

Frequently Asked Questions

Q. Will the DBIDS card replace military IDs?

A. No. DBIDS passes and cards are issued to those qualified personnel not in possession of a DoD Identification card.

Q. I don't have access to a .mil account, can I still sponsor someone on base?

A. Yes. You have to sponsor them in person at a Visitor Center (VC).

Q. I don't have access to a .mil account and I won't be available at the time of my guests arrival, can I still sponsor them?

A. Yes. You may submit paperwork in person at the VC prior to the actual arrival date. Your visitors must stop at the VC to receive the proper access credential.

Q. How long can I request a pass for?

A. Up to 60 days with supporting documentation.

Q. Who can sponsor visitors on the installation?

A. DoD CAC and Teslan card holders that are currently registered in DBIDS and those designated by authorization letters.

Q. What is the vetting process for access?

A. The vetting process consists of four steps:

- 1) Proofing.
- 2) Vetting
- 3) Fitness Determination
- 4) Access Credential Issuance

Q. Will I find out if someone I sponsored is not allowed On the installation?

A. Yes. However, due to privacy concerns exact reasons cannot be divulged to the sponsor. Only the person in question can be given this information.

Q. What if one of my visitors does not want to give me his/her information?

A. Persons not wishing to release their information may stop at any VC during business hours to be vetted in person. Sponsors will add their names to the guest list annotating this request.

Q. Who has escort authority?

A. Military, DoD civilians, military retirees, and adult dependents have escort authority.

Visitor Centers

Walters Street (FSH Main Entrance)
Building 4179
24/7

SAMMC/I35 (BAMC Main Entrance)
24/7 (under construction)

Scott Road (Harry Wurzbach-East)
Building 2843
0600-2200

502d Security Forces Squadron
2404 N. New Braunfels Ave, Suite A
Fort Sam Houston, Texas 78234
Phone: (210) 221-2222, DSN-421-2222



502d Security Forces Squadron
ATTN: Visitor Center
2150 Winfield Scott Road
Fort Sam Houston, Texas 78234
Phone: (210) 221-2650/2651, DSN-421-2650

usaf.jbsa.502-abw.mbx.502-sfs-fsh-visitor-control-center@mail.mil

Sponsored Visitors



Joint Base San Antonio



Fort Sam Houston



Access Procedures

Sponsored Visitors

Sponsored visitors may have unescorted access to JBSA-FSH up to 60 days. Passes will be issued for approved visitors to allow unescorted travel while on the installation.

All DoD CAC holders must register in DBIDS in order to sponsor visitors.

Sponsors sending visitor request information via a .mil email, must digitally sign and encrypt the email for the protection of the visitors information. The EAL format will be followed for submission requests.

Sponsors will be notified of results and provided further instructions to obtain actual access credentials for their respective visitors.

All requests must be submitted no later than 10 days prior to requested entry.

The guest list must contain the following information for each guest over 18 years of age not possessing a valid DoD CAC, Retiree or Family Member Identification card:

- * Official Name: (Last, First, MI)
- * Date of Birth
- * Address
- * Driver's License number and State of Issue
- * SSN
- * Vehicle Information (if driving) – Make, Model, License Plate number, State of Issue

If a guest does not wish to relinquish a SSN or a DL number, they may provide the information in person at the Visitor Center.

Registration personnel will conduct vetting procedures and notify the sponsor of results. Guests found to have derogatory information during the vetting process will be denied access.

Ensure all guests have valid form of ID (i.e. Driver's License) to present at the entry control point.

Escort authority members are not authorized to vouch for non-US individuals (non U.S. citizens/non U.S. permanent resident aliens) to include those with foreign passports or identification credentials. **All foreign visitors must be vetted and issued an access credential.**

Access Control

The objective of installation perimeter access control is to restrict and/or control entrance to property and/or installations to only those authorized persons and their vehicles to protect personnel, resources and missions.

Installation perimeter access control procedures include identity proofing, vetting to determine the fitness of an individual requesting and/or requiring access to installations, and issuance of access credentials.

The EAL is utilized for access to JBSA-FSH in conjunction with visits or "Special Events". Special Events include, but are not limited to birthdays, weddings, and personal gatherings, etc...

An EAL request is a formal submission to request access for person(s) not in possession of an authorized access credential (DoD CAC, Teslan, PIV, TWIC card with scan able bar code).

Sponsors are required to submit an EAL request to the 502 SFS Visitor Center NLT than 10 days prior to the access request date. EAL requests must be sent via an encrypted .mil address to the following email address usaf.jbsa.502-abw.mbx.502-sfs-fsh-visitor-control-center@mail.mil or hand carried to Walters VC, building 4179 or Scott VC building 2843.

Acceptable Proofing Documents

- United States Passport
- Permanent Resident Card/Alien Registration Receipt Card (Form I-551)
- Foreign Passport with a temporary (I-551) stamp or temporary (I-551) printed notation on a machine readable immigrant visa
- An employment authorization document that contains a photograph (Form I-766)
- Current/Valid Driver's License.
- Identification card issued by Federal, State or local Government Agencies
- U.S. Coast Guard Merchant Mariner Legacy Cards
- U.S. Coast Guard New Merchant Mariner Credential
- Approved Department of Defense (DoD) Privilege Card Holders
- Veterans Identification Card (VIC)



Definitions

Debarment. An Installation Commander may deny an individual access for involvement in the commission of a criminal offense, when access is inconsistent with the interests of national security, when personal conduct reflects negatively on the image of the US overseas, or when access adversely affects the health, safety, or morale of personnel on that installation.

Escort Authority. Escort authority allows an individual, with an authorized form of identification that certifies they have been successfully identity proofed and favorably vetted per this instruction, to vouch for any vehicle occupants, or pedestrians if walking through a pedestrian gate, and escort personnel onto an installation without identity proofing or vetting them.

Escorted Individuals. Personnel who require access, without determination of fitness, who must be accompanied by a sponsor with authorization to escort the individual. The escort requirement is mandated for the duration of the individual's visitation period. Non-DOD Foreign visitors must be vetted and issued an access credential prior to entry.

Fitness. Level of character and conduct determined necessary for the basis of access control decisions.

Identity proofing. The process of providing sufficient information (e.g., identity history, credentials, documents) when attempting to establish an identity.

Sponsor. The person affiliated to a DoD or other Federal agency who takes responsibility for verifying and authorizing the applicant's need for an identification card.

Sponsorship. Allows approved individuals affiliated with the DoD to take responsibility for verifying and authorizing an applicant's need for a locally produced identification credential to facilitate unescorted access to an installation.

Unescorted Individuals. Personnel who have been identity proofed and favorably vetted are eligible for unescorted access within the installation; but are, however, still subject to any controlled or restricted area limitations, as appropriate.

Vetting. An evaluation of an applicant's or a card holder's character and conduct for approval, acceptance or denial for the issuance of an access control credential for physical access.