@xcompany.co.uk](mailto:joe.bloggs@xcompany.co.uk)

We are encouraging users to check their SMTP (Simple Mail Transfer Protocol) address. There is a presumption that all MOD personnel have @mod email addresses but this is not always the case and only SMTP emails can be used. To find your SMTP email, open a new mail and type your email address into the 'To...' field. Right click on your email address and select Properties. Go to the Email Addresses tab and here you will see a list of SMTP addresses. The type of email required is @mod or @gsi, or something similar. The x.400 emails or r.mil.uk emails cannot be used at the moment.

Vetting Services Unavailable. This is when you set up your Subject users and you choose which vetting service the Subject is to complete but it is stating 'non available'.

If this happens please contact the NSV Helpdesk. This could be due to the vetting services not being associated correctly. Or if they have, it could be a technical issue.

## **Vetting Status Information (VSI) Requests**

Customers using the VSI tool on the RLI portal are sometimes getting results back that are not expected.

When there is a clearance in place for a Subject the report may state 'Contact DVA' or 'Not Found'. It is important to understand that 'Contact DVA' does not necessarily mean there is a fault. This appears for a number of reasons, for example:

- The request is for a common name and therefore could return a number of possible matches.

- The clearance has lapsed therefore NSV Helpdesk need to ascertain some facts.
- Or if the person works at NSV, or is closely associated with NSV

If the VSI report states “Not Found” this could mean that a person does not have a valid clearance or the clearance is currently in progress and is therefore an Application Status Information (ASI) check. You can either check this via the portal or by ringing the Helpdesk.

It is only a fault if it says ‘Not Found’ and there is an existing completed clearance. If you are sure the person has a clearance then contact the NSV Helpdesk for confirmation.

## Full Completion Status Incorrect

This is where the Subject and/or Sponsor have completed their part of the eForm but it is still saying ‘Awaiting Subject Actions’ or ‘Awaiting Sponsor Actions’.

As a Sponsor you can confirm directly with the Subject to ascertain whether they have successfully completed their part of the eForm. When you sure that they have done this, and you have completed your part, if the status of the eForm is still not showing as complete then you must contact the NSV Helpdesk.

## Browser Information

### Google Chrome

Customers are experiencing difficulty with Google Chrome as it is not a supported browser and therefore will not host the eForm portals.

There is a plug-in that can be used to enable Google Chrome to load the portal and the eForm. A ‘plug-in’ is an add-on to a user’s settings which will make their equipment compatible with the portals and the eForm.

- Load the internet through your Google Chrome browser icon.
- Once Chrome is loaded in the browser bar at the top type in this exact phrase - **about:plugins**
- A menu will appear which lists things that you can enable or disable.
- You will need to disable Chrome PDF. You can do this by simply clicking ‘Disable’ under Chrome PDF.
- You must then ensure that Adobe PDF is enabled. Go to the menu as before, find Adobe PDF and click enable.
- Once this has been done you must close down Google Chrome and reload it or the changes will not be saved.

### Firefox

If your browser is Firefox, this is also compatible if the following settings are applied.

- Open the Firefox browser, making sure only one browser is open.
- In the address field type this exact phrase - **about:config** – and then press enter.
- When asked, confirm that you want to open the Configuration Screen.
- In a filter field type in - **network.http.sendrefererheader**
- Double click on the “**network.http.sendrefererheader**” item to change the value and change it to zero.
- Confirm by clicking ok.
- Close the browser an open it again to save the changes.