



# **Guidebook for SWAC™ System Users and Participating Organizations**

Version 3.0.5

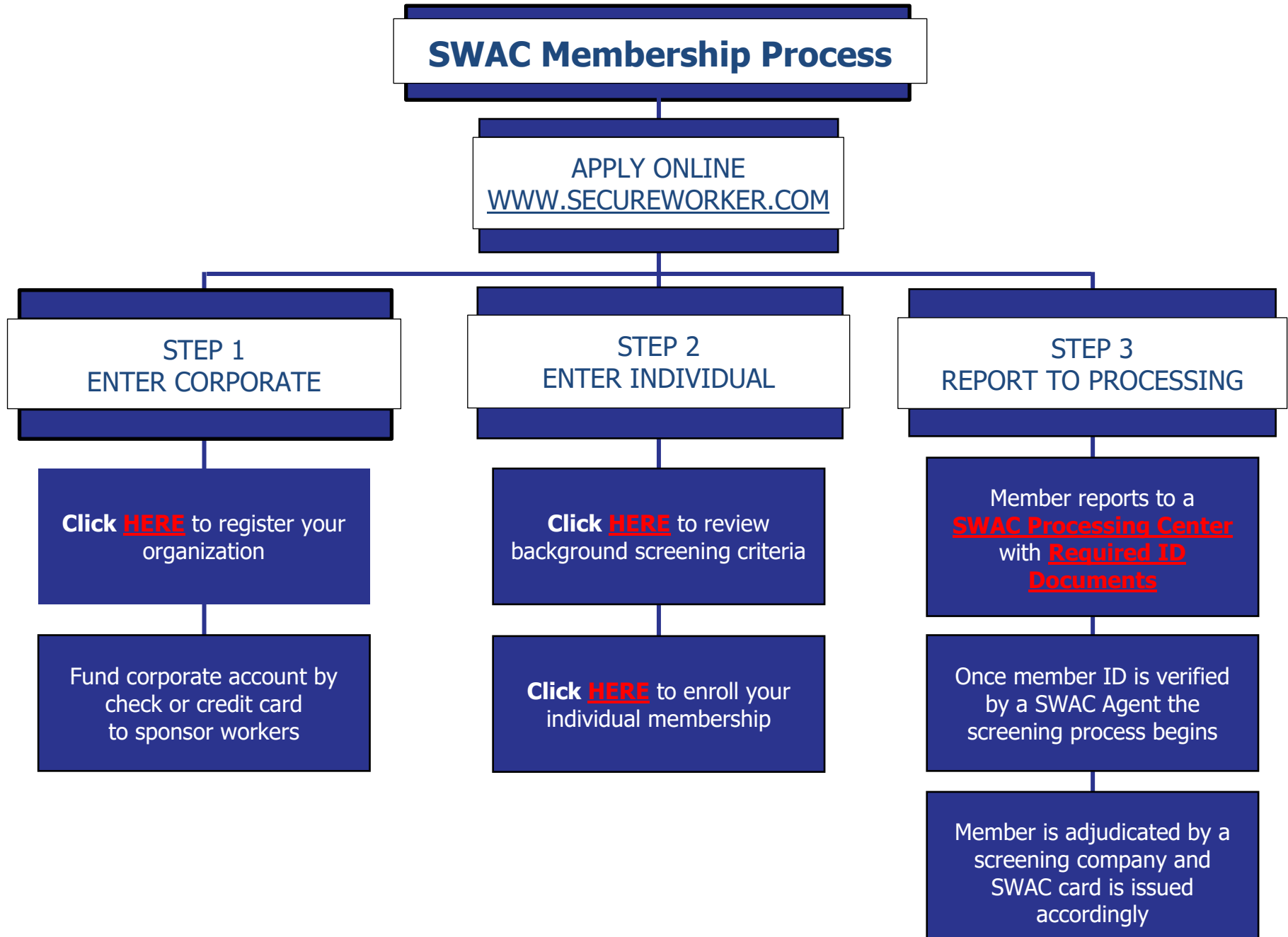


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## Introduction to SWAC

Protecting the security of sensitive transportation facilities, critical infrastructures and key resources remains a critical business issue for facility owners, contractors and labor organizations alike.

### Industry’s challenge:

To establish an industry-wide accepted standard that quickly ensures and accurately verifies that anyone who seeks access to transportation facilities, critical infrastructures, and key resources or to confidential information in sensitive documents is known, trained, and threat free in accordance with federal standards.

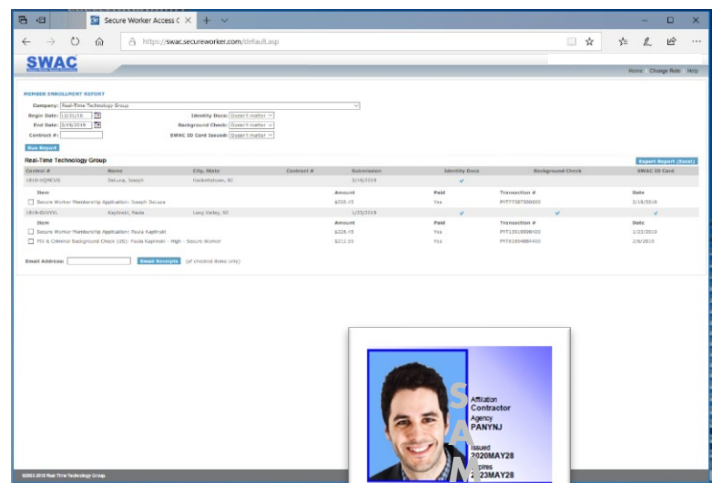
### Secure Worker Access Consortium (SWAC) – the only comprehensive, shared solution:

SWAC enables facility owners and their labor partners to cooperatively strengthen regional security by validating individuals’ identity and credentials at sensitive facilities.

### Secure Worker Access Consortium – SWAC:

SWAC is a highly-secure, information-sharing program that provides services and technologies to verify that individuals who access sensitive facilities are known and have demonstrated a safe and threat-free history. The program’s turnkey services and technologies provide:

- **Personnel data collection and program administration**
- **Identity document verification, photo capture and authorization form management**
- **Supervision of independent, third-party personal identity verification and criminal history background screening vendors**



### SWAC Members

- Protect their personnel’s right to privacy
- Eliminate the cost of redundant testing/training
- Reduce time lost in retraining and recertification
- Ensure workforce is safe, threat-free and skilled



### Simple Enrollment Process

- Contractors complete the Organization Membership Application
- Individuals complete an application online or onsite
- Applicants present ID documents for Positive Identity Verification (PIV)
- Authorized representatives receive SWAC Membership ID Cards for sponsored individuals.

For additional information, visit [www.secureworker.com](http://www.secureworker.com) or call 1(877)522-7922

## SWAC Enrollment Process Overview

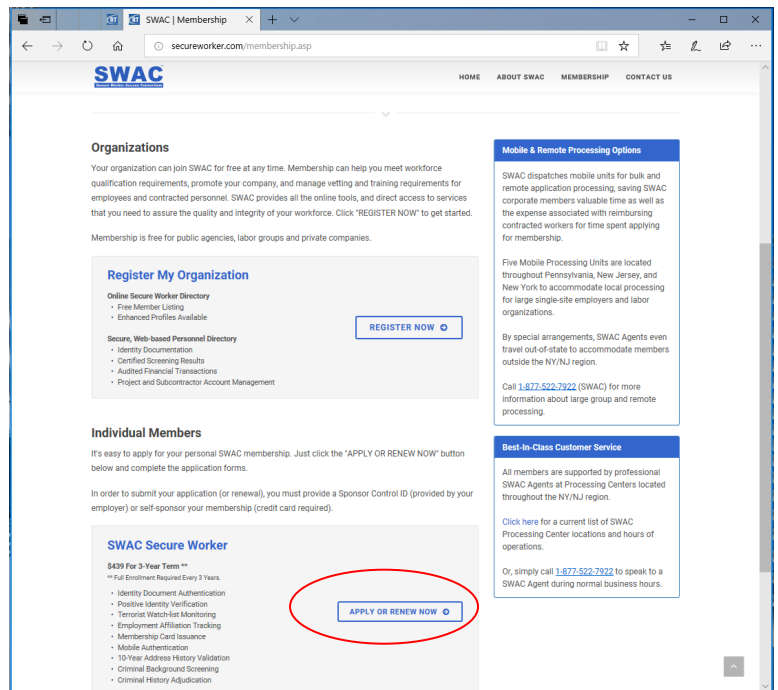
### Summary

This *Customer Support Bulletin* describes the process that individual members must follow in order to enroll in the SWAC program. It provides detailed instructions for application submission by individual members. Further, this bulletin also provides a brief description of the background screening and ID card delivery aspects of the SWAC program.

### Complete Your Individual Membership Application Online

You may complete your *individual* membership application at any time online by going to: <http://secureworker.com/membership.asp>

Select the *Apply or Renew Now* Button under the Individual Members section.



**PLEASE NOTE:** For your convenience, sample application forms are available in the “Important Recourses for Download” section located at the bottom of the page at <http://secureworker.com/about.asp>

The background screening criteria utilized by SWAC is also available for download in that same section at <http://secureworker.com/about.asp>. **The background screening criteria document contains a clear list of *Disqualifying Criminal Offenses* that should be reviewed by applicants prior to submitting an Individual Membership Application. Refunds will not be provided once an application is submitted for review regardless of the findings of the background screening investigations.**

## Background Screening

### Summary

Upon submission, each individual application is immediately assigned to an independent, third-party background screening company to perform the required personal identity verification and criminal background investigations.

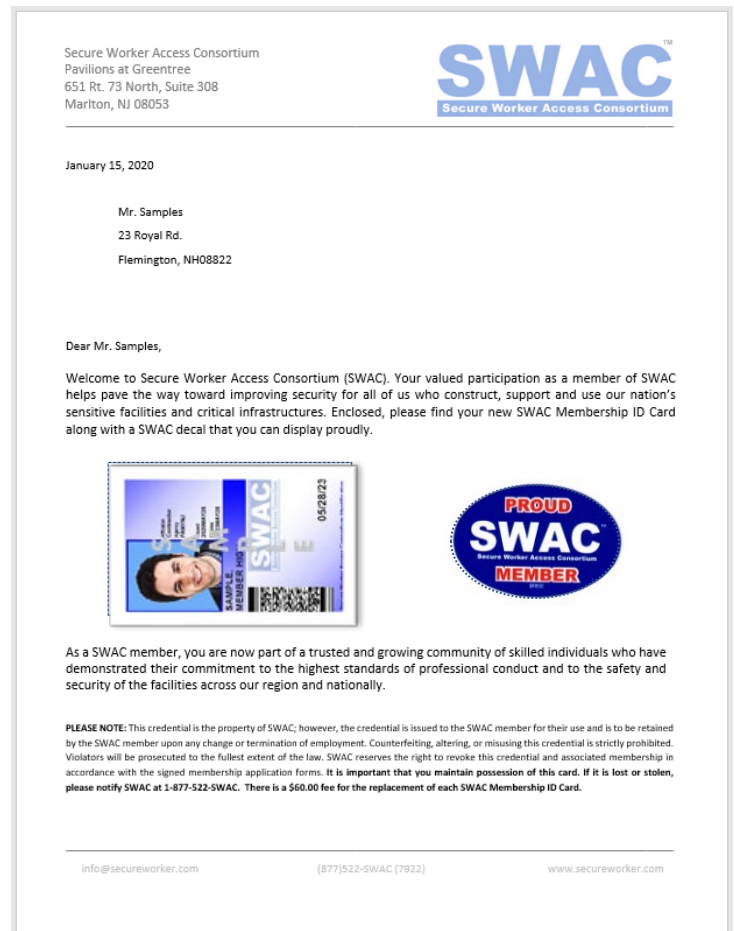
Once submitted for processing, this selection cannot be changed and refunds of screening charges will not be provided.

Identity verification and background screening investigations are based on, but not necessarily identical to, criteria provided by the United States Department of Homeland Security (DHS), Transportation Security Administration's (TSA) list of Disqualifying Criminal Offenses as detailed in 49 CFR (Code of Federal Regulations) 1542.209 and 1572.103, and as summarized by SWAC in the document entitled Background Screening Criteria (Secure Worker only), available for download at <http://secureworker.com/about.asp> located at the bottom of the page.

### SWAC Membership ID Card Delivery

SWAC Membership ID cards will be issued to all members who successfully complete the application process (including presentation of identity documents to an authorized SWAC Agent) and pass the minimum screening requirements. These cards are delivered via organization representatives or can be picked up at the SWAC Processing Center specified on each application. Please contact your organization's Designated Administrative Contact (DAC) or Designated Security Representative (DSR) for more information about arrangements made by your organization for card delivery.

**PLEASE NOTE:** Whether you are an initial applicant or a renewing applicant, you must report to a SWAC Processing Center and present your identity documents to a SWAC Agent for verification before the background screening process can begin. A SWAC Membership ID Card will only be issued after the screening company completes the background screening and assigns your access level.



## System Access and Basic Navigation

### Summary

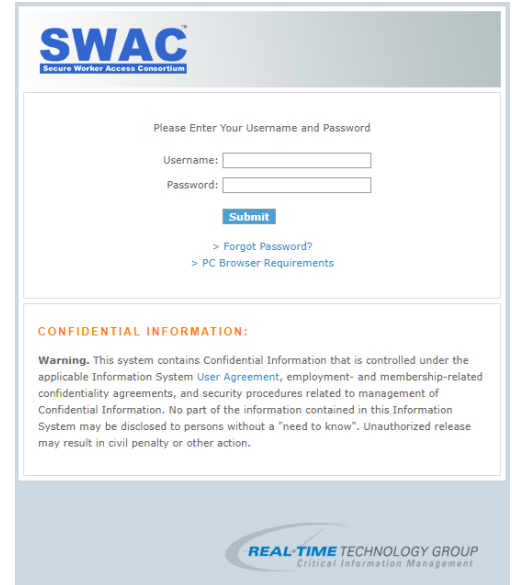
This Customer Support Bulletin describes how to locate the system utilized by SWAC, login to its secure management web site, and retrieve organization and member records.

### User Login

To login to the secure system utilized by SWAC, go to: <http://swac.secureworker.com> and enter your Username and Password.

If you forget your password, click the Forgot Password link.

If you are having difficulty using the system, click the PC and Mac Browser Requirements link for more technical support information.



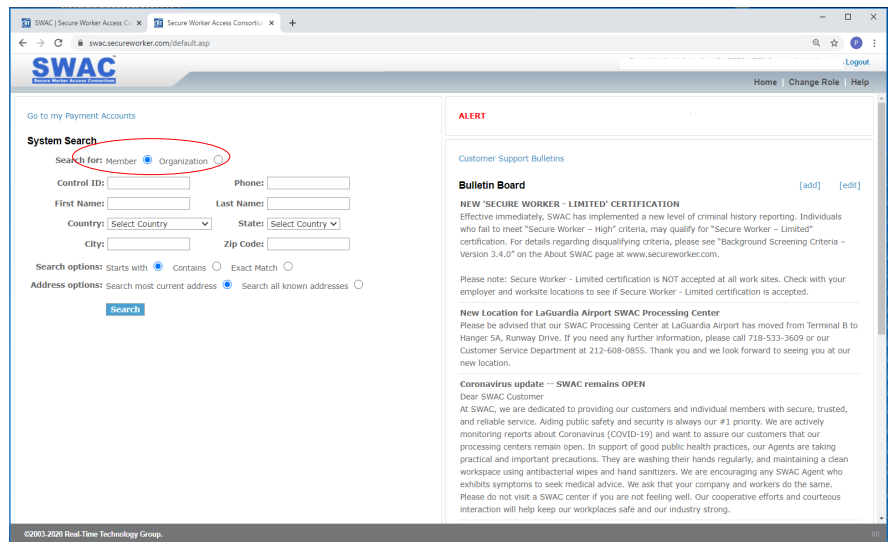
### Home Page and Basic Navigation

Upon successful login, you will access your home page as shown here.

To search for an organization or individual Member, use the search function in the left column.

PLEASE NOTE: You can search for members and organizations by name, or, if known, you can search by Control ID. Use the Search Option for additional filter options.

Any relevant alerts or user messages from SWAC Customer Service will appear in the right column.

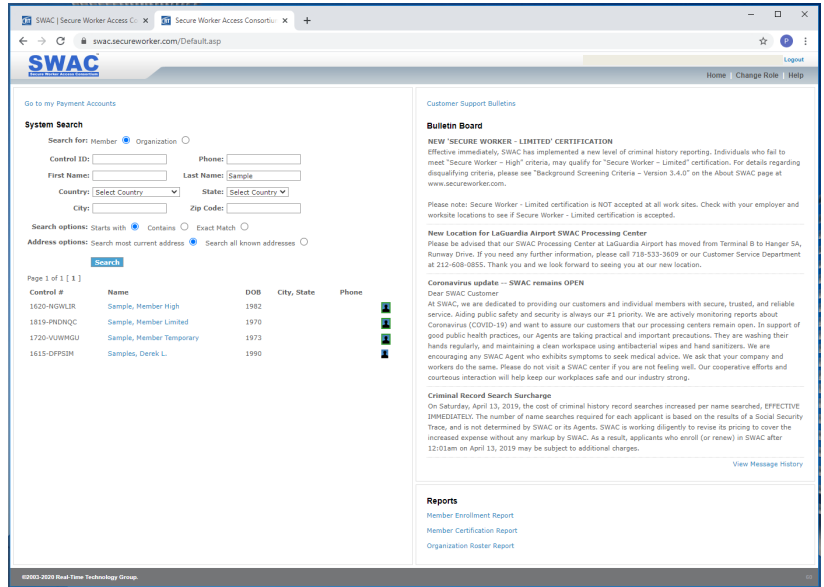




## Search Results and Accessing a Record

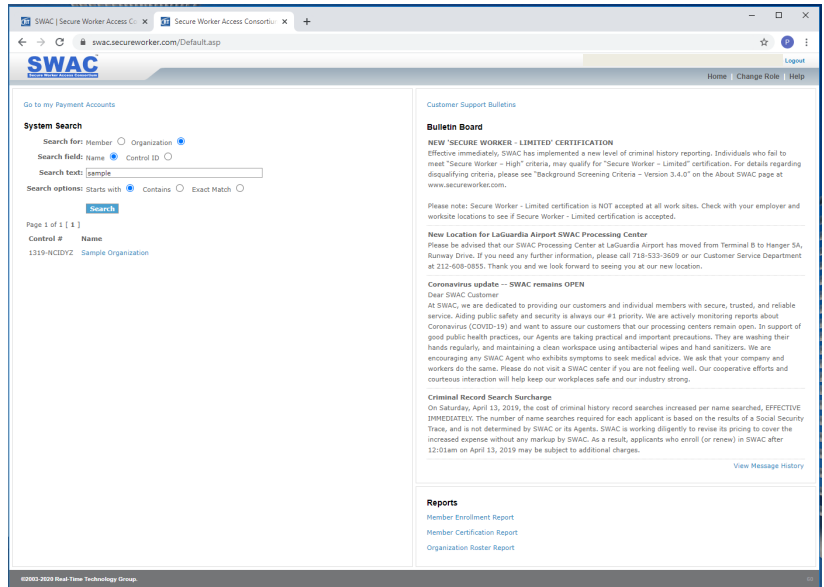
### Retrieve Member Record

To retrieve a member record, click on the name of the member you are trying to access. If you're not sure of the correct individual, you may click on the silhouette image of the head and shoulders to view a picture of the selected member.



### Retrieve Organization Record

To retrieve an organization record, click on the name of the member organization you are trying to access.



## SWAC Account Setup & Deposit Funds

### Summary

This *Customer Support Bulletin* describes how participating organizations can establish debit accounts to facilitate individuals' enrollment. It provides detailed instructions regarding the creation and initial setup of your organization's Main SWAC Account, as well as how to make deposits and view detailed account transaction histories online.

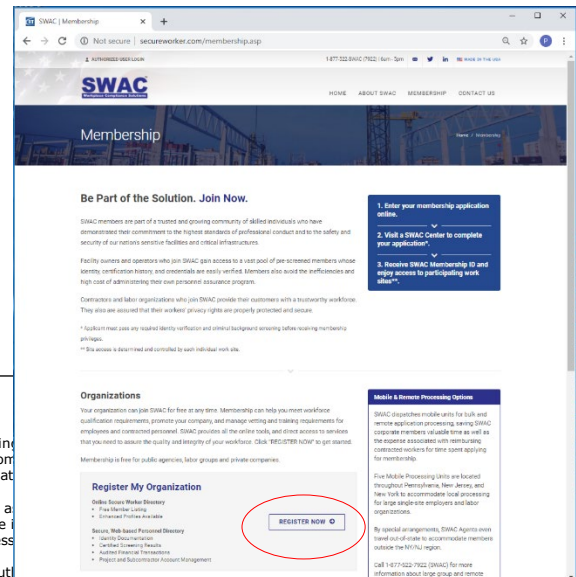
PLEASE NOTE: Additional SWAC Accounts can be established for specific subcontractors or projects, and even subcontractors working on projects. For more information regarding this topic, please refer to *Customer Support Bulletin: SWAC Accounts for Subcontractors and Projects*.

### How to create and setup a SWAC Account for your organization

You may register and create a SWAC Account for your organization at any time; *for free*, by going to: <http://secureworker.com/apply-online.asp> selecting **REGISTER NOW** to Register Your Organization.

For your review, sample application forms are available in the "Form Downloads" section located under the About SWAC tab.

**PLEASE NOTE:** A Username and Password to SWAC's online systems is automatically provided to all organizations that register online. After submitting your *Organization Membership Application*, please check your email for this important document.



Dear Mr. Jones,  
Thank you for registering with SWAC. We are pleased to support our nation's construction industry. We are contacting you via email carefully because of your membership, and access to our systems.

As a SWAC member, you will need to provide your Company Control Number list below in order to permit this affiliation.

**Company Control Number: 1010-ZXBMTJ**

SWAC members are part of a trusted and growing community of skilled individuals who have demonstrated their commitment to the highest standards of professional conduct and to the safety and security of our nation's critical facilities and critical infrastructure.

Facility owners and operators who join SWAC gain access to a vast pool of pre-screened members whose identity certification history, and credentials are easily verified. Members also avoid the complexities and high cost of administering their own personnel assurance program.

Contractors and labor organizations who join SWAC provide their customers with a trustworthy workforce. They also are assured that their workers' privacy rights are properly protected and secure.

\* Applicants must pass any required identity verification and criminal background screening before receiving membership privileges.  
\*\* Site access is determined and controlled by each individual work site.

**Organizations**  
Your organization can join SWAC for free at any time. Membership can help you meet workforce qualification requirements, protect your company, and manage setting and training requirements for employees and contracted personnel. SWAC provides all the online tools, and direct access to services that you need to assure the quality and integrity of your workforce. Click "REGISTER NOW" to get started. Membership is free for public agencies, labor groups and private companies.

**Register My Organization**  

- Free Member Login
- Free Member Profile
- Search, Web Based Personnel Directory
- Daily Document Upload
- Certified Company Records
- Audited Financial Statements
- Project and Subcontractor Management

**Mobile & Remote Processing Options**  
SWAC dispatches mobile units for bulk and remote application processing serving SWAC corporate members available time as well as the expertise associated with reimbursing contracted workers for time spent applying for membership.  
Five Mobile Processing Units are located throughout Pennsylvania, New Jersey, and New York to accommodate local processing for large single site employers and labor organizations.  
By special arrangement, SWAC Agents visit travel out of state to accommodate members outside the NY/NJ region.  
Call 1-877-522-7222 (SWAC) for more information about large group and remote

**Master SWAC Account Number: SAM3436332X**

This Master SWAC Account Number should **only** be given to individuals who are authorized to submit an application for your organization. Because this number can be used to automatically pay application and background screening fees, it must be guarded accordingly.

Overseeing financial transactions is part of your DAC responsibilities. Please note, SWAC does not offer credit terms on financial accounts. Therefore, funds must first be added via credit card before debit transactions can be made for individual membership applications and background screening fees.

To help you efficiently manage unique projects and /or subcontractors, you can create and manage additional accounts as well as access detailed account transaction records online. To login, simply go to: <https://swac.secureworker.com> and enter the following username and password:

**Username: jjones**  
**Temporary Password: BlueCorn2**

As DAC, you are automatically granted limited access to your organization's membership and payment account information online. However, in order to gain complete access to your organization's SWAC corporate and individual members' records, you or another designated representative must pass required background screening at the High level. This screening is administered by a certified, third-party background screening company.

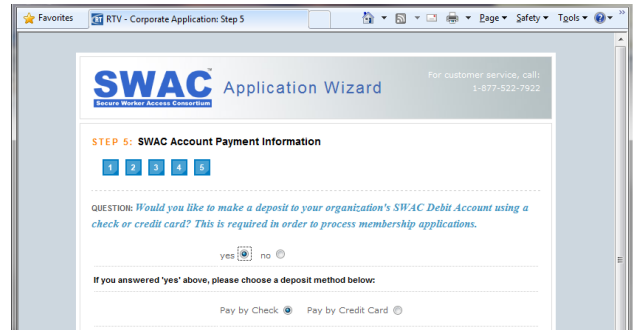
More detailed application information, including *Frequently Asked Questions* and the *Background Screening Criteria* can be viewed and/or downloaded at <http://www.secureworker.com/default.asp>.

## How to make deposits to your SWAC Account

You can deposit funds to your SWAC account at the end of the organization registration process (see above), or any time by logging into your SWAC account online.

### Deposit Funds during the company registration:

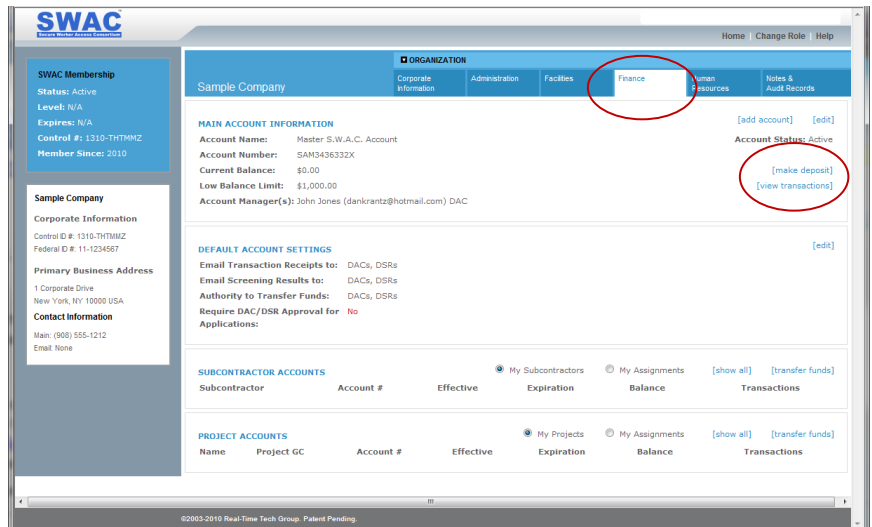
To deposit funds during the registration process, simply follow the instructions provided during **Step 5: SWAC Account Payment Information**, to deposit funds by check or credit card.



### Deposit Funds Anytime:

After your *Organization Membership Application* is completed and you have received the login information required to access SWAC’s online systems, you may make a deposit to your SWAC account at any time. Simply login and search for your organization’s name. For help, please refer to *Customer Support Bulletin: System Access and Basic Navigation*.

After finding and selecting your organization from the search results, select the **Finance** tab in the navigation bar at the top of the page.



Then select “**make deposit**” as shown in the sample screen to the right.

### How to view account transactions

To view detailed transaction history related to the main SWAC account, click the “**view transactions**” link located directly below the “**make deposit**” link.

For more information about transaction reporting required by various agencies (for example, Port Authority of NY & NJ, Metropolitan Transit Authority, or NJ Transit), please also refer to *Customer Support Bulletin: System Reporting*.

## SWAC Accounts for Subcontractors and Projects

### Summary

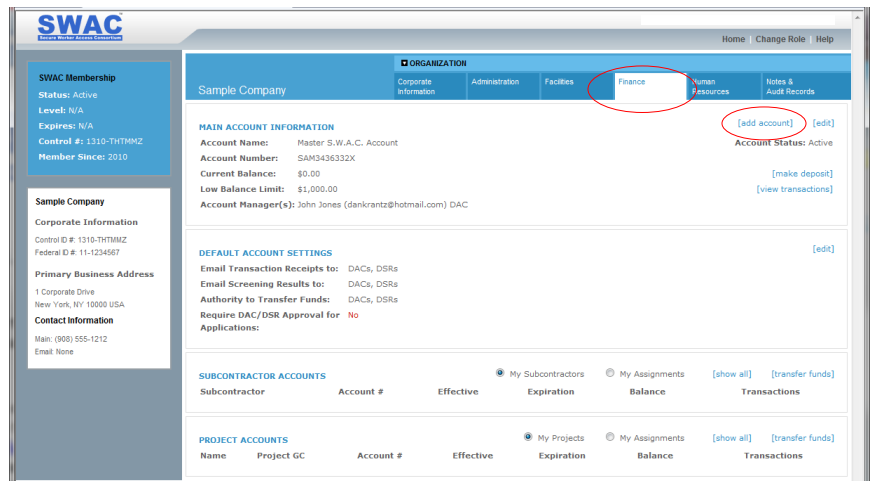
This *Customer Support Bulletin* describes how to create additional SWAC accounts for the purpose of tracking unique subcontractors and/or projects. It provides detailed instructions on creating new accounts, transferring funds between your main SWAC account and subcontractor or project accounts, and viewing detailed transactions for any account.

**PLEASE NOTE:** A main SWAC account must exist before subcontractor or project accounts can be created. For more information regarding the creation of this account or accessing the Finance tab for your organization, please refer to *Customer Support Bulletin: SWAC Account Basics*.

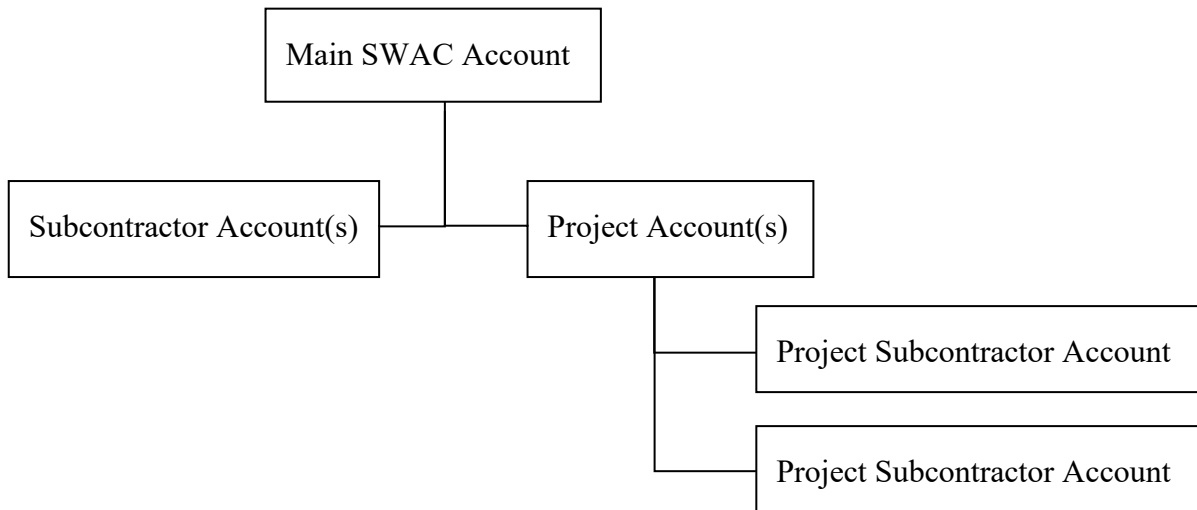
### How to create a new SWAC Account for a Subcontractor or Project

To create a new SWAC account to be used for a specific subcontractor or project, simply navigate to the Finance tab for your organization, and select the “add account” link. These accounts are created as shown below in Fig.1 as sub-accounts under your main SWAC account.

As new accounts are created, they will appear in the bottom half of the page in the appropriate category.

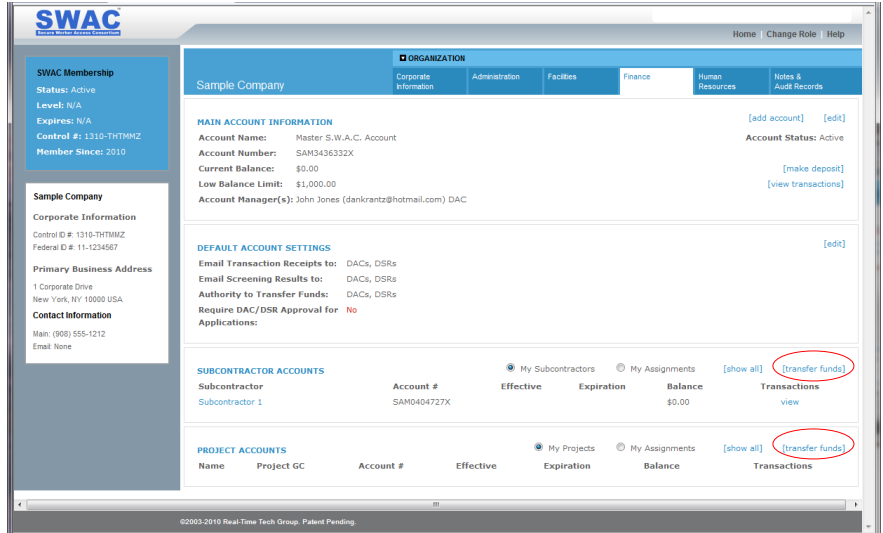


**Fig.1 Account Organization**



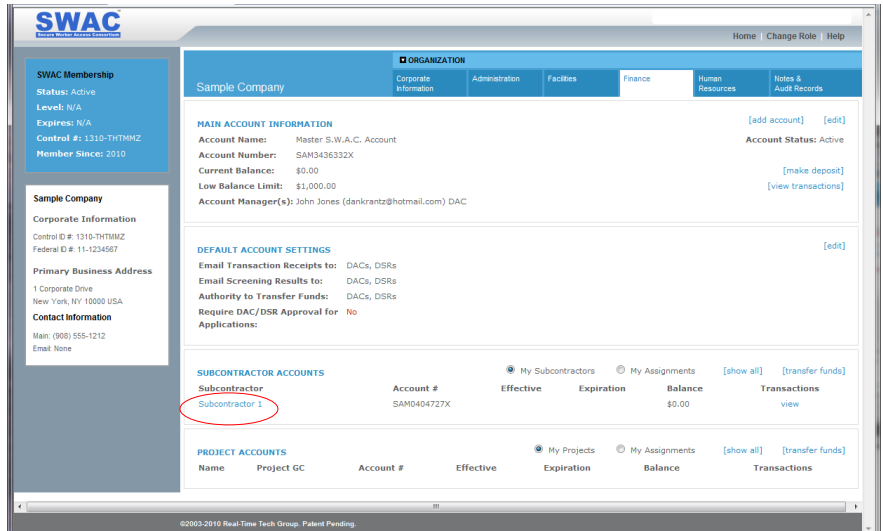
## How to transfer money to a Subcontractor or Project Account

To transfer funds to or from a subcontractor or project account, simply click the “transfer funds” link located adjacent to the appropriate category (i.e. subcontractor accounts or project accounts).



## How to view the details of a Subcontractor or Project Account

To view the details of a subcontractor or project account, simply click the account name.



## Managing Your Personnel Directory

### Summary

This Customer Support Bulletin describes how participating organizations can manage and easily browse their Personnel Directory of members. This permission-based directory allows SWAC to provide authorized corporate users with individualized access to only those personnel records with whom the organization is affiliated, either through direct employment, or as a result of subcontractor relationships. This need-to-know knowledge sharing is designed specifically to protect the privacy rights of the general SWAC community.

It provides detailed instructions regarding filters to locate employees as well as contracted personnel, by name, or with the help of Membership Status and Clearance Level filters. Instructions on how to find SWAC members and link them with your organization for future reference are included.

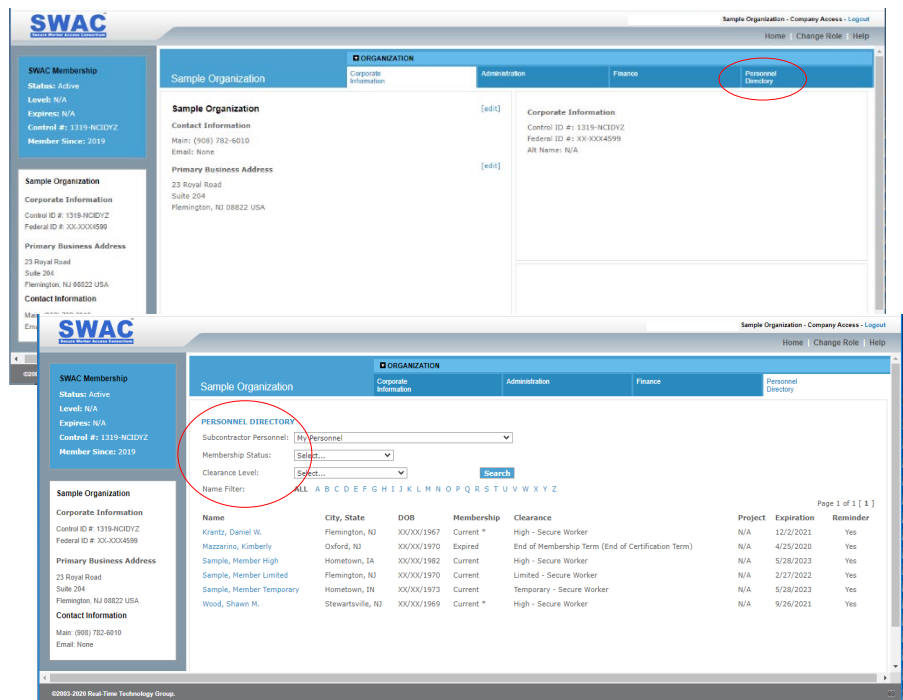
### Browsing the Directory

Search for your Organization and select the **Personnel Directory** tab in the main navigation bar.

Use the **Subcontractor Personnel** menu to select the personnel list that you wish to search. **My Personnel** includes those individual members who are directly affiliated with your organization. Additional menu options are included to select project subcontractors as authorized.

Click the **Search** button after making your selection.

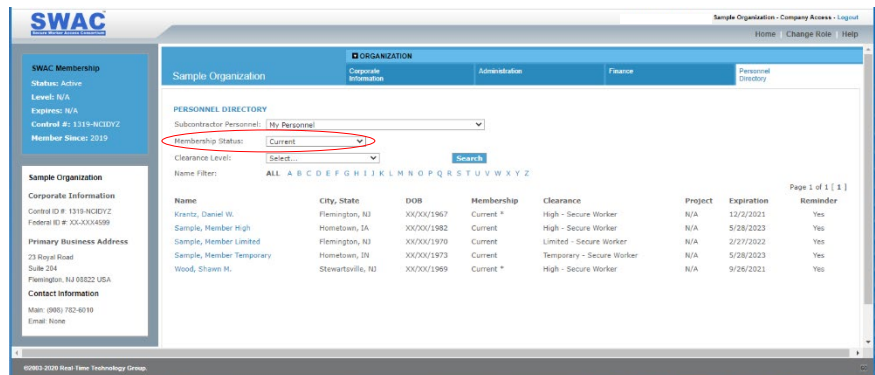
You can also browse the directory alphabetically by clicking on the first letter of the member's last name in the **Name Filter**.



### Using Membership Status & Clearance Level Filters to Sort Lists

Select a specific **Membership Status** and/or **Clearance Level** to limit the list output as desired.

Click the Search button after making your selections.



## Link or Terminate Affiliation with Existing SWAC members with your Organization

### Linking Existing Members

To gain access to an existing SWAC member's record, first search for the member and click on their name.

**Note:** Prior to allowing access to the requested record, you must first validate your access rights by verifying the individual's personal identity information.

The screenshot shows the SWAC System Search interface. On the left, there are search filters for Member and Organization, with fields for Control ID, First Name, Last Name, Country, State, City, and Zip Code. Below these are search options like 'Starts with', 'Contains', and 'Exact Match'. A search button is visible. The main area displays a list of members with columns for Control #, Name, DOB, City, State, and Phone. One entry, 'SMITH, DAVID R.', is circled in red. A red arrow points from this entry to a 'Security Permission' dialog box that appears over the search results. The dialog box contains fields for Membership ID, Date of Birth, Mother's Maiden Name, and Social Security Number, with a 'Continue' button at the bottom.

### How to Terminate your Affiliation with a SWAC Member

To end your affiliation with a SWAC member, first find the member in your *Personnel Directory* and click on their name, followed by the **[edit]** link to update the member's affiliation with your organization.

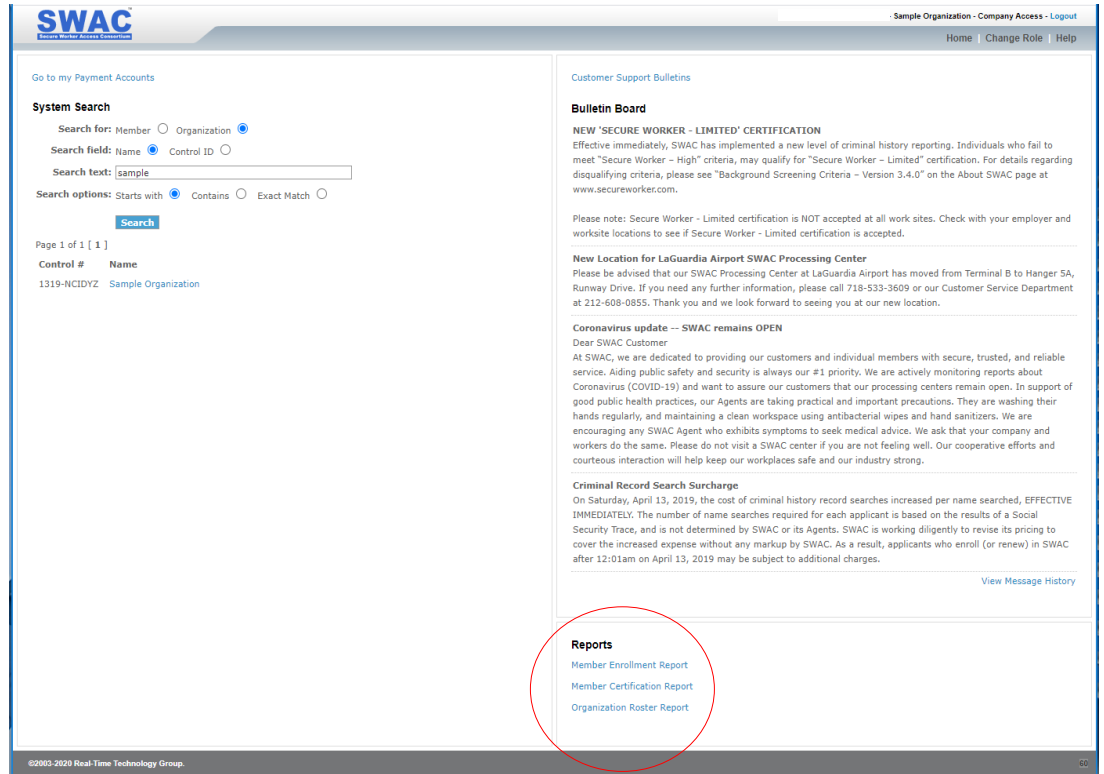
To remove a connection, click on the check mark in the appropriate box(es) to clear the box, and be sure to save your changes by clicking the **Update** button.

The screenshot shows the SWAC Personnel Directory interface. On the left, there is a sidebar with 'SWAC Membership' information (Status: Active, Level: N/A, Expires: N/A, Control #: 1319-NCIDYZ, Member Since: 2019) and 'Sample Organization' information. The main area displays a 'PERSONNEL DIRECTORY' table with columns for Name, City, State, DOB, Membership, Clearance, Project, Expiration, and Reminder. One entry, 'Sample, Member Limited', is circled in red. Below the table, there is a 'PERSONAL' tab and a 'HISTORY' tab. The 'AFFILIATIONS' table shows columns for Organization/Company, Identification #, Title, Type, and Affiliate. The 'edit' link in the Affiliations table is circled in red. A red arrow points from the 'Sample, Member Limited' entry in the Personnel Directory to the 'edit' link in the Affiliations table. Below this, another screenshot shows the 'Update' dialog box for the member's affiliation, with a red circle around the 'Update' button.

## System Reporting

### Summary

This Customer Support Bulletin describes how to use system reports designed to make administering your SWAC participation easy. It provides detailed instructions regarding the use of these reports to track member enrollment and financial transactions, and extract members that meet specific criteria or work site requirements.



### Reports

All reports are accessed from links located in the bottom right portion of the **Home** page.

### Standard Reports

The following standard reports are accessible to all authorized system users:

- **Member Enrollment Report** – Provides enrollment details including membership status, certification level and detailed transaction information for given date and company selections.
- **Member Certification Report** – Generates a list of members that satisfy the user-selected certification criteria (e.g. access level) for a selected date range. **PLEASE NOTE:** An individual’s certification must meet the selected criteria for the entire date range selected in order to be listed on the report output.
- **Organization Roster Report** – Provides a list of all employees associate with an organization including membership status (e.g. Current, Expired, In-Process, etc....) Effective Date and Expiration Date.

**PLEASE NOTE:** SWAC does not represent or guarantee that system reports will satisfy the requirements of any specific agency. Please verify the current requirements with participating agencies to assure your organization’s compliance with security reporting or reimbursement.



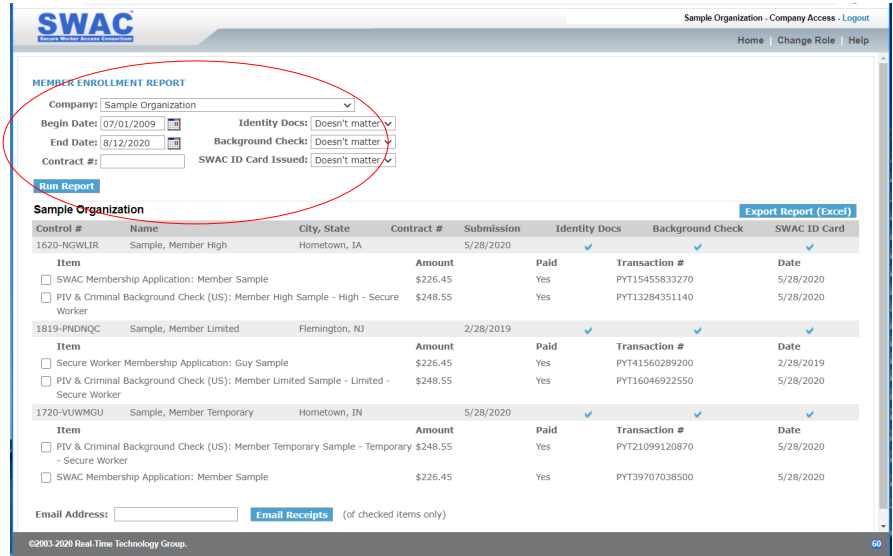
## Member Enrollment Report

To access this report, click the **Member Enrollment Report** link at the bottom right of the Home page.

Select the required report parameters, i.e. **Company**, **Begin Date** and **End Date** from the selection menus and click **Run Report**.

You can also filter this report by entering a partial or full **Contract #** that may have been entered by individuals submitting applications sponsored by your organization.

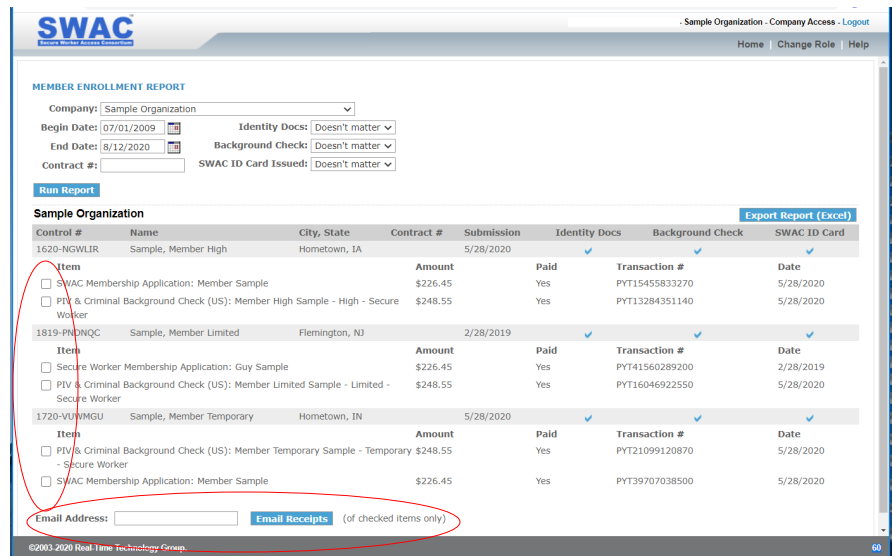
Additional filters relating to the status of program requirements such as presentation of **Identity Documents**, completion of **Background Check**, and finally, the issuance of a **SWAC Membership ID card** are also provided for your convenience.



## How to Email Duplicate Receipts from the Member Enrollment Report

Run the **Member Enrollment Report** for the desired period and report parameters. Please see instructions provided above.

After locating the desired transactions, select the checkbox to the left of each individual transaction for which a receipt is desired. At the bottom of the report output, enter an email address to which SWAC will send the selected transaction receipts.



## Member Certification Report & Organization Roster Report

### Member Certification Report

To access this report, click the **Member Certification Report** link at the bottom right of the Home page.

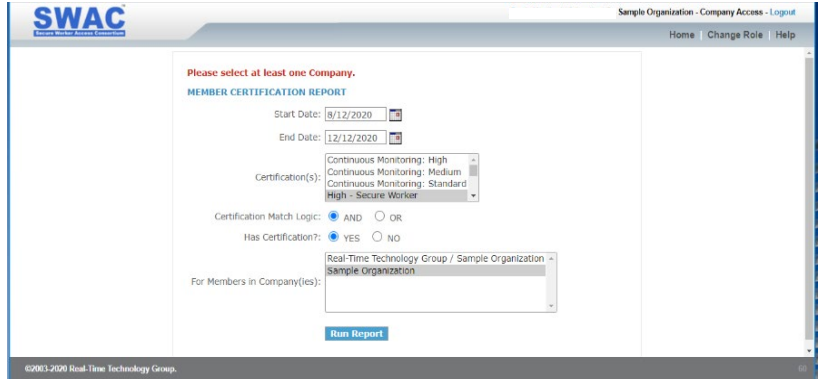
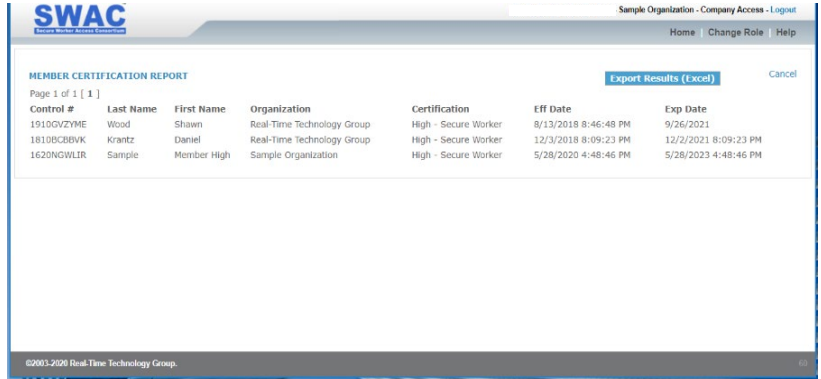
Select the required date range during which all individuals must be certified, i.e. **Begin Date** and **End Date**.

Select the desired **Certification(s)** for analysis. Use CTRL and Click to select more than one certification.

For **Certification Match Logic**, select ‘AND’ if all certifications selected must be met, select ‘OR’ if any of the selected certifications will satisfy your requirements.

For the question **Has Certification?** select ‘YES’ if the certifications selected are required to satisfy the report criteria, select ‘NO’ when searching for individuals whose certifications will not be valid during any part of the selected date range.

Select one or more of the companies listed and click **Run Report** to generate the results.

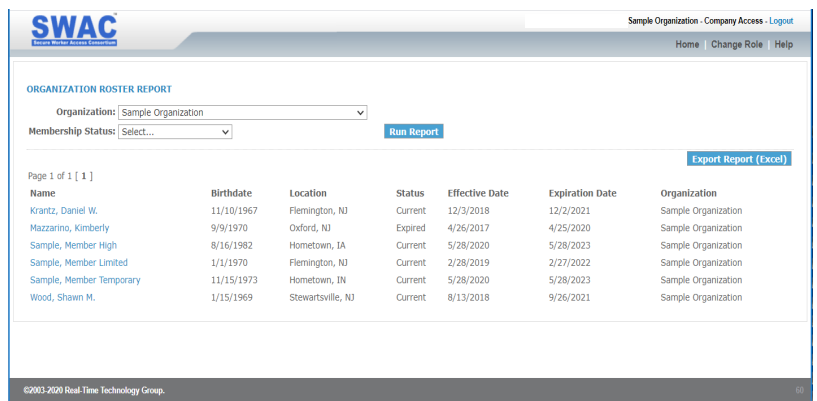
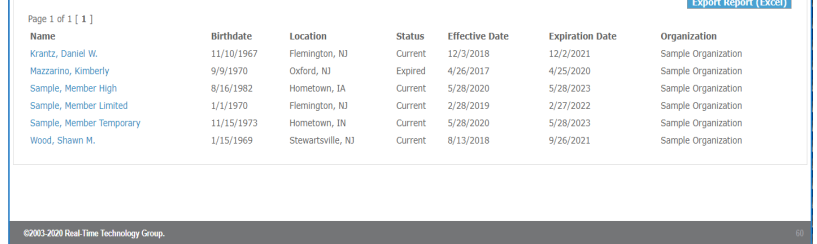



Control #	Last Name	First Name	Organization	Certification	Eff Date	Exp Date
1910GVZYM	Wood	Shawn	Real-Time Technology Group	High - Secure Worker	8/13/2018 8:46:48 PM	9/26/2021
1810BCBVK	Krantz	Daniel	Real-Time Technology Group	High - Secure Worker	12/3/2018 8:09:23 PM	12/2/2021 8:09:23 PM
1620NGWLR	Sample	Member High	Sample Organization	High - Secure Worker	5/28/2020 4:48:46 PM	5/28/2023 4:48:46 PM

### Organization Roster Report

To access this report, click the **Organization Roster Report** link at the bottom right of the Home page.

Select the required report parameters, i.e. **Company, Membership Status** (membership status can be left blank to view all employee status at once) and click **Run Report**.

Name	Birthdate	Location	Status	Effective Date	Expiration Date	Organization
Krantz, Daniel W.	11/10/1967	Flemington, NJ	Current	12/3/2018	12/2/2021	Sample Organization
Mazzarino, Kimberly	9/9/1970	Oxford, NJ	Expired	4/26/2017	4/25/2020	Sample Organization
Sample, Member High	8/16/1982	Hometown, IA	Current	5/28/2020	5/28/2023	Sample Organization
Sample, Member Limited	1/1/1970	Flemington, NJ	Current	2/28/2019	2/27/2022	Sample Organization
Sample, Member Temporary	11/15/1973	Hometown, IN	Current	5/28/2020	5/28/2023	Sample Organization
Wood, Shawn M.	1/15/1969	Stewartsville, NJ	Current	8/13/2018	9/26/2021	Sample Organization