Temporary Access Badge System

Operations & Security Division

User Guide

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Executive Summary

Purpose

The Temporary Access Badge System (TABS) is a tool developed by SFO for Public Service Aides (PSAs) manning the airfield checkpoints and Security Access Office (SAO) Operators.

This solution is meant to make managing and issuing temporary badges quick, easy, and more secure. It is a hands-free technological tool that automates the issuance process and ensures that checkpoints are compliant with operation standards. Most importantly, TABS helps keep our airport safe.

This guide will introduce you to the TABS system and serve as a reference for future use.

I. Getting Started

What is a temporary badge?

Temporary badges are provisional ID cards that authorize individuals, such as contractors or visitors, to do work and visit sterile areas at SFO. Only one badge may be issued to one individual at any time. SFO currently issues two kinds of temporary badges: **Limited Duration Badges** and **Standard Badges.**

What is an applicant?

An applicant is any individual who requests or is issued a temporary badge from TABS.

What is an escort?

An escort is an SFO Employee or associate who is authorized to accompany an applicant through the issuance process. Each applicant must have an escort associated with them.
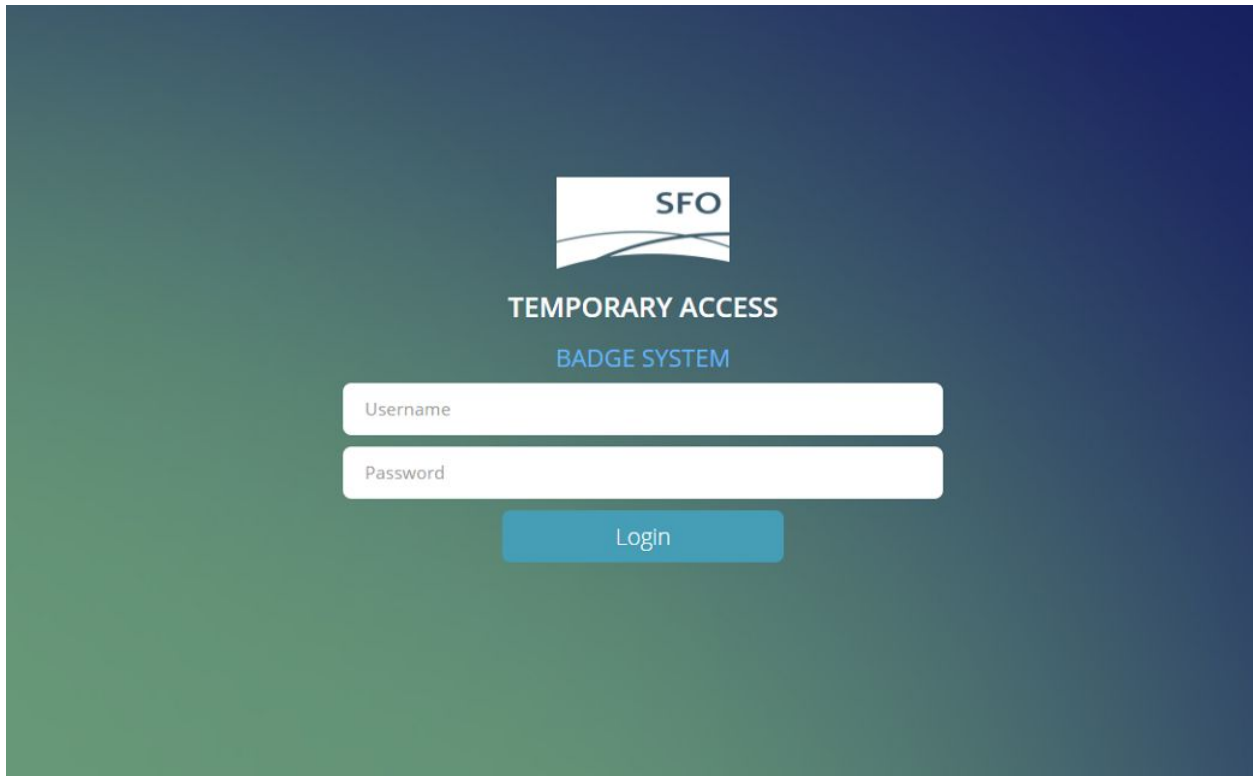
Your Workstation

The following diagram depicts a typical TABS workstation:
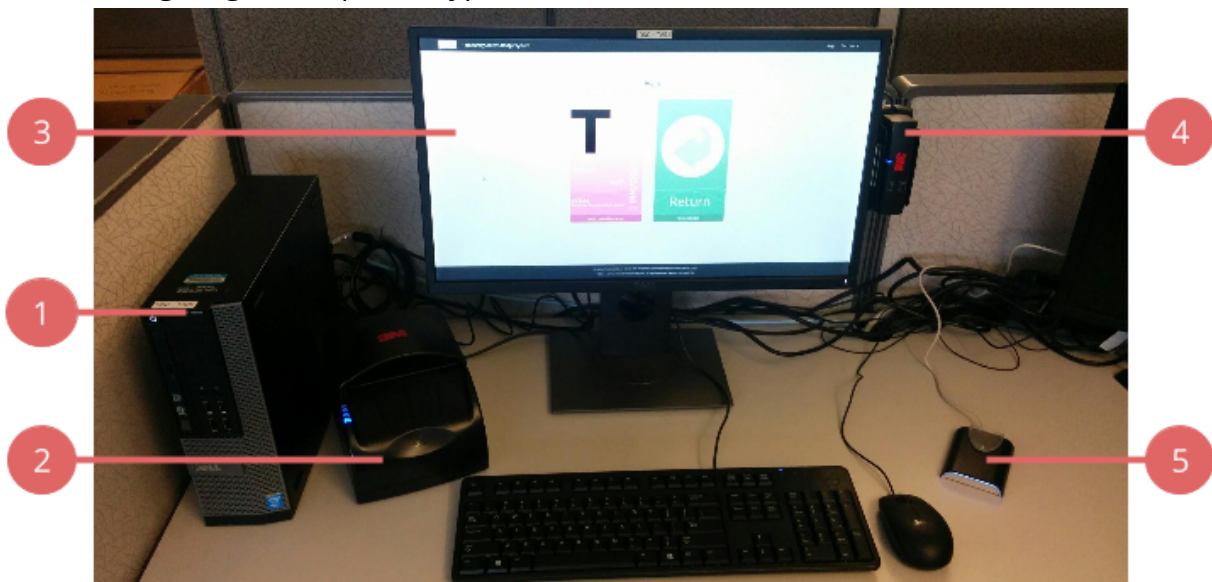
1) **Workstation Computer** - runs the TABS system and *Reveal ID* program.
2) **3M Government ID Scanner** - validates the government issued ID.
3) **Monitor** - displays the TABS system and *Reveal ID* program.
4) **3M Government ID Swiper** - reads applicant ID information into TABS.
5) **HID Badge Reader** - reads temporary and escort badge numbers into TABS.

Logging In

When your workstation first boots up it should have TABS already loaded onto it. Log in using your SFPD or SFO Active Directory (AD) credentials. This is usually the username and password you use to log into your work computer or email.

Enter your username and password and click "Login" to access TABS.

Note: Keep your username and password in a safe and secure place. If you forget either of them, you'll need to contact your IT Helpdesk to reset it. Visit the FAQ section to learn more about what you should do if you can't log into the TABS system.

II. The Home Page

PSA/User View
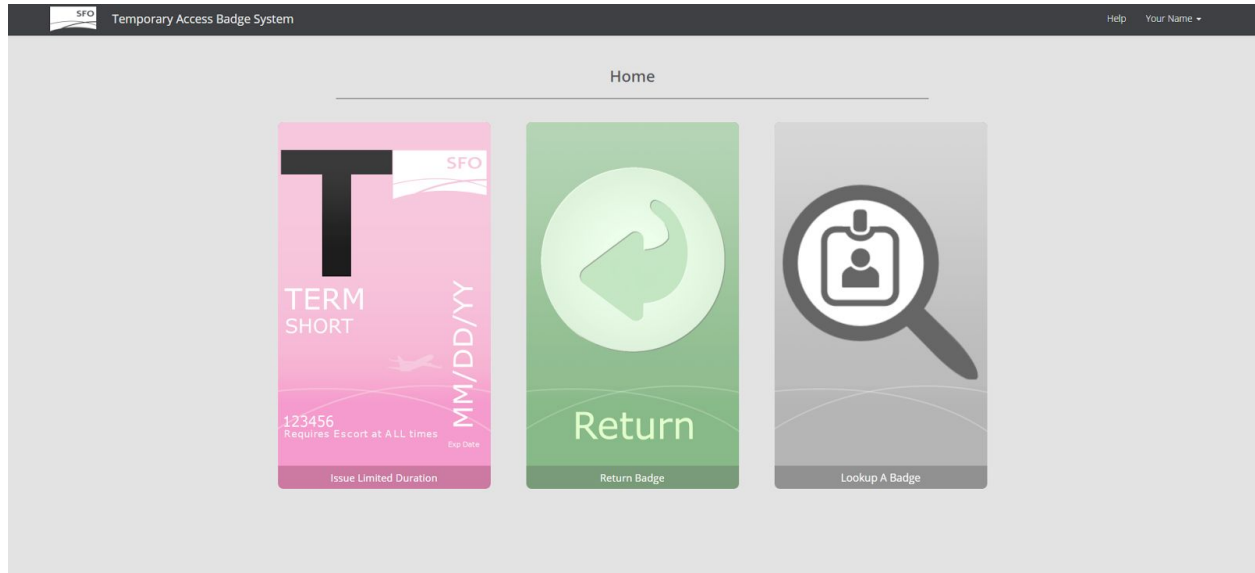
If you're stationed to issue a badge at an SFO Airfield checkpoint, your Home Page will look something like the figure above.

To issue a badge, click on the Pink Temporary Badge labeled "Issue Limited Duration Badge". To return a badge, click on the Green Return Button labeled "Return Badge". To search for a badge, click on the Grey Lookup A Badge button.

Logging Out/Help

Notice that your first and last name are in the top right corner of the page. To logout, click on your name and then click "Log Out".
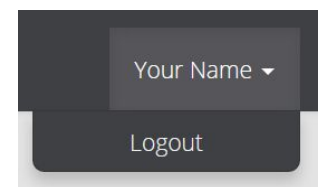
Note: If you're ever stuck, or don't have the physical User Guide available, click on the "Help" tab on the top bar to open up an electronic version of the User Guide!

SAO/SOC/Admin View

If you're stationed to issue a badge at the SAO or SOC, this will be your Home page when you log in. In addition to issuing and returning limited duration badges, Admins can issue Standard Badges and search for any person or badge that has passed through TABS.

Additionally, TABS displays all recently issued badges directly from the Admin home page. From here, Admins have quick access to the last three temporary badges (and their corresponding data) issued during the last 24 hours.

III. Temporary Badges

As mentioned in the Getting Started section, SFO currently issues Limited Duration Badges and Standard Badges. A Limited Duration Badge is a reuseable, 24 Hour badge that can be issued at any TABS workstation. A Standard Badge is a one-time-only, 30 Day badge that may only be issued at the SAO or SOC.

While Limited Duration Badges can be issued at any time, Standard Badges require a Standard Badge Application prior to issuance. Visit the SAO/SOC to request a Standard Badge Application.

For a detailed breakdown of the differences between the two badges, see the table on the following page.

Limited Duration vs. Standard

Temporary Badge	Issued By	Expiration	Printed Name?	Reuseable?	Application Required?
Limited Duration	● Airfield Checkpoint Officer (PSA) ● Security Access Office (SAO) ● Security Operations Center (SOC)	24 Hours	No	Yes	No
Standard	● Security Access Office (SAO) ● Security Operations Center (SOC)	30 Days	Yes	No	Yes

IV. Issuing a Badge

Overview

Issuing temporary badges is the core function of the TABS System. To issue a badge, all you have to remember is three important actions: *Scan, Swipe,* and *Tap*. This section will introduce how to Issue a Limited Duration badge using *Scan-Swipe-Tap*.
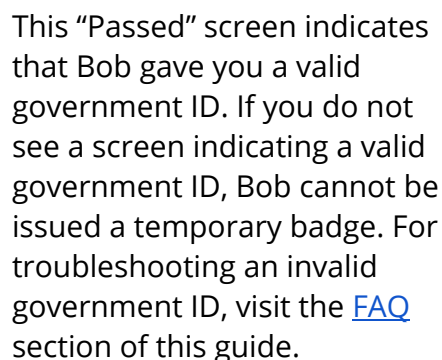
The Scenario

Imagine a scenario. A water pipe has burst on the airfield and requires immediate attention. A contractor for ABC Inc., Bob Smith, has been tasked by SFO Employee, John Doe, to fix the leak. The two arrive at your checkpoint/office in order to receive a temporary badge that authorizes Bob to work on the airfield.

John Doe approaches you with his escort, Bob Smith. After they explain the situation, you ask Bob for a valid government issued identification, as well as John's SFO issued ID badge. You ask Bob how long the leak will take to fix. Bob replies saying the fix should not take more than a few hours (< 24 hrs). You thank them and take the IDs.

Validating the Government ID (Scan)

In order to start the issuance process, you must verify that Bob's ID is valid by *scanning* it using the 3M reader. First, open the Reveal ID program running on your workstation.

Then, place the ID on the large 3M scanner. Follow the on-screen instructions to complete the validation process. Once scanned, you should see a screen like the diagram to the right.

This "Passed" screen indicates that Bob gave you a valid government ID. If you do not see a screen indicating a valid government ID, Bob cannot be issued a temporary badge. For troubleshooting an invalid government ID, visit the FAQ section of this guide.

Issuing the Badge (Swipe/Tap)

To start, go to TABS and click on the pink button labeled "Issue Limited Duration Badge".

Before issuing the badge, it's important to understand the issuance interface.

1) **Step Counter**. This indicates what step you are on. All issuances require 4 Steps.
2) **Input Section**. This is where the information from the IDs/Badges are populated.
3) **Input Control Buttons**. In the event that the card swiper is malfunctioning, TABS provides some in-line buttons that allows users to reset any swipe or tap. 'Manual Entry' buttons allow users to type in the ID information using their keyboard. 'Clear All Fields' button clears all input entered into the Input Section.
4) **Instruction Section**. This indicates the next step you must perform.
5) **Step Transition Buttons**. To proceed with or cancel an issuance, TABS provides two buttons in the bottom right corner.
   a) *Cancel (Red)* - If you wish to safely cancel a badge issuance, click 'Cancel'.
   b) *"Next Step" (Blue)* - Once you have populated all the required fields in the input section and have <u>verified</u> it's accuracy, click* this to move forward.

Note: Make sure all the data is accurate prior to moving to the next step. Once you have completed a step, you cannot return to it.

*Tip: The "Enter" key is a shortcut for the next button!

Step 1: Applicant Information

Now you are ready to issue Bob Smith a Limited Duration Badge. *Swipe* the ID badge on the small 3M scanner mounted on the right side of your monitor. If the swipe was successful, Bob Smith's information should be automatically populated into the First Name, Middle Name, Last Name and Date of Birth fields like the image below.

Notice how Bob's middle name didn't get populated? Some applicants may not have a middle name so the middle name field is not required. If the scanner does not detect a middle name, it will leave it out.

Make sure to validate that the fields match the government ID you swiped. If the data is incorrect or the swipe doesn't read correctly, click the "Manual Entry" button and modify the fields directly using your keyboard.

Once completed, click "Check Records" to continue to Step 2.

Step 2: Applicant Results

By the time you reach step 2, the TABS system will have completed an automated background check with the information you provided. This check validates three conditions:

1) The applicant is NOT on the TSA "No-Fly" List.
2) The applicant is NOT in the SFO Adjudication Database.
3) The applicant has NOT been issued more than 4 badges within the last 12 months on a rolling basis.

The applicant must pass <u>all</u> three tests in order to be eligible for a temporary badge. If even one test fails, the applicant cannot receive a temporary badge.

Note: Depending on the situation and on a case-per-case basis, SAO and SOC Operators can manually override an issuance only if the applicant passes the "No-Fly" and Adjudication check, but fails the Issuance Limit check. To learn how to override a badge, visit the [FAQ section](#).

A green check mark in the instruction section indicates that Bob is cleared for a temporary badge. If you do not see a green checkmark, do not proceed with the badge issuance. Visit the [FAQ](#) section to learn how to respond to a denied applicant.

If the applicant was cleared on this step, click "Proceed" to continue to Step 3.

Step 3: Badge Information

Now it's time to select the temporary badge Bob will receive. Grab a pink badge from the pile on next to your workstation and *tap* it onto the HID scanner above it. This will automatically enter the badge number associated with that card. If the badge is valid, you'll see a success message like the following figure:


Tap John's escort badge on the HID scanner to populate its badge number into the system. This badge will be considered an "escort" for the temporary badge you'll issue Bob. TABS has a built-in escort validation feature that displays information related to the escort badge including:

- First, Last Name
- Current Badge Status
- Badge Escort Privilege

A valid escort badge will return a green check mark indicating the escort's name, badge status, and whether the escort has escort privileges. If for whatever reason the escort is invalid, you'll need an admin to override the escort. Report an invalid escort to your supervisor or manager right away and send the applicant and escort to the SAO/SOC.

Once you have tapped the temporary badge and escort badge, click "Issue Badge"
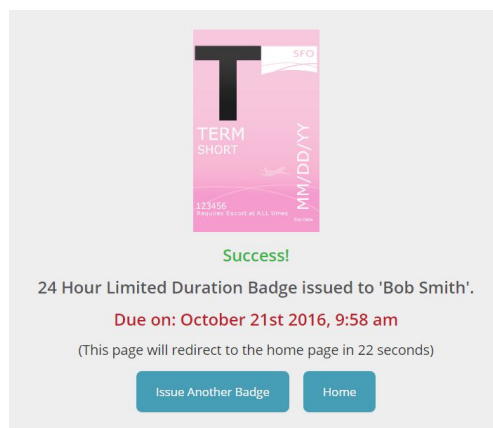

Step 4: Issue Badge

Congratulations! You've issued a temporary badge to Bob. Hand him his I.D and new temporary badge and hand John his SFO badge. The final step displays the badge information as well as the due date. Click the 'Home' button to return to the Home page, otherwise the page will automatically redirect to the Home page after 30 seconds.

V. Returning a Badge

Once an applicant is finished with their work/visit at SFO, they must return the badge either at any SFO airfield checkpoint, the SAO, or the SOC. To process a badge return:

1) When logged into the Home page, click the green button that says "Return Badge" to go to the return badge page.
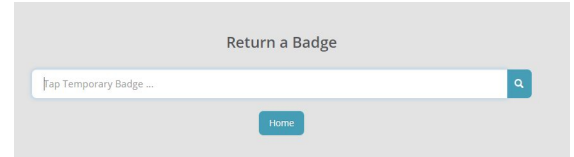
2) Tap the badge you wish to return on the HID scanner. This will automatically bring up the badge return page.

3) In the bottom right corner of this page, click the red "Return Badge" button (see right). You will be prompted with a confirmation pop-up window. Confirm that you wish the return the badge by pressing the red "Return" button.
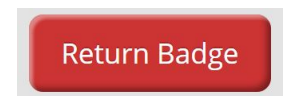
4) Upon returning the badge, TABS will redirect you to your home page and display the result of the return. Place the temporary badge back into the bin.

VI. Search

TABS allows authorized SAO or SOC Operators to search for any applicant, escort, or badge that exists in the system. In order to do this, the system provides you with multiple different ways of looking for what you need.
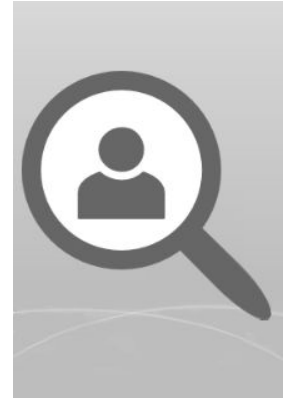
By Name

To search for an applicant or escort by name:
1. On the home page, click Search "By Name".
2. Select the type of person you would like to search.
3. Type in the <u>exact</u> First, Middle, and Last name of the person you're looking for. If the person does not have a middle name, leave it out. If the person has a middle name, provide it in the search.
4. Click "Search"

By Badge ID

To search for a temporary or escort badge by ID:

1) On the home page, click Search "By Badge ID".
2) For temporary badges select "Temporary Badge CSN", for escort badges select "Escort Badge CSN".
3) Tap the badge you wish to search on the badge reader.

By Date Range

To search for a list of badges issued on, returned on, and overdue over a period of time:

1) On the home page, click Search "By Date Range".
2) Select the "To" and "From" date you wish to search over.
3) Click "Search"

VII. Applicant Profile & Notes

Admins have the ability to view the badge issuance and request history of any applicant that has requested or received a badge through TABS. The figure below is an example of a typical applicant profile:

Applicant profiles display a high-level overview of how the applicant has interacted with the TABS system including badge issuance counts and their most recent badge request.

Admins can also leave notes on applicant profiles for future reference. For example, if the applicant claims that they may be a few minutes late when returning their temporary badge, an Admin can make a note directly on the applicant profile to indicate this.

VIII. Frequently Asked Questions

What if the applicant is denied a badge?
- If an applicant is denied a badge, that means he or she failed at least one of the three required background checks (No-Fly, Adjudications, Issuance Limit). Kindly tell the applicant that you are unable to issue them a Temporary Badge for the reason they were denied. If the applicant insists they should receive a badge, On weekdays between 7:30 AM - 4:30 PM, call SAO. On weekends, holidays, or after hours, call the SOC. The SAO/SOC handles all emergency badge issues including badge overrides.

What is a CSN?
- A Card Serial Number is a unique string of characters that identifies a temporary badge. Reading a CSN from a temporary requires the use of an electronic badge reader such as the one used to issue badges through TABS.

What is Reveal ID?
- Reveal ID is a third-party software created by security company AssureTec used to validate the authenticity of government IDs. When your computer first boots, Reveal ID should automatically be running in the background. While the program is crucial to the issuance process, it is not integrated with TABS in anyway.

What kinds of government identification will TABS accept?
- The TABS system will accept any valid form of government ID including State IDs, Driver's Licenses, Passport Cards, Green Cards, or Work Authorization cards.

What if the applicant provides a fake I.D?
- Whether the Reveal ID software or a physical inspect alerts you of a fake ID, if you have a reason to believe that an applicant has provided you a fake I.D, alert your supervisor and call airport police immediately. Never issue a badge to an applicant with a fake I.D under any circumstances.

What if TABS cannot find the SFO escort badge?
- If the escort provides you with an SFO escort badge that TABS cannot find, it's likely the escort just received their escort badge from SAO. The TABS badge records update every 15 minutes, so it's possible that the changes haven't been updated in TABS. In this case, send the applicant and escort to the SAO or SOC for a manual badge override.

An escort has handed me a badge without escort privilege. Should I issue the badge?
- Unless you are a TABS Admin, you cannot issue a badge without a valid escort with escort privileges. If the escort claims to be representing a manager or

supervisor with escort privileges, kindly direct the applicant and escort to the SAO/SOC for a manual badge override.

As an Admin, how do I override a badge issuance?
- There are two ways for an admin to override a badge issuance. Note that all badge overrides are tracked in the TABS system:
  - The first case is when the applicant has reached their issuance limit. To override this, simply attempt to issue the badge to them normally. Once you reach Applicant Results (Step 2), a red override button should appear in the Information Section. Click it to be taken directly to the next step where you can continue through with the issuance as normal.
  - The second case is when the escort presents an SFO badge without escort privileges. To override the escort, attempt to issue the badge normally. Once you reach Badge Information (Step 3), after tapping the escort badge, you should see a blue hyperlink directly beneath the input box titled "Override". Click that link to override the escort badge for this issuance. From then, you should be able to issue the badge normally.

What if the TABS system is down?
- Each checkpoint/workstation is outfitted with a badge issuance log. If the TABS system ever prevents you from issuing a temporary badge, write down the names of the badge receiver and escorter as well as the badge numbers of the temporary badge and escort badge (located in the bottom left of the front side of the badge). When the system is up, SAO will manually enter these records into TABS.

I need to restart my computer. Will my workstation work after I reboot?
- Yes, every TABS workstation is configured to launch into a working state after being restarted or shut down. If the workstation does not log in, or launch any application upon launch, try restarting the computer manually. If the issue still persists, contact SFO Helpdesk at sfohelpdesk@flysfo.com or 650.821.4357.

Support

If you are having any trouble with TABS, please follow the procedure below -

➜ Re-launch the application from the desktop.
  Or
➜ Restart the computer.

If the issue still persists, contact SFO Helpdesk at sfohelpdesk@flysfo.com or 650.821.4357.