



## Cerberus & e-Forms Trouble Shooting - Glossary of Terms

### Activation email

- This is the email that the user receives from Cerberus once they have been set up for either a sponsor account or a subject account.
- The Defence Business Services National Security Vetting (DBS NSV) will register sponsor accounts. Sponsors will then register subject accounts.

### Adobe

- This is a piece of software that allows PDF (Portable Document Format) files, and the files used to design our e-Form, to be viewed and used. Every user will need access to Adobe in order to use the e-Form

### ASI

- Application Status Information. When cases are going through the vetting process ASI informs you what part of the process the case is at and which parts have not yet been completed.

### Browser

- A browser is what the user uses to access the internet. There is normally an icon on the desktop or it can be found in the start menu, all programs and then start up. The major web browsers are [Internet Explorer](#), [Firefox](#), [Google Chrome](#), [Apple Safari](#), and [Opera](#).

### e-Form

- This is the electronic form that can be used to complete your clearance on the two portals. There are two parts to the e-Form; the sponsor part that is on the sponsor's home page on the portals and the subject part of the form that will be on the subject's home page.

### GSI

- Government Secure Interconnect. This is what connects Government networks.

### Incident number

- DBS NSV Help Desk use a system called Remedy where we record all calls, emails and faxes. When you contact the helpdesk they will give you an incident number for the call. If you need to call again regarding the same subject you can quote the incident number and we will be able to see the history of the call.

### Internet Portal

- This e-Form portal can be used by anyone who has access to the internet. It is available to any user and will allow users to complete their e-Forms at home, in an office or anywhere there is an internet connection.
- MOD personnel that vet on recruitment i.e. Armed Forces Career Office's can use this portal for people that wish to complete the e-Form in the privacy of their own home.

**Java Script**

- Small programs that run inside a web browser, these are used to improve usability.

**Operating system**

- This is the computer system that the user needs to operate their computer, for example Windows XP and Windows 7.

**Plug-in**

- This is an additional piece of software that will allow customers to configure their computer settings. For example Google Chrome is an unsupported browser as it was unavailable for testing when Cerberus was being tested by our contactor. However, with a plug in this can be configured to use and access the e-Portals and the e-Forms.

**Remedy**

- Is an Incident Management system. It allows DBS NSV to assign incidents to support teams to fix and monitor Cerberus issues.

**RLI**

- Restricted LAN Interconnect is the RESTRICTED Infrastructure that links MOD networks to each other and is used by MOD and some LIST X companies.

**Restricted Portal**

- This portal sits on the MOD's Restricted LAN Interconnect infrastructure. This portal can only be used by users that have access to the RLI or GSI. This cannot be used for companies own restricted networks, only for users that have RLI user accounts and connected to the MOD through RLI or GSI.

**SMTP**

- Simple Mail Transfer Protocol (SMTP) is designed for reliable and efficient mail transfer. It is widely used in government and education facilities and is also the standard used by the Internet for mail transfer. The DBS NSV Help Desk will ask users to look at their SMTP email addresses if they have more than one address. This is to ascertain which the best email address to use is.

**Subject**

- A subject is the person who is undergoing the security clearance.

**Sponsor**

- This is the authorised person who sets up the subject account and completes the sponsor part of the form. This person's responsibilities include undertaking the Baseline Personnel Security Standard/Departmental Record Check /Company Record Check and only this person can contact the DBS NSV Help Desk to enquire about a subject's clearance, i.e. how it is progressing.

**VSI**

- Vetting Status Information. This is for completed cases only. The VSI search facility on the RLI portal allows users to request VSI information.