

What is the **RAPIDGate**[®] Program?

The **RAPIDGate** Program from Eid Passport, Inc. (Eid Passport) provides a credential for vendors, suppliers, service providers, and contractors that require access to participating installations. Participation is voluntary. The **RAPIDGate** Program performs background checks and authenticates participants' identities. Upon passing the background check, each participant receives a personalized **RAPIDGate** Credential. The participant presents the **RAPIDGate** Credential at installation perimeter gates to receive authorization to enter. Company enrollment and employee registration are renewable yearly.

How can the **RAPIDGate** Program help my company?

The **RAPIDGate** Program can save your company time and money through the following features:

1. Shorter wait times to access the Installation = lower costs and better customer service
2. Consistency in access procedures
3. Greater security and lower risk of fraud and liability with electronic ID verification
4. Virtually eliminates trips to Pass and ID Offices or Visitor Center for your employees
5. Access for as long as a year

NOTE: *Effective October 31, 2011, all Navy installations are eliminating all long-term badges other than the **RAPIDGate** Credential. Implementation schedules may vary. If your company decides not to enroll in the **RAPIDGate** Program, your company's employees may be required to get out of their vehicles and wait in line at Pass and ID each day they access the installation.*

Why is this installation offering the **RAPIDGate** Program?

In response to federal security directives, Government installations are implementing more restrictive security procedures for installation access. To maintain and improve business relations with vendors and contractors, installations are implementing the **RAPIDGate** Program to streamline access under the more restrictive security policies.

What is NCACS?

NCACS is the Navy Commercial Access Control System designed to manage access control and privileges for non-CAC eligible vendors, contractors, sub-contractors, suppliers, and service providers. The **RAPIDGate** Program, provided by Eid Passport, Inc., is the selected solution to meet the NCACS requirements.

What is the cost of the **RAPIDGate** Program?

- **RAPIDGate** Program: 1 Year/1 Installation = \$199 per Company; \$159 per Employee
- **RAPIDGate-Enterprise Option:** 1 year/Unlimited Installations = \$249 per Company; \$199 per Employee
- **RAPIDGate-90 Option:** 90 Days/1 Installation = \$199 per Company; \$59 per Employee

What is the cost of the *RAPIDGate* Program for Independent Contractors/Sole Proprietors (ICSP)?

- *RAPIDGate* Program: 1 Year/1 Installation = \$159
- *RAPIDGate-Enterprise Option*: 1 year/Unlimited Installations = \$199
- *RAPIDGate-90 Option*: 90 Days/1 Installation = \$59

Note: *Company fee is waived for Independent Contractors/Sole Proprietors (ICSP).*

What is the process for my Company to enroll in the *RAPIDGate* Program?

The company will begin by submitting a completed and signed *RAPIDGate Company Enrollment Form* for a specific installation and email it to info@rapidgate.com. If the company is on the Approved Company List (ACL) and payment is received, Eid Passport will process the enrollment request. You will receive an email with enrollment confirmation providing you with a Company Code and instructions for your employees to register.

What is the ACL and how does it relate to the *RAPIDGate* Program?

The ACL (Approved Company List) is a list of companies pre-approved to participate in the *RAPIDGate* Program. If your company is not on the ACL, Eid Passport will send an email request to the appropriate sponsoring authority requesting approval for the company to enroll in the program.

Who is my Sponsoring Authority (Government Agent, Trusted Agent, Tenant Sponsor, or Approved Facility Contact)?

This is your military or Government contact at the installation that has the authority to approve or deny your company access.

Note: *A Prime Contractor cannot be a sponsor for a sub-contractor.*

What if my company is not on the ACL?

Using the information you provided on your *Company Enrollment Form*, Eid Passport will seek approval from the installation. If the Sponsor listed on your enrollment form is not approved or you do not know who your sponsor is, Eid Passport will assist you.

What is a *RAPIDGate* Company Administrator (RCA)?

The person designated by your company as the *RAPIDGate* Company Administrator (RCA) is responsible for managing the *RAPIDGate* Program for your company. RCA duties include approving/removing employees, providing payment and billing, completing the Company Enrollment Form, etc. Your RCA is the person who receives receipts, credential pickup notifications, other program notifications, phone calls and emails from Eid Passport.

How long does it take to enroll my company?

Once your company has been approved for access and payment is processed enrollment is typically completed within two business days.

If I am a sub-contractor, do I need to enroll under my own company name?

Yes. Each company needs to be registered under their own company name.

My company has more than 50 employees. What is the best way to register them?

Once your company is enrolled, your employees may register at the installation. If registering at the installation is inconvenient for your employees and you can schedule a gathering of 50 or more employees, you can request an onsite registration by calling 1-877-727-4342 or emailing info@rapidgate.com.

How quickly can my employee get a *RAPIDGate* Credential?

Your employee's *RAPIDGate* Credential will be available for pickup approximately 15-20 business days after you have authorized the registration transaction. Your company will be notified when the credential is ready to be picked up.

How do my employees activate their *RAPIDGate* Credential?

Your employees need to call 1-877-675-6943 to activate their *RAPIDGate* Credential. The *RAPIDGate* Credential will allow your employees access within 24 hours.

How long is a *RAPIDGate* Credential active for my employee?

The *RAPIDGate* Credential will allow access to the installation for up to one year until expired or deactivated. Participation must be renewed annually or valid access is revoked.

My company needs access to additional installations, how do I do that?

To access additional Installations your company will need to submit a [Company Enrollment Form](#) for each additional Installation. See [company enrollment process](#) above and see [RAPIDGate Enterprise](#) Option below.

Who qualifies for a *RAPIDGate* Credential? (Who does not?)

Vendors, contractors and service providers that access the installation for business purposes that do not qualify for a Common Access Card (CAC). Current CAC holders and Government employees do not need a *RAPIDGate* Credential.

What happens if the credential is damaged/lost? How do I replace it?

If an employee's credential is damaged or lost, either the employee or you should call 1-877-727-4342 immediately. Eid Passport will deactivate the lost/damaged credential and will manufacture a new credential and send it to the first installation at which the employee registered. Your company's RCA will be notified when the credential arrives. The employee will be required to present valid identification to pick up the new credential. **Note:** A \$30 replacement fee applies.

What is the *RAPIDGate-Enterprise*TM Option?

The *RAPIDGate-Enterprise* Option allows your employees to access multiple installations using a single *RAPIDGate* Credential. Once your company is participating at its first installation, you can add additional installations.

How do I enroll in *RAPIDGate-Enterprise* and how much does it cost?

If you would like to add access to additional installations, your company will need to fill out a [Company Enrollment Form](#) and pay the *RAPIDGate*-Enterprise Option fee of \$50 for the company and \$40 for each of the employees. Once you are participating in the *RAPIDGate* Enterprise Option, there are no additional fees for adding installations.

If my company accesses one installation can we enroll in the Enterprise Option later when the need arises?

Yes.

How long does it take to get multi-facility access through the *RAPIDGate*-Enterprise Option?

Unlike your employees initial *RAPIDGate* Registration, which required time for background checks and credential manufacturing, the *RAPIDGate*-Enterprise Option will allow access within two business days after the company is approved by the installation.

What is the *RAPIDGate*-90™ Option?

The *RAPIDGate*-90 Option was developed for vendors who need short term access to installations. The *RAPIDGate*-90 Option offers employees access for up to 90 days for \$59 per employee once the company is enrolled.

What do my employees need to know about the *RAPIDGate* Program?

When employees register for the *RAPIDGate* Program, their information will only be used for background checks and identity authentication. After qualifying for the Program and receiving their *RAPIDGate* Credentials, your employees will use their *RAPIDGate* Credential to request entry to installations for which they are approved. The *RAPIDGate* Credential includes the employee's photograph, a barcode for scanning at ingress and various security features to deter fraud. Your employees must wear and display the *RAPIDGate* Credential at all times while they are onsite. The *RAPIDGate* Program performs background checks on a regular basis to verify continued eligibility in the *RAPIDGate* Program. The *RAPIDGate* Program maintains rigorous safeguards to protect an individual's privacy. For further information and privacy details, please see the [RAPIDGate Individual User Agreement](#).

How do I register my company's employees in the *RAPIDGate* Program?

To register individual company employees in the *RAPIDGate* Program, simply instruct those who access the installation to go to a Self-Service Registration Station located on the installation. They will need your *RAPIDGate* Company Code as well as a current address, phone number, date of birth, and Social Security number for identity proofing and background checks. The Registration Station will take a photograph and digital fingerprints for the *RAPIDGate* Credential. Your RCA will be notified when the *RAPIDGate* Credential is available for pickup. These instructions are also included in your welcome letter email.

What is the average time it takes to register at the Self-Service Registration Station?

Approximately, 10 minutes.

Can employees pay at the registration station?

Yes. During the registration process employees will have a choice to select "bill my company" or pay with their own credit card. Before a credit card transaction occurs, the RCA at your company must approve the employee and payment method.

Where do they get their credentials?

When the *RAPIDGate* Credential has been shipped, Eid Passport will notify your company RCA through email that their *RAPIDGate* Credential is ready to be picked up and where to pick it up.

How do I register my employees for access to multiple installations?

Once your company is enrolled at the installation and the employee has a *RAPIDGate* Credential, you just need to call us to add those employees to additional installations. See [RAPIDGate Enterprise Option above for more information](#).

If an employee works for two companies can they use one RAPIDGate Credential for both?

No. Your employees should not use your company's credential to represent other business ventures at the Installation.

What causes an employee to fail a background screen?

- Felony Convictions
- Registered Sexual Offenders
- Open Wants or Warrants
- Hits against the National Criminal Database Screen (FBI Most Wanted, OFAC, ICE, INTERPOL, etc.)
- SSN inconsistencies

What happens when an employee fails their background check?

Your company's RCA is emailed a fail confirmation. If your employee feels the information or results of the background check are incorrect they can adjudicate (challenge) the background check results. If the data on the background check is accurate, they may also request a waiver from the Installation for access.

How far back does a background check go?

The background screen goes back as far as the county and national record data exists.

What happens when an employee quits?

Please try to collect their credential and immediately call Eid Passport at 1-877-727-4342 to disable their access. There is no refund for unused time.

Can Minors enroll in the RAPIDGate Program?

Minors cannot enroll in the program due to different consent and background check laws. Refer to the installation's own policy and procedures to access the base.

Do companies need decals for their vehicles?

The *RAPIDGate* Program pertains to people not vehicles. Refer to the installation's policies and procedures on decals and other possible requirements.

My company has several locations and we would like to separate payments for each employee by their location. Does the *RAPIDGate* Program allow several forms of payment?

Yes, we can have multiple forms of payment on file as long as there is one person from the company that is designated as the RCA, our primary point of contact to tell us which form of payment the employee needs to be processed on.

Who should I contact if I have additional questions about the *RAPIDGate* Program?

Eid Passport Customer Support

info@RAPIDGate.com