



August 19, 2022

Mr. Ivan D. Butts  
President  
National Association of Postal Supervisors  
1727 King Street, Suite 400  
Alexandria, VA 22314-2753

Dear Mr. Butts:

As a matter of general interest, the Postal Service is launching a new application, Enterprise Biometric Identity Services (EBIS) and it will replace the current Infigo system. EBIS will be launched in phases to a total of 4,000 retail sites beginning in Quarter 4 of Fiscal Year (FY) 2022 with an expected completion by Quarter 4 of FY 2024.

EBIS will support the existing Federal Bureau of Investigation (FBI) Identity History Summary Check (IdHSC) program. This partnership between USPS and the FBI IdHSC Program allows customers to visit a participating Post Office and receive their background check electronically within 24 hours. To facilitate EBIS, a stationary desktop or mobile tablet will be used to perform these tasks. Customers will bring in a barcoded document and one valid form of ID and the Retail associates will perform the following tasks:

- Scan the barcode to bring up customer's information
- Verify the customer's ID to ensure it matches information in the system
- Electronically capture the customer's fingerprints
- Collect a \$50 transaction fee

Future EBIS capabilities will include In-Person Proofing (IPP) and Personal Identity Verification (PIV), removing the need for multiple platforms and equipment.

The first phase will be comprised of the following ten sites:

- Maryland District
  - Columbia, MD PO
  - Silver Springs - Aspen Hill Carrier Annex
- New York 1 District
  - Bronx PO

- New York 2 District
  - Jamaica, NY PO
- New York 3 District
  - Buffalo – Northside Station
- North Carolina District
  - Matthews, NC PO
- Virginia District
  - Falls Church PO
- Illinois 1 District
  - Chicago – Roberto Clemente Station
- Florida 3 District
  - Hialeah PO
- Nevada-Utah District
  - Las Vegas – James C. Brown Jr.

Required training for the new application will be available for all retail clerks in HERO starting on September 16.

Enclosed is an electronic disc with the HERO training relevant to this matter.

We will update the deployment schedule as it becomes available.

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

Sincerely,

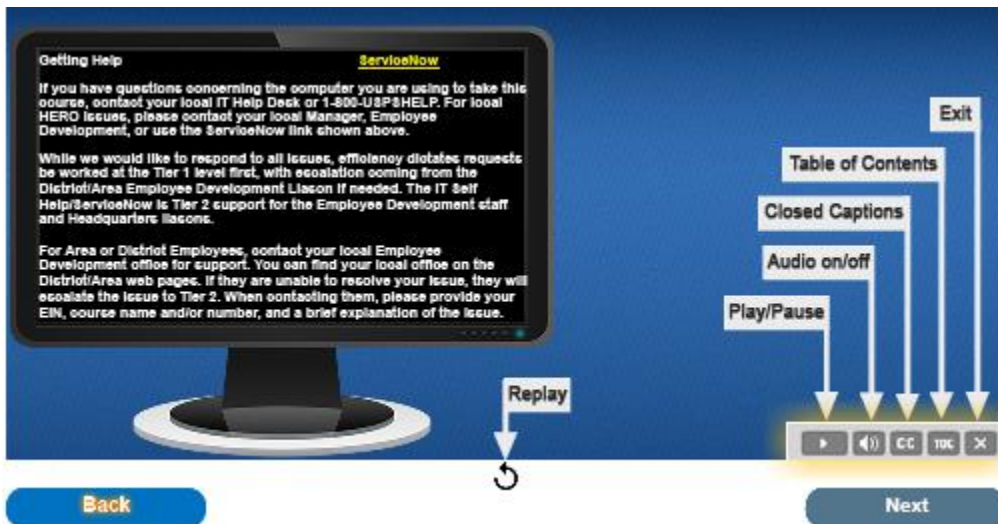


James Lloyd  
Director (A)  
Labor Relations Policies and Programs

Enclosure



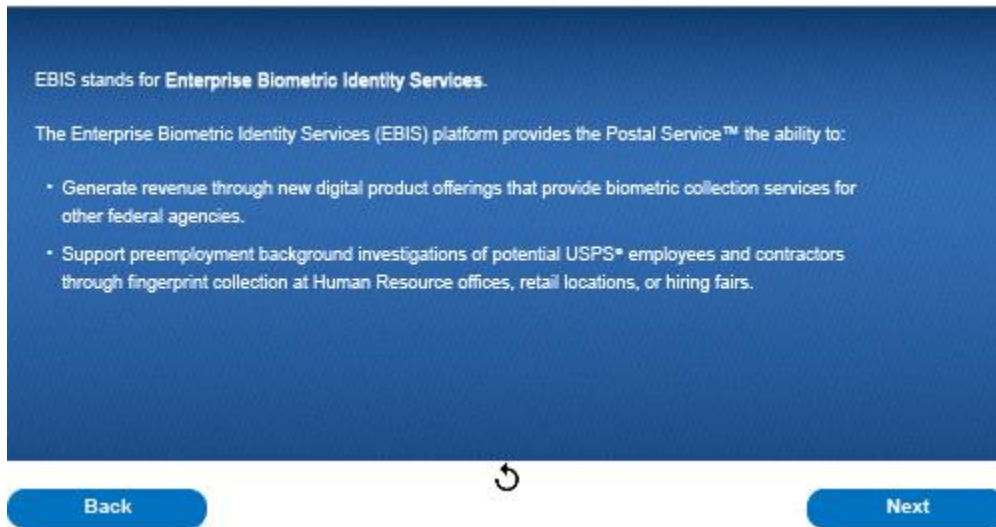
1. Welcome to the EBIS Operators Course for the Retail Admin User Role. Select the Start button to begin.



2. First, you should orient yourself with the navigation functions in this lesson. At the top of the page is the page counter, this will reference which page of the presentation you are currently viewing. Select the back and next buttons to navigate through the pages of the module. Select the replay icon at the bottom center of the page to replay the current slide. To the lower right of the screen, you will see the play bar, this bar allows your additional functions. Select the play button to play and pause the narration and graphics of each page. Select the audio button to mute or unmute the audio on each page. Select the closed caption button to turn the closed caption function on. Select the table of contents button to open the module's table of contents at any time during the module. Select the "X" button to close out of the module.

## EBIS Operators Course for the Retail Admin User Role

### Lesson 0 – Introduction of Lessons



EBIS stands for **Enterprise Biometric Identity Services**.

The Enterprise Biometric Identity Services (EBIS) platform provides the Postal Service™ the ability to:

- Generate revenue through new digital product offerings that provide biometric collection services for other federal agencies.
- Support preemployment background investigations of potential USPS® employees and contractors through fingerprint collection at Human Resource offices, retail locations, or hiring fairs.

Navigation buttons: Back, Next

3.

EBIS stands for Enterprise Biometric Identity Services. The Enterprise Biometric Identity Services platform provides the Postal Service the ability to: generate revenue through new digital product offerings that provide biometric collection services for other federal agencies and support preemployment background investigations of potential USPS employees and contractors through fingerprint collection at Human Resource offices, retail locations, or hiring fairs.



Introduction of Lessons

Lesson 1	Equipment Setup & Login
Lesson 2	Equipment Disassembly & Storage
Lesson 3	Requesting EBIS Role Access
Lesson 4	Participant Lookup
Lesson 5	Visual Identification Verification
Lesson 6	Slap Fingerprinting
Lesson 7	Payment Collection
Lesson 8	Transaction Submission
Lesson 9	Changing Workstation Endpoint

Navigation buttons: Back, Next

4.

In this course, EBIS Operators registered under the Retail Admin user role will learn how to successfully operate the EBIS workstation. Lessons include, equipment setup and login, equipment disassembly and storage, requesting EBIS role access, participant lookup, visual identification verification, slap fingerprinting, payment collection, transaction submission, and changing workstation endpoint.

EBIS Operators Course for the Retail Admin User Role  
Lesson 0 – Introduction of Lessons

Demonstrate how to setup, disassemble, and securely store the EBIS workstation.

Describe how to operate the EBIS workstation according to the responsibilities of your user role.

Identify how to process different types of EBIS transactions.

Back Next

5.

At the end of this course, you will be able to demonstrate how to setup, disassemble, and securely store the EBIS workstation describe how to operate the EBIS workstation according to the responsibilities of your user role and identify how to process different types of EBIS transactions

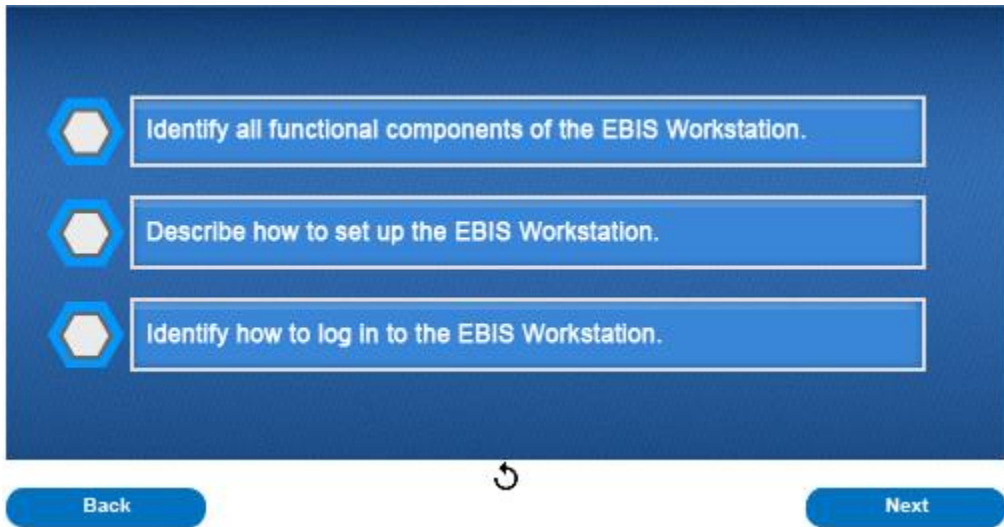
Thank you for completing this lesson. Select the "X" in the lower-right hand corner to close the course and receive credit. To view your completed courses, navigate to your transcript.

Filter by: Completed Filter by Training Type: All Types Search by Keyword: Test Filter Completed

6.



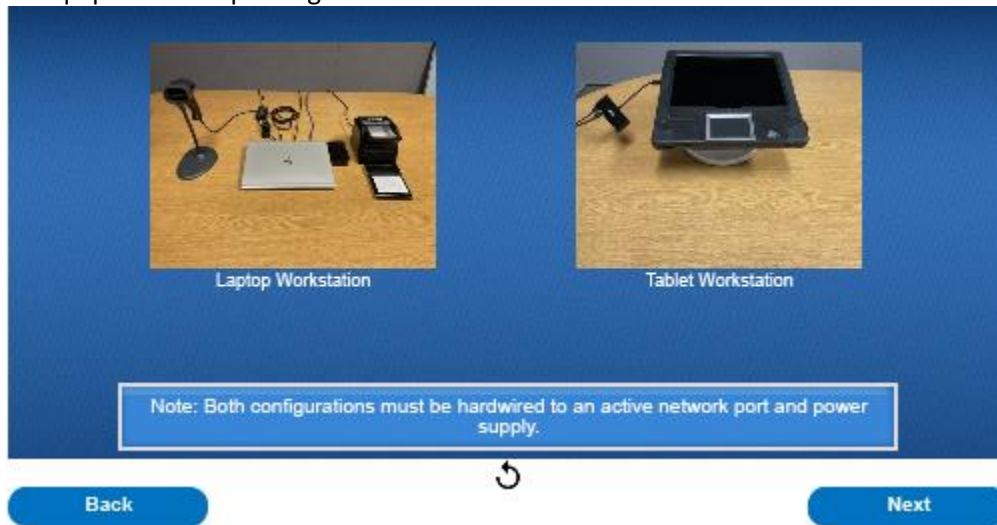
1.



2.

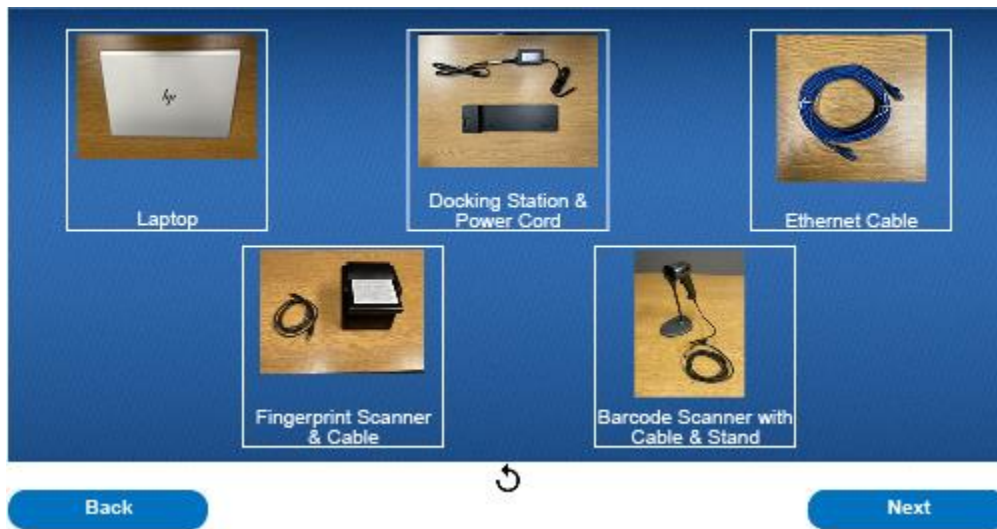
After completing this lesson, you will be able to identify all functional components of the EBIS Workstation, describe how to set up the EBIS Workstation, and identify how to login to the EBIS Workstation.

EBIS Operators Course for the Retail Admin User Role  
Lesson 1 – Equipment Setup & Login



3.

Depending on your retail location, the EBIS workstation may consist of a laptop or tablet configuration. Please note, both configurations must be hardwired to an active network port and power supply. The next few slides will review the installation process for both workstation configurations.



4.

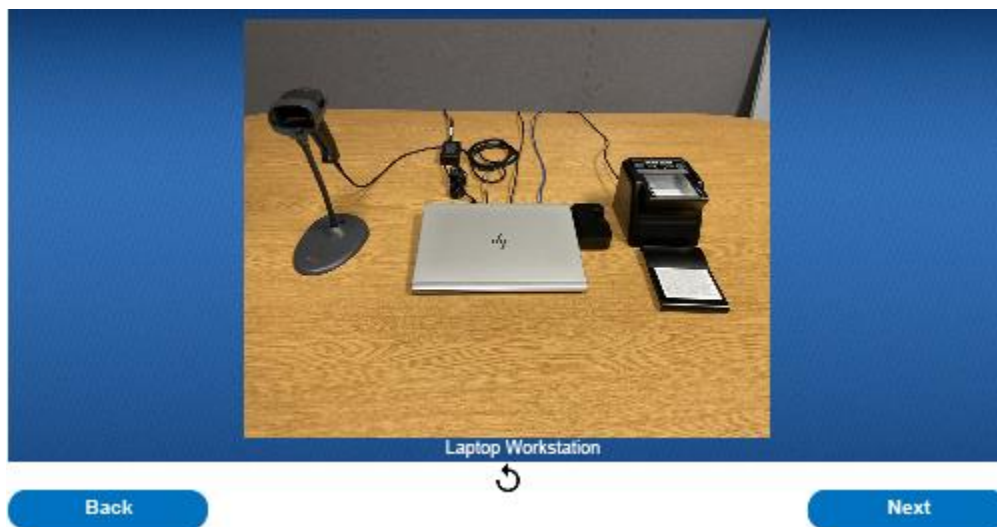
The EBIS laptop workstation consists of the following components: a laptop, docking station and power cord, ethernet cable, fingerprint scanner and connection cable, and a barcode scanner with cable and stand. Please note, that while a laptop power cord will be included in the kit, it will not be used as the laptop will be charged via the docking station.

EBIS Operators Course for the Retail Admin User Role  
Lesson 1 – Equipment Setup & Login



5.

To setup the EBIS laptop workstation, first connect the power cord to the docking station. Second, connect the barcode scanner to the docking station. Make sure to use the USB cord that came with the barcode scanner. Third, connect the fingerprint scanner to the docking station using the cable provided. Fourth, connect the ethernet cable to the docking station. Fifth, connect the laptop to the docking station. The sixth and final step is to connect the remaining end of the ethernet cable to a working network port and connect the docking station power cord to a working outlet. Note, the EBIS workstation must be hardwired to the USPS network and cannot be on WIFI.

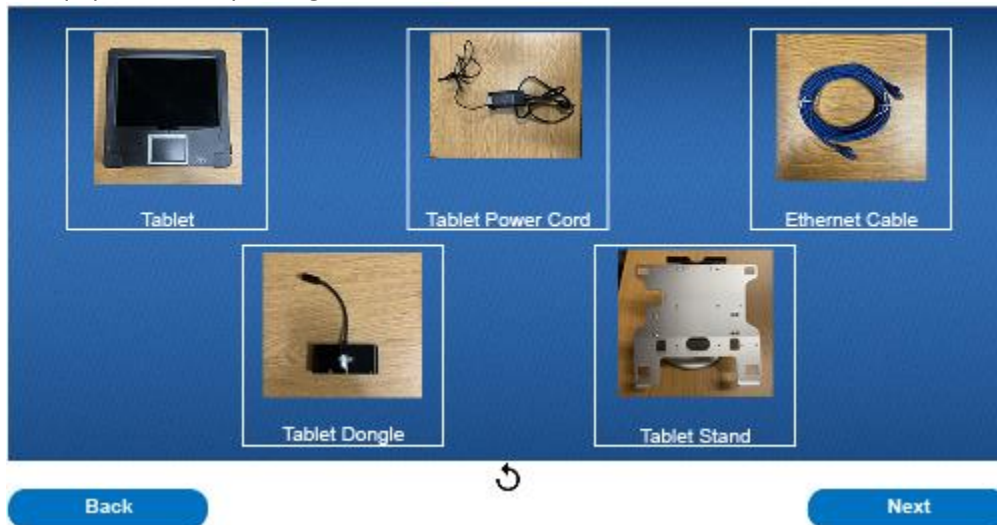


6.

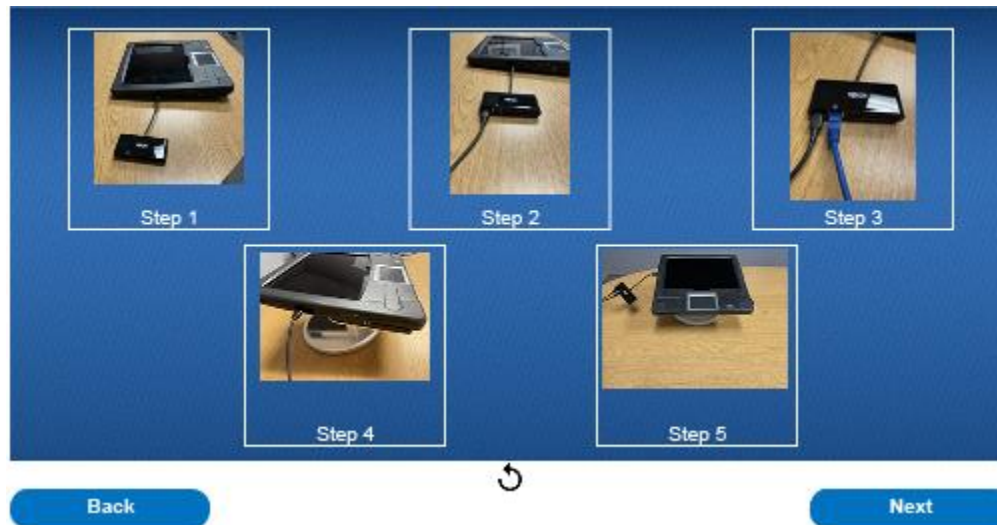
The complete setup of the EBIS retail configured laptop workstation will look like this. Now that you are familiar with the laptop workstation configuration, let's review the tablet configuration.



EBIS Operators Course for the Retail Admin User Role  
Lesson 1 – Equipment Setup & Login



7. The EBIS retail tablet workstation is comprised of the following components: a tablet, power cord, ethernet cable, dongle, and tablet stand.

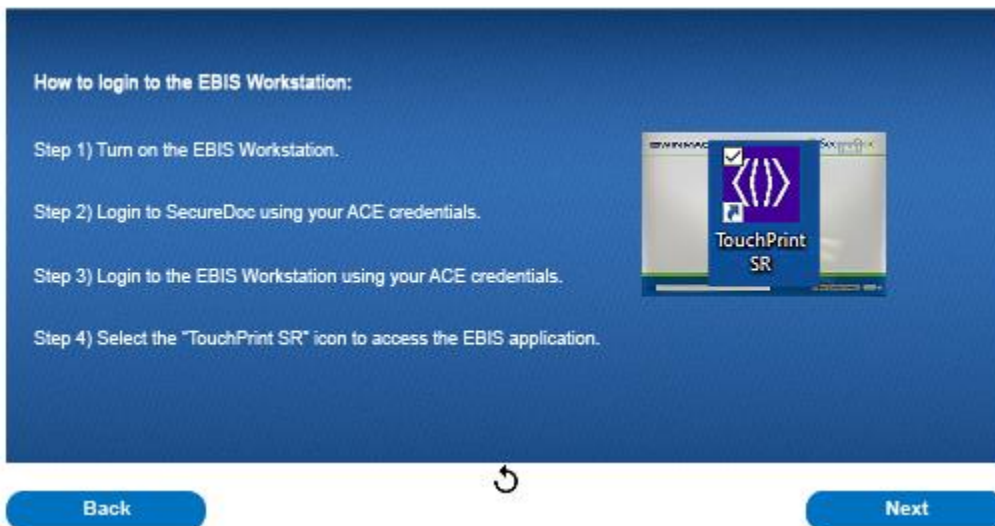


8. To setup the EBIS tablet workstation, first connect the dongle to the tablet. Second, connect the tablet power cord to the dongle. Third, connect the ethernet cable to the dongle. Fourth, place the tablet on the stand. The fifth and final step is to connect the remaining end of the ethernet cable to a working network port and connect the power cord to a working outlet. Note, the EBIS workstation must be hardwired to the USPS network and cannot be on WIFI.

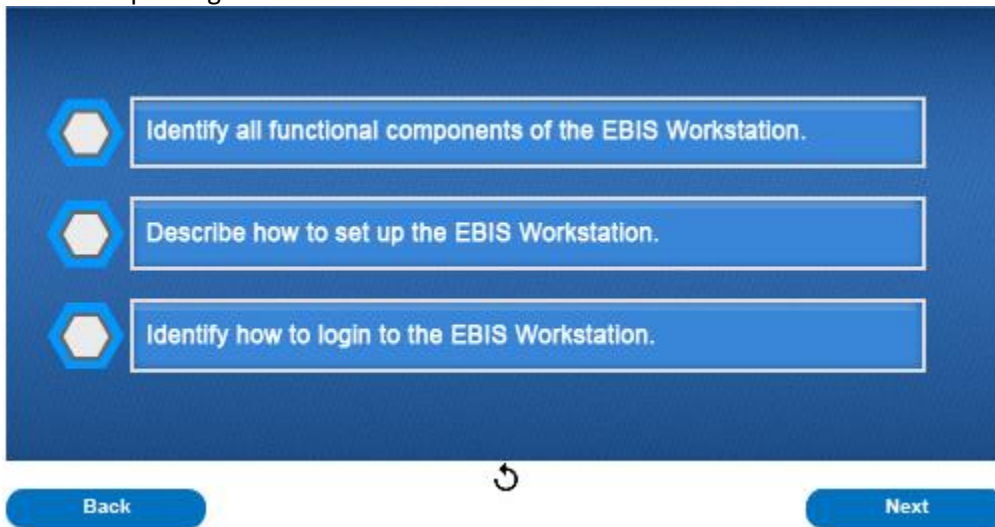
EBIS Operators Course for the Retail Admin User Role  
Lesson 1 – Equipment Setup & Login



9. The complete setup of the EBIS retail configured tablet workstation will look like this. Now that you installed your workstation, let's review how to login.



10. Before logging onto the workstation, make sure it is turned on. The first time a new EBIS workstation is logged onto, the user will be required to log into SecureDoc using their ACE credentials. From the login screen, enter your ACE credentials once signed into the workstation, click on the "TouchPrint SR" icon from the home screen to access the EBIS application.



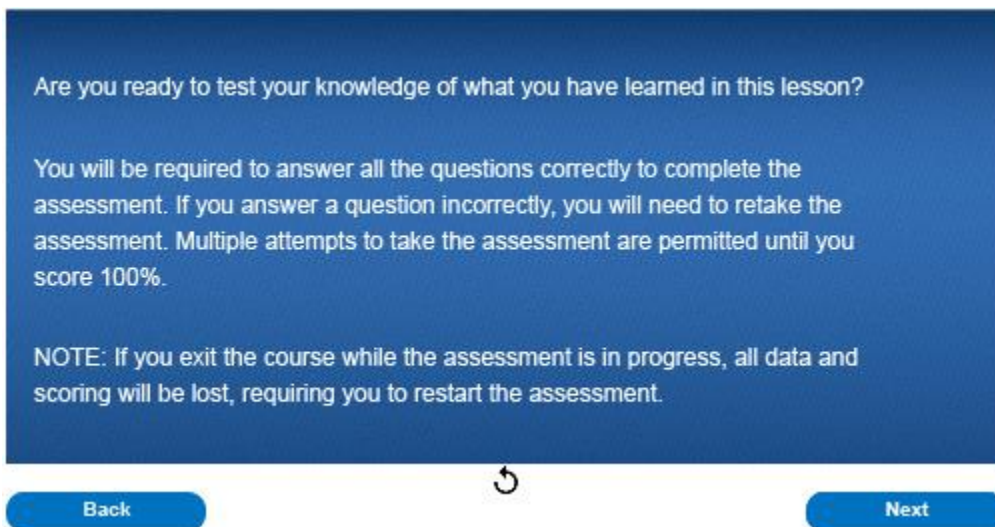
The screenshot shows a dark blue interface with three white-bordered boxes, each preceded by a hexagonal icon. The boxes contain the following text:

- Identify all functional components of the EBIS Workstation.
- Describe how to set up the EBIS Workstation.
- Identify how to login to the EBIS Workstation.

At the bottom of the interface are three buttons: a 'Back' button on the left, a circular refresh icon in the center, and a 'Next' button on the right.

11.

Now you should be able to identify all functional components of the EBIS workstation, describe how to set up the EBIS workstation, and identify how to login to the EBIS workstation.



The screenshot shows a dark blue interface with white text. The text reads:

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

At the bottom of the interface are three buttons: a 'Back' button on the left, a circular refresh icon in the center, and a 'Next' button on the right.

12.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

### Question 1 of 3

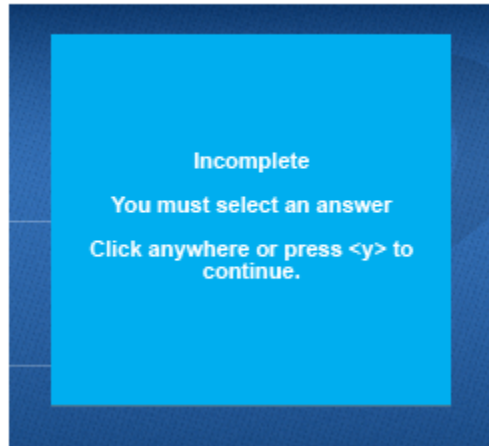
#### Multiple Choice

What credentials are used to log into an EBIS Workstation?

- A) ACE Credentials
- B) No login credentials are necessary
- C) P@\$\$W0rd1
- D) EBIS Workstation specific username and password

Submit

13.



### Question 2 of 3

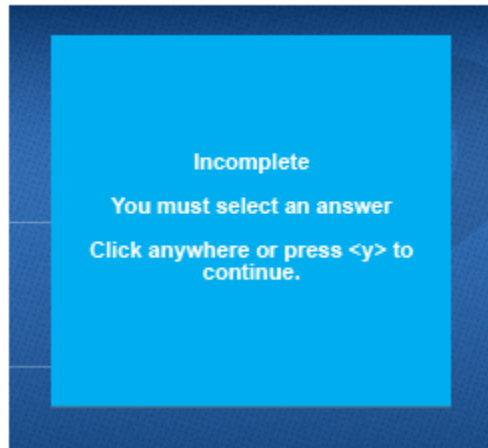
#### Multiple Choice

What types of configurations do EBIS Workstations come in?

- A) Laptop
- B) Tablet
- C) Mobile Phone
- D) Laptop and Tablet

Submit

14.



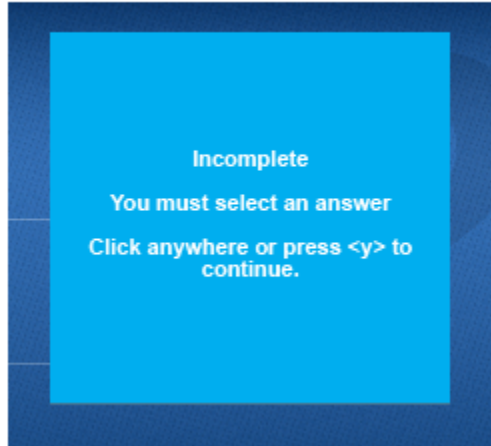
### Question 3 of 3

#### Multiple Choice

How does the EBIS Workstation connect to the internet?

- A) WiFi
- B) Mobile Hotspot
- C) 5G Cellular Network
- D) Hardwired to the network port using an ethernet cable

Submit



15.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

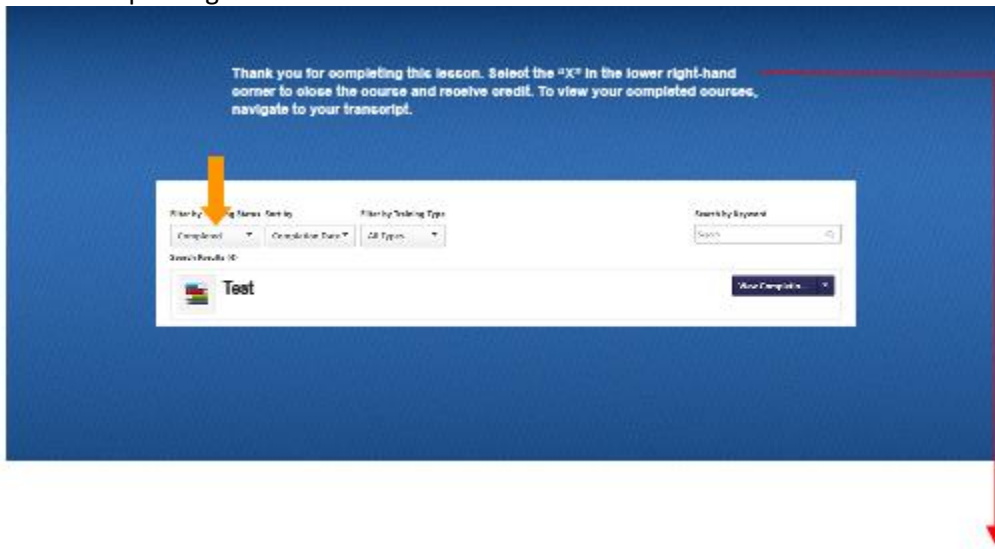
Attempts: {total-attempts}

Review Area

Retake Quiz

16.

EBIS Operators Course for the Retail Admin User Role  
Lesson 1 – Equipment Setup & Login



17.

# Equipment Disassembly & Storage

Start

1.



Demonstrate how to identify where to store the EBIS Workstation during non-operational hours.



Identify how to log out of the Touch Print Enterprise (TPE) Application.



Demonstrate how to place the EBIS Workstation into "sleep mode" or "power off."



Back

Next

2.

At the end of this lesson, you will be able to demonstrate how to identify where to store the EBIS workstation during non-operational hours, identify how to log out of the Touch Print Enterprise application, and demonstrate how to place the EBIS workstation into "sleep mode" or "power off."

EBIS Operators Course for the Retail Admin User Role  
Lesson 2 – Equipment Disassembly & Storage

The slide features a blue background with two bullet points at the top. Below the text are three photographs of workstations, each with a caption underneath. At the bottom of the slide are three blue buttons: 'Back' on the left, a circular arrow icon in the center, and 'Next' on the right.

- The EBIS Workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours.
- Securing an unsupervised EBIS Workstation helps mitigate any chance of the workstation being stolen or compromised.

Retail Tablet Workstation

Retail Laptop Workstation

Human Resources Laptop Workstation

Back

Next

3.

The EBIS Workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours. Securing an unsupervised EBIS Workstation helps mitigate any chance of the workstation being stolen or compromised.

The slide features a blue background with three bullet points. The third bullet point includes a list of examples. At the bottom of the slide is a white-bordered box containing a reminder. At the very bottom are three blue buttons: 'Back' on the left, a circular arrow icon in the center, and 'Next' on the right.

- Each office is required to establish a designated location to secure the EBIS Workstation during non-operational hours.
- This may be a place where other valuable or accountable items are stored within the facility.
- Examples include:
  - ⇒ Accountable Cage
  - ⇒ Locked Room
  - ⇒ Locked Drawer
  - ⇒ Safe

Reminder: All employees must know where to safely secure the EBIS Workstation during non-operational hours.

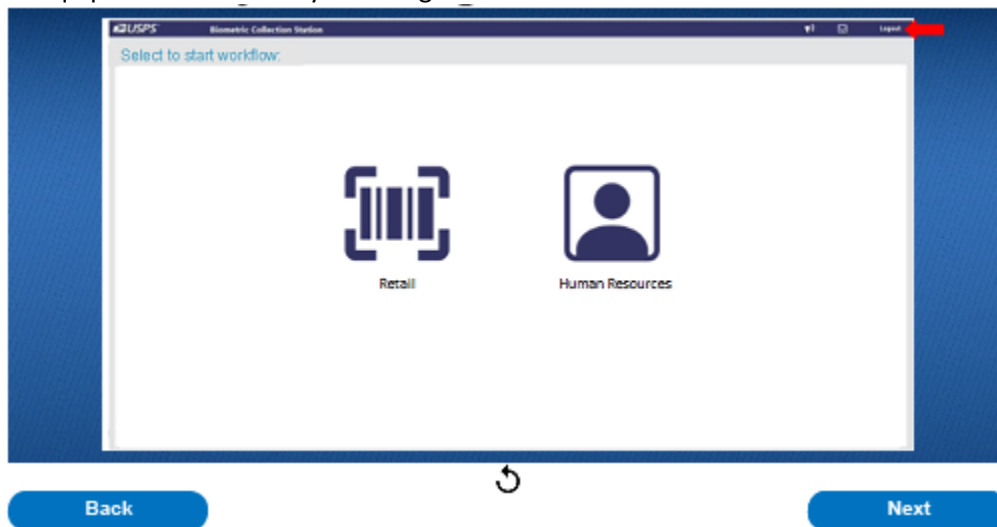
Back

Next

4.

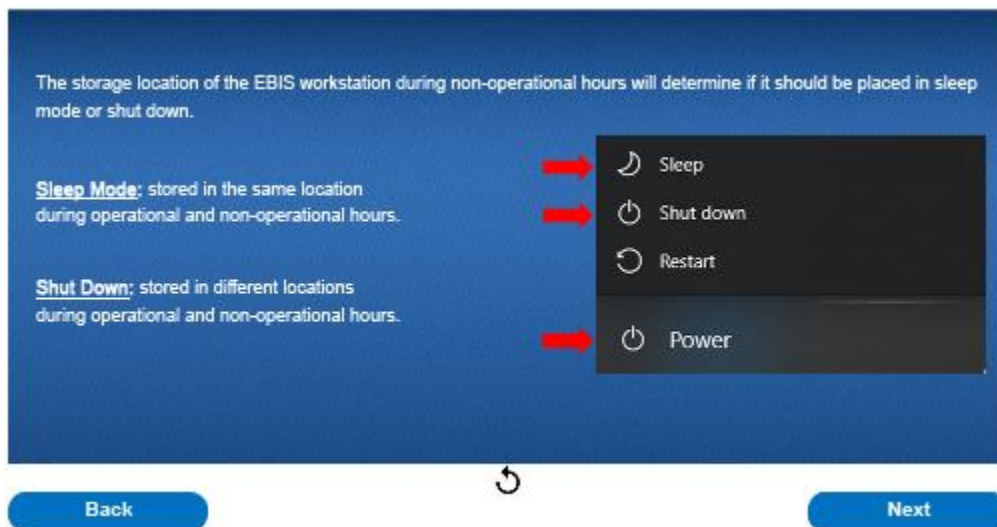
Each office is required to establish a designated location to secure the EBIS Workstation during non-operational hours. This may be a place where other valuable or accountable items are stored within the facility. Examples include: An accountable cage, locked room, locked drawer, or a safe. Reminder, all employees must know where to safely secure the EBIS Workstation during non-operational hours.





5.

When closing down the EBIS Workstation at the end of a business day, users must first log out of the TPE application by selecting “Logout” located at the top-right corner of the Workflow screen.



6.

The storage location of the EBIS Workstation during non-operational hours will determine if it should be placed in sleep mode or shut down. Sites that store the workstation in the same location during both operational and non-operational hours, such as a passport office, and therefore are not disconnecting the workstation from the postal network and the power source, are to place the workstation in sleep mode. This will allow for security patches to continue downloading when not in use. To place the EBIS Workstation in Sleep mode, select the power icon, and then select “Sleep.” Sites that store the workstation in a different location during operational versus non-operational hours, such as a locked drawer, should shut down the workstation before disconnecting it from the network and power source. Security patches will be downloaded once the workstation is reconnected to the postal network and turned on. To shut down the EBIS Workstation, select the Power icon and then select “Shut down.” Do not press the physical “power” button on the workstation to shut it down, as this may damage the system. Once the workstation has been set to either Sleep or Shut down, it can be safely stored in the site’s designated secure storage location.

The screenshot shows a blue background with three white-bordered boxes, each containing a hexagonal icon and a text box. The text boxes contain the following objectives:

- Demonstrate how to identify where to store the EBIS Workstation during non-operational hours.
- Identify how to log out of the Touch Print Enterprise (TPE) Application.
- Demonstrate how to place the EBIS Workstation into "sleep mode" or "power off."

Below the slide are three buttons: "Back" on the left, a circular refresh icon in the center, and "Next" on the right.

7.

Now you should be able to demonstrate how to identify where to store the EBIS Workstation during non-operational hours, identify how to log out of the Touch Print Enterprise Application, and demonstrate how to place the EBIS Workstation into “sleep mode” or “power off.”

The screenshot shows a blue background with white text. The text reads:

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Below the slide are three buttons: "Back" on the left, a circular refresh icon in the center, and "Next" on the right.

8.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

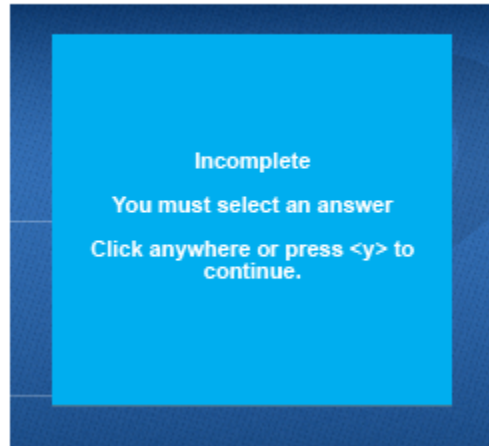
### Question 1 of 3

#### Multiple Choice

Why is the EBIS Workstation kept in a secure location during non-operational hours?

- A) To prevent the system from being compromised.
- B) The EBIS workstation is considered sensitive equipment.
- C) To prevent theft.
- D) All the above.

Submit



9.

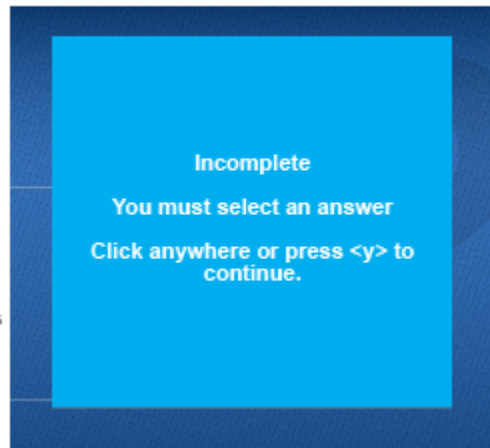
### Question 2 of 3

#### Multiple Choice

When should the EBIS workstation be powered off during non-operational hours?

- A) If the workstation will be stored in the same location as it is located during operational hours.
- B) If the workstation will be disconnected from the postal network and moved to a different secure location during non-operational hours.
- C) If the office has been notified that security patches will be downloaded during non-operational hours.
- D) None of the above.

Submit



10.

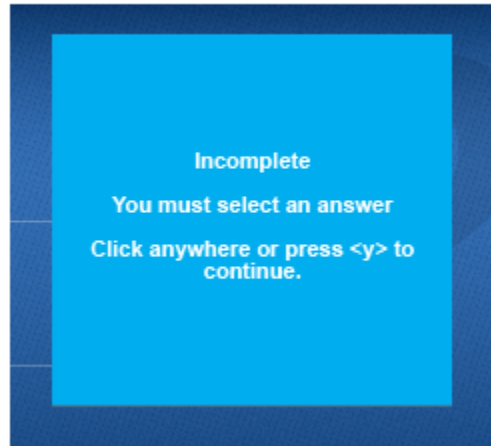
### Question 3 of 3

#### Multiple Choice

If the EBIS Workstation is stored in the same location during non-operational and operational hours, what power mode should it be placed in at the end of the day?

- A) Sleep Mode
- B) Shut Down
- C) Suspend Mode
- D) None of the above

Submit



11.

### Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

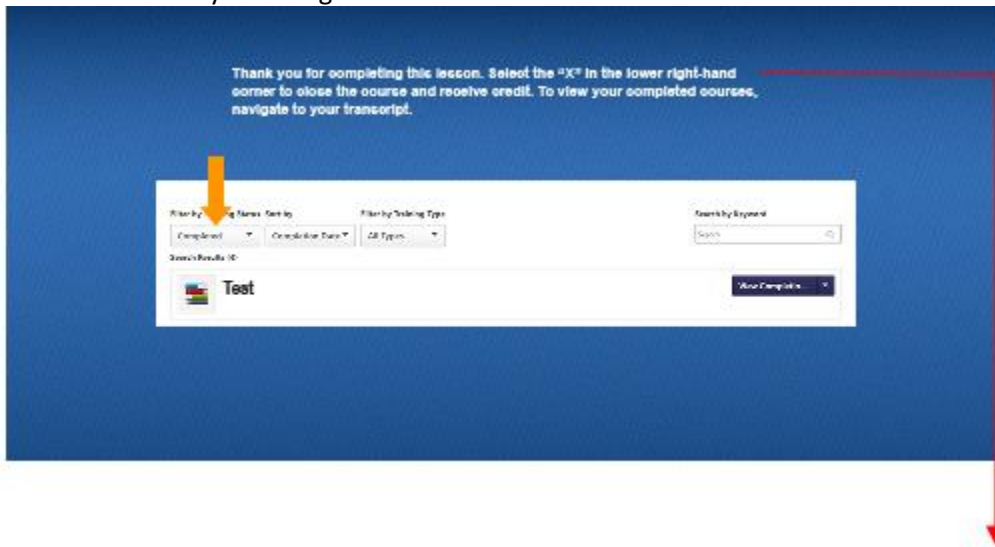
Attempts: {total-attempts}

Review Area

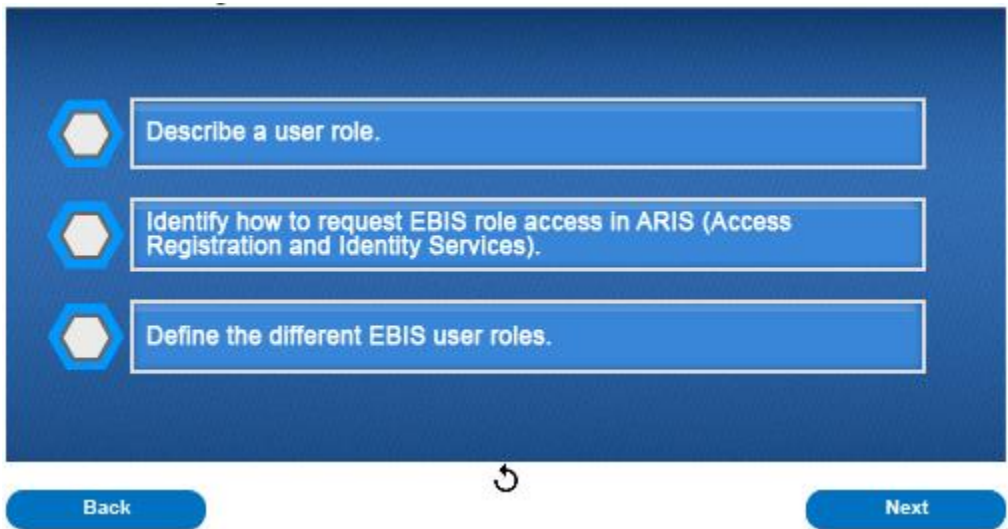
Retake Quiz

12.

EBIS Operators Course for the Retail Admin User Role  
Lesson 2 – Equipment Disassembly & Storage



13.



After this lesson, you should be able to describe a user role, identify how to request EBIS role access in ARIS, and define the different EBIS user roles.

EBIS Operators Course for the Retail Admin User Role  
Lesson 3 – Requesting EBIS Role Access

User Roles are permission sets that control access to areas and features within the EBIS application.

User Roles control what workflows are available to the end user.

An end user must have an approved user role assigned to them in order to access the EBIS application.

Back Next

- 3. User Roles are permission sets that control access to areas and features within the EBIS application. In addition, they control what workflows are available to the end user. An end user must have an approved user role assigned to them in order to access the EBIS application. During this lesson, we will provide details on the different EBIS user roles and how to request access.

Requesting access to an EBIS User Role is to be completed through ARIS.

To access ARIS, go to <https://aris.usps.gov>

Next, select "Enter Application."

Back Next


- 4. Requesting access to an EBIS user role is to be completed through ARIS. To access ARIS, go to <https://aris.usps.gov>. Next, select "Enter Application."

EBIS Operators Course for the Retail Admin User Role  
Lesson 3 – Requesting EBIS Role Access

On the following screen, enter your Username and Password.

Next, select "Login."

Note that your Username and Password are your ACE ID and ACE Password.

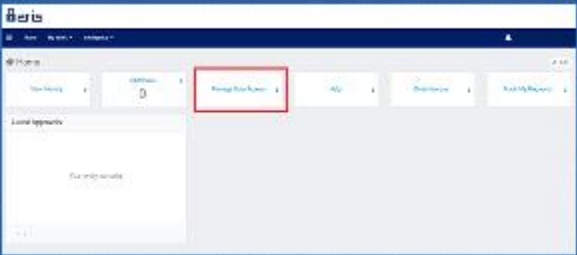


Back

Next

5. On the following screen, enter your Username and Password. Next, select "Login." Please note that your Username and Password are your ACE ID and ACE Password.

From the ARIS Home screen, select "Manage User Access."



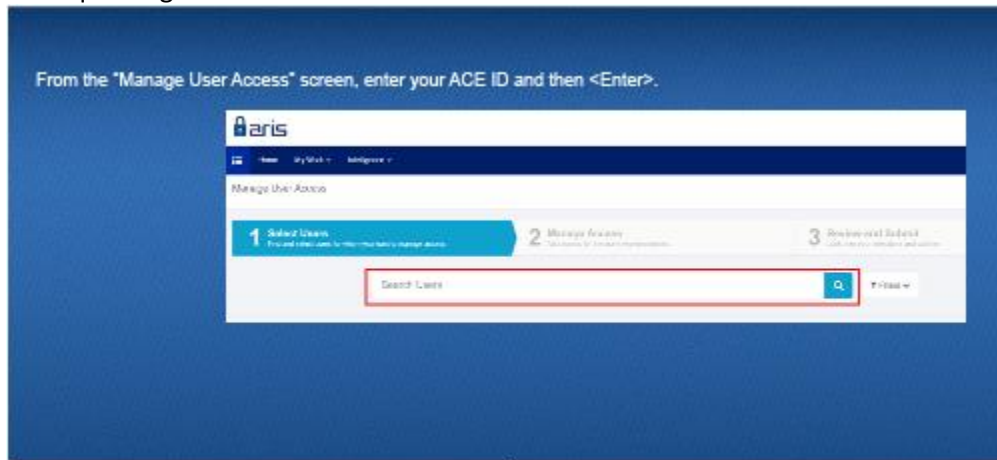
Back

Next

6. From the ARIS Home Screen, select "Manage User Access."

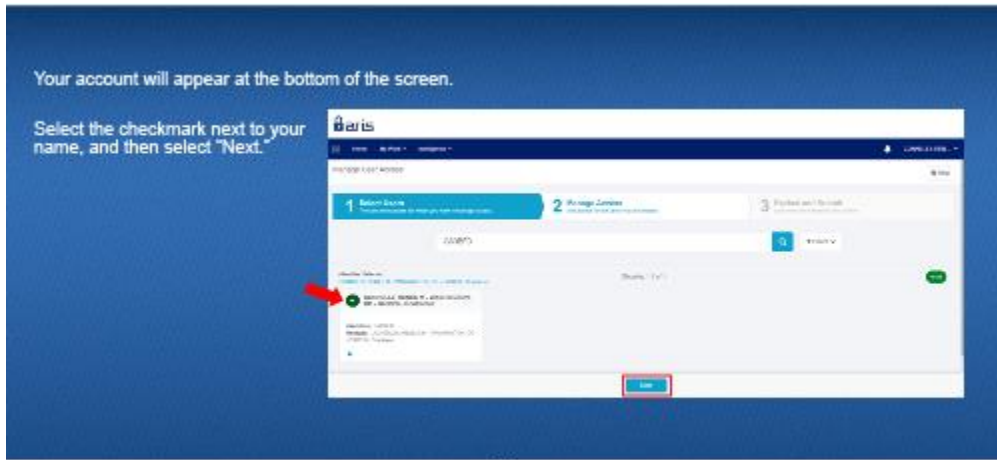


EBIS Operators Course for the Retail Admin User Role  
Lesson 3 – Requesting EBIS Role Access



7. Back Next

From the “Manage User Access” screen, enter your ACE ID and then <Enter>.



8. Back Next

Your account will appear at the bottom of the screen. Select the checkmark next to your name, and then select “Next.”

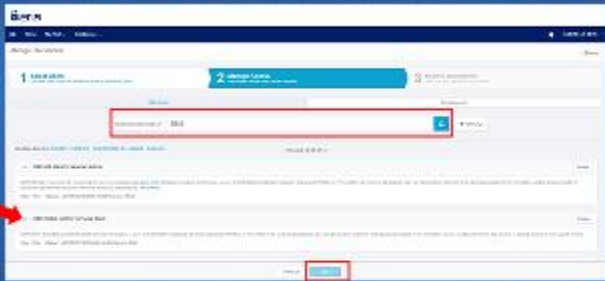
# EBIS Operators Course for the Retail Admin User Role

## Lesson 3 – Requesting EBIS Role Access

On the following screen, enter "EBIS" into the search box and select <Enter>.

EBIS User Roles will appear at the bottom of the screen.

Select the checkmark next to the User Role that aligns to your job responsibilities and select "Next."



New Users who need multiple user roles to perform their job responsibilities, (e.g., HR and Retail) should select/request each that applies to them to be approved.

9.

Back

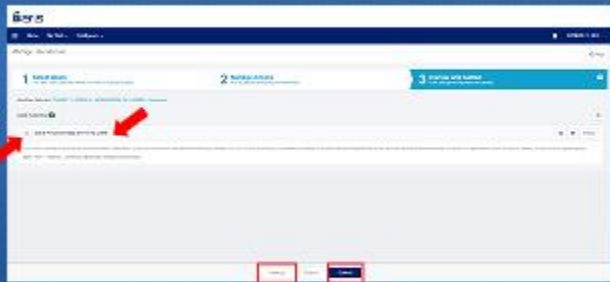
Next

On the following screen, enter "EBIS" into the search box and select <Enter>. EBIS User Roles will appear at the bottom of the screen. Select the checkmark next to the User Role that aligns to your job responsibilities and select "Next." New Users who need multiple user roles to perform their job responsibilities such as HR and Retail, should select or request each that applies to them to be approved.

On the next screen, confirm the EBIS User Roles listed at the bottom of the screen are correct, select "Submit."

If incorrect, select the "x" next to the User Role and select "Previous" to go to the previous screen and select a different User Role.

If approved, your supervisor will review and approve the request if appropriate.



10.

Back

Next

On the next screen, confirm the EBIS User Roles listed at the bottom of the screen are correct. If correct, select "Submit." If incorrect, select the "x" next to the User Role and select "Previous" to go to the previous screen and select a different User Role. If approved, your supervisor will review and approve the request if appropriate. Once approved, access to the EBIS application will be available.

**EBIS User Roles include:**

- EBIS Retail Identity Services Clerk
- EBIS Retail Identity Services Clerk Admin
- EBIS HR Identity Services
- EBIS HR Identity Services Admin

If an individual's job responsibilities require both Retail and HR user roles, they may request access to multiple user roles. The next few slides will provide details on these user roles.

Back Next

11.

EBIS user roles include, EBIS Retail Identity Services Clerk, EBIS Retail Identity Services Clerk Admin, EBIS HR Identity Services, and EBIS HR Identity Services Admin. If an individual's job responsibilities require both Retail and HR user roles, they may request access to multiple user roles. The next few slides will provide details on these user roles.

**EBIS Retail Identity Services Clerk**

EBIS Retail Identity Services Clerks are trained to operate the EBIS workstation located within a retail location. Access to functional workflows in order to service retail participants will include IdHSC (Identity History Summary Check) fingerprinting and additional workflows, such as In-Person Proofing, as they become available on the workstation.

EBIS users who conduct daily Retail EBIS transactions should request the EBIS Retail Identity Services Clerk user role.

Back Next

12.

EBIS Retail Identity Services Clerks are trained to operate the EBIS workstation located within a retail location. Access to functional workflows in order to service retail participants will include IdHSC fingerprinting and additional workflows, such as In-Person Proofing, as they become available on the workstation. EBIS users who conduct daily EBIS transactions should request the EBIS Retail Identity Services Clerk user role.



**EBIS Retail Identity Services Clerk Admin**

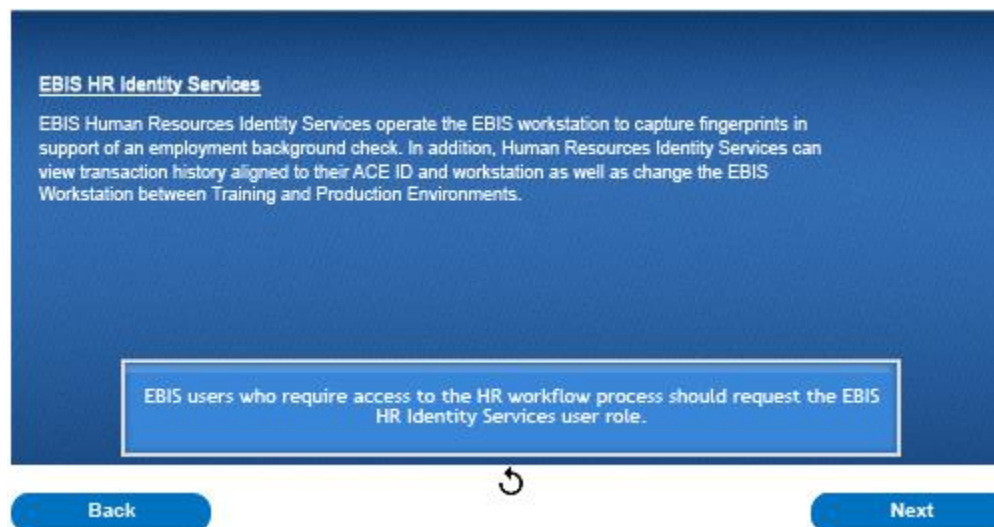
EBIS Retail Identity Services Administrators are responsible for overseeing EBIS workstation operators and EBIS workstation operations performance. Administrators have access to all the same features and workflows as the EBIS Retail Identity Services Clerk user role. In addition, Administrators can view site performance data, transaction history, and change the EBIS workstation between Training and Production environments.

EBIS users who oversee Retail Clerks should request the EBIS Retail Identity Services Clerk Admin user role.

Back Next

13.

EBIS Retail Identity Services Administrators are responsible for overseeing EBIS workstation operators and EBIS workstation operations performance. Administrators have access to all the same features and workflows as the EBIS Retail Identity Services Clerk user role. In addition, Administrators can view site performance data, transaction history and change the EBIS workstation between Training and Production environments. EBIS users who oversee Retail Clerks should request the EBIS Retail Identity Services Clerk Admin user role.



**EBIS HR Identity Services**

EBIS Human Resources Identity Services operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, Human Resources Identity Services can view transaction history aligned to their ACE ID and workstation as well as change the EBIS Workstation between Training and Production Environments.

EBIS users who require access to the HR workflow process should request the EBIS HR Identity Services user role.

Back Next

14.

EBIS Human Resources Identity Services operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, Human Resources Identity Services can view transaction history aligned to their ACE ID and workstation as well as change the EBIS Workstation between Training and Production Environments. EBIS users who require access to the HR workflow process should request the EBIS HR Identity Services user role.

**EBIS HR Identity Services Admin**

EBIS Human Resources Identity Services Administrators operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, they can view performance data and transaction history for all HR EBIS users and workstations across the organization as well as change the EBIS Workstation between training and production environments.

EBIS users who oversee the HR workflow process should request the EBIS HR Identity Services Admin user role.

Back Next

15.

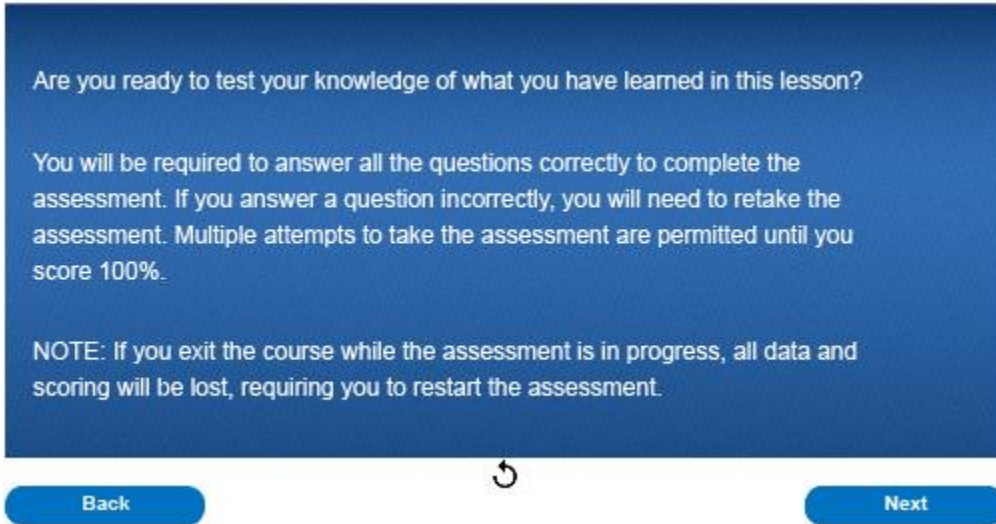
EBIS Human Resources Identity Services Administrators operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, they can view performance data and transaction history for all HR EBIS users and workstations across the organization as well as change the EBIS Workstation between training and production environments. EBIS users who oversee the HR workflow process should request the EBIS HR Identity Services Admin user role.

- Describe a user role.
- Identify how to request EBIS role access in ARIS (Access Registration and Identity Services).
- Define the different EBIS user roles.

Back Next

16.

Now you should be able to describe a user role, identify how to request EBIS role access in ARIS, and define the different EBIS user roles.



Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Back ↻ Next

17.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

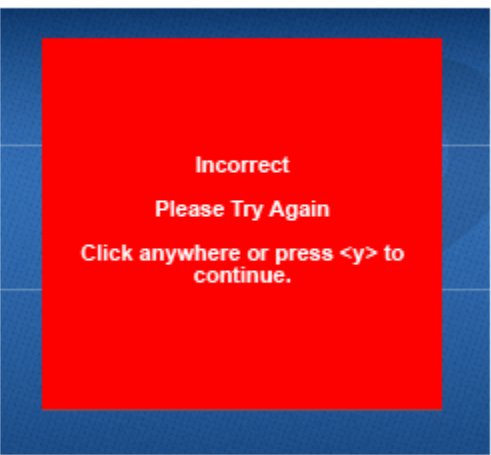
### Question 1 of 3

#### True or False

**EBIS users can be approved for multiple user roles should their job responsibilities require access to both the Retail and Human Resource workflows.**

- A) True
- B) False

Submit



**Incorrect**

**Please Try Again**

Click anywhere or press <y> to continue.

18.

### Question 2 of 3

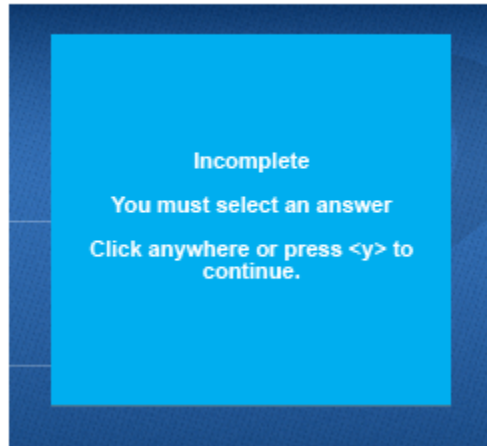
#### Multiple Choice

Users should request access to EBIS user roles through which of the following applications:

- A) eAccess
- B) ARIS
- C) Email
- D) None of the above

Submit

19.



### Question 3 of 3

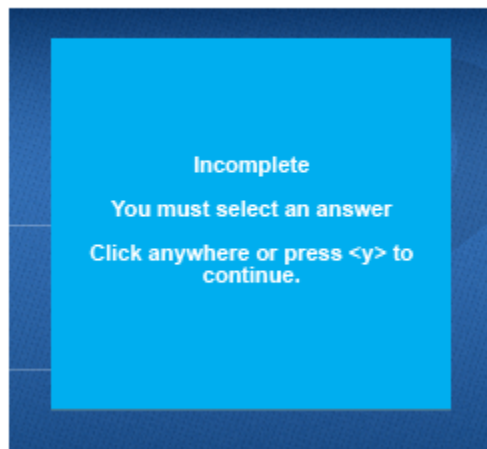
#### Multiple Choice

A clerk applied for an EBIS user role and is still unable to access the EBIS application. What should they do first?

- A) Confirm the user role request in ARIS has been approved by their supervisor.
- B) Call the Help Desk.
- C) Email the Headquarters ARIS Team.
- D) Call their Congressman.

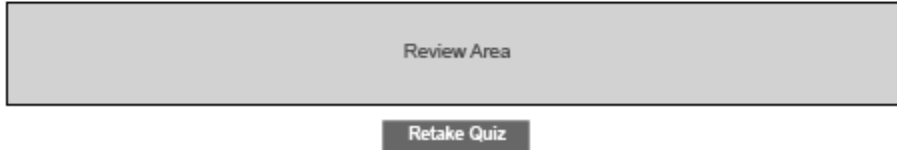
Submit

20.

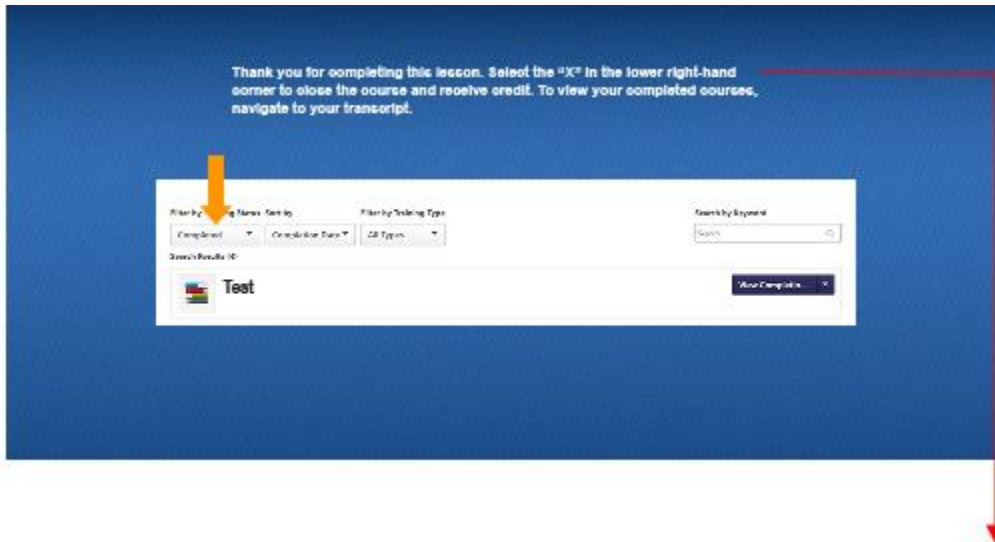


## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



21.

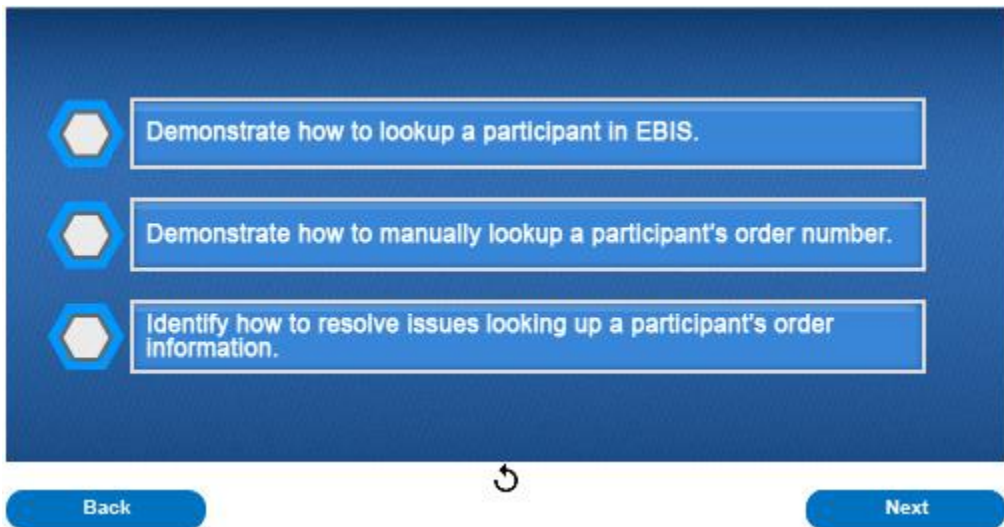


22.





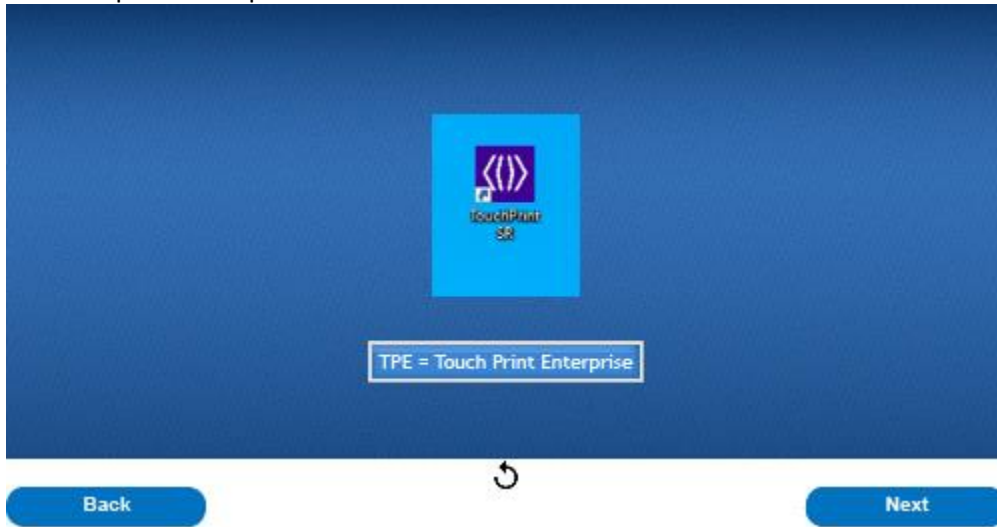
1.



2.

After this course, you should be able to demonstrate how to lookup a participant in EBIS, demonstrate how to manually lookup a participant's order number, and identify how to resolve issues looking up a participant's order information.

EBIS Operators Course for the Retail Admin User Role  
Lesson 4 – Participant Lookup



3. To access the EBIS application, select the TPE icon to go to the EBIS landing page.



4. At the EBIS landing page, select the Retail barcode icon.

EBIS Operators Course for the Retail Admin User Role  
Lesson 4 – Participant Lookup

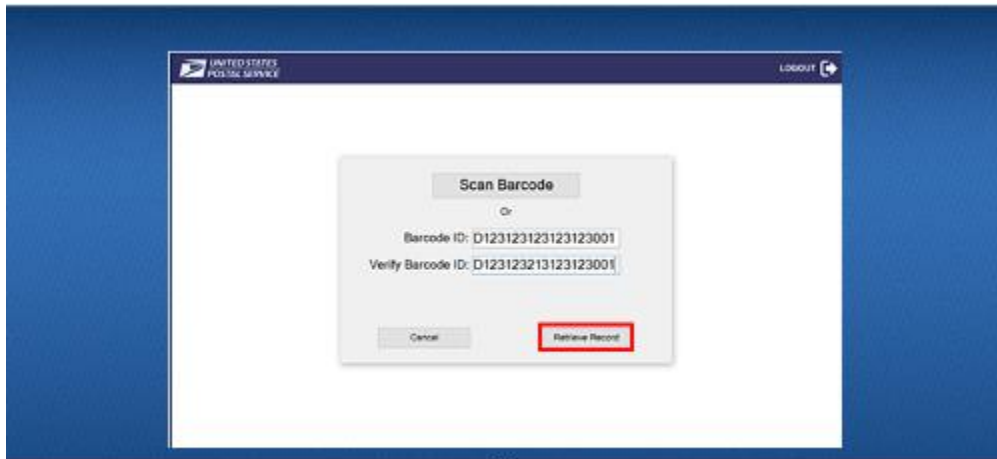


5.

Back

Next

Scan the barcode from the participant provided email to bring up the account. The system will automatically prompt you to scan the barcode, there is no need to select the “Capture” button. If the participant can only present the order number, select the “Cancel” button which will allow you to manually enter the order number.



6.

Back

Next

If the barcode is unable to be scanned, the system will automatically prompt for manual entry. Manually enter the barcode ID twice and then select “Retrieve Record.”

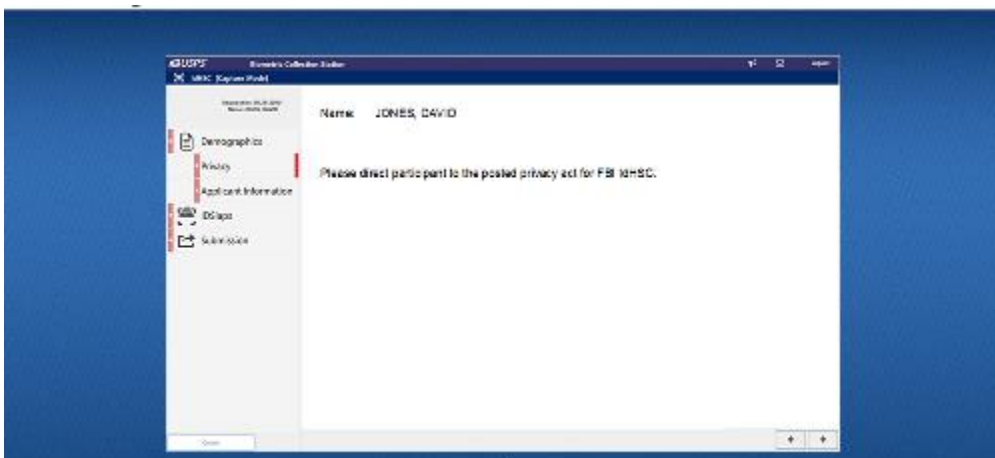


7.

Back

Next

When attempting to retrieve the participants record, the system may generate one of the following error messages: If you receive a “Barcode ID and Verify Barcode ID must match” message, review the Order Number entries and confirm the Order Number has been correctly entered twice. If you receive a “Proofing Event Expired” message, Order numbers are good for three years. Please inform the participant that they must re-register with the participating Agency to generate a new Order number. Order numbers are good for three years. Please inform the participant that they must re-register with the participating Agency to generate a new Order number. If you receive a “Record Already Processed” message, inform the participant that the order number has already been submitted. If they wish to conduct a new transaction, inform the participant that they must re-register with the participating Agency to generate a new Order number. If you receive a “Record Not Found” message, first confirm you have entered the correct Order number. If the Order number is correct, ask the participant to contact the agency they registered with for clarification. If you do not receive any of these errors, you will be directed to the Privacy Act Statement prompt.



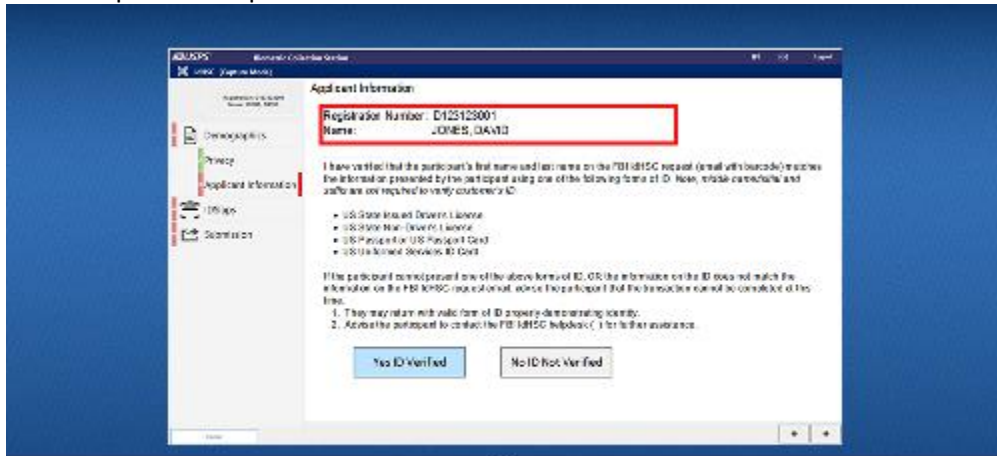
8.

Back

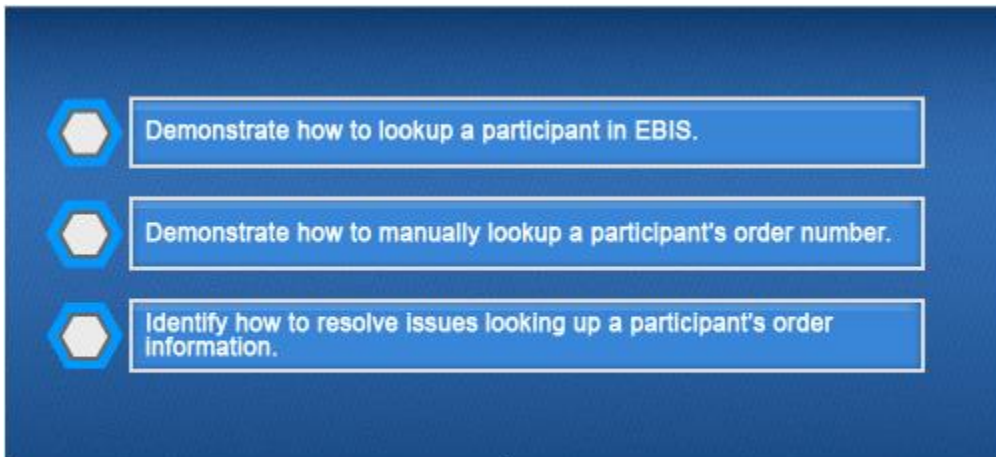
Next

Next, please refer the participant to the applicable Privacy Act Statement as instructed on the screen.

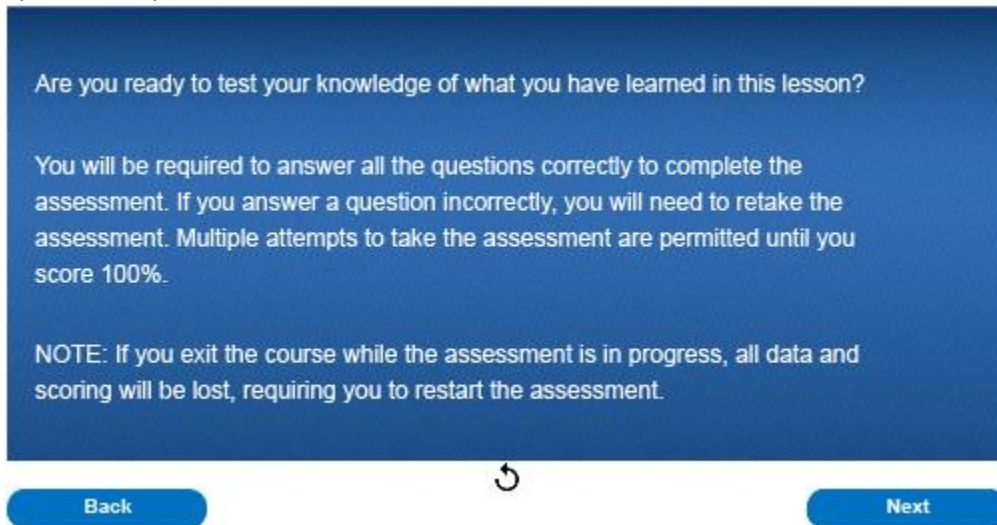
EBIS Operators Course for the Retail Admin User Role  
Lesson 4 – Participant Lookup



9. If the barcode is valid, the participant's information will appear on the screen. The participant's barcode/order# will determine the information that is presented on the screen. This information may vary per participant transaction.



10. Now you should be able to demonstrate how to lookup a participant in EBIS, demonstrate how to manually lookup a participant's order number, and identify how to resolve issues looking up a participant's order information.



Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Back ↻ Next

11.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

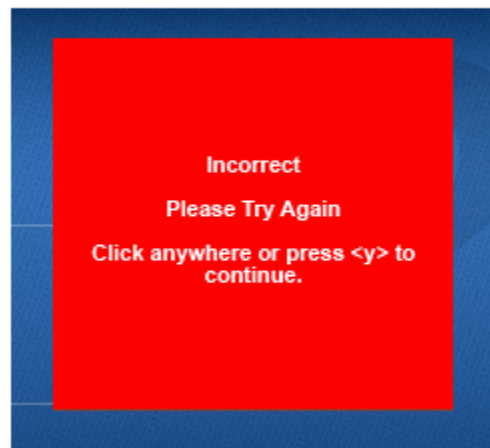
### Question 1 of 3

#### Multiple Choice

When a participant arrives at the Post Office™, they will present the Clerk with a \_\_\_\_\_ to initiate their EBIS transaction.

- A) Photo ID
- B) Money Order
- C) Barcode
- D) None of the Above

Submit



**Incorrect**

**Please Try Again**

Click anywhere or press <y> to continue.

12.

### Question 2 of 3

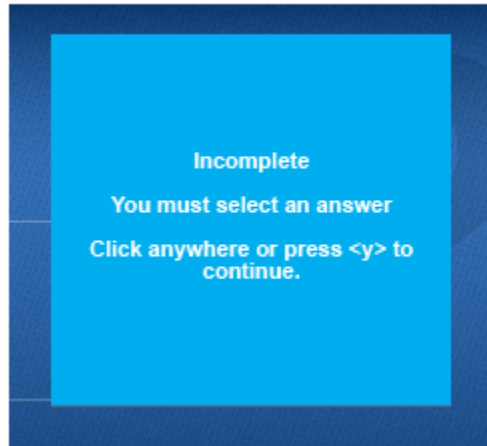
#### Multiple Choice

If a barcode will not scan, what is an alternative option to lookup a participant in EBIS?

- A) Search for the participant by name.
- B) Enter the barcode ID once.
- C) Enter the barcode ID twice.
- D) Contact the help desk.

Submit

13.



### Question 3 of 3

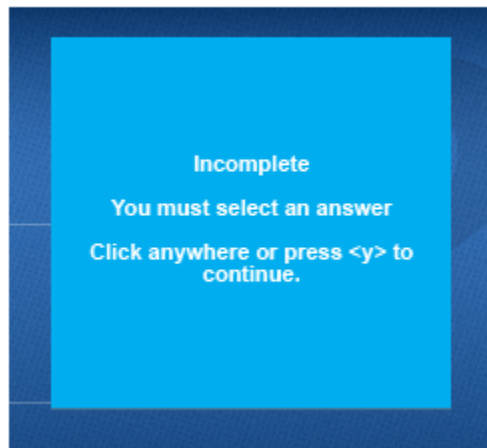
#### Multiple Choice

When looking up a participant's information, what is the next step if a "Record Not Found" message appears?

- A) Request the participant provide a new barcode ID.
- B) Turn the customer away.
- C) Instruct the participant to go back to their registration agency to validate their info.
- D) None of the above.

Submit

14.

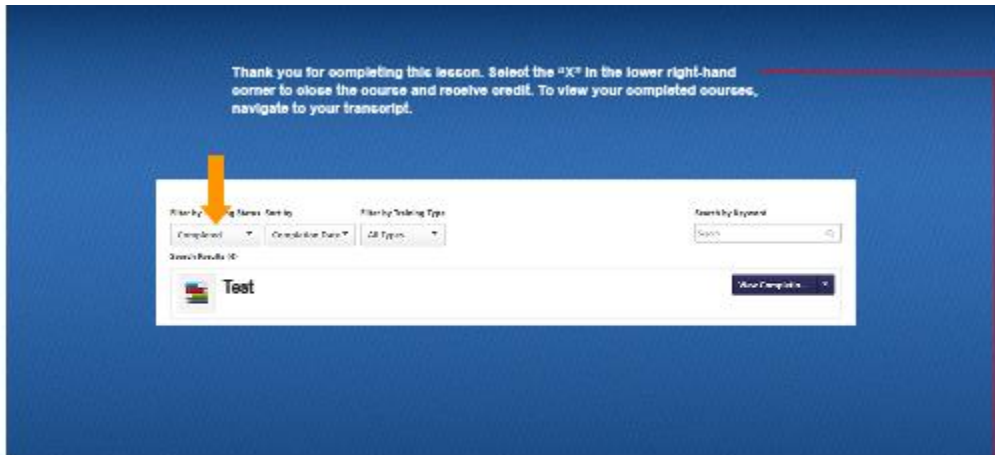


## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



15.

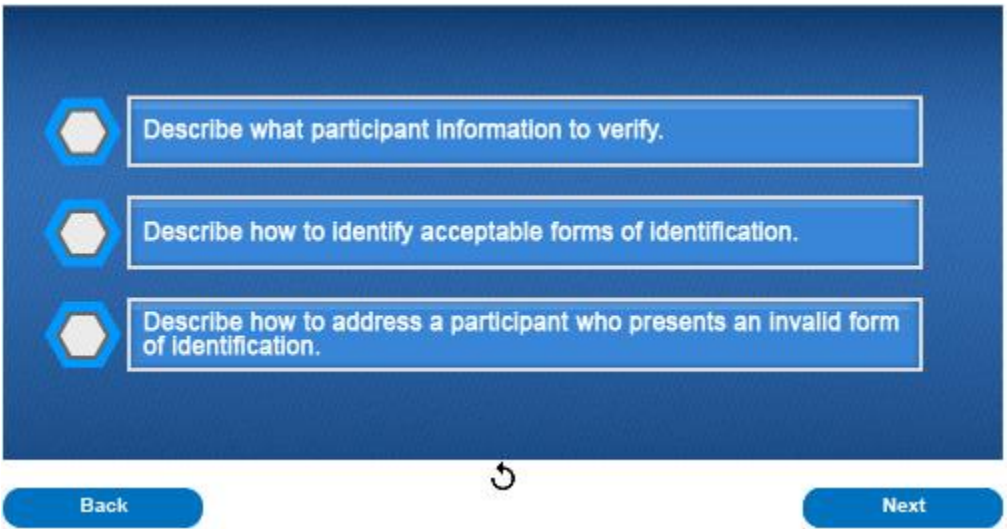


16.





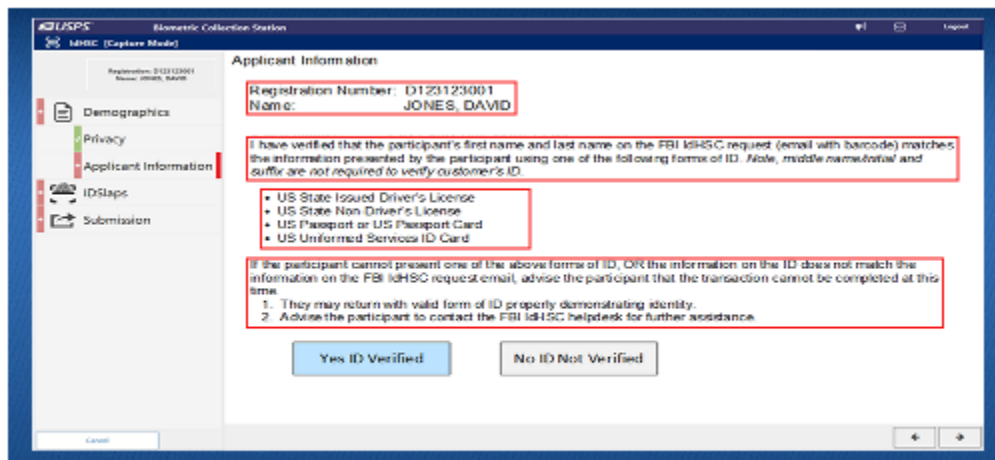
1.



2.

After this lesson, you should be able to describe what participant information to verify, describe how to identify acceptable forms of identification, and describe how to address a participant who presents an invalid form of identification.

EBIS Operators Course for the Retail Admin User Role  
Lesson 5 – Visual Identification Verification

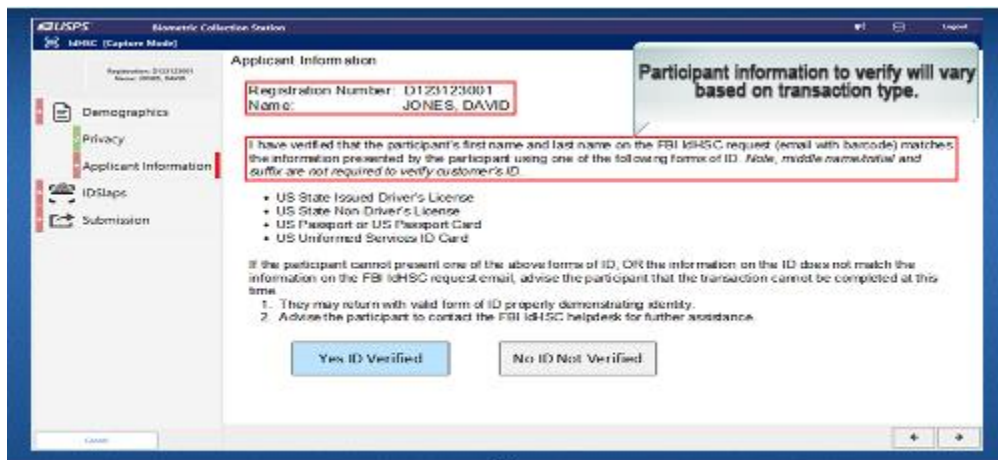


3.

Back

Next

After looking up a participant, their information will be displayed on the Applicant Information screen. The primary sections include: participant information, such as name, email, mailing address, or phone number; what participant information is to be verified; what forms of ID are accepted; and how to address a participant who is unable to provide a valid form of ID. Please note that information on the Applicant Information screen will vary based on transaction type. The remainder of this lesson will go into these sections in more detail.



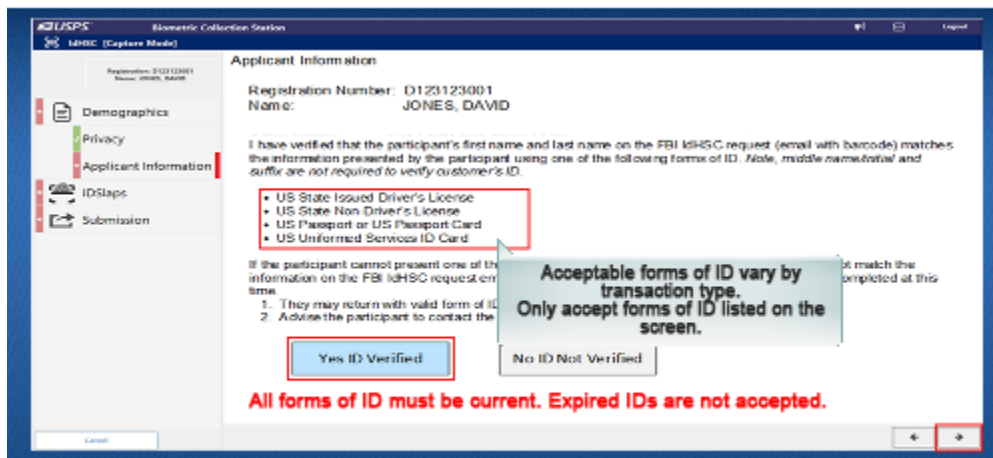
4.

Back

Next

Participant information that is to be validated will be displayed on the screen. Instructions on what specific participant information is to be verified, via a valid form of ID, will also be displayed on the screen. Examples may include a participant's name, email, mailing address, or photo. Please note that participant information to be verified will vary based on the type of transaction.

EBIS Operators Course for the Retail Admin User Role  
Lesson 5 – Visual Identification Verification

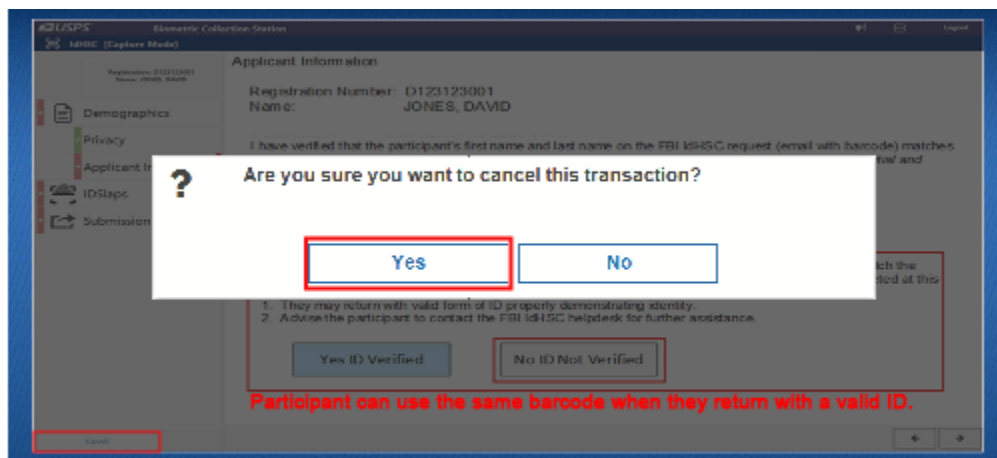


5.

Back

Next

Acceptable forms of identification will be listed on the screen. All forms of ID must be current. Expired forms of ID are not accepted. Please remember, acceptable forms of ID will vary based on the type of transaction. It is important to accept only the forms of ID listed on the screen. Once the participant's identification has been verified, select "Yes ID Verified" and then the right arrow to continue.



6.

Back

Next

If the participant cannot present one of the listed acceptable forms of ID, or the information on their ID does not match the information presented on the screen, advise the participant the transaction cannot be completed at this time. The participant may return with a valid form of ID from the list they received when they registered. The participant can reuse the same barcode when they return with a valid ID. Next, select "No ID Not Verified" and then cancel. A prompt will appear to verify that you intend to cancel the transaction. Select yes to end the transaction.

The screenshot shows a dark blue slide with three white-bordered boxes, each preceded by a hexagonal icon. The boxes contain the following text:

- Demonstrate how to lookup a participant in EBIS.
- Demonstrate how to manually lookup a participant's order number.
- Identify how to resolve issues looking up a participant's order information.

At the bottom of the slide, there are three buttons: a 'Back' button on the left, a circular refresh icon in the center, and a 'Next' button on the right.

7.

Now you should be able to describe what participant information to verify, describe how to identify acceptable forms of identification, and describe how to address a participant who presents an invalid form of identification.

The screenshot shows a dark blue slide with white text. The text reads:

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

At the bottom of the slide, there are three buttons: a 'Back' button on the left, a circular refresh icon in the center, and a 'Next' button on the right.

8.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

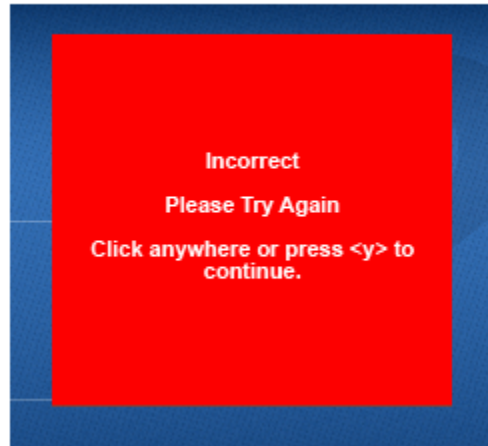
### Question 1 of 3

#### Multiple Choice

When a participant arrives at the Post Office™, they will present the Clerk with a \_\_\_\_\_ to initiate their EBIS transaction.

- A) Photo ID
- B) Money Order
- C) Barcode
- D) None of the Above

Submit



9.

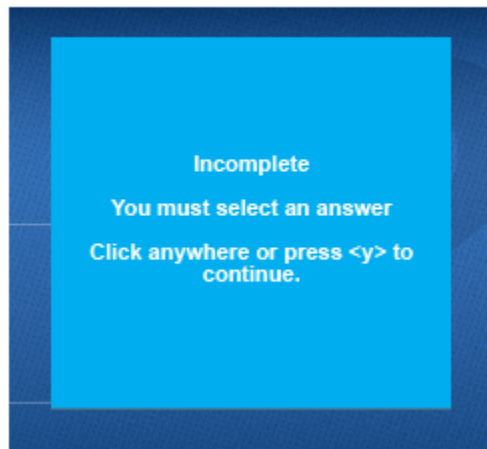
### Question 2 of 3

#### Multiple Choice

If a barcode will not scan, what is an alternative option to lookup a participant in EBIS?

- A) Search for the participant by name.
- B) Enter the barcode ID once.
- C) Enter the barcode ID twice.
- D) Contact the help desk.

Submit



10.

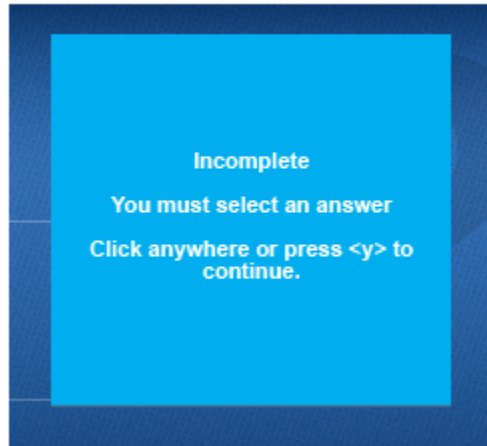
### Question 3 of 3

#### Multiple Choice

When looking up a participant's information, what is the next step if a "Record Not Found" message appears?

- A) Request the participant provide a new barcode ID.
- B) Turn the customer away.
- C) Instruct the participant to go back to their registration agency to validate their info.
- D) None of the above.

Submit



11.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

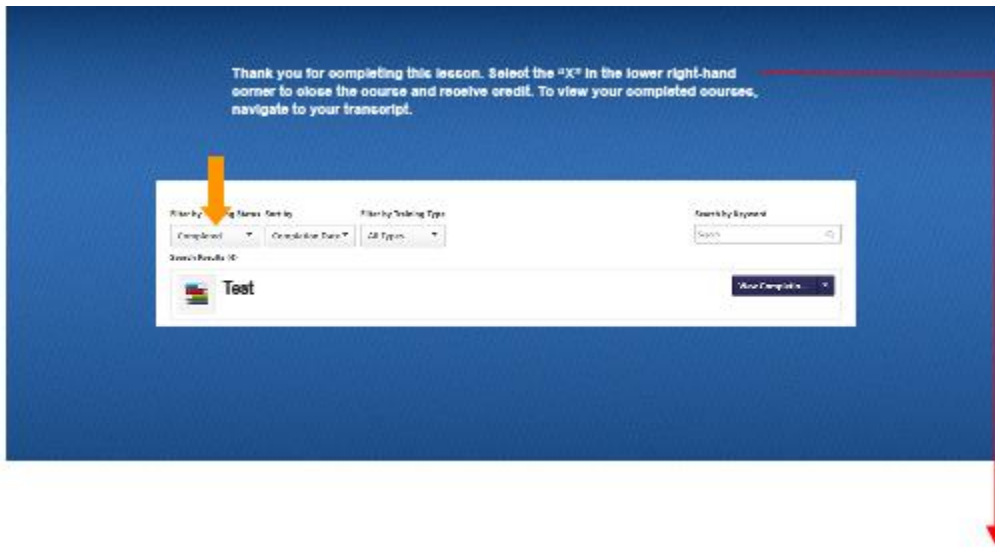
Attempts: {total-attempts}

Review Area

Retake Quiz

12.

EBIS Operators Course for the Retail Admin User Role  
Lesson 5 – Visual Identification Verification



13.

# Slap Fingerprinting

Start

1.



Describe preparatory steps for collecting fingerprints.



Demonstrate how to capture and assess the quality of fingerprints.



Describe procedures for retaking slap fingerprints.



Identify how to address difficult-to-capture fingerprints and amputations.

Back



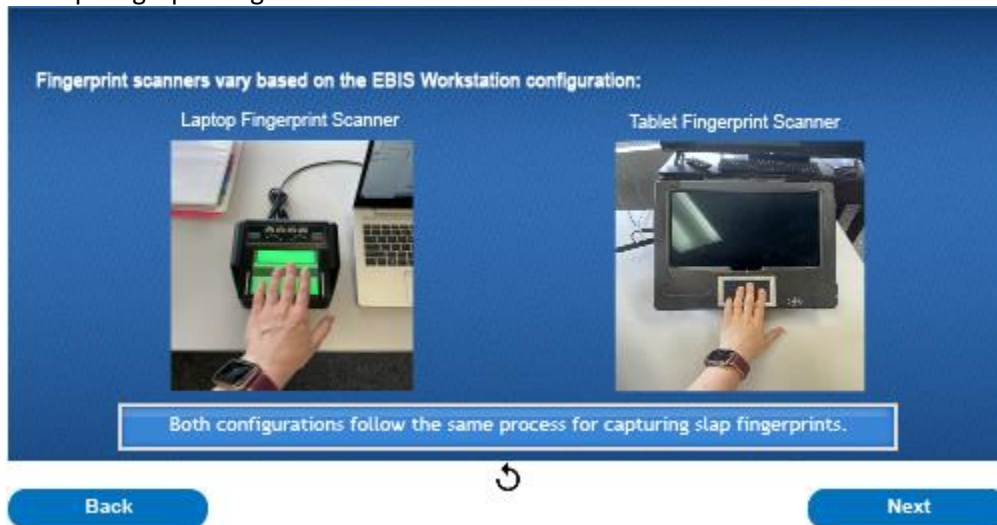
Next

2.

At the end of this lesson, you will be able to describe preparatory steps for collecting fingerprints, demonstrate how to capture and assess the quality of fingerprints, describe procedures for retaking slap fingerprints, and identify how to address difficult-to-capture fingerprints and amputations.



EBIS Operators Course for the Retail Admin User Role  
Lesson 6 – Slap Fingerprinting



3.

Before we begin, it is important to note fingerprinting scanners vary based on the configuration of the EBIS workstation. EBIS laptop workstations have an ancillary fingerprint scanner connected to the laptop. EBIS tablet workstations have a fingerprinting scanner integrated into the tablet while the physical component of the fingerprint scanner may vary between a laptop and a tablet workstation, both configurations follow the same process for capturing slap fingerprints.



4.


To prepare the fingerprint scanner, first wipe down the glass panel with the microfiber cleaning cloths that are included in the fingerprint workstation kits. Do not use alcohol wipes to clean the fingerprint scanners as alcohol products will damage the glass plate. To sanitize fingerprint scanners, utilize the antibacterial wipes that are included in the fingerprint workstation kits. Limit the use of antibacterial wipes to 1-2 times per day to avoid damaging the glass plate.

EBIS Operators Course for the Retail Admin User Role  
Lesson 6 – Slap Fingerprinting

Provide the participant with the following instructions:

- Hands must be clean and dry before fingerprints can be captured.
- Wait to put fingers on the panel until instructed to do so.
- Fingers are to be firmly placed flat on the scanner.
- Fingers are to be removed from the scanner when you hear a beep.
- The order in which fingerprints will be captured is: left four fingers, two thumbs, right four fingers.

**NOTE:** When using the tablet workstation configuration, instruct the participant that their fingers must be touching the lower gray bar of the fingerprint scanner panel.




5.

Back Next

Next, provide the participant with the following instructions prior to capturing their fingerprints: Hands must be clean and dry before fingerprints can be captured. Wait to put fingers on the panel until instructed to do so. Fingers are to be firmly placed flat on the scanner. Fingers are to be removed from the scanner when you hear a beep. The order in which fingerprints will be captured is: left four fingers, two thumbs, right four fingers. Note: When using the tablet workstation configuration, instruct the participant that their fingers must be touching the lower gray bar of the fingerprint scanner panel.

Capture requirements have been met.

Slap Images



**NOTE:** If the system does not automatically capture the participant's prints, instruct the participant to remove their fingers from the scanner and then place them back on the scanner. Please submit the best prints you can capture.

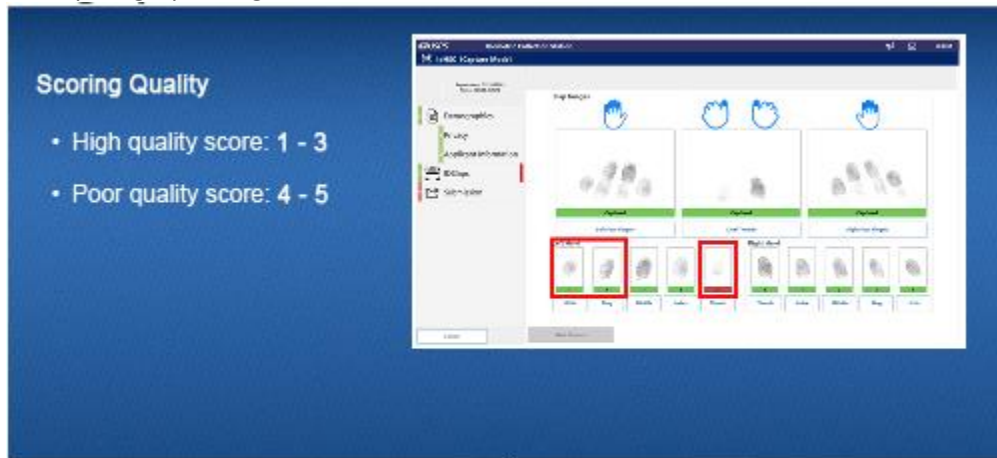
Left Four Fingers Two Thumbs Right Four Fingers

Submit Cancel

6.

Back Next

To begin capturing fingerprints, instruct the participant to place their left four fingers on the panel and wait for the audible beep. Direct the participant to remove their fingers once prints are displayed on the screen. Next, instruct the participant to place their two thumbs on the panel and wait for the beep. instruct the participant to place their two thumbs on the panel and wait for the beep. Direct the participant to remove their fingers once prints are displayed on the screen. Finally, instruct the participant to place their right four fingers on the panel and wait for the beep. Direct the participant to remove their fingers once prints are displayed on the screen. If you are unable to get a successful scan, repeat the fingerprint capture process until the scan is accepted. Note: If the system does not automatically capture the participant's prints, instruct the participant to remove their fingers from the scanner and then place them back on the scanner. Please submit the best prints you can capture. Press the play button to see a demonstration of the fingerprint scanning process.



7.

Back

Next

Once fingerprints have been captured, a quality score will be displayed at the bottom of the screen under each individual fingerprint. Scores of 1, 2, and 3 will be highlighted green and are graded as high-quality prints and are ready for submission. Scores of 4 and 5 will be highlighted red and are graded as poor-quality prints. Fingerprints with a score of 4 or 5 should be rescanned to attempt to achieve a higher score. Note: The system will prompt you to rescan for fingerprints with poor quality scores.



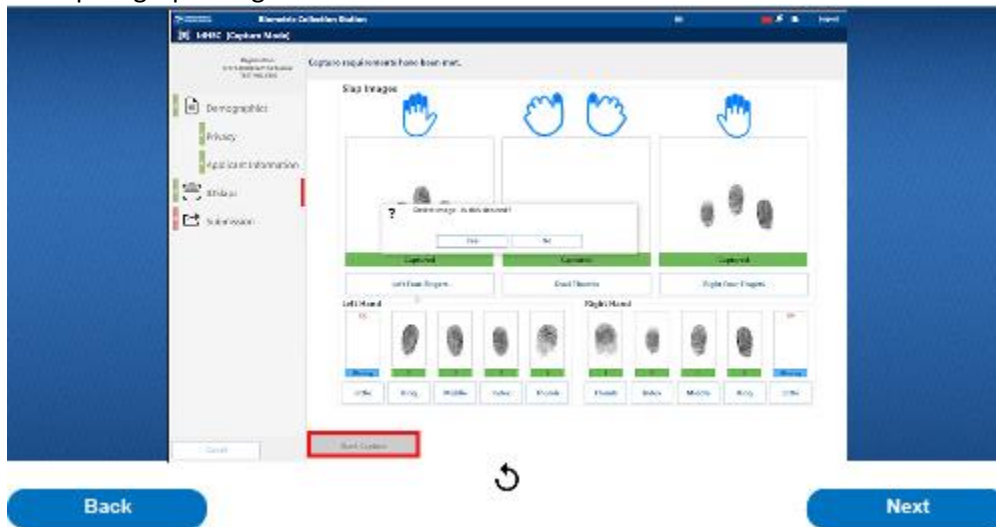
8.

Back

Next

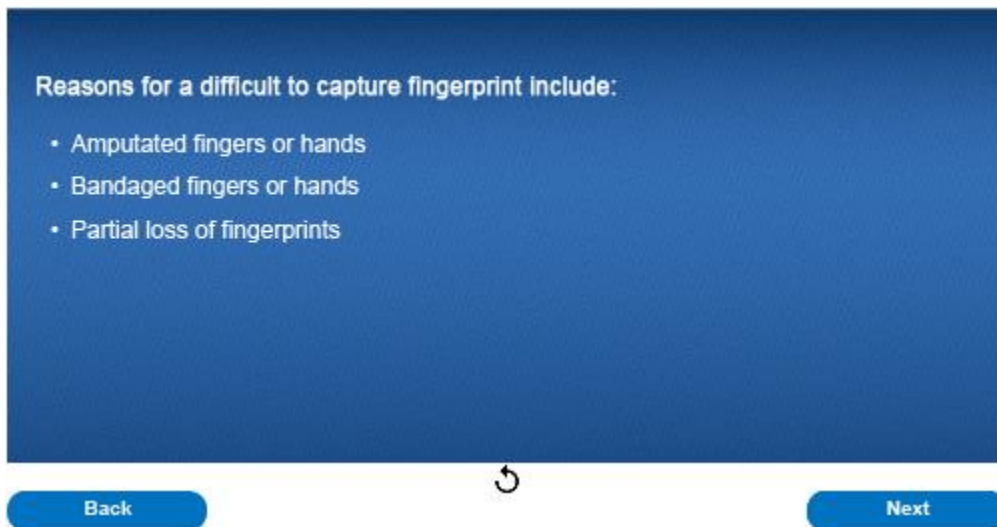
When capturing a participant's fingerprints, do not turn a participant away if unable to obtain a score of 1 to 3 within the first five attempts. Fingerprints that receive a poor-quality score can still be submitted and successfully reviewed without being rejected.

EBIS Operators Course for the Retail Admin User Role  
Lesson 6 – Slap Fingerprinting



9.

If you need to retake already captured fingerprints that were either not correctly captured or to improve the quality score, select the description box for the hand in question, select delete, confirm deletion in the pop box up, and then select “Start Capture” at the bottom left corner of the screen to recapture prints. Play the video to see a demonstration on deleting and recapturing fingerprints. and then select “Start Capture” at the bottom left corner of the screen to recapture prints. Play the video to see a demonstration on deleting and recapturing fingerprints.



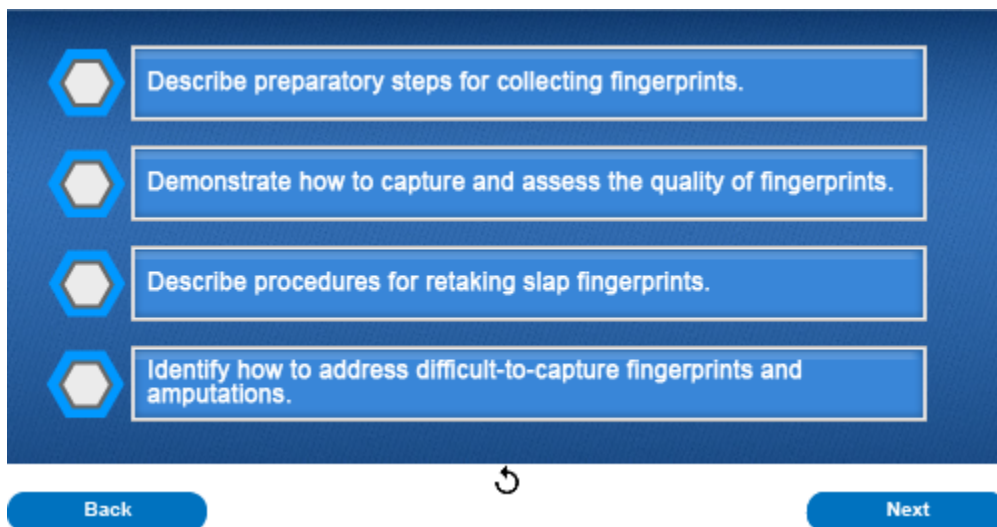
10.

Users may experience a participant with a difficult-to-capture fingerprint. Instances may include: a participant with amputated fingers or hands, bandaged fingers or hands, and partial loss of fingerprints due to injury. These instances will require the user to annotate the reason for an uncaptured fingerprint in the system.



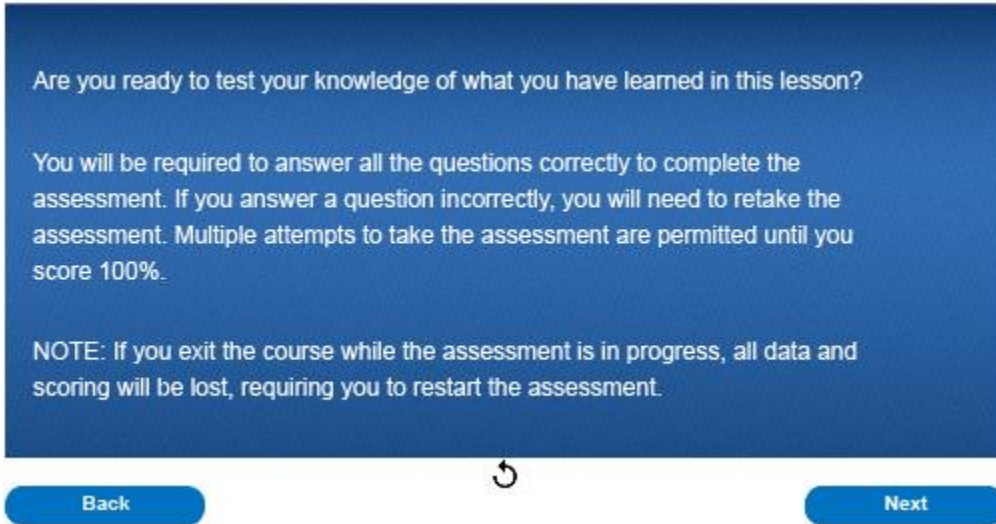
11.

If it is determined an entire slap image cannot be captured and must be skipped due to an amputated or bandaged hand, a prompt will appear to select which finger is unable to be scanned. Select the appropriate finger or fingers and select ok. Next you will be prompted to select the reasoning for the missing print. Amputation for an amputated hand or Unable to Print for a bandaged or injured hand. Next select ok. Press the play button to see a demonstration of the missing fingerprint annotation process.



12.

Now you should be able to describe preparatory steps for collecting fingerprints, demonstrate how to capture and assess the quality of fingerprints, describe procedures for retaking slap fingerprints, and identify how to address difficult-to-capture fingerprints and amputations.



Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Back ↻ Next

13.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

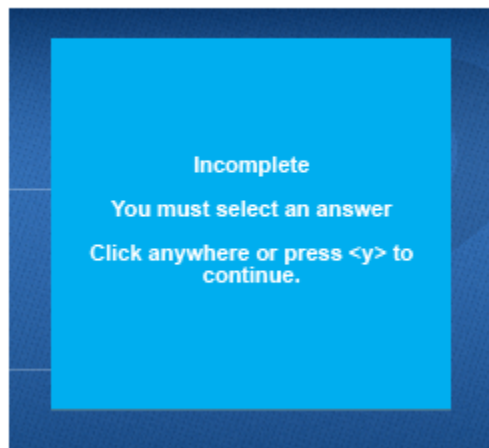
### Question 1 of 3

#### Multiple Choice

What must a participant do prior to scanning their fingerprints?

- A) Make sure hands are clean
- B) Make sure hands are dry
- C) Answers A & B
- D) None of the above

Submit



Incomplete  
You must select an answer  
Click anywhere or press <y> to continue.

14.

### Question 2 of 3

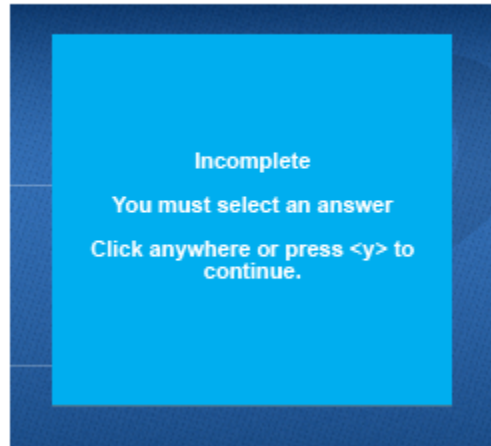
#### Multiple Choice

In what order are fingerprints captured?

- A) Left four, two thumbs, right four
- B) Right four, two thumbs, left four
- C) Left four, right four, two thumbs
- D) None of the above

Submit

15.



### Question 3 of 3

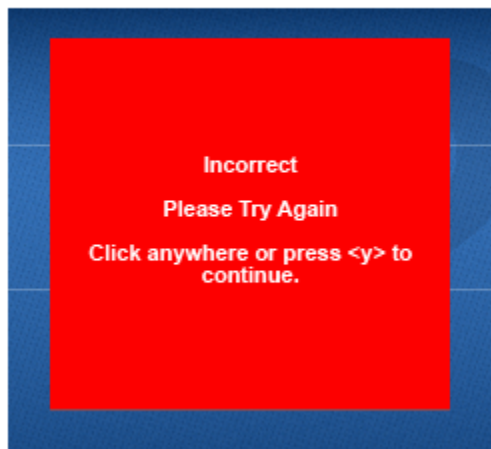
#### True or False

If a participant has an amputated left ring finger, the EBIS system will automatically detect a fingerprint is missing and display a pop-up box with the option to confirm the missing finger. Check the box next to "ring finger" select the "amputation" option to confirm the finger is missing and select "Ok."

- A) True
- B) False

Submit

16.

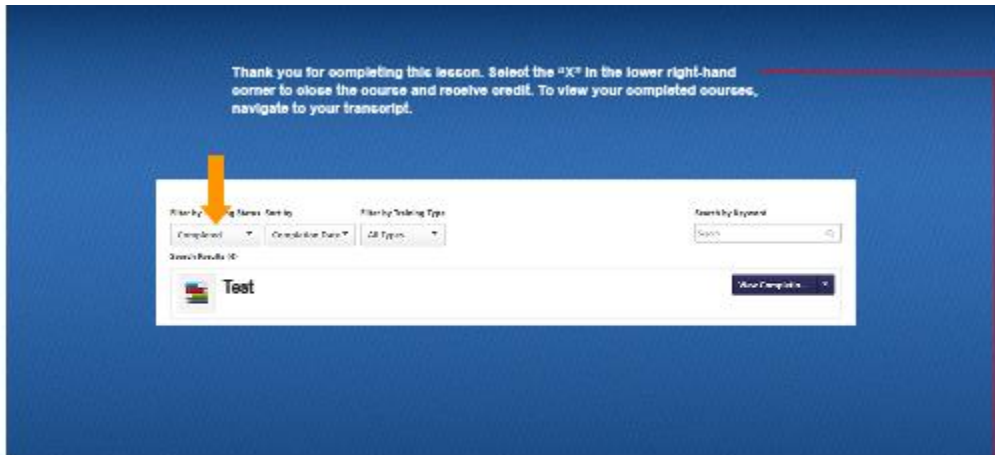


## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}

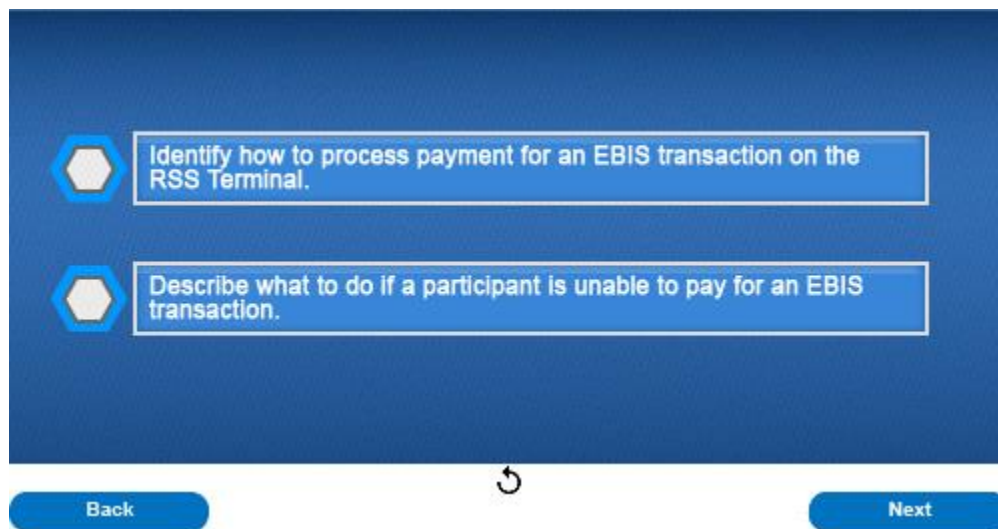


17.

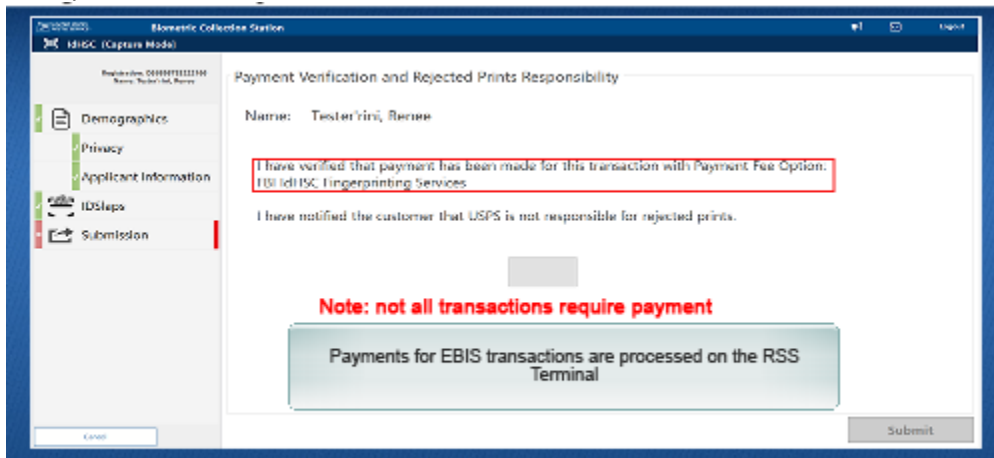


18.





After this lesson, you should be able to identify how to process payment for an EBIS transaction on the RSS terminal and describe what to do if a participant is unable to pay for an EBIS transaction.



3.

Back

Next

Some EBIS transactions require participant payment. If a transaction requires a participant payment, the EBIS system will ask the clerk to verify payment has been collected before submitting the participant’s information and finalizing the transaction. Payments for EBIS transactions are processed on the RSS terminal. Remember, not all EBIS transactions require payment from the participant. Always verify if your transaction requires payment before processing.



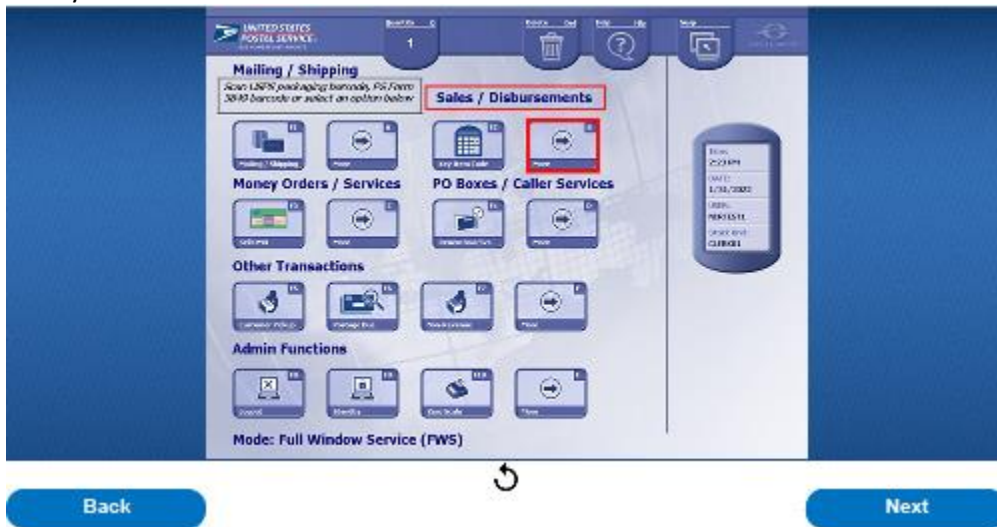
4.

Back

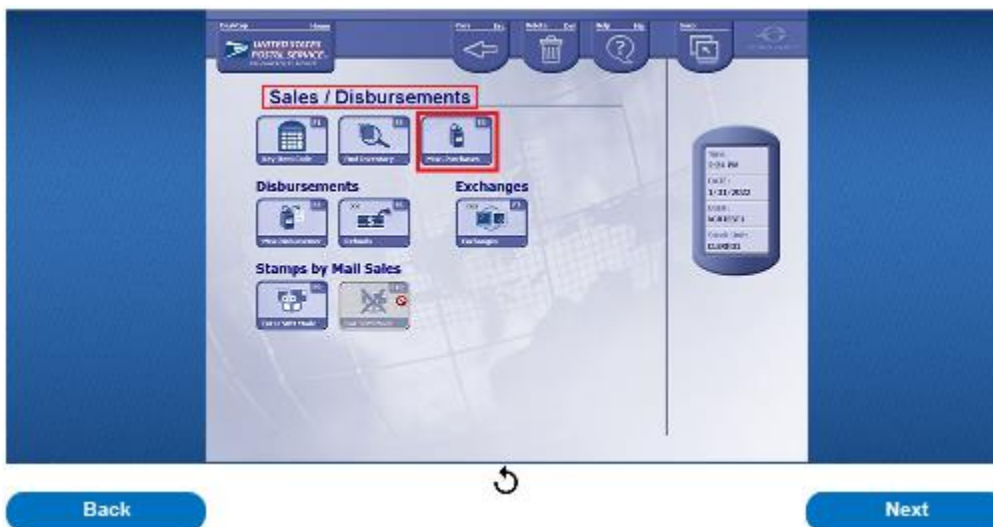
Next

To process an EBIS payment, first, bring the participant to an RSS Terminal and log in using your ACE ID and password.

EBIS Operators Course for the Retail Admin User Role  
Lesson 7 – Payment Collection



5. Once logged into the RSS Terminal, select “More” in the Sales/Disbursements section.



6. Next, select “Miscellaneous Purchases” from the Sales/Disbursements screen.

EBIS Operators Course for the Retail Admin User Role  
Lesson 7 – Payment Collection



7.

[Back](#)

[Next](#)

Next, select “AIC 123 - Lobby Services Revenue.”



8.

[Back](#)

[Next](#)

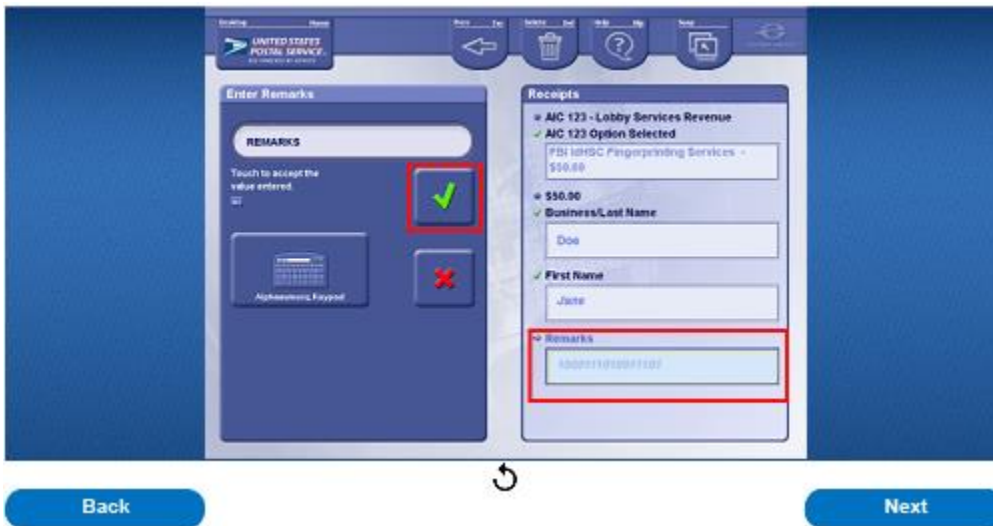
Next, select the appropriate fee for the service provided from the options displayed. The participant’s barcode email will provide the appropriate fee option to select. Please note, additional fee options will be available in the future as the USPS Biometric Services Business expands.

EBIS Operators Course for the Retail Admin User Role  
Lesson 7 – Payment Collection



9.

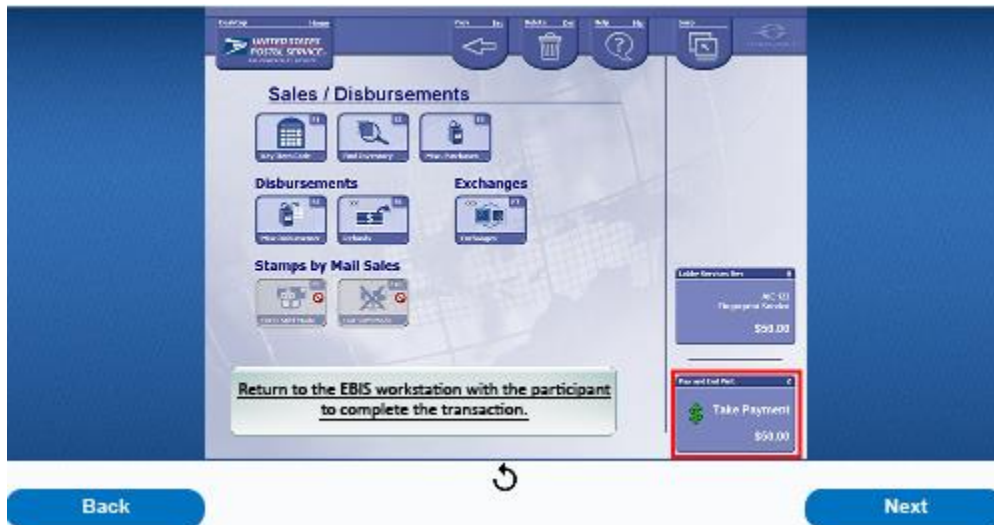
Enter the participant’s last name and select the green checkmark. Next, enter the participant’s first name and select the green checkmark.



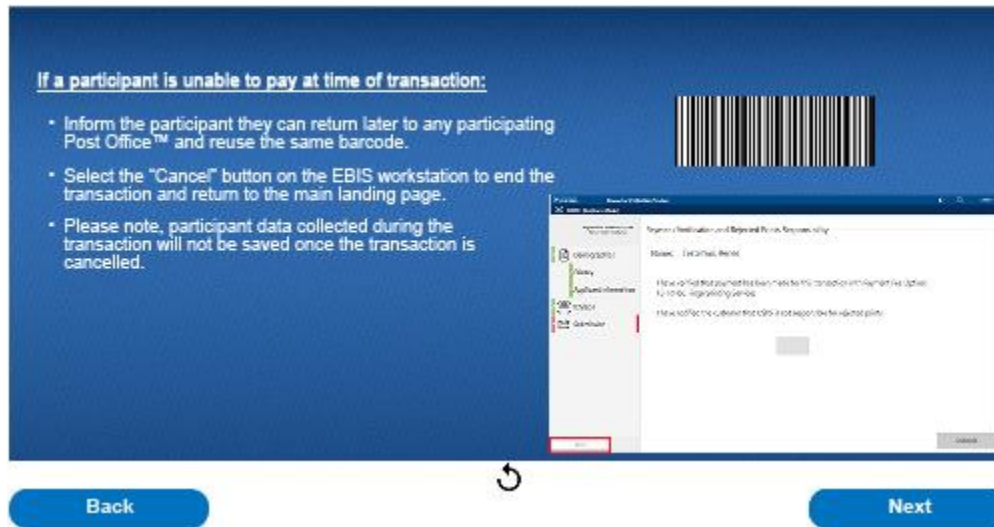
10.

In the “Remarks” section, enter the participant’s order number and select the green checkmark.

EBIS Operators Course for the Retail Admin User Role  
Lesson 7 – Payment Collection



11. Next, select “Take Payment” and complete the transaction by selecting the appropriate payment type. Once payment is processed and a receipt provided, return to the EBIS workstation with the participant to complete the transaction.



12. If the participant is unable to pay at the time of transaction, inform the participant they may come back later. They are to return with the same barcode and their information will be recaptured. Click the cancel button on the EBIS workstation to return to the landing page. Please note, the participant data collected during the transaction will not be saved once the transaction is cancelled.

The screenshot shows a dark blue background with two white-bordered boxes, each containing a hexagonal icon and text. Below the boxes are three navigation buttons: 'Back', a circular refresh icon, and 'Next'.

- Identify how to process payment for an EBIS transaction on the RSS Terminal.
- Describe what to do if a participant is unable to pay for an EBIS transaction.

13.

Now you should be able to identify how to process payment for an EBIS transaction on the RSS Terminal and describe what to do if a participant is unable to pay for an EBIS transaction.

The screenshot shows a dark blue background with white text. At the bottom are three navigation buttons: 'Back', a circular refresh icon, and 'Next'.

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

14.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

## Question 1 of 2

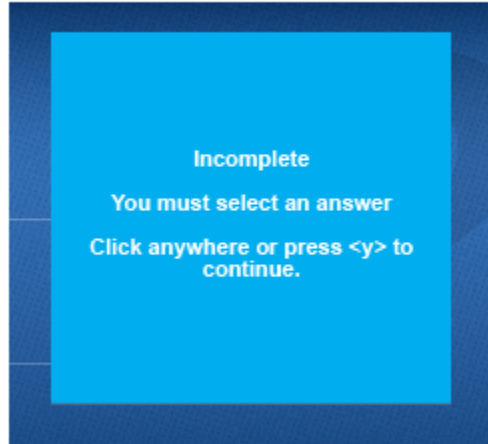
### Multiple Choice

If the participant is unable to pay for their EBIS transaction, what step(s) must the clerk take?

- A) Inform the participant that the transaction cannot be completed at this time and cancel the transaction on the EBIS workstation.
- B) Submit EBIS transaction without payment.
- C) Process the EBIS transaction and inform the participant they will receive a bill in the mail.

Submit

15.



## Question 2 of 2

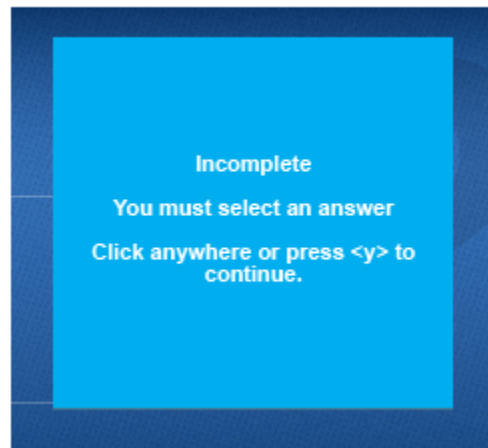
### Multiple Choice

Which EBIS transactions require the participant to pay a fee?

- A) All Personal Identity Verification (PIV) transactions conducted on the EBIS Workstation.
- B) All In-Person Proofing (IPP) transactions conducted on the EBIS Workstation.
- C) It depends on the transaction; if payment is required it will be noted on the EBIS Workstation.
- D) All Background Checks conducted on the EBIS Workstation.

Submit

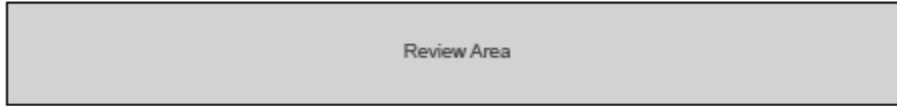
16.





## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



17.



18.

# Transaction Submission

Start

1.



Identify how to confirm all transaction requirements have been completed.



Describe how to submit an EBIS transaction.



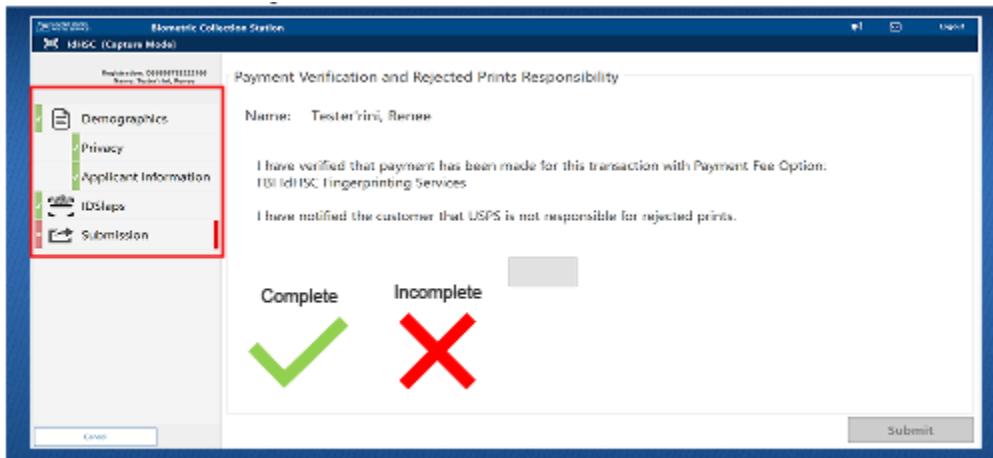
Back

Next

2.

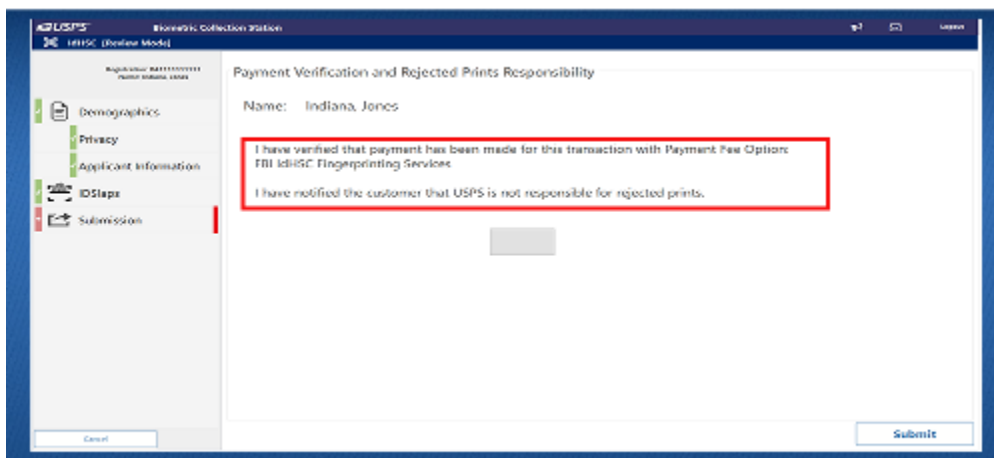
After this lesson you should be able to identify how to confirm all transaction requirements have been completed and describe how to submit an EBIS transaction.

EBIS Operators Course for the Retail Admin User Role  
Lesson 8 – Transaction Submission



3.

Prior to submitting a participant's information, first confirm all transaction requirements listed on the left side of the screen show a green check mark. Only the "submission" requirement should display a red "X" at this time. A green check mark means the requirement has been completed. Requirements with a red "X" displayed have not been completed and must be addressed prior to submitting the transaction. Select any requirement with a red "X" to be returned to the appropriate screen to capture the missing information. The participant must be present for the entire transaction, including submission.



4.

Next, review the confirmation statements presented on the screen. Please note that confirmation statements will differ based on the type of transaction processed. Select the box in the center of the screen to generate a check mark to confirm all confirmation statements have been met.

## EBIS Operators Course for the Retail Admin User Role

### Lesson 8 – Transaction Submission

USPS EBIS (Online Mode)

Payment Verification and Rejected Prints Responsibility

Name: Indiana, Jones

I have verified that payment has been made for this transaction with Payment Fee Option: FBI IdISG Fingerprinting Services

I have notified the customer that USPS is not responsible for rejected prints.

Submit

5.

Back

Next

Once all requirements have been successfully completed and confirmation statements marked, select the “submit” button to finish the transaction. If the “submit” button is not selected, the transaction will time out after fifteen minutes and all information entered will be deleted. As a reminder, the participant must be present for the entire transaction including submission.

Identify how to confirm all transaction requirements have been completed.

Describe how to submit an EBIS transaction.

6.

Back

Next

Now you should be able to identify how to confirm all transaction requirements have been completed and describe how to submit an EBIS transaction.

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.



Back

Next

7.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

### Question 1 of 4

#### True or False

Confirmation statements in EBIS will vary based on the type of transaction processed.

- A) True
- B) False

Submit

**Incorrect**

Please Try Again

Click anywhere or press <y> to continue.

8.

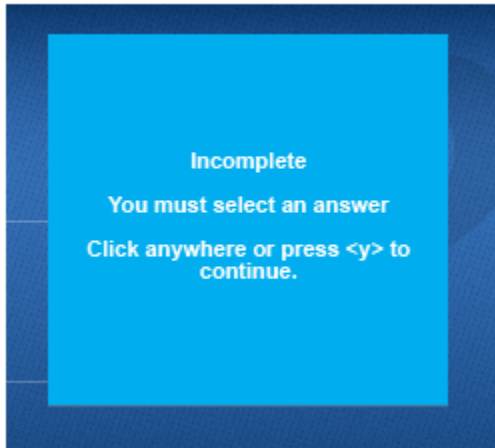
### Question 2 of 4

#### Multiple Choice

How long does the user have to submit an EBIS transaction before the system times out and the information captured is deleted?

- A) 5 minutes
- B) 15 minutes
- C) 30 minutes
- D) 45 minutes

Submit



9.

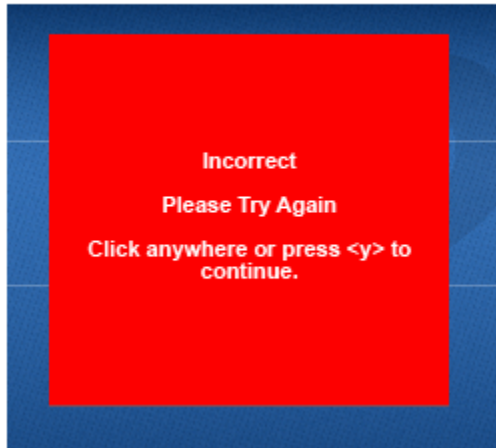
### Question 3 of 4

#### True or False

All requirements except for "Submission" must display a green check mark before the transaction can be submitted.

- A) True
- B) False

Submit



10.

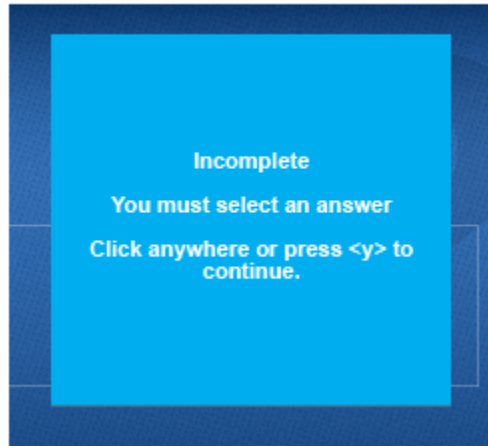
## Question 4 of 4

### Multiple Choice

When can the participant leave the Post Office™ during an EBIS transaction?

- A) After payment is collected.
- B) After their ID has been verified.
- C) After fingerprints have been captured.
- D) After the EBIS transaction has been submitted.

Submit



11.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

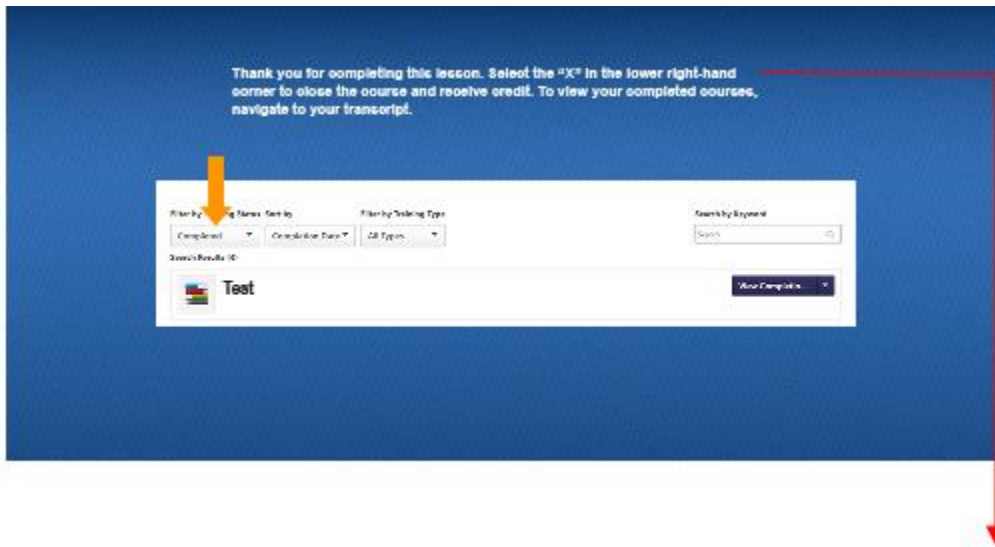
Attempts: {total-attempts}

Review Area

Retake Quiz

12.

EBIS Operators Course for the Retail Admin User Role  
Lesson 8 – Transaction Submission



13.



# Changing Workstation Endpoint

Start

1.



Identify workstation endpoint environments.



Describe how to navigate to the workstation endpoint screen.



Identify how and when to change the workstation's endpoint.

Back

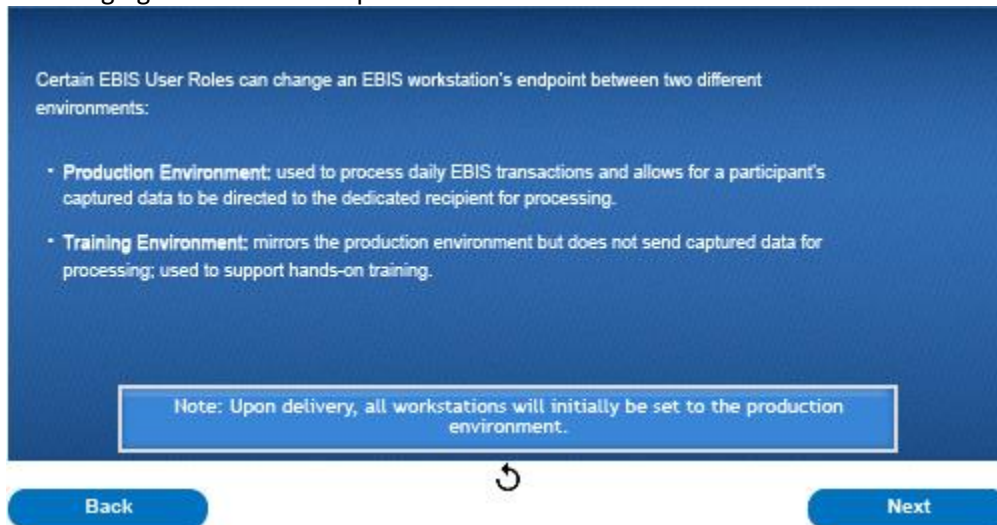


Next

2.

After this lesson, you should be able to identify workstation endpoint environments, describe how to navigate to the workstation endpoint screen, and identify how and when to change the workstation's endpoint.

EBIS Operators Course for the Retail Admin User Role  
Lesson 9 – Changing Workstation Endpoint



3.

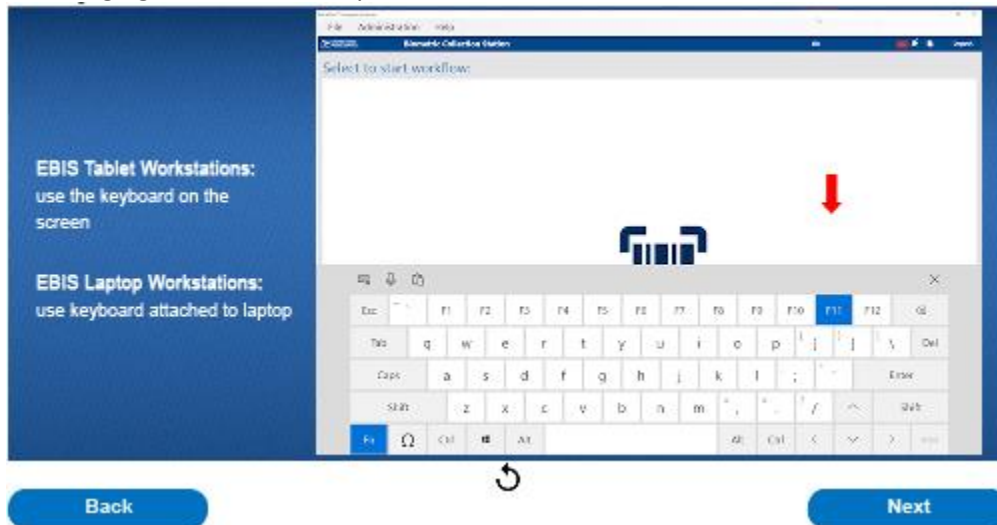
Certain EBIS user roles can change an EBIS Workstation's endpoint between two different environments. The production environment used to process daily EBIS transactions and allows for participants captured data to be directed to the dedicate recipient for processing. The training environment mirrors the production environment but does not send captured data for processing, it is used to support hands on training. Note: Upon delivery, all workstations will initially be set to the production environment.



4.

To change endpoints, begin here at the home screen. There are five steps that must be completed to change a workstation endpoint between training and production environments.

EBIS Operators Course for the Retail Admin User Role  
Lesson 9 – Changing Workstation Endpoint



5.

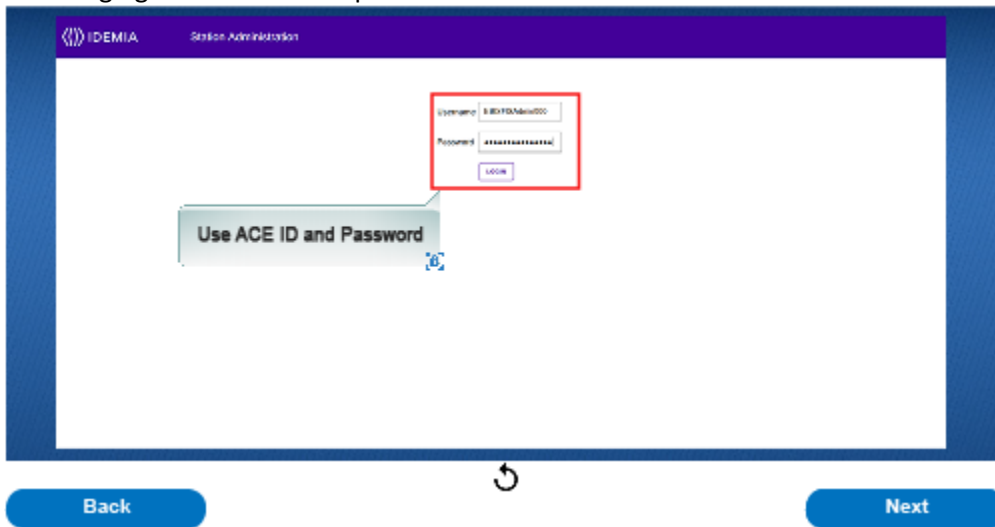
For the first step, if using the EBIS Workstation tablet configuration, select the keyboard icon at the top of the page to bring up the virtual keyboard. When the keyboard appears select the <Fn> function key to bring up the function capabilities of the keyboard. Next, select the <F11> key to access the administration tab. If used in the EBIS Workstation laptop configuration, use the laptop keyboard to select the <Fn> function key and the <F11> key together to access the administration tab.



6.

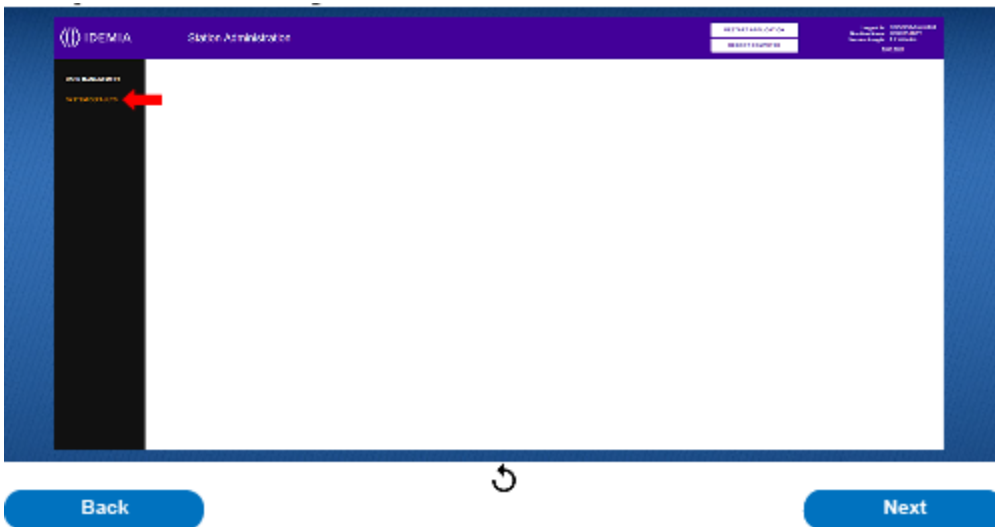
For the second step, From the Administration tab, select Live Scan Administration Site from the dropdown options.

EBIS Operators Course for the Retail Admin User Role  
Lesson 9 – Changing Workstation Endpoint



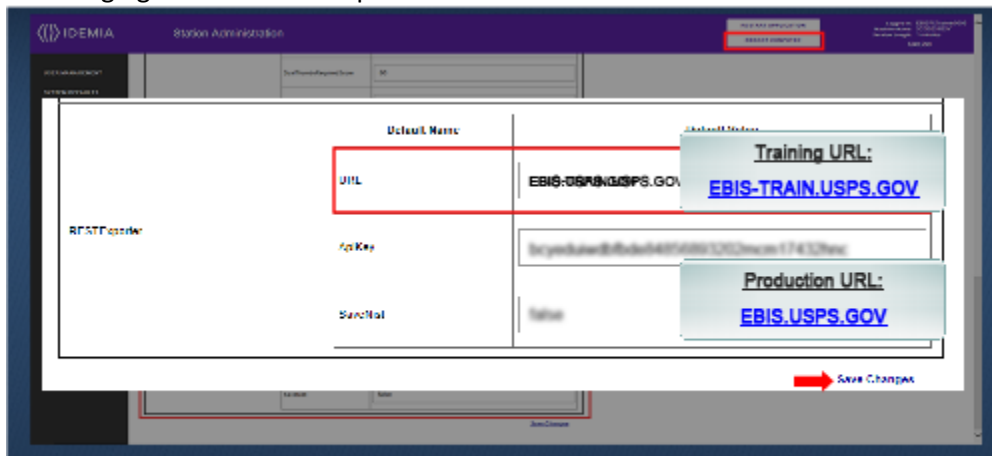
7.

For the third step, once on the administration log in page, enter your ACE ID and password then select “Login.”



8.

For the fourth step, Once logged in to the station administration screen, select “System Defaults” in the upper left corner.

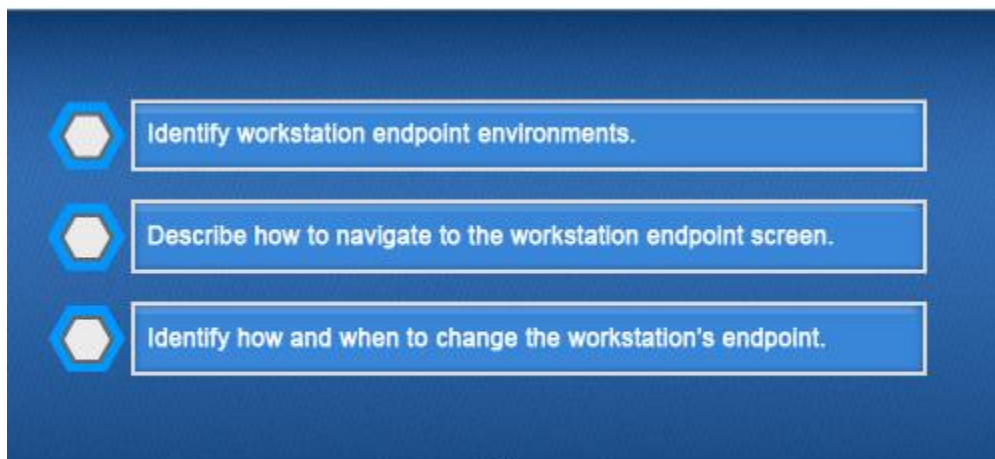


Back

Next

9.

For the fifth and final step, When the system defaults appear, scroll towards the bottom of the page. The RESTExporter setting will need to be changed to match the url setting of the environment they need to be pointed to. To set the EBIS Workstation to the training environment, type “EBIS-TRAIN.USPS.GOV” into the url text box for RESTExporter. To set the EBIS Workstation to the production environment, type “EBIS.USPS.GOV” into the url text box for RESTExporter. Once the url has been changed, select “save changes” at the bottom of the page. Remember to select the reboot computer button to finalize the endpoint change. Always confirm the EBIS Workstation is set to the correct environment when in use.

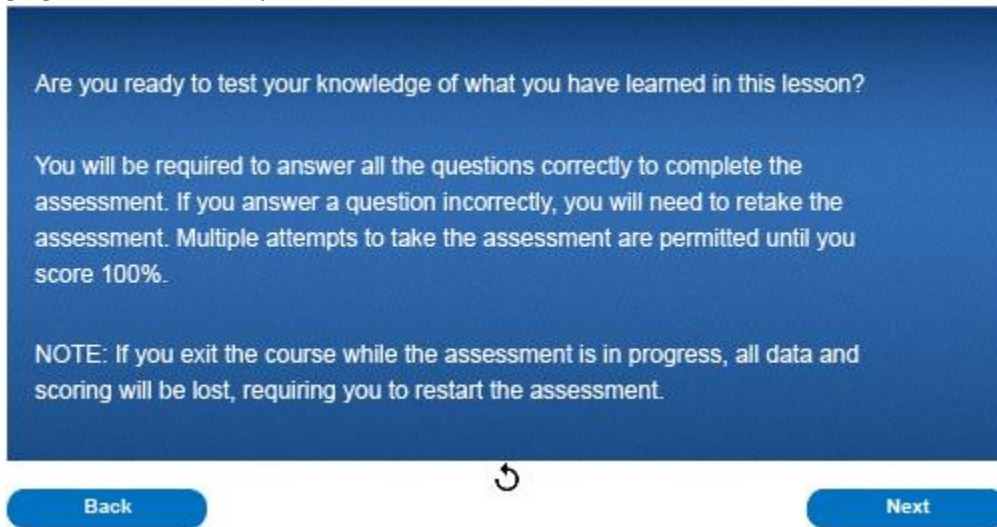


Back

Next

10.

Now you should be able to identify workstation endpoint environments, describe how to navigate to the workstation endpoint screen, and identify how and when to change the workstation’s endpoints. The following questions will evaluate your understanding of this lesson. You must successfully answer all questions to complete this lesson. Select next to begin the evaluation.



11.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

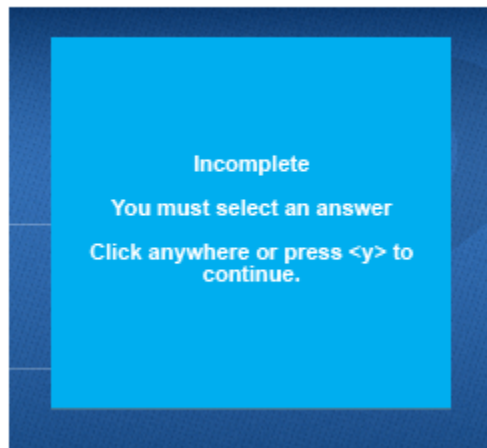
### Question 1 of 3

#### Multiple Choice

When using the EBIS workstation to conduct hands-on training, which environment must the system be set to?

- A) Production
- B) Training
- C) None of the above

Submit



12.

### Question 2 of 3

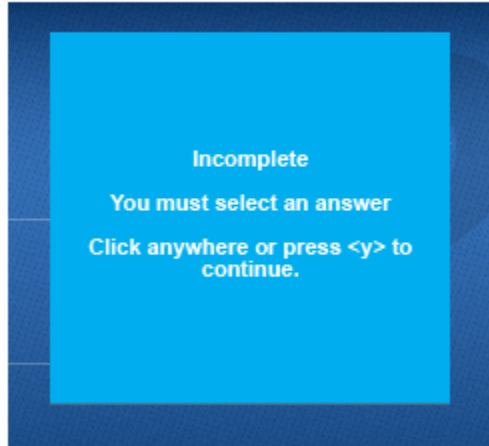
#### Multiple Choice

What URL are you to use when conducting training exercises on the EBIS Workstation?

- A) ebis.usps.gov
- B) ebis-train.usps.gov
- C) ebis-cat.usps.gov
- D) ebis-sit.usps.gov

Submit

13.



### Question 3 of 3

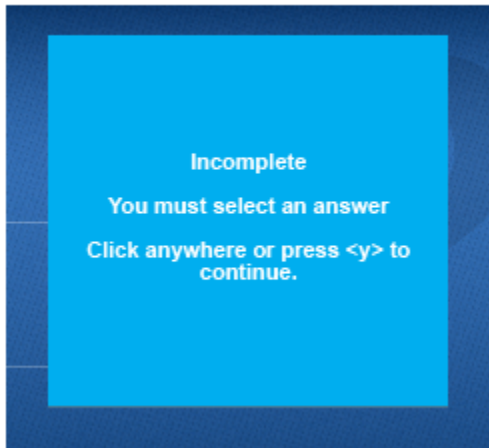
#### Multiple Choice

What URL are you to use when processing participant transactions on the EBIS Workstation?

- A) ebis.usps.gov
- B) ebis-train.usps.gov
- C) ebis-cat.usps.gov
- D) ebis-sit.usps.gov

Submit

14.



## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



15.

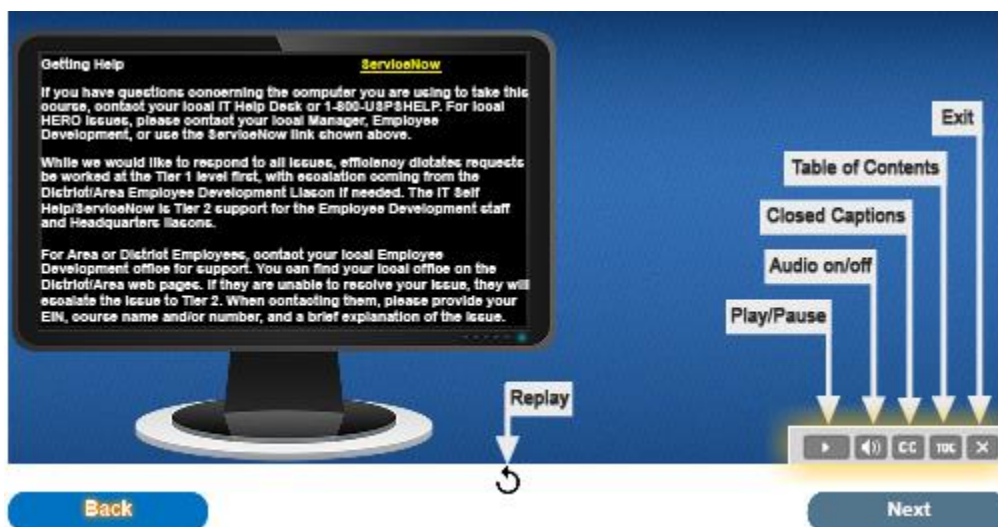


16.





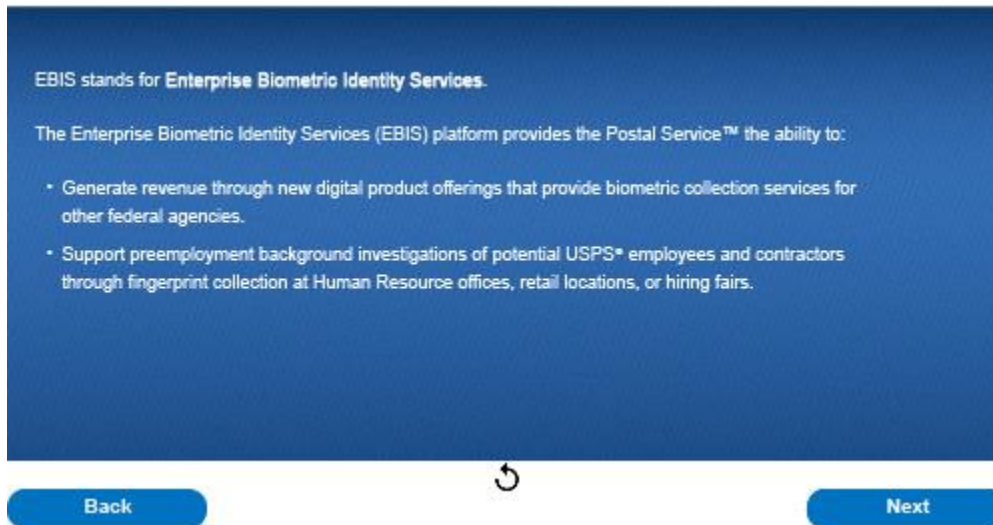
1. Welcome to the EBIS Operators Course for the Retail Clerk User Role.



2. First, you should orient yourself with the navigation functions in this lesson. At the top of the page is the page counter, this will reference which page of the presentation you are currently viewing. Select the back and next buttons to navigate through the pages of the module. Select the replay icon at the bottom center of the page to replay the current slide. To the lower right of the screen, you will see the play bar, this bar allows your additional functions. Select the play button to play and pause the narration and graphics of each page. Select the audio button to mute or unmute the audio on each page. Select the closed caption button to turn the closed caption function on. Select the table of contents button to open the module's table of contents at any time during the module. Select the "X" button to close out of the module.

## EBIS Operators Course for the Retail Clerk User Role

### Lesson 0 – Introduction of Lessons



EBIS stands for **Enterprise Biometric Identity Services**.

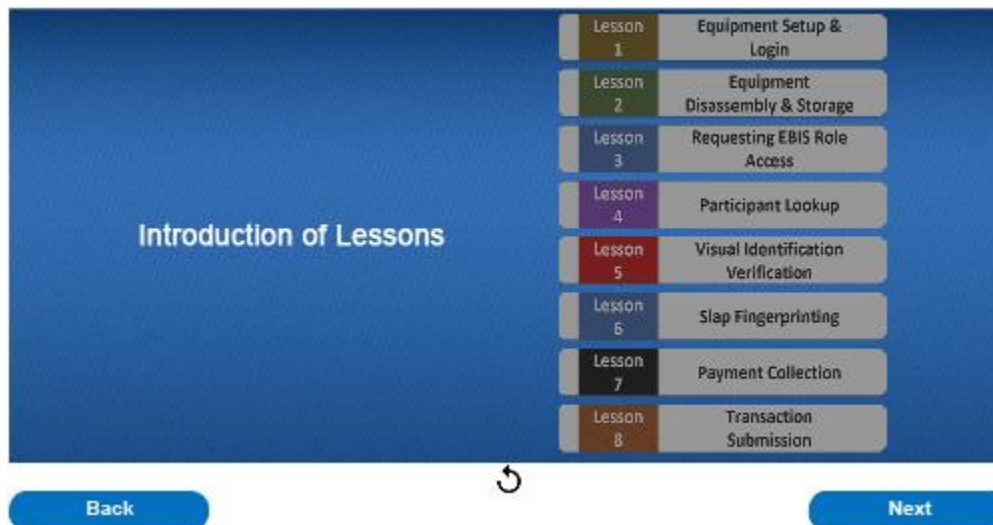
The Enterprise Biometric Identity Services (EBIS) platform provides the Postal Service™ the ability to:

- Generate revenue through new digital product offerings that provide biometric collection services for other federal agencies.
- Support preemployment background investigations of potential USPS® employees and contractors through fingerprint collection at Human Resource offices, retail locations, or hiring fairs.

Navigation: Back, Next

3.

EBIS stands for Enterprise Biometric Identity Services. The Enterprise Biometric Identity Services platform provides the Postal Service the ability to: generate revenue through new digital product offerings that provide biometric collection services for other federal agencies and support preemployment background investigations of potential USPS employees and contractors through fingerprint collection at Human Resource offices, retail locations, or hiring fairs.



Introduction of Lessons

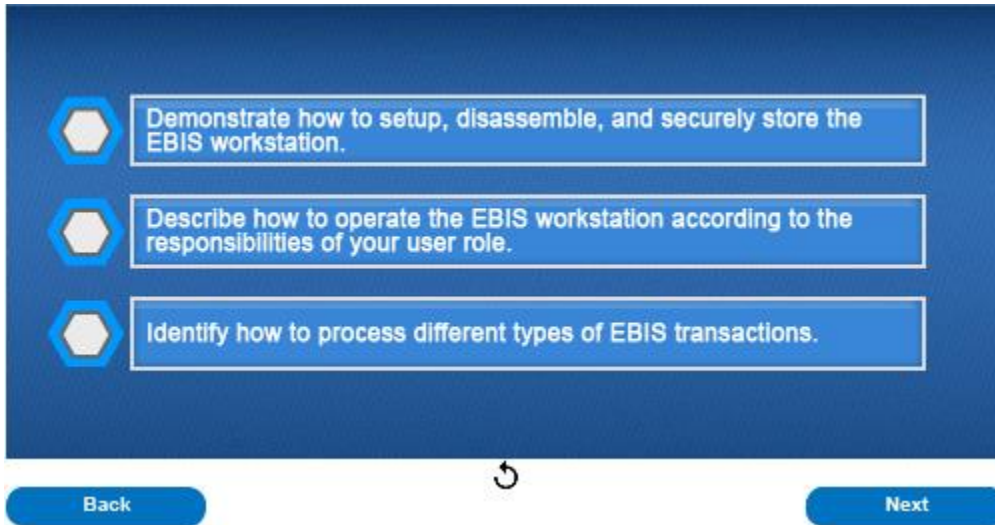
Lesson 1	Equipment Setup & Login
Lesson 2	Equipment Disassembly & Storage
Lesson 3	Requesting EBIS Role Access
Lesson 4	Participant Lookup
Lesson 5	Visual Identification Verification
Lesson 6	Slap Fingerprinting
Lesson 7	Payment Collection
Lesson 8	Transaction Submission

Navigation: Back, Next

4.

In this course, EBIS Operators registered under the Retail Clerk user role will learn how to successfully operate the EBIS Workstation. Lessons include equipment setup and login, equipment disassembly and storage, requesting EBIS role access, participant lookup, visual identification verification, slap fingerprinting, payment collection, and transaction submission.

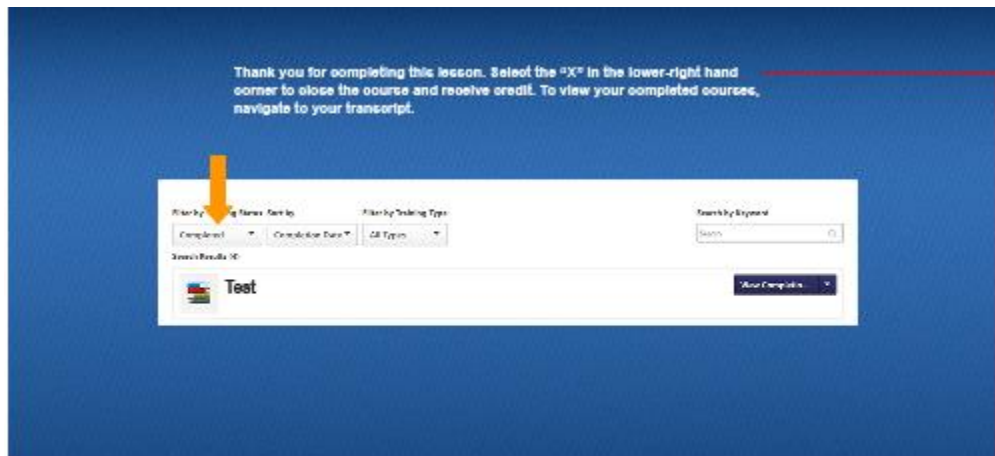
EBIS Operators Course for the Retail Clerk User Role  
Lesson 0 – Introduction of Lessons



A blue screen with three white-bordered boxes, each containing a lesson objective. The objectives are: 1. Demonstrate how to setup, disassemble, and securely store the EBIS workstation. 2. Describe how to operate the EBIS workstation according to the responsibilities of your user role. 3. Identify how to process different types of EBIS transactions. Below the boxes are 'Back' and 'Next' buttons, and a refresh icon in the center.

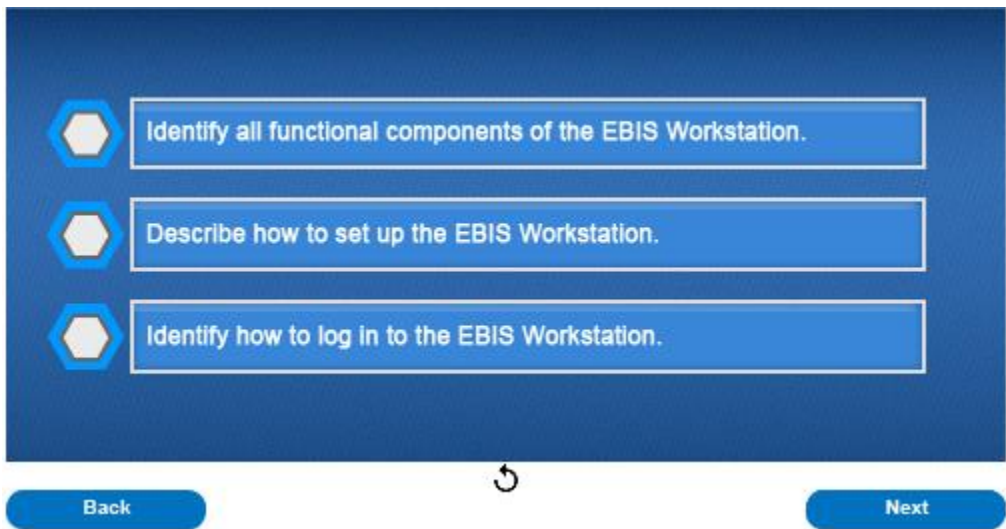
5.

Now you should be able to demonstrate how to setup, disassemble, and securely store the EBIS workstation, describe how to operate the EBIS workstation according to the responsibilities of your user role, and identify how to process different types of EBIS transactions.



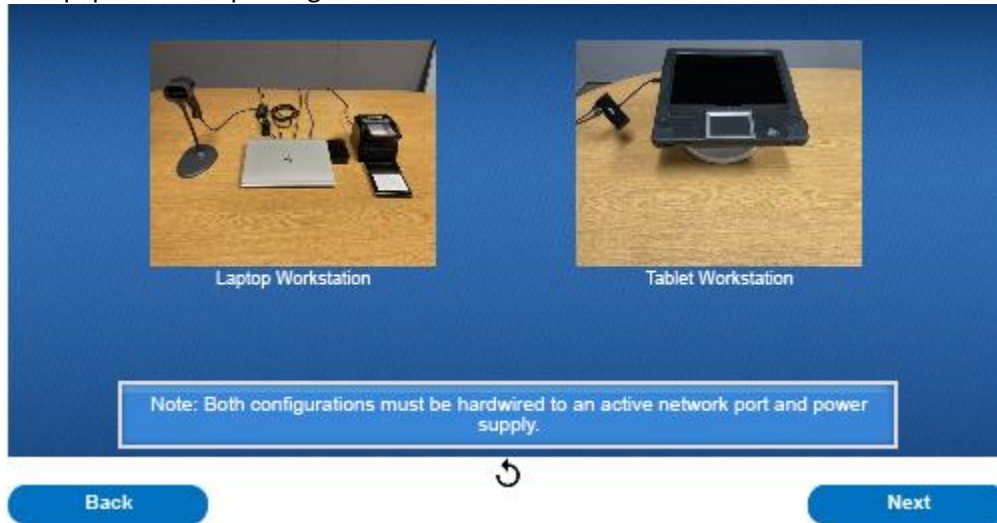
A blue screen with a white text box at the top: "Thank you for completing this lesson. Select the 'X' in the lower-right hand corner to close the course and receive credit. To view your completed courses, navigate to your transcript." Below is a white search interface with filters for 'Completed', 'Completion Date', and 'All Types'. A search bar contains 'Test'. A search result for 'Test' is shown with a small icon and a 'Mark Complete' button. A red arrow points from the top right text to the 'Mark Complete' button.

6.



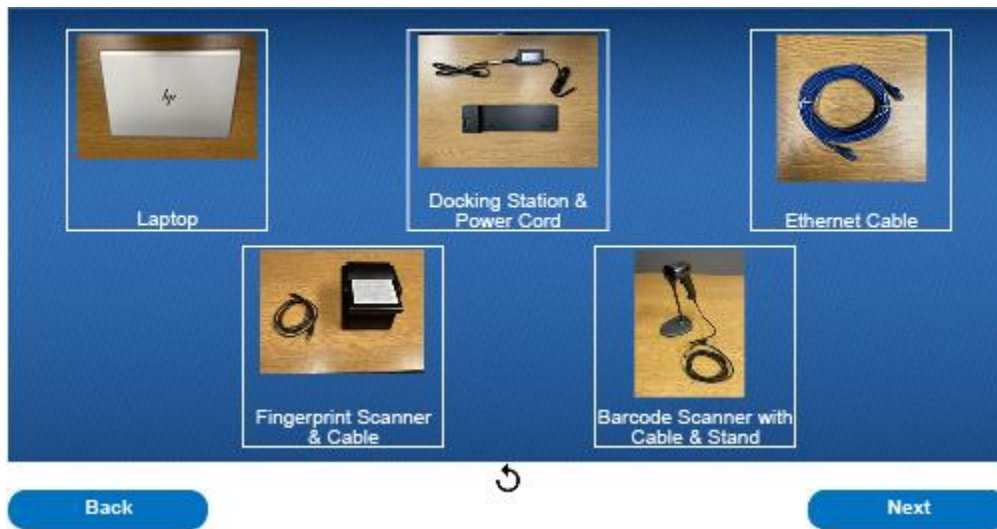
After completing this lesson, you will be able to identify all functional components of the EBIS Workstation, describe how to set up the EBIS Workstation, and identify how to login to the EBIS Workstation.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Setup & Login



3.

Depending on your retail location, the EBIS workstation may consist of a laptop or tablet configuration. Please note, both configurations must be hardwired to an active network port and power supply. The next few slides will review the installation process for both workstation configurations.



4.

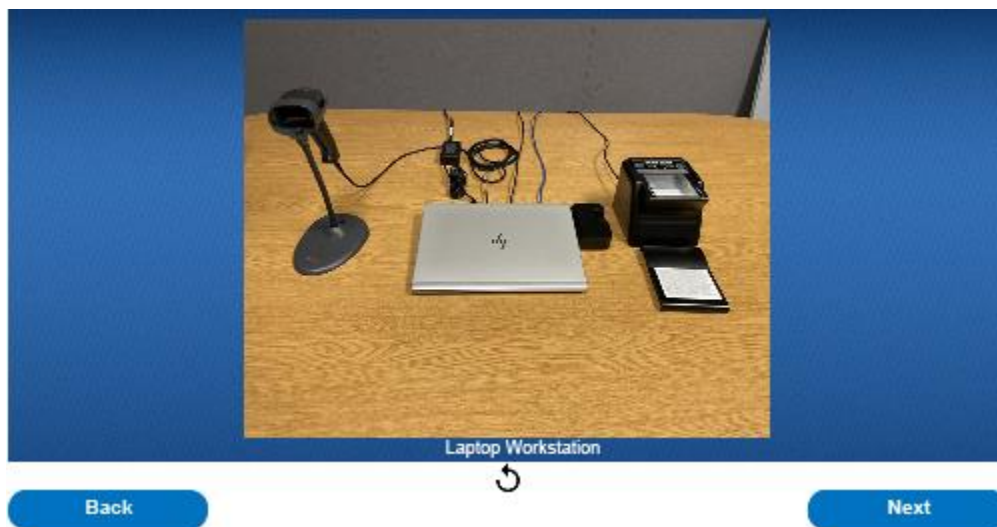
The EBIS laptop workstation consists of the following components: a laptop, docking station and power cord, ethernet cable, fingerprint scanner and connection cable, and a barcode scanner with cable and stand. Please note, that while a laptop power cord will be included in the kit, it will not be used as the laptop will be charged via the docking station.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Setup & Login



5.

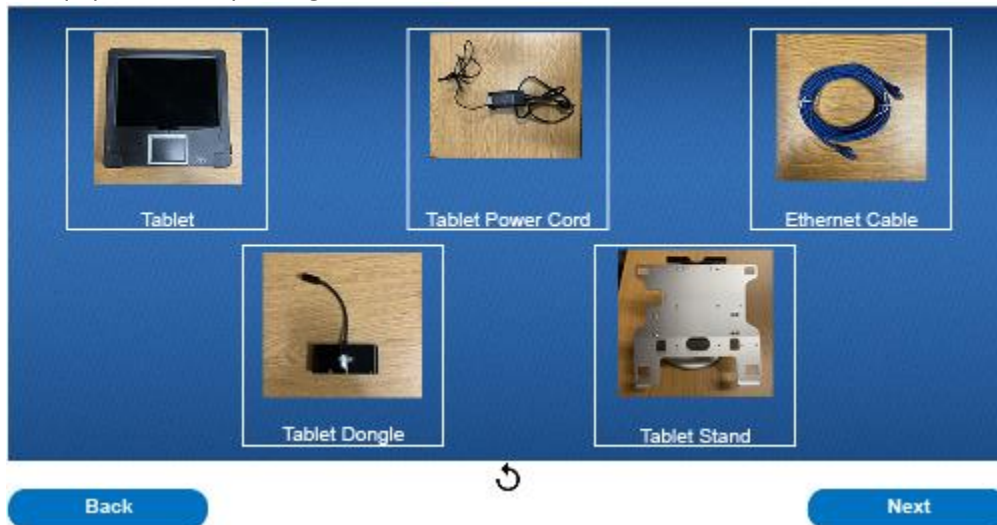
To setup the EBIS laptop workstation, first connect the power cord to the docking station. Second, connect the barcode scanner to the docking station. Make sure to use the USB cord that came with the barcode scanner. Third, connect the fingerprint scanner to the docking station using the cable provided. Fourth, connect the ethernet cable to the docking station. Fifth, connect the laptop to the docking station. The sixth and final step is to connect the remaining end of the ethernet cable to a working network port and connect the docking station power cord to a working outlet. Note, the EBIS workstation must be hardwired to the USPS network and cannot be on WIFI.



6.

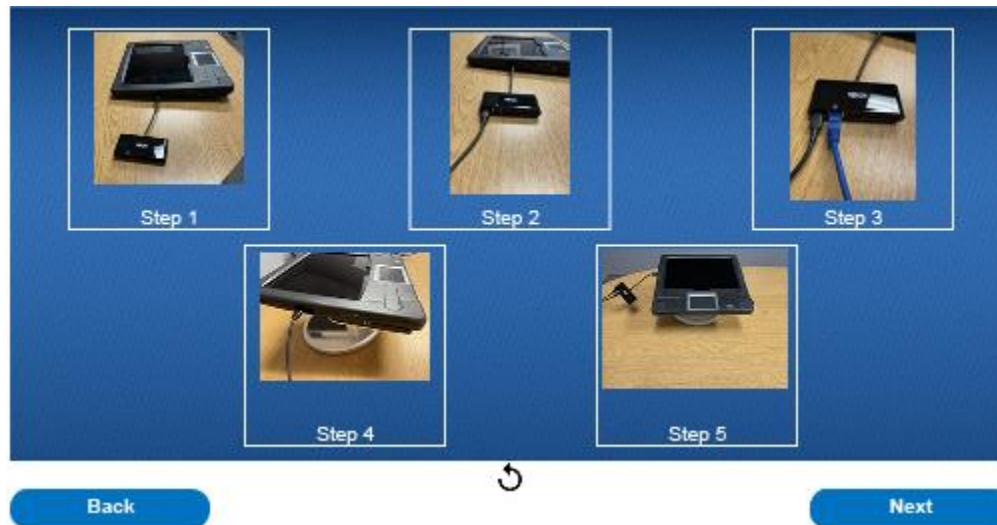
The complete setup of the EBIS retail configured laptop workstation will look like this. Now that you are familiar with the laptop workstation configuration, let's review the tablet configuration.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Setup & Login



7.

The EBIS retail tablet workstation is comprised of the following components: a tablet, power cord, ethernet cable, dongle, and tablet stand.



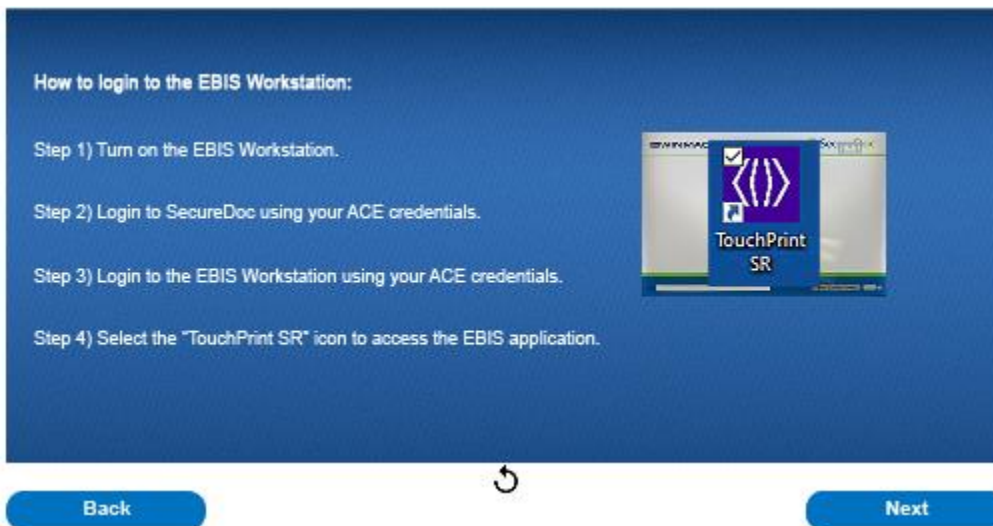
8.

To setup the EBIS tablet workstation, first connect the dongle to the tablet. Second, connect the tablet power cord to the dongle. Third, connect the ethernet cable to the dongle. Fourth, place the tablet on the stand. The fifth and final step is to connect the remaining end of the ethernet cable to a working network port and connect the power cord to a working outlet. Note, the EBIS workstation must be hardwired to the USPS network and cannot be on WIFI.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Setup & Login

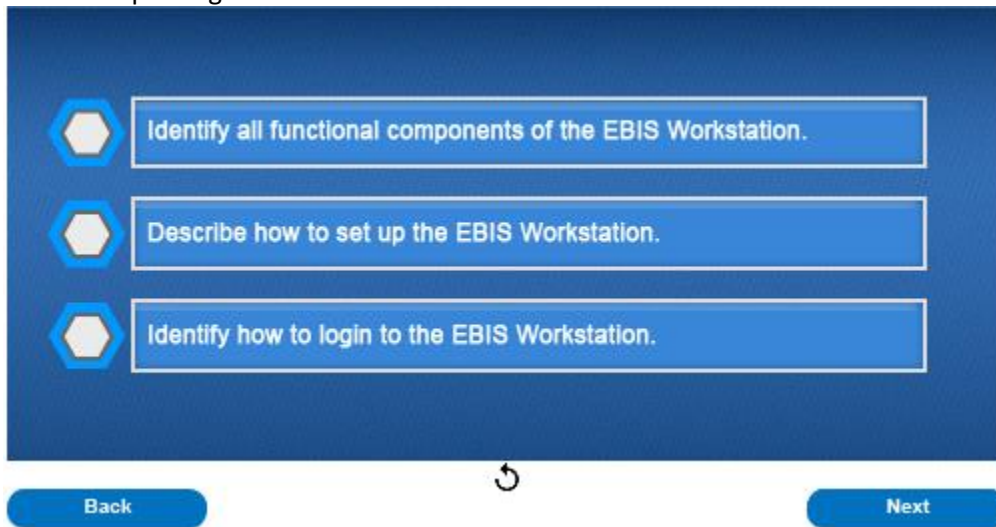


9. The complete setup of the EBIS retail configured tablet workstation will look like this. Now that you installed your workstation, let's review how to login.



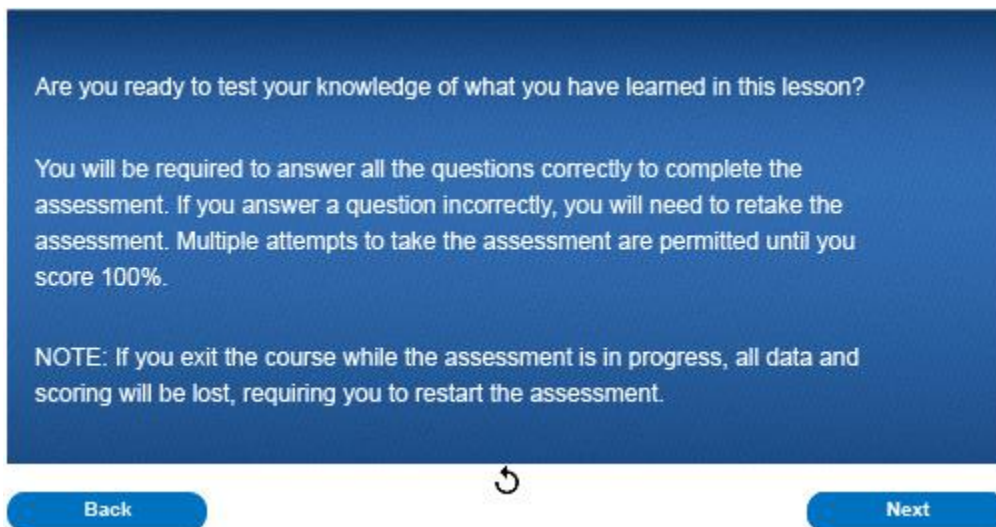
10. Before logging onto the workstation, make sure it is turned on. The first time a new EBIS workstation is logged onto, the user will be required to log into SecureDoc using their ACE credentials. From the login screen, enter your ACE credentials once signed into the workstation, click on the "TouchPrint SR" icon from the home screen to access the EBIS application.





11.

Now you should be able to identify all functional components of the EBIS workstation, describe how to set up the EBIS workstation, and identify how to login to the EBIS workstation.



12.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

### Question 1 of 3

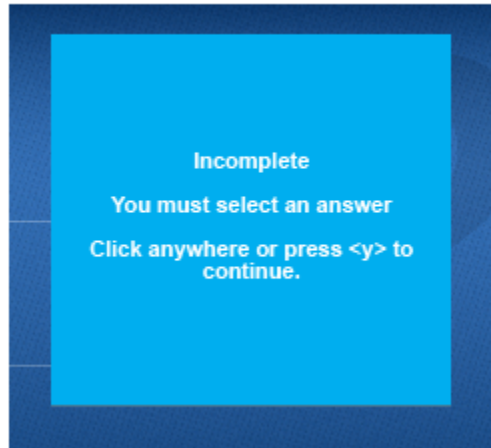
#### Multiple Choice

What credentials are used to log into an EBIS Workstation?

- A) ACE Credentials
- B) No login credentials are necessary
- C) P@\$\$W0rd1
- D) EBIS Workstation specific username and password

Submit

13.



### Question 2 of 3

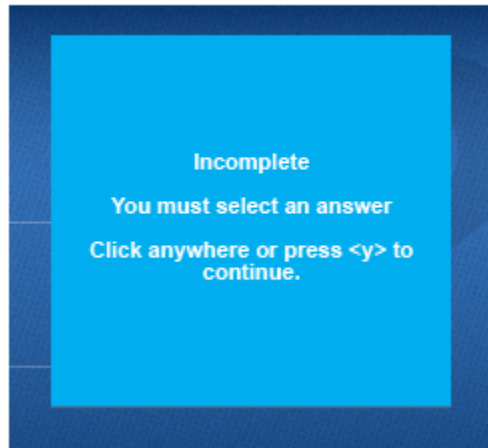
#### Multiple Choice

What types of configurations do EBIS Workstations come in?

- A) Laptop
- B) Tablet
- C) Mobile Phone
- D) Laptop and Tablet

Submit

14.



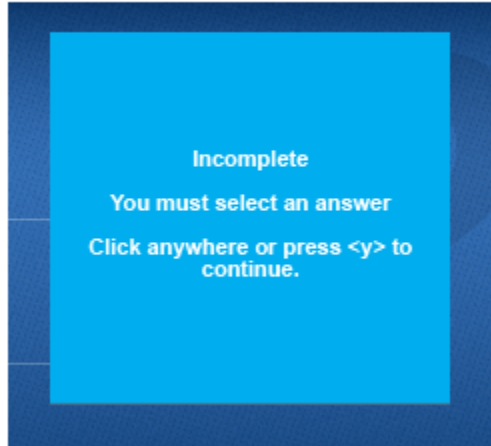
### Question 3 of 3

#### Multiple Choice

How does the EBIS Workstation connect to the internet?

- A) WiFi
- B) Mobile Hotspot
- C) 5G Cellular Network
- D) Hardwired to the network port using an ethernet cable

Submit



15.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

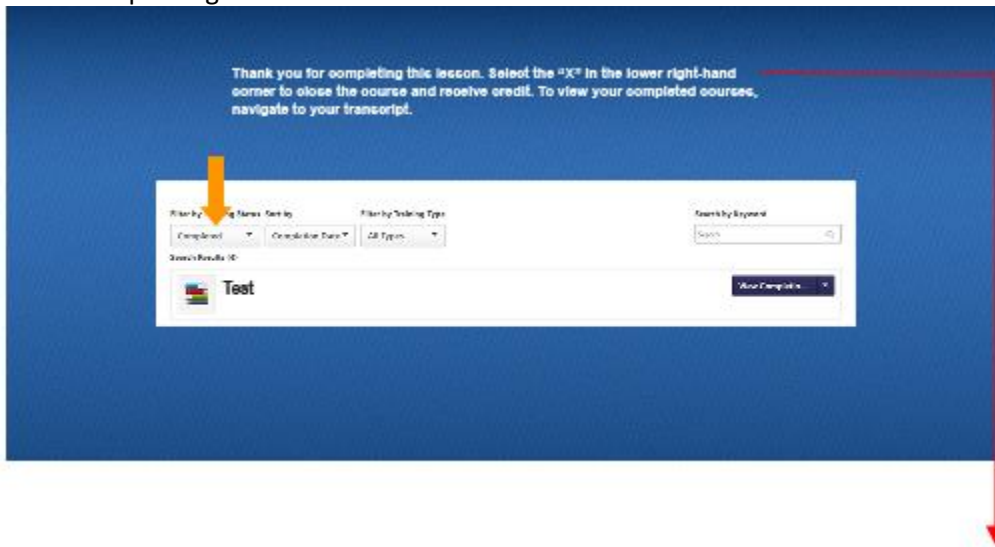
Attempts: {total-attempts}

Review Area

Retake Quiz

16.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Setup & Login



17.

# Equipment Disassembly & Storage

Start

1.



Demonstrate how to identify where to store the EBIS Workstation during non-operational hours.



Identify how to log out of the Touch Print Enterprise (TPE) Application.



Demonstrate how to place the EBIS Workstation into "sleep mode" or "power off."



Back

Next

2.

At the end of this lesson, you will be able to demonstrate how to identify where to store the EBIS workstation during non-operational hours, identify how to log out of the Touch Print Enterprise application, and demonstrate how to place the EBIS workstation into "sleep mode" or "power off."

EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Disassembly & Storage

The slide features a blue background with white text. At the top, two bullet points state: "The EBIS Workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours." and "Securing an unsupervised EBIS Workstation helps mitigate any chance of the workstation being stolen or compromised." Below the text are three photographs of workstations. The first is a tablet on a stand labeled "Retail Tablet Workstation". The second is a laptop on a desk with a mouse labeled "Retail Laptop Workstation". The third is a laptop on a desk with a mouse and a printer labeled "Human Resources Laptop Workstation". At the bottom of the slide are "Back" and "Next" buttons and a circular refresh icon.

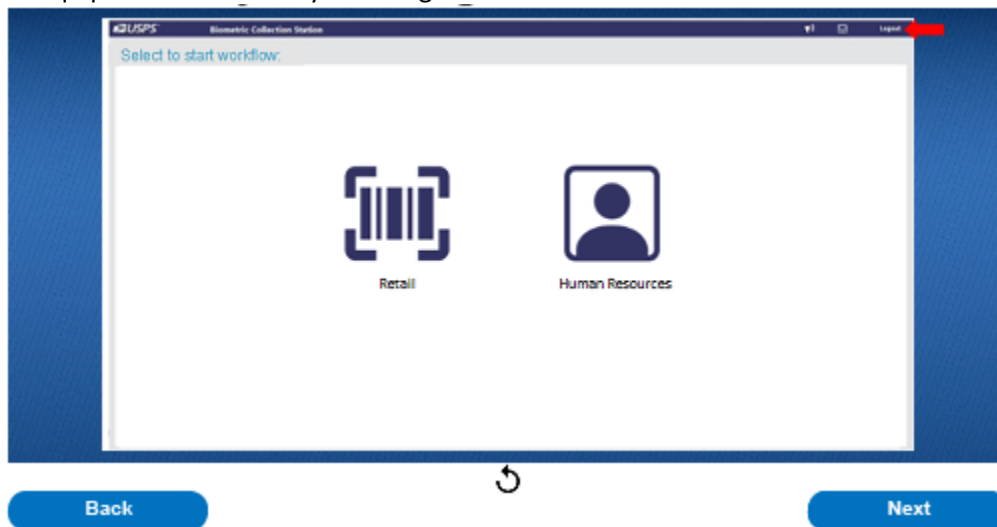
3.

The EBIS Workstation is considered sensitive equipment and is to be stored in a secure location during non-operational hours. Securing an unsupervised EBIS Workstation helps mitigate any chance of the workstation being stolen or compromised.

The slide features a blue background with white text. It contains two main bullet points: "Each office is required to establish a designated location to secure the EBIS Workstation during non-operational hours." and "This may be a place where other valuable or accountable items are stored within the facility." Below these is a sub-bullet "Examples include:" followed by a list: "Accountable Cage", "Locked Room", "Locked Drawer", and "Safe". A white-bordered box at the bottom contains the text: "Reminder: All employees must know where to safely secure the EBIS Workstation during non-operational hours." At the bottom of the slide are "Back" and "Next" buttons and a circular refresh icon.

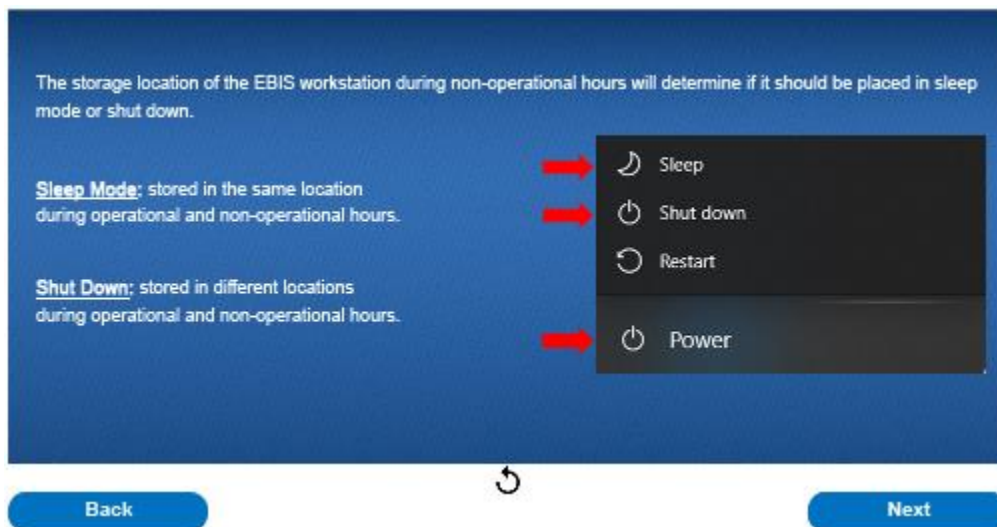
4.

Each office is required to establish a designated location to secure the EBIS Workstation during non-operational hours. This may be a place where other valuable or accountable items are stored within the facility. Examples include: An accountable cage, locked room, locked drawer, or a safe. Reminder, all employees must know where to safely secure the EBIS Workstation during non-operational hours.



5.

When closing down the EBIS Workstation at the end of a business day, users must first log out of the TPE application by selecting “Logout” located at the top-right corner of the Workflow screen.



6.

The storage location of the EBIS Workstation during non-operational hours will determine if it should be placed in sleep mode or shut down. Sites that store the workstation in the same location during both operational and non-operational hours, such as a passport office, and therefore are not disconnecting the workstation from the postal network and the power source, are to place the workstation in sleep mode. This will allow for security patches to continue downloading when not in use. To place the EBIS Workstation in Sleep mode, select the power icon, and then select “Sleep.” Sites that store the workstation in a different location during operational versus non-operational hours, such as a locked drawer, should shut down the workstation before disconnecting it from the network and power source. Security patches will be downloaded once the workstation is reconnected to the postal network and turned on. To shut down the EBIS Workstation, select the Power icon and then select “Shut down.” Do not press the physical “power” button on the workstation to shut it down, as this may damage the system. Once the workstation has been set to either Sleep or Shut down, it can be safely stored in the site’s designated secure storage location.

The screenshot shows a blue slide with three white-bordered boxes, each containing a hexagonal icon and a text box. The text boxes contain the following objectives:

- Demonstrate how to identify where to store the EBIS Workstation during non-operational hours.
- Identify how to log out of the Touch Print Enterprise (TPE) Application.
- Demonstrate how to place the EBIS Workstation into "sleep mode" or "power off."

Below the slide are three buttons: a blue "Back" button on the left, a white circular arrow icon in the center, and a blue "Next" button on the right.

7.

Now you should be able to demonstrate how to identify where to store the EBIS Workstation during non-operational hours, identify how to log out of the Touch Print Enterprise Application, and demonstrate how to place the EBIS Workstation into “sleep mode” or “power off.”

The screenshot shows a blue slide with white text. The text reads:

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Below the slide are three buttons: a blue "Back" button on the left, a white circular arrow icon in the center, and a blue "Next" button on the right.

8.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.



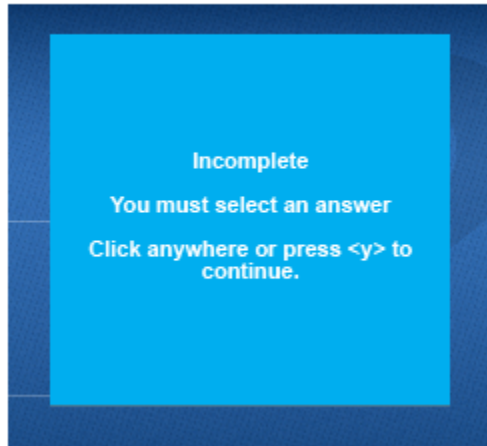
### Question 1 of 3

#### Multiple Choice

Why is the EBIS Workstation kept in a secure location during non-operational hours?

- A) To prevent the system from being compromised.
- B) The EBIS workstation is considered sensitive equipment.
- C) To prevent theft.
- D) All the above.

Submit



9.

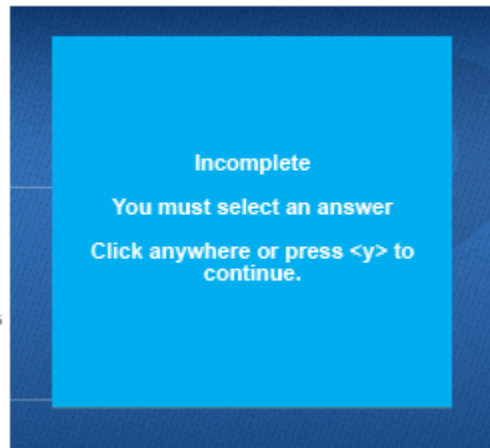
### Question 2 of 3

#### Multiple Choice

When should the EBIS workstation be powered off during non-operational hours?

- A) If the workstation will be stored in the same location as it is located during operational hours.
- B) If the workstation will be disconnected from the postal network and moved to a different secure location during non-operational hours.
- C) If the office has been notified that security patches will be downloaded during non-operational hours.
- D) None of the above.

Submit



10.

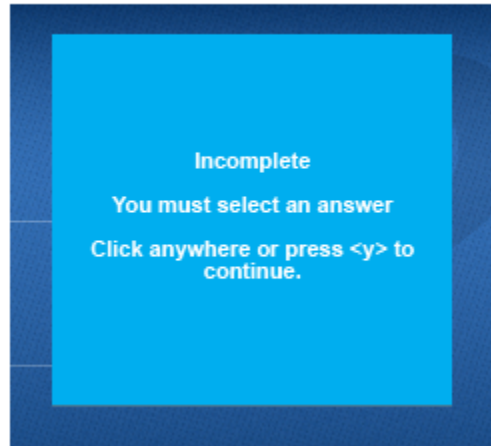
### Question 3 of 3

#### Multiple Choice

If the EBIS Workstation is stored in the same location during non-operational and operational hours, what power mode should it be placed in at the end of the day?

- A) Sleep Mode
- B) Shut Down
- C) Suspend Mode
- D) None of the above

Submit



11.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

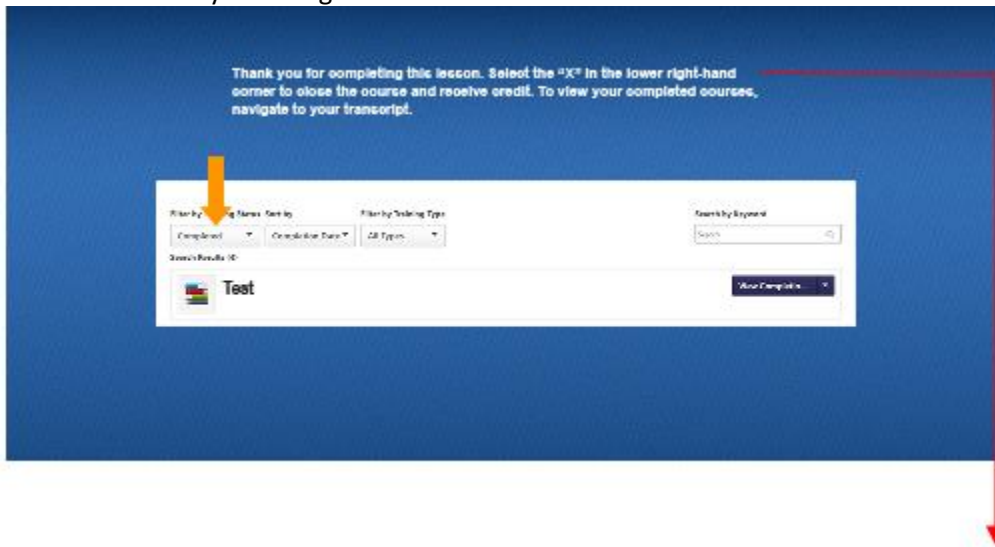
Attempts: {total-attempts}

Review Area

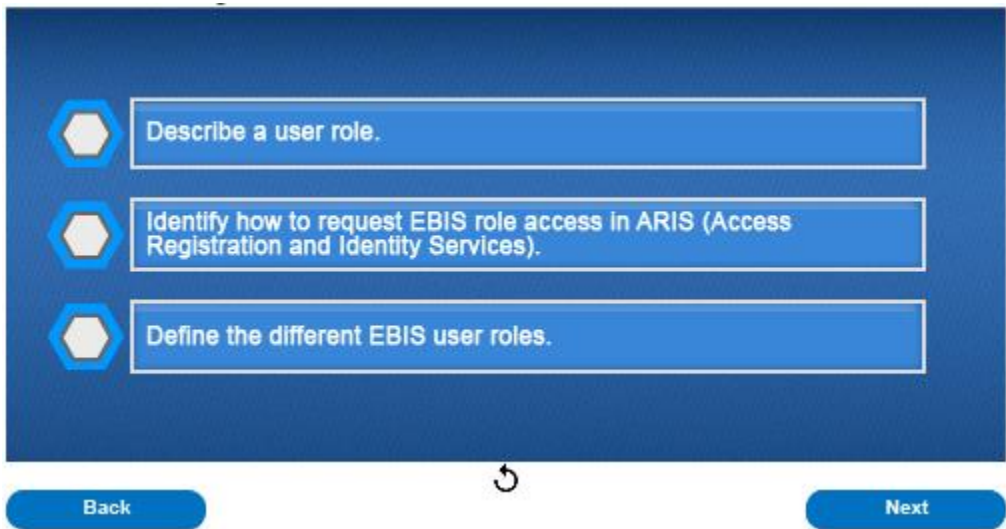
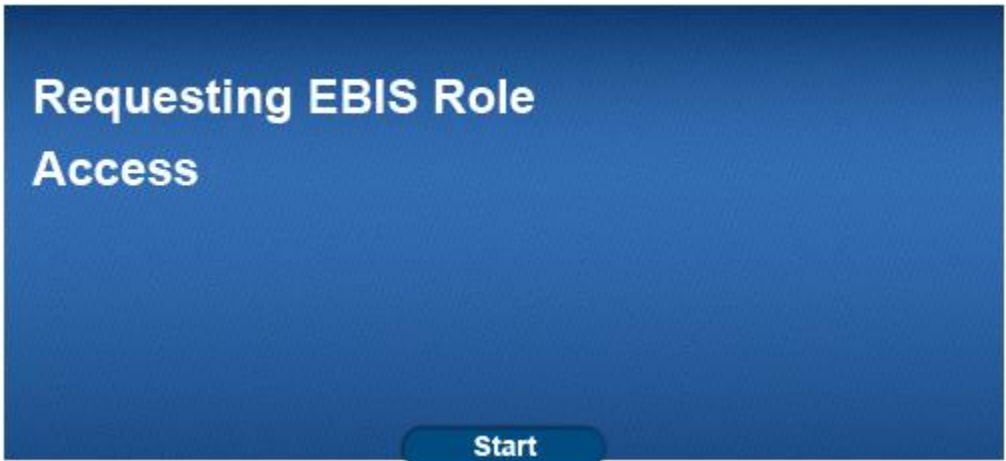
Retake Quiz

12.

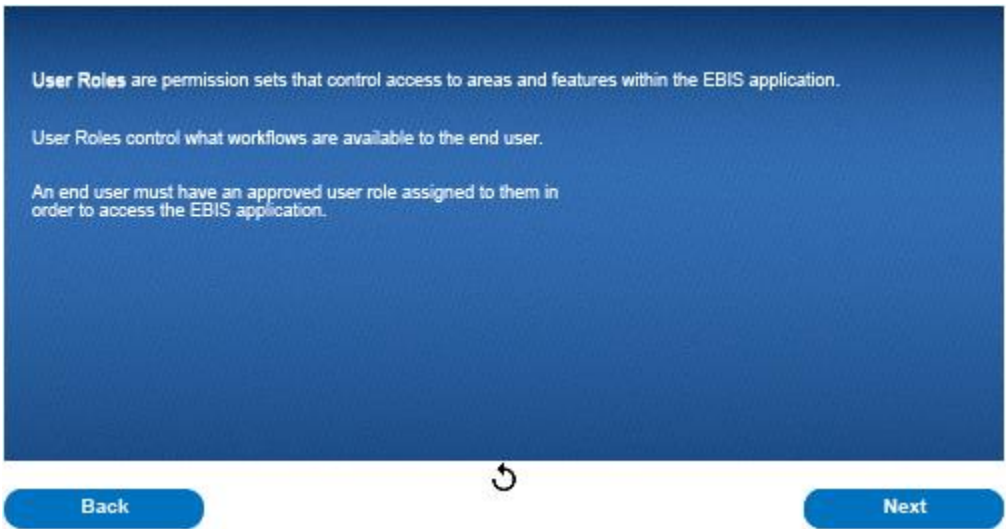
EBIS Operators Course for the Retail Clerk User Role  
Lesson 1 – Equipment Disassembly & Storage



13.



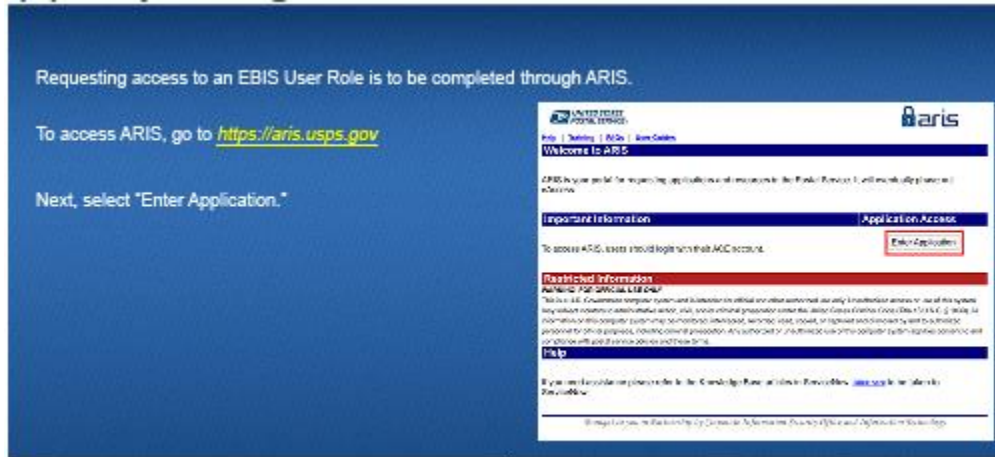
After this lesson, you should be able to describe a user role, identify how to request EBIS role access in ARIS, and define the different EBIS user roles.



## EBIS Operators Course for the Retail Clerk User Role

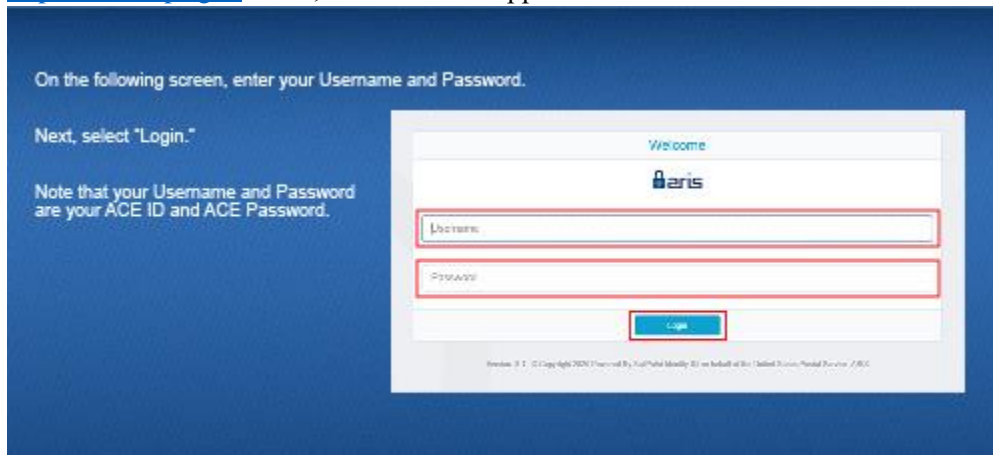
### Lesson 3 – Requesting EBIS Role Access

User Roles are permission sets that control access to areas and features within the EBIS application. In addition, they control what workflows are available to the end user. An end user must have an approved user role assigned to them in order to access the EBIS application. During this lesson, we will provide details on the different EBIS user roles and how to request access.



4.

Requesting access to an EBIS user role is to be completed through ARIS. To access ARIS, go to <https://aris.usps.gov>. Next, select “Enter Application.”

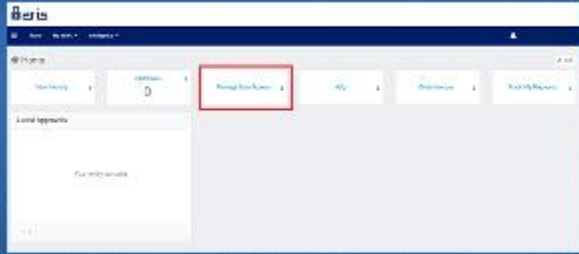


5.

On the following screen, enter your Username and Password. Next, select “Login.” Please note that your Username and Password are your ACE ID and ACE Password.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 3 – Requesting EBIS Role Access

From the ARIS Home screen, select "Manage User Access."



Back Next

6. From the ARIS Home Screen, select "Manage User Access."

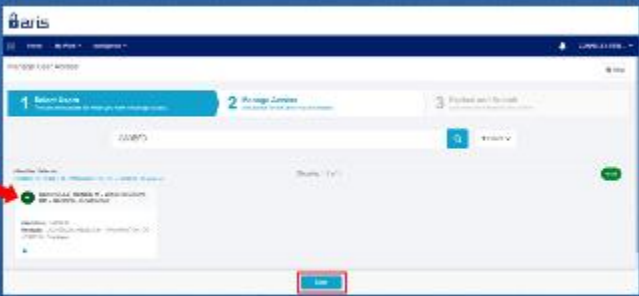
From the "Manage User Access" screen, enter your ACE ID and then <Enter>.



Back Next

7. From the "Manage User Access" screen, enter your ACE ID and then <Enter>.

Your account will appear at the bottom of the screen.  
Select the checkmark next to your name, and then select "Next."



Back Next

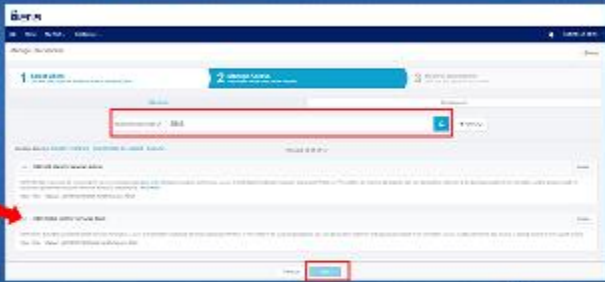
8. Your account will appear at the bottom of the screen. Select the checkmark next to your name, and then select "Next."

EBIS Operators Course for the Retail Clerk User Role  
Lesson 3 – Requesting EBIS Role Access

On the following screen, enter "EBIS" into the search box and select <Enter>.

EBIS User Roles will appear at the bottom of the screen.

Select the checkmark next to the User Role that aligns to your job responsibilities and select "Next."



New Users who need multiple user roles to perform their job responsibilities, (e.g., HR and Retail) should select/request each that applies to them to be approved.

Back Next

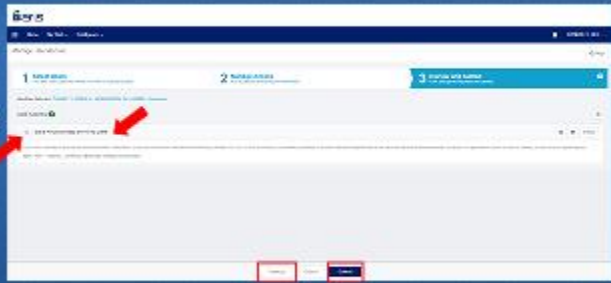
9.

On the following screen, enter "EBIS" into the search box and select <Enter>. EBIS User Roles will appear at the bottom of the screen. Select the checkmark next to the User Role that aligns to your job responsibilities and select "Next." New Users who need multiple user roles to perform their job responsibilities such as HR and Retail, should select or request each that applies to them to be approved.

On the next screen, confirm the EBIS User Roles listed at the bottom of the screen are correct, select "Submit."

If incorrect, select the "x" next to the User Role and select "Previous" to go to the previous screen and select a different User Role.

If approved, your supervisor will review and approve the request if appropriate.



Back Next

10.

On the next screen, confirm the EBIS User Roles listed at the bottom of the screen are correct. If correct, select "Submit." If incorrect, select the "x" next to the User Role and select "Previous" to go to the previous screen and select a different User Role. If approved, your supervisor will review and approve the request if appropriate. Once approved, access to the EBIS application will be available.

**EBIS User Roles include:**

- EBIS Retail Identity Services Clerk
- EBIS Retail Identity Services Clerk Admin
- EBIS HR Identity Services
- EBIS HR Identity Services Admin

If an individual's job responsibilities require both Retail and HR user roles, they may request access to multiple user roles. The next few slides will provide details on these user roles.

Back Next

11.

EBIS user roles include, EBIS Retail Identity Services Clerk, EBIS Retail Identity Services Clerk Admin, EBIS HR Identity Services, and EBIS HR Identity Services Admin. If an individual's job responsibilities require both Retail and HR user roles, they may request access to multiple user roles. The next few slides will provide details on these user roles.

**EBIS Retail Identity Services Clerk**

EBIS Retail Identity Services Clerks are trained to operate the EBIS workstation located within a retail location. Access to functional workflows in order to service retail participants will include IdHSC (Identity History Summary Check) fingerprinting and additional workflows, such as In-Person Proofing, as they become available on the workstation.

EBIS users who conduct daily Retail EBIS transactions should request the EBIS Retail Identity Services Clerk user role.

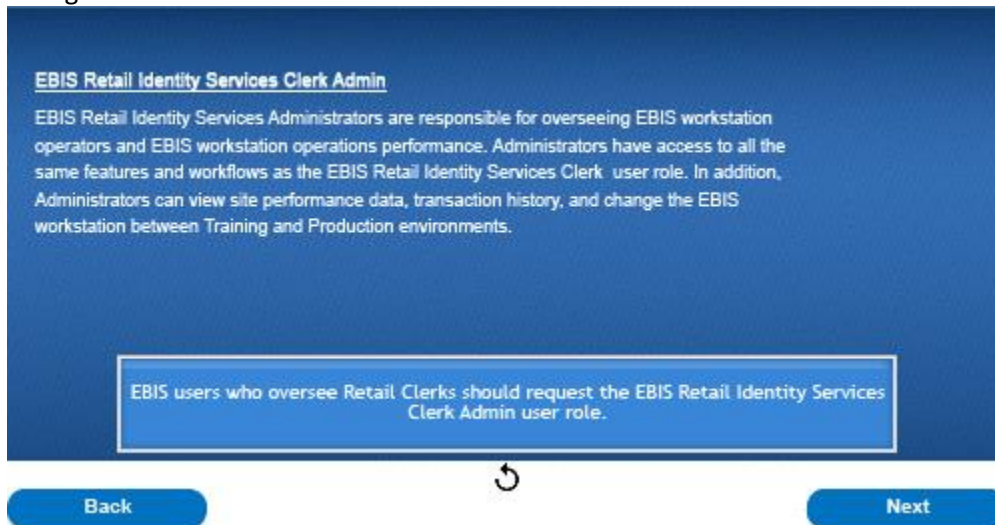
Back Next

12.

EBIS Retail Identity Services Clerks are trained to operate the EBIS workstation located within a retail location. Access to functional workflows in order to service retail participants will include IdHSC fingerprinting and additional workflows, such as In-Person Proofing, as they become available on the workstation. EBIS users who conduct daily EBIS transactions should request the EBIS Retail Identity Services Clerk user role.



EBIS Operators Course for the Retail Clerk User Role  
Lesson 3 – Requesting EBIS Role Access



**EBIS Retail Identity Services Clerk Admin**

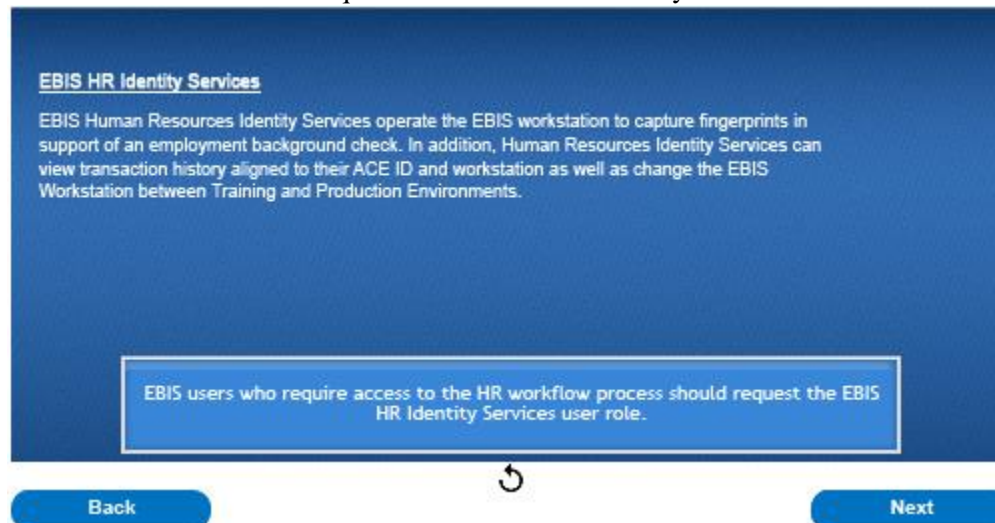
EBIS Retail Identity Services Administrators are responsible for overseeing EBIS workstation operators and EBIS workstation operations performance. Administrators have access to all the same features and workflows as the EBIS Retail Identity Services Clerk user role. In addition, Administrators can view site performance data, transaction history, and change the EBIS workstation between Training and Production environments.

EBIS users who oversee Retail Clerks should request the EBIS Retail Identity Services Clerk Admin user role.

Back Next

13.

EBIS Retail Identity Services Administrators are responsible for overseeing EBIS workstation operators and EBIS workstation operations performance. Administrators have access to all the same features and workflows as the EBIS Retail Identity Services Clerk user role. In addition, Administrators can view site performance data, transaction history and change the EBIS workstation between Training and Production environments. EBIS users who oversee Retail Clerks should request the EBIS Retail Identity Services Clerk Admin user role.



**EBIS HR Identity Services**

EBIS Human Resources Identity Services operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, Human Resources Identity Services can view transaction history aligned to their ACE ID and workstation as well as change the EBIS Workstation between Training and Production Environments.

EBIS users who require access to the HR workflow process should request the EBIS HR Identity Services user role.

Back Next

14.

EBIS Human Resources Identity Services operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, Human Resources Identity Services can view transaction history aligned to their ACE ID and workstation as well as change the EBIS Workstation between Training and Production Environments. EBIS users who require access to the HR workflow process should request the EBIS HR Identity Services user role.

EBIS HR Identity Services Admin

EBIS Human Resources Identity Services Administrators operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, they can view performance data and transaction history for all HR EBIS users and workstations across the organization as well as change the EBIS Workstation between training and production environments.

EBIS users who oversee the HR workflow process should request the EBIS HR Identity Services Admin user role.

Back Next

15.

EBIS Human Resources Identity Services Administrators operate the EBIS workstation to capture fingerprints in support of an employment background check. In addition, they can view performance data and transaction history for all HR EBIS users and workstations across the organization as well as change the EBIS Workstation between training and production environments. EBIS users who oversee the HR workflow process should request the EBIS HR Identity Services Admin user role.

Describe a user role.

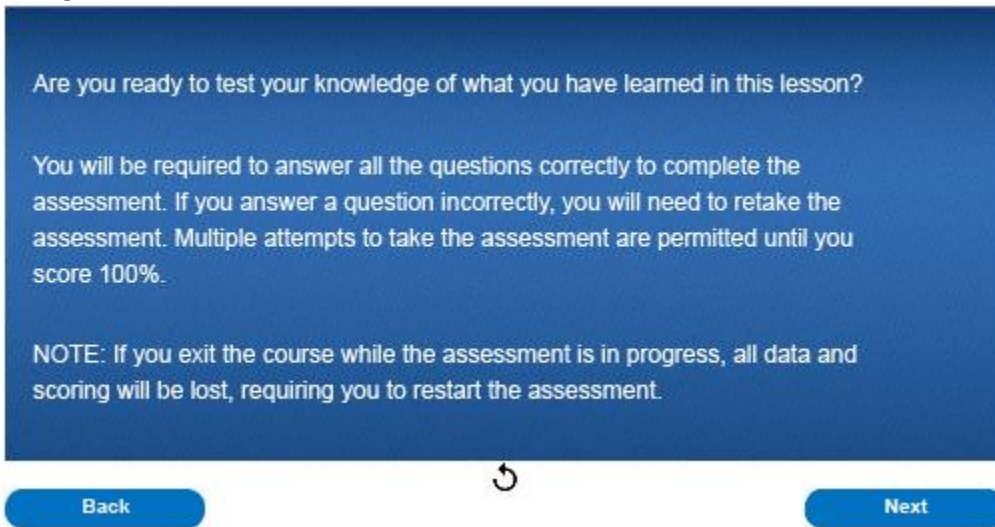
Identify how to request EBIS role access in ARIS (Access Registration and Identity Services).

Define the different EBIS user roles.

Back Next

16.

Now you should be able to describe a user role, identify how to request EBIS role access in ARIS, and define the different EBIS user roles.



17.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

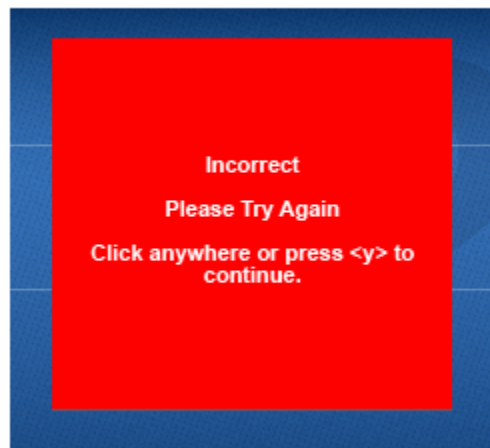
### Question 1 of 3

#### True or False

**EBIS users can be approved for multiple user roles should their job responsibilities require access to both the Retail and Human Resource workflows.**

- A) True  
 B) False

Submit



18.

### Question 2 of 3

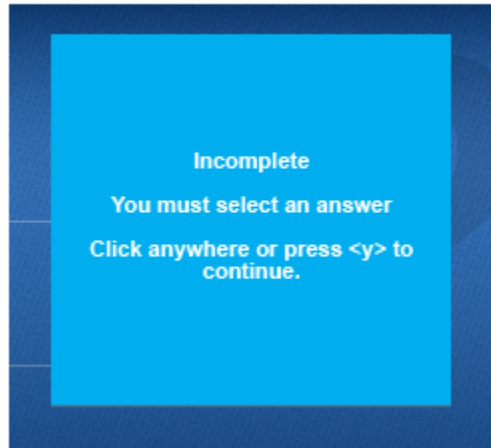
#### Multiple Choice

**Users should request access to EBIS user roles through which of the following applications:**

- A) eAccess
- B) ARIS
- C) Email
- D) None of the above

Submit

19.



### Question 3 of 3

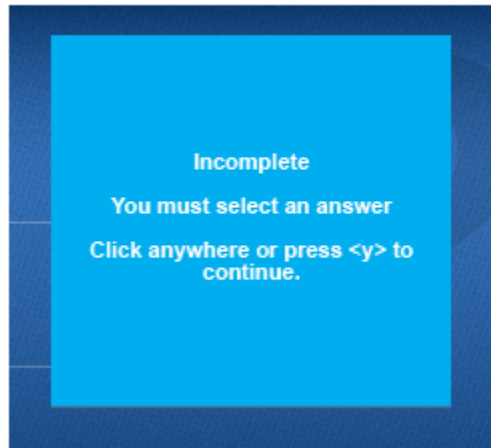
#### Multiple Choice

**A clerk applied for an EBIS user role and is still unable to access the EBIS application. What should they do first?**

- A) Confirm the user role request in ARIS has been approved by their supervisor.
- B) Call the Help Desk.
- C) Email the Headquarters ARIS Team.
- D) Call their Congressman.

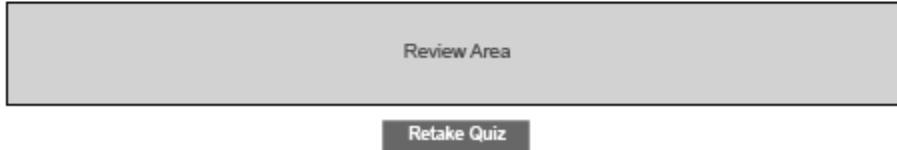
Submit

20.

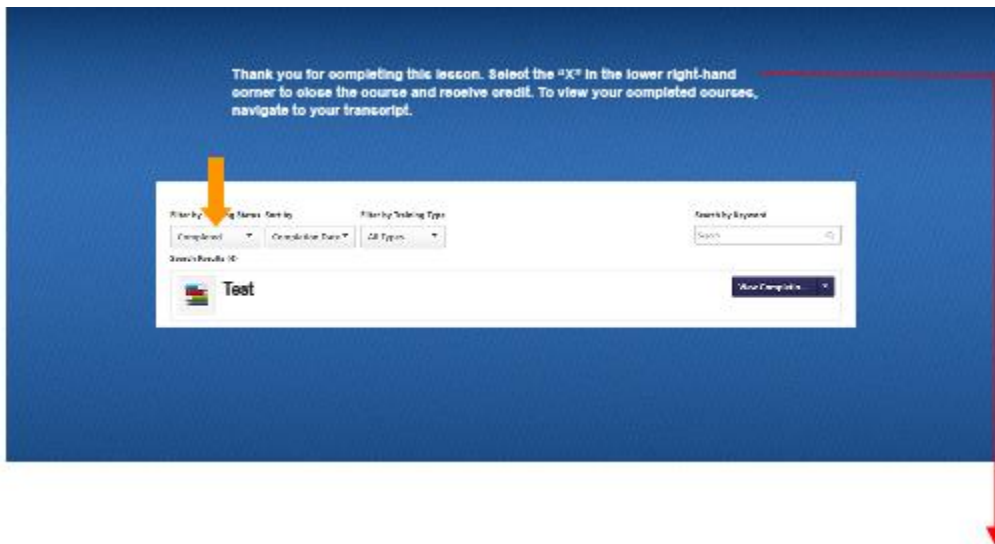


## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



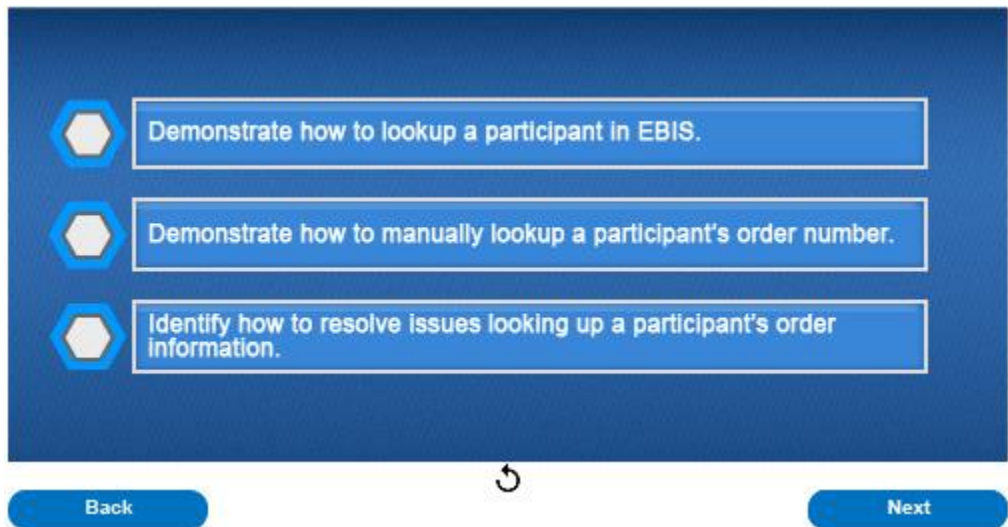
21.



22.



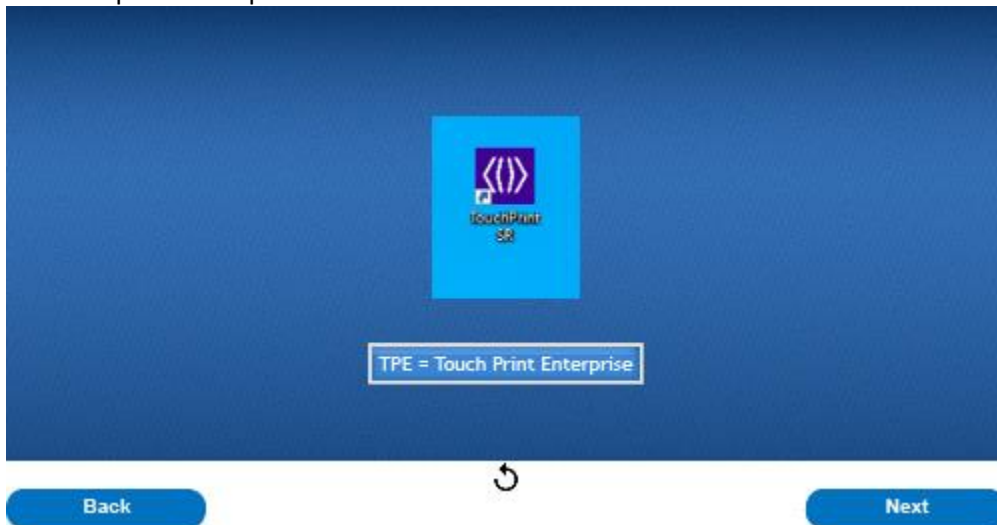
1.



2.

After this course, you should be able to demonstrate how to lookup a participant in EBIS, demonstrate how to manually lookup a participant's order number, and identify how to resolve issues looking up a participant's order information.

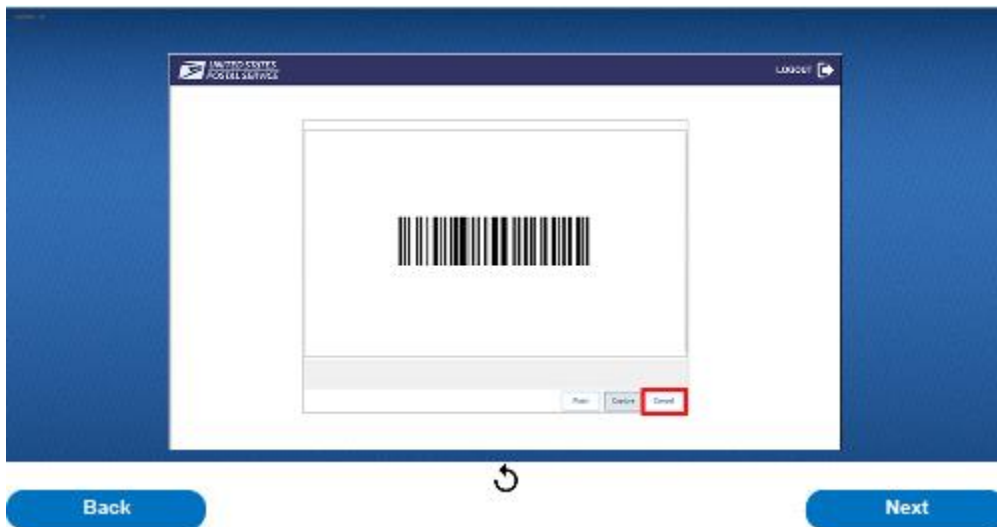
EBIS Operators Course for the Retail Clerk User Role  
Lesson 4 – Participant Lookup



3. To access the EBIS application, select the TPE icon to go to the EBIS landing page.



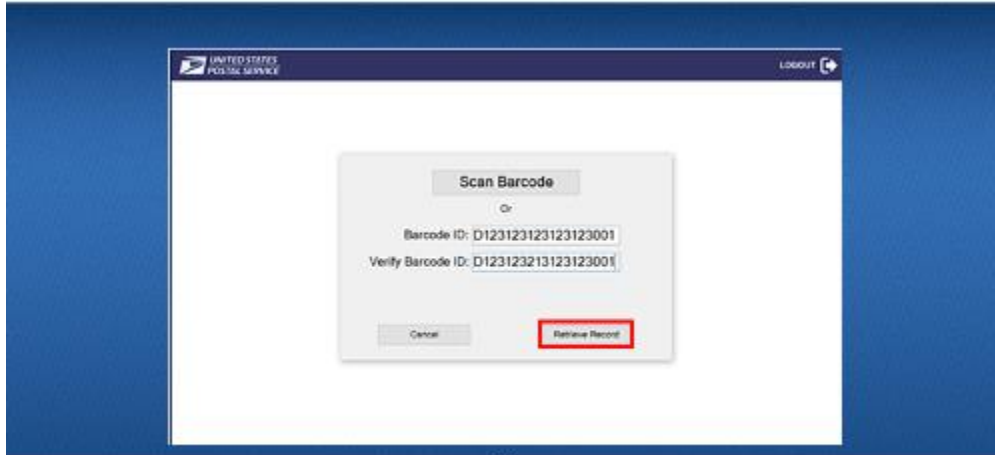
4. At the EBIS landing page, select the Retail barcode icon.



- 5.

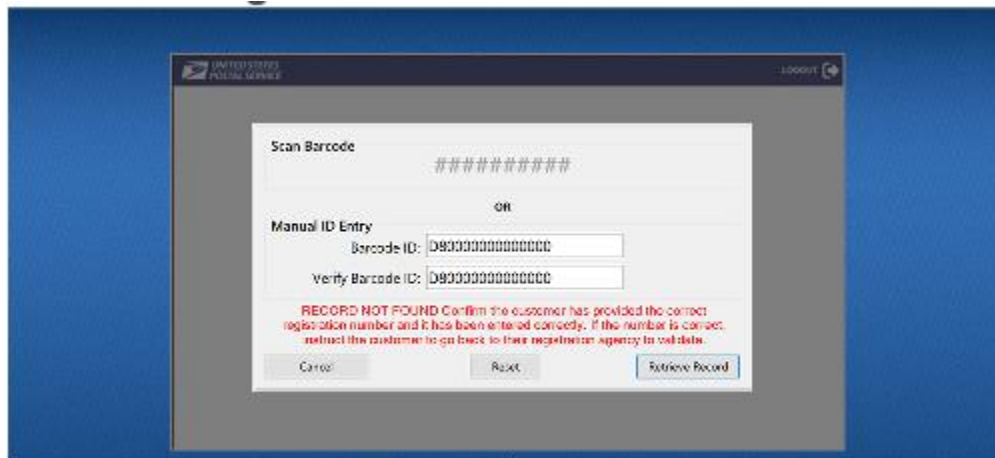
Lesson 4 – Participant Lookup

Scan the barcode from the participant provided email to bring up the account. The system will automatically prompt you to scan the barcode, there is no need to select the “Capture” button. If the participant can only present the order number, select the “Cancel” button which will allow you to manually enter the order number.



6.

If the barcode is unable to be scanned, the system will automatically prompt for manual entry. Manually enter the barcode ID twice and then select “Retrieve Record.”



7.

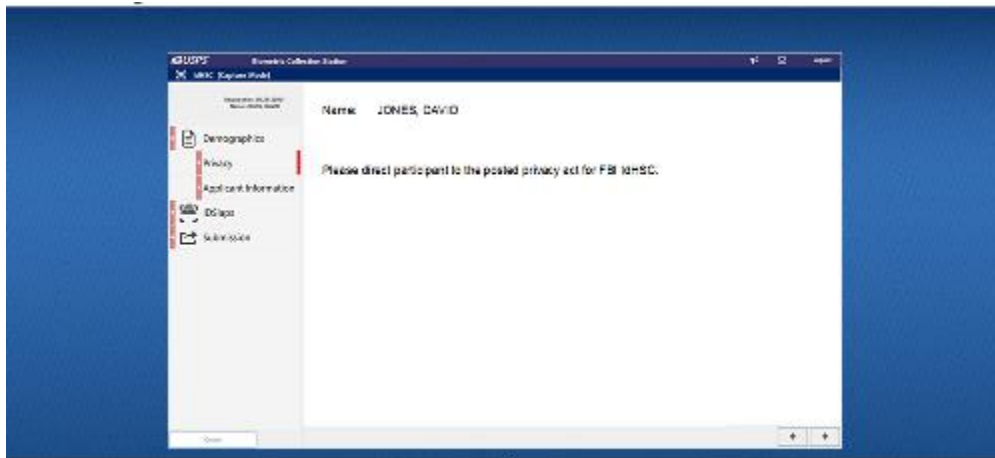
When attempting to retrieve the participants record, the system may generate one of the following error messages: If you receive a “Barcode ID and Verify Barcode ID must match” message, review the Order Number entries and confirm the Order Number has been correctly entered twice. If you receive a “Proofing Event Expired” message, Order numbers are good for three years. Please inform the participant that they must re-register with the participating Agency to generate a new Order number. Order numbers are good for three years. Please inform the participant that they must re-register with the participating Agency to generate a new Order number. If you receive a “Record Already Processed” message, inform the participant that the order number has already been submitted. If they wish to conduct a new transaction, inform the participant that they must re-register with the participating Agency to generate a new Order number. If you receive a “Record Not Found” message, first confirm you have entered the correct Order number. If the Order number is correct, ask the participant to contact



## EBIS Operators Course for the Retail Clerk User Role

### Lesson 4 – Participant Lookup

the agency they registered with for clarification. If you do not receive any of these errors, you will be directed to the Privacy Act Statement prompt.

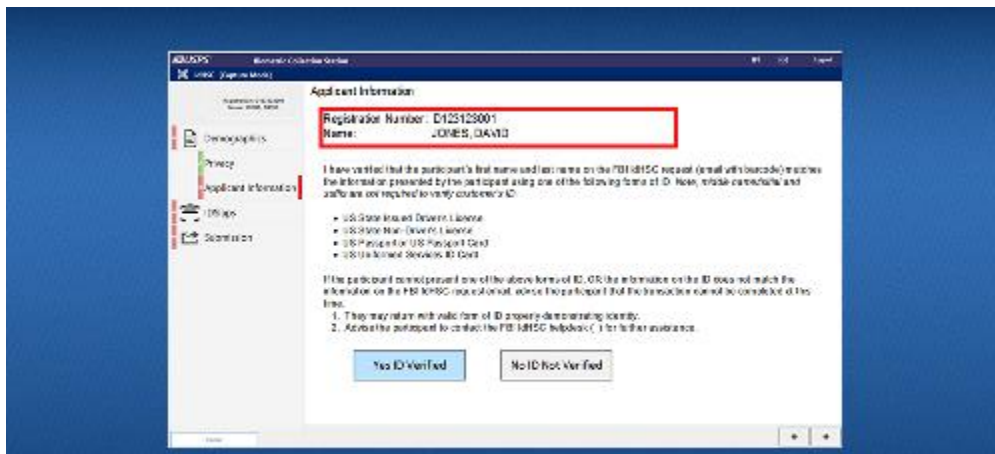


8.

Back

Next

Next, please refer the participant to the applicable Privacy Act Statement as instructed on the screen.

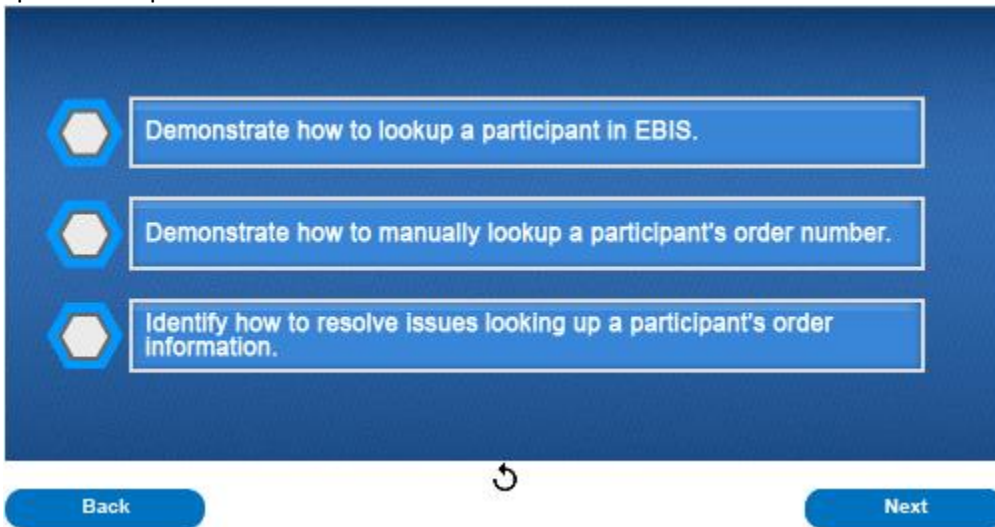


9.

Back

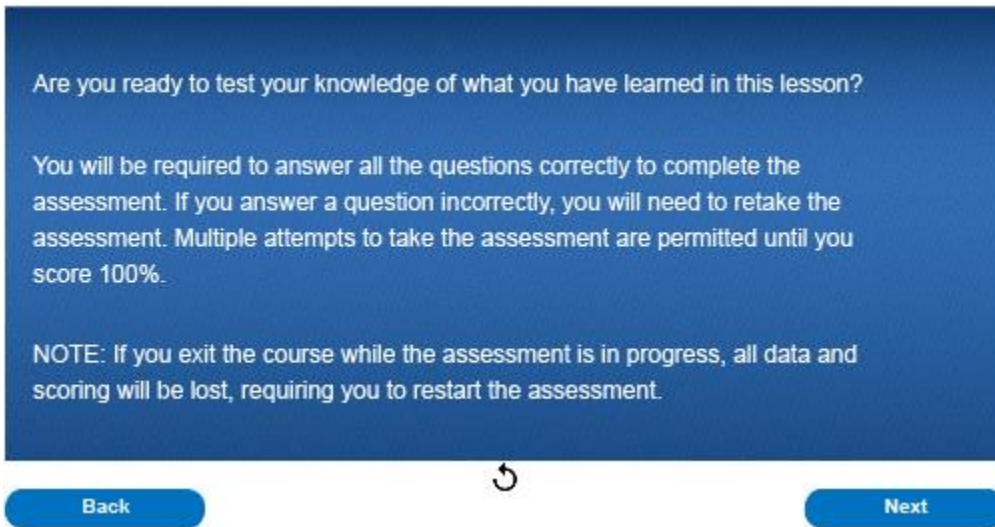
Next

If the barcode is valid, the participant's information will appear on the screen. The participant's barcode/order# will determine the information that is presented on the screen. This information may vary per participant transaction.



10.

Now you should be able to demonstrate how to lookup a participant in EBIS, demonstrate how to manually lookup a participant's order number, and identify how to resolve issues looking up a participant's order information.



11.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

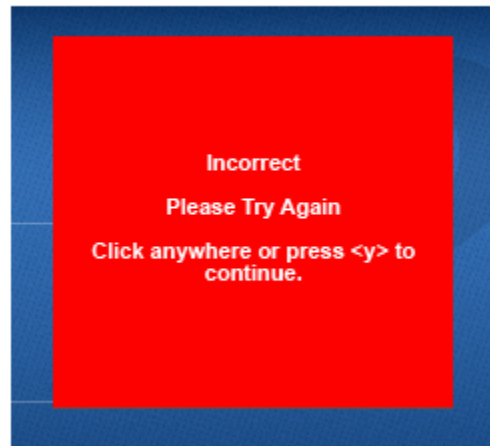
### Question 1 of 3

#### Multiple Choice

When a participant arrives at the Post Office™, they will present the Clerk with a \_\_\_\_\_ to initiate their EBIS transaction.

- A) Photo ID
- B) Money Order
- C) Barcode
- D) None of the Above

Submit



12.

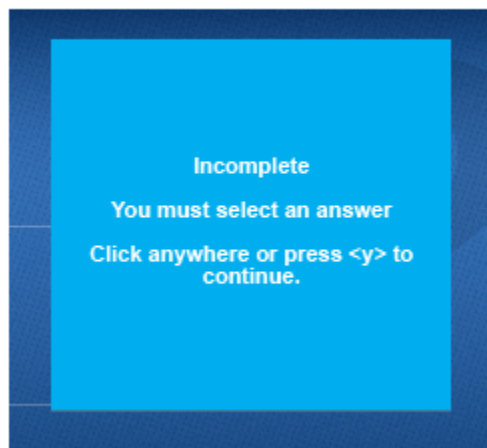
### Question 2 of 3

#### Multiple Choice

If a barcode will not scan, what is an alternative option to lookup a participant in EBIS?

- A) Search for the participant by name.
- B) Enter the barcode ID once.
- C) Enter the barcode ID twice.
- D) Contact the help desk.

Submit



13.

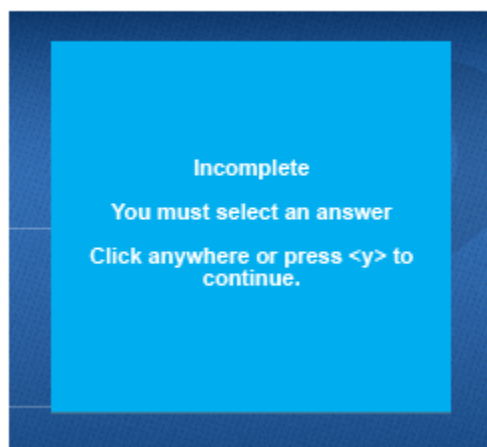
### Question 3 of 3

#### Multiple Choice

When looking up a participant's information, what is the next step if a "Record Not Found" message appears?

- A) Request the participant provide a new barcode ID.
- B) Turn the customer away.
- C) Instruct the participant to go back to their registration agency to validate their info.
- D) None of the above.

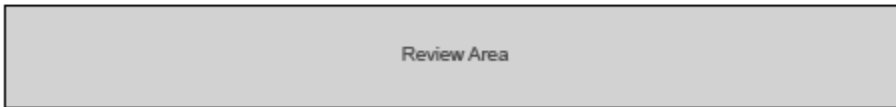
Submit



14.

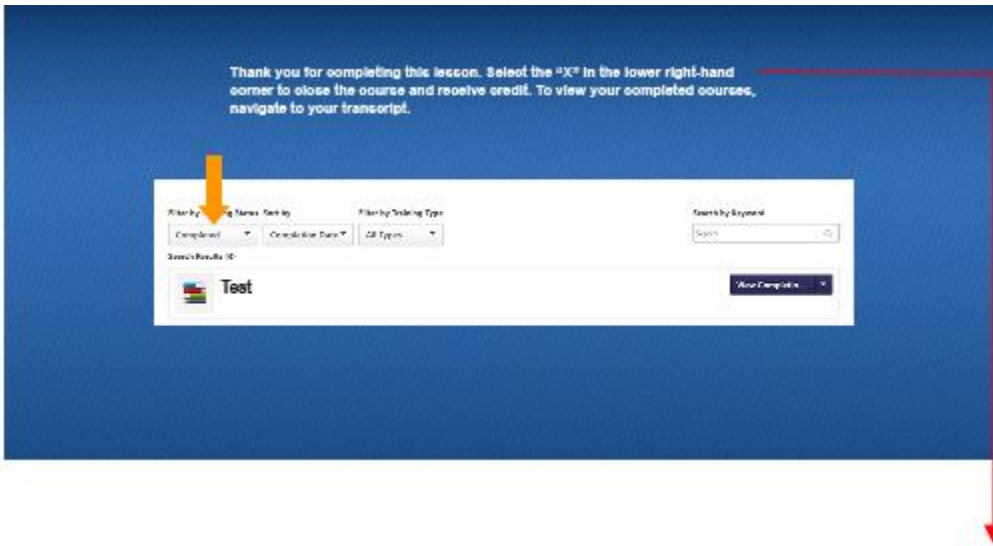
## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



Retake Quiz

15.



16.

# Visual Identification Verification

Start

1.



Describe what participant information to verify.



Describe how to identify acceptable forms of identification.



Describe how to address a participant who presents an invalid form of identification.

Back

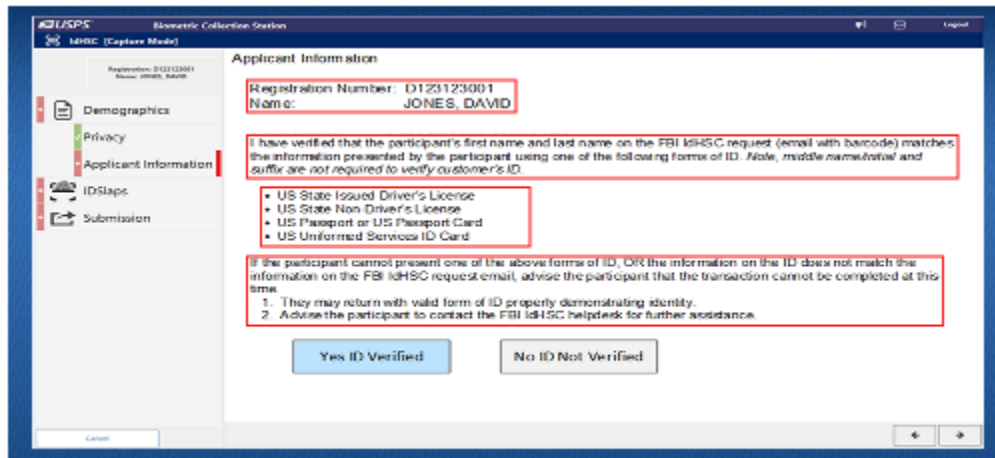


Next

2.

After this lesson, you should be able to describe what participant information to verify, describe how to identify acceptable forms of identification, and describe how to address a participant who presents an invalid form of identification.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 5 – Visual Identification Verification

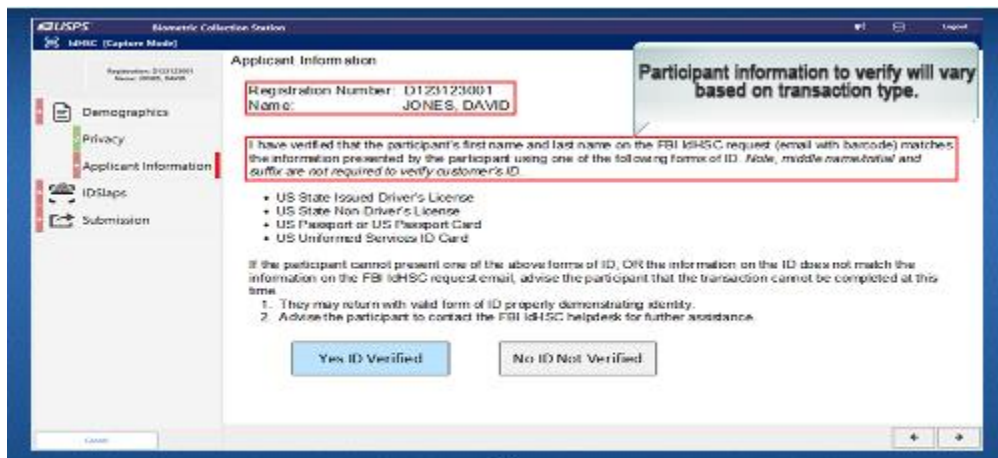


3.

Back

Next

After looking up a participant, their information will be displayed on the Applicant Information screen. The primary sections include: participant information, such as name, email, mailing address, or phone number; what participant information is to be verified; what forms of ID are accepted; and how to address a participant who is unable to provide a valid form of ID. Please note that information on the Applicant Information screen will vary based on transaction type. The remainder of this lesson will go into these sections in more detail.



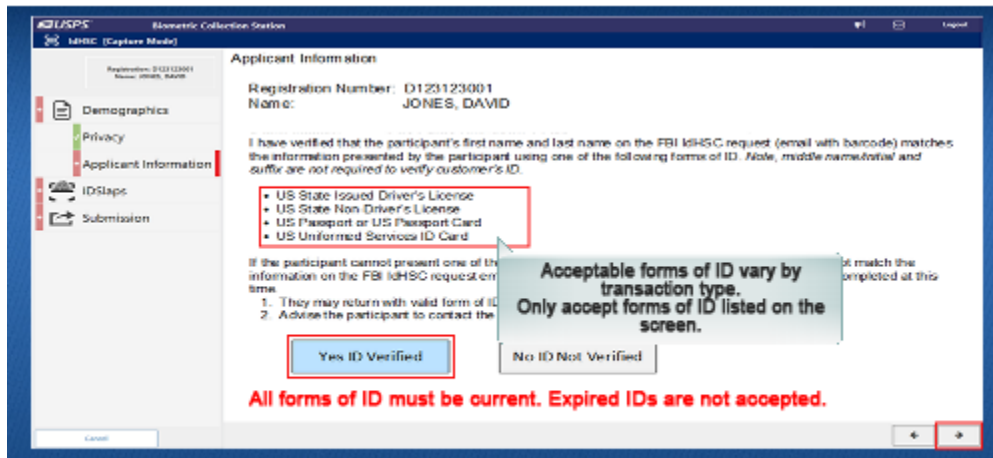
4.

Back

Next

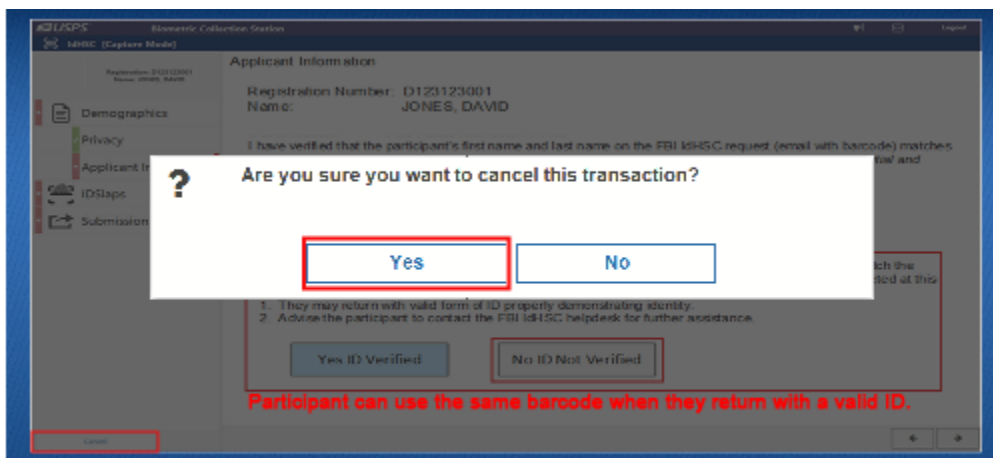
Participant information that is to be validated will be displayed on the screen. Instructions on what specific participant information is to be verified, via a valid form of ID, will also be displayed on the screen. Examples may include a participant's name, email, mailing address, or photo. Please note that participant information to be verified will vary based on the type of transaction.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 5 – Visual Identification Verification



5.

Acceptable forms of identification will be listed on the screen. All forms of ID must be current. Expired forms of ID are not accepted. Please remember, acceptable forms of ID will vary based on the type of transaction. It is important to accept only the forms of ID listed on the screen. Once the participant's identification has been verified, select "Yes ID Verified" and then the right arrow to continue.



6.

If the participant cannot present one of the listed acceptable forms of ID, or the information on their ID does not match the information presented on the screen, advise the participant the transaction cannot be completed at this time. The participant may return with a valid form of ID from the list they received when they registered. The participant can reuse the same barcode when they return with a valid ID. Next, select "No ID Not Verified" and then cancel. A prompt will appear to verify that you intend to cancel the transaction. Select yes to end the transaction.

The screenshot shows a dark blue slide with three white-bordered boxes, each preceded by a blue hexagonal icon. The boxes contain the following text:

- Demonstrate how to lookup a participant in EBIS.
- Demonstrate how to manually lookup a participant's order number.
- Identify how to resolve issues looking up a participant's order information.

At the bottom of the slide, there are three buttons: a blue 'Back' button on the left, a white circular arrow icon in the center, and a blue 'Next' button on the right.

7.

Now you should be able to describe what participant information to verify, describe how to identify acceptable forms of identification, and describe how to address a participant who presents an invalid form of identification.

The screenshot shows a dark blue slide with white text. The text reads:

Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

At the bottom of the slide, there are three buttons: a blue 'Back' button on the left, a white circular arrow icon in the center, and a blue 'Next' button on the right.

8.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.



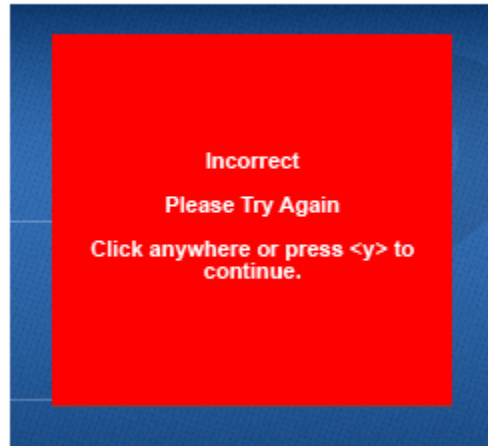
### Question 1 of 3

#### Multiple Choice

When a participant arrives at the Post Office™, they will present the Clerk with a \_\_\_\_\_ to initiate their EBIS transaction.

- A) Photo ID
- B) Money Order
- C) Barcode
- D) None of the Above

Submit



9.

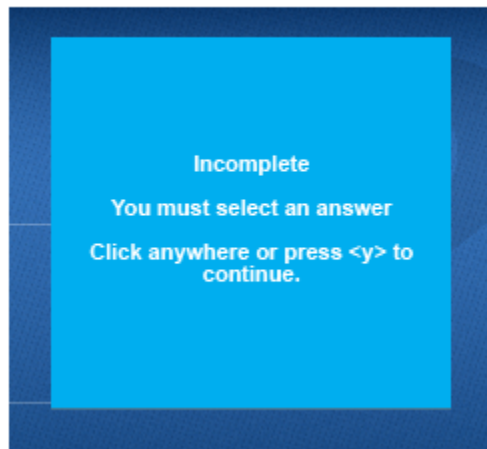
### Question 2 of 3

#### Multiple Choice

If a barcode will not scan, what is an alternative option to lookup a participant in EBIS?

- A) Search for the participant by name.
- B) Enter the barcode ID once.
- C) Enter the barcode ID twice.
- D) Contact the help desk.

Submit



10.

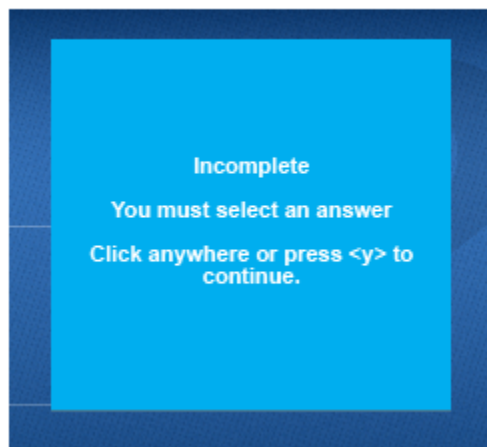
### Question 3 of 3

#### Multiple Choice

When looking up a participant's information, what is the next step if a "Record Not Found" message appears?

- A) Request the participant provide a new barcode ID.
- B) Turn the customer away.
- C) Instruct the participant to go back to their registration agency to validate their info.
- D) None of the above.

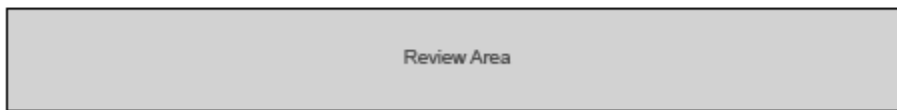
Submit



11.

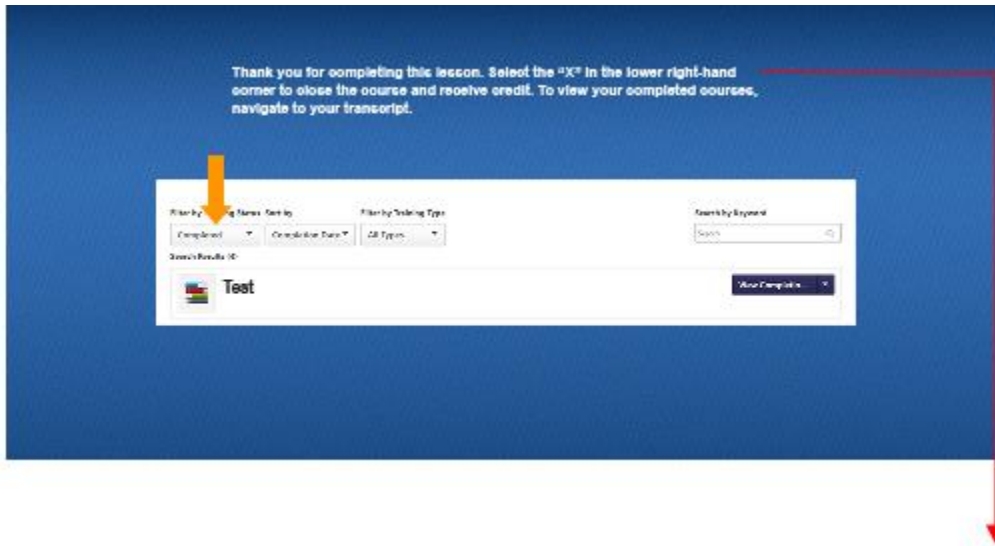
## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



Retake Quiz

12.



13.

# Slap Fingerprinting

Start

1.



Describe preparatory steps for collecting fingerprints.



Demonstrate how to capture and assess the quality of fingerprints.



Describe procedures for retaking slap fingerprints.



Identify how to address difficult-to-capture fingerprints and amputations.

Back



Next


2.

At the end of this lesson, you will be able to describe preparatory steps for collecting fingerprints, demonstrate how to capture and assess the quality of fingerprints, describe procedures for retaking slap fingerprints, and identify how to address difficult-to-capture fingerprints and amputations.


EBIS Operators Course for the Retail Clerk User Role  
Lesson 6 – Slap Fingerprinting

Fingerprint scanners vary based on the EBIS Workstation configuration:

Laptop Fingerprint Scanner



Tablet Fingerprint Scanner



Both configurations follow the same process for capturing slap fingerprints.

Back

Next

3.

Before we begin, it is important to note fingerprinting scanners vary based on the configuration of the EBIS workstation. EBIS laptop workstations have an ancillary fingerprint scanner connected to the laptop. EBIS tablet workstations have a fingerprinting scanner integrated into the tablet while the physical component of the fingerprint scanner may vary between a laptop and a tablet workstation, both configurations follow the same process for capturing slap fingerprints.

To prepare the fingerprint scanner:

- Wipe down the glass panel with the microfiber cleaning cloths.
- Do not use alcohol wipes; alcohol products will damage the glass plate.
- To sanitize fingerprint scanners, utilize the antibacterial wipes.
- Limit the use of antibacterial wipes to 1-2 times per day to avoid damaging the glass plate.



Back


Next

4.

To prepare the fingerprint scanner, first wipe down the glass panel with the microfiber cleaning cloths that are included in the fingerprint workstation kits. Do not use alcohol wipes to clean the fingerprint scanners as alcohol products will damage the glass plate. To sanitize fingerprint scanners, utilize the antibacterial wipes that are included in the fingerprint workstation kits. Limit the use of antibacterial wipes to 1-2 times per day to avoid damaging the glass plate.

Provide the participant with the following instructions:

- Hands must be clean and dry before fingerprinting
- Wait to put fingers on the panel until instructed to do so.
- Fingers are to be firmly placed flat on the scanner.
- Fingers are to be removed from the scanner when you hear a beep.
- The order in which fingerprints will be captured is: two thumbs, right four fingers.



**NOTE:** When using the tablet workstation configuration, instruct the participant that their fingers must be touching the lower gray bar of the fingerprint scanner panel.

5.


↻

Back
Next

Next, provide the participant with the following instructions prior to capturing their fingerprints: Hands must be clean and dry before fingerprints can be captured. Wait to put fingers on the panel until instructed to do so. Fingers are to be firmly placed flat on the scanner. Fingers are to be removed from the scanner when you hear a beep. The order in which fingerprints will be captured is: left four fingers, two thumbs, right four fingers. Note: When using the tablet workstation configuration, instruct the participant that their fingers must be touching the lower gray bar of the fingerprint scanner panel.

Capture requirements have been met.

Slap Images



**NOTE:** If the system does not automatically capture the participant's prints, instruct the participant to remove their fingers from the scanner and then place them back on the scanner. Please submit the best prints you can capture.

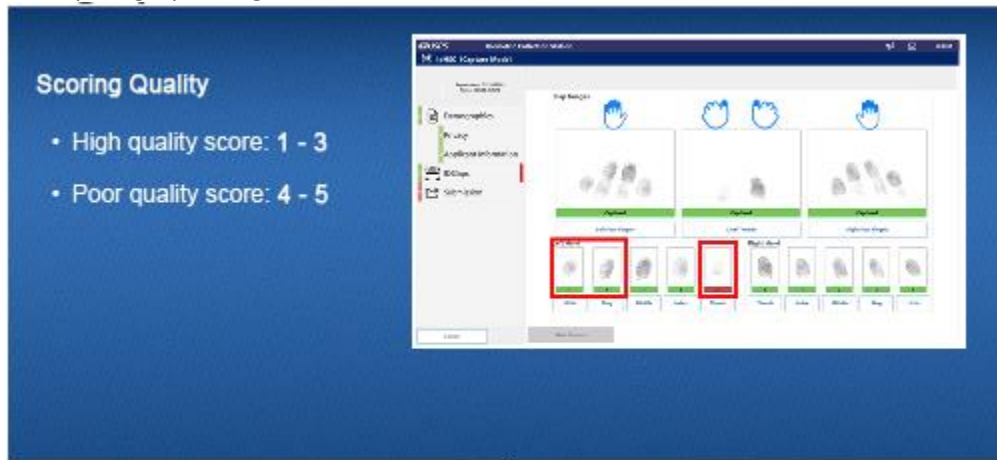
↻

6.

↻

Back
Next

To begin capturing fingerprints, instruct the participant to place their left four fingers on the panel and wait for the audible beep. Direct the participant to remove their fingers once prints are displayed on the screen. Next, instruct the participant to place their two thumbs on the panel and wait for the beep. instruct the participant to place their two thumbs on the panel and wait for the beep. Direct the participant to remove their fingers once prints are displayed on the screen. Finally, instruct the participant to place their right four fingers on the panel and wait for the beep. Direct the participant to remove their fingers once prints are displayed on the screen. If you are unable to get a successful scan, repeat the fingerprint capture process until the scan is accepted. Note: If the system does not automatically capture the participant's prints, instruct the participant to remove their fingers from the scanner and then place them back on the scanner. Please submit the best prints you can capture. Press the play button to see a demonstration of the fingerprint scanning process.



7.

Back

Next

Once fingerprints have been captured, a quality score will be displayed at the bottom of the screen under each individual fingerprint. Scores of 1, 2, and 3 will be highlighted green and are graded as high-quality prints and are ready for submission. Scores of 4 and 5 will be highlighted red and are graded as poor-quality prints. Fingerprints with a score of 4 or 5 should be rescanned to attempt to achieve a higher score. Note: The system will prompt you to rescan for fingerprints with poor quality scores.



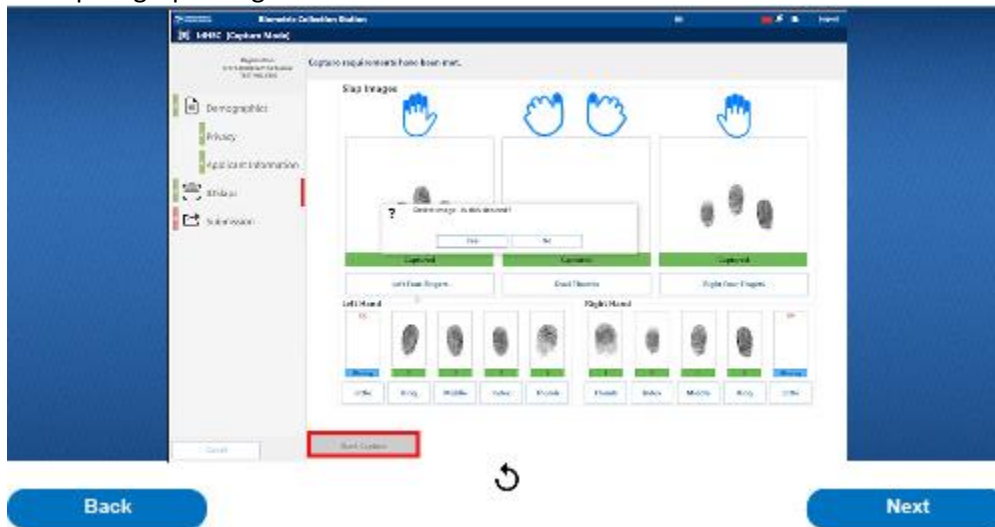
8.

Back

Next

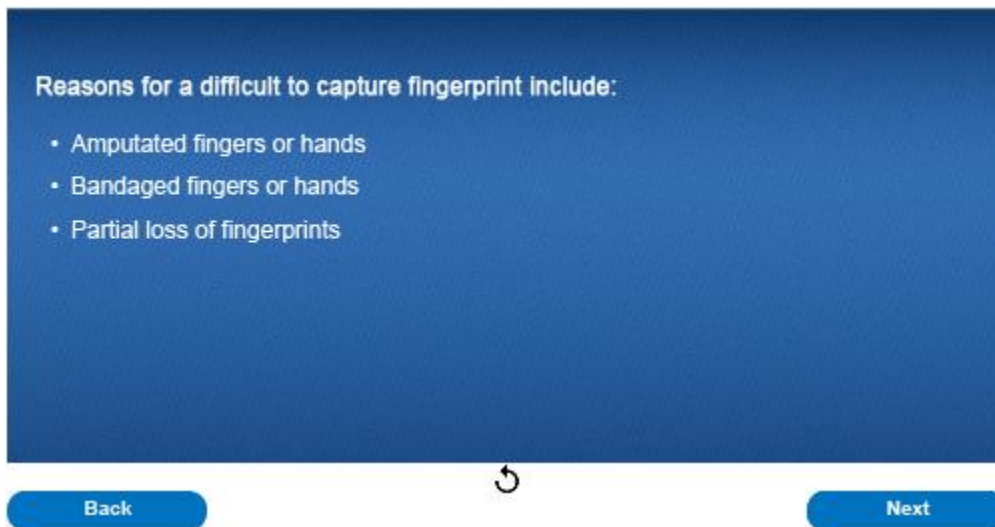
When capturing a participant's fingerprints, do not turn a participant away if unable to obtain a score of 1 to 3 within the first five attempts. Fingerprints that receive a poor-quality score can still be submitted and successfully reviewed without being rejected.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 6 – Slap Fingerprinting



9.

If you need to retake already captured fingerprints that were either not correctly captured or to improve the quality score, select the description box for the hand in question, select delete, confirm deletion in the pop box up, and then select “Start Capture” at the bottom left corner of the screen to recapture prints. Play the video to see a demonstration on deleting and recapturing fingerprints. and then select “Start Capture” at the bottom left corner of the screen to recapture prints. Play the video to see a demonstration on deleting and recapturing fingerprints.



10.

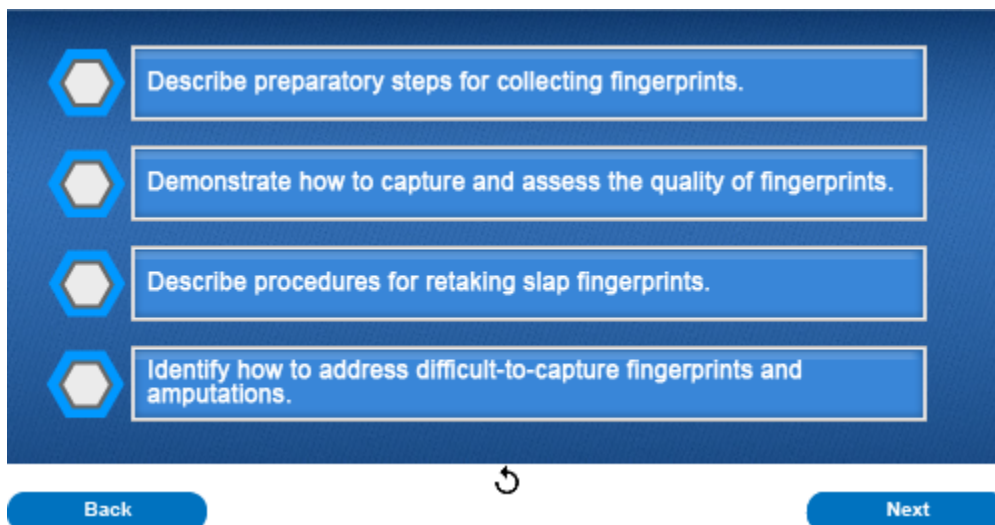
Users may experience a participant with a difficult-to-capture fingerprint. Instances may include: a participant with amputated fingers or hands, bandaged fingers or hands, and partial loss of fingerprints due to injury. These instances will require the user to annotate the reason for an uncaptured fingerprint in the system.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 6 – Slap Fingerprinting



11.

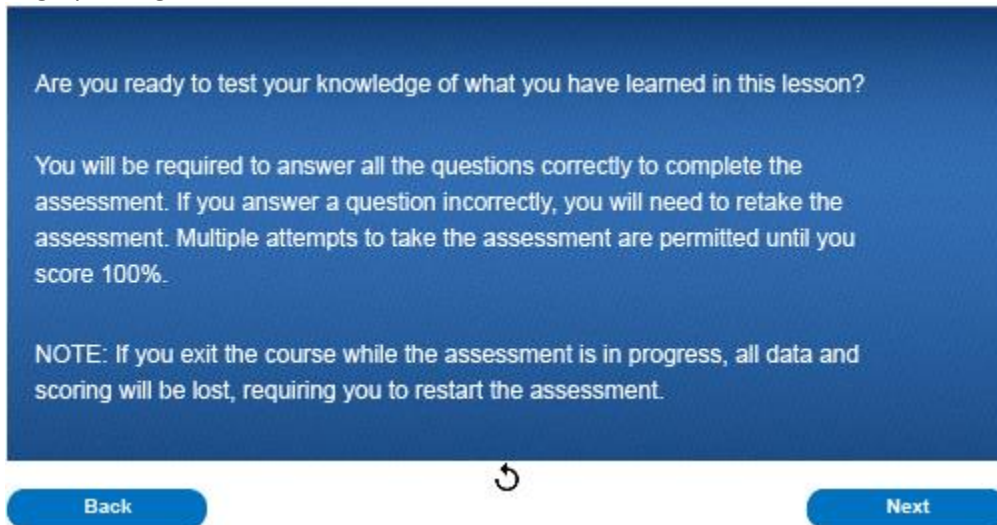
If it is determined an entire slap image cannot be captured and must be skipped due to an amputated or bandaged hand, a prompt will appear to select which finger is unable to be scanned. Select the appropriate finger or fingers and select ok. Next you will be prompted to select the reasoning for the missing print. Amputation for an amputated hand or Unable to Print for a bandaged or injured hand. Next select ok. Press the play button to see a demonstration of the missing fingerprint annotation process.



12.

Now you should be able to describe preparatory steps for collecting fingerprints, demonstrate how to capture and assess the quality of fingerprints, describe procedures for retaking slap fingerprints, and identify how to address difficult-to-capture fingerprints and amputations.





Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Back ↻ Next

13.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

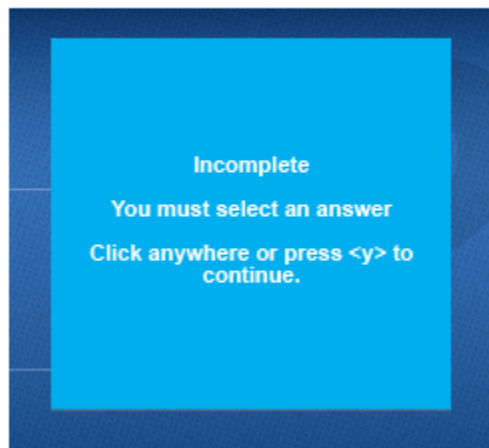
### Question 1 of 3

#### Multiple Choice

What must a participant do prior to scanning their fingerprints?

- A) Make sure hands are clean
- B) Make sure hands are dry
- C) Answers A & B
- D) None of the above

Submit



Incomplete

You must select an answer

Click anywhere or press <y> to continue.

14.

### Question 2 of 3

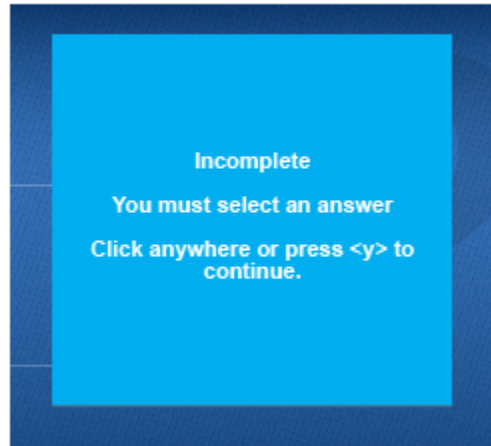
#### Multiple Choice

In what order are fingerprints captured?

- A) Left four, two thumbs, right four
- B) Right four, two thumbs, left four
- C) Left four, right four, two thumbs
- D) None of the above

Submit

15.



### Question 3 of 3

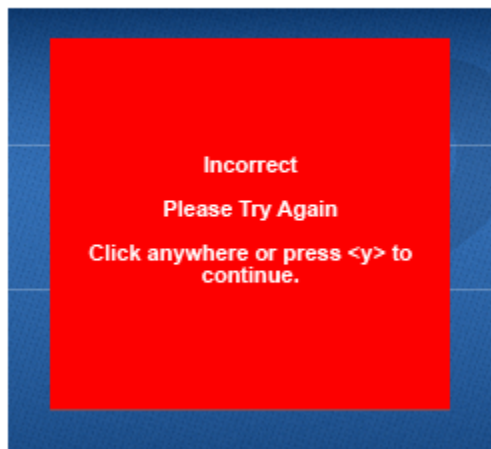
#### True or False

If a participant has an amputated left ring finger, the EBIS system will automatically detect a fingerprint is missing and display a pop-up box with the option to confirm the missing finger. Check the box next to "ring finger" select the "amputation" option to confirm the finger is missing and select "Ok."

- A) True
- B) False

Submit

16.



## Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



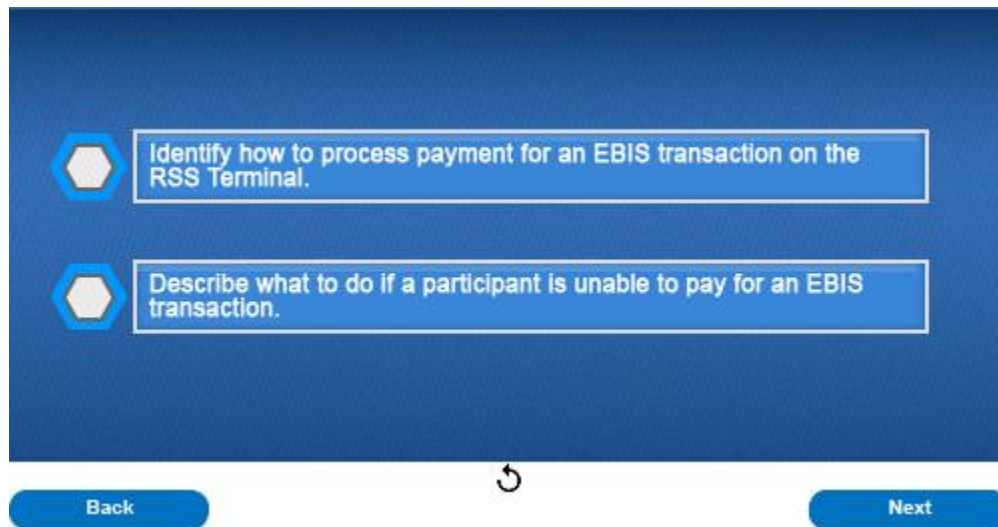
17.



18.



1.



2.

After this lesson, you should be able to identify how to process payment for an EBIS transaction on the RSS terminal and describe what to do if a participant is unable to pay for an EBIS transaction.

## EBIS Operators Course for the Retail Clerk User Role

### Lesson 7 – Payment Collection

Payment Verification and Rejected Prints Responsibility

Name: Testerini, Renee

I have verified that payment has been made for this transaction with Payment Fee Option. (U) ID/ISC, Fingerprinting Services

I have notified the customer that USPS is not responsible for rejected prints.

**Note: not all transactions require payment**

Payments for EBIS transactions are processed on the RSS Terminal

Cancel Submit



3.

Back

Next

Some EBIS transactions require participant payment. If a transaction requires a participant payment, the EBIS system will ask the clerk to verify payment has been collected before submitting the participant's information and finalizing the transaction. Payments for EBIS transactions are processed on the RSS terminal. Remember, not all EBIS transactions require payment from the participant. Always verify if your transaction requires payment before processing.

Processing an EBIS Payment on an RSS Terminal

- 1) Bring the participant to an RSS Terminal.
- 2) Log in to the RSS Terminal using your ACE ID and password.



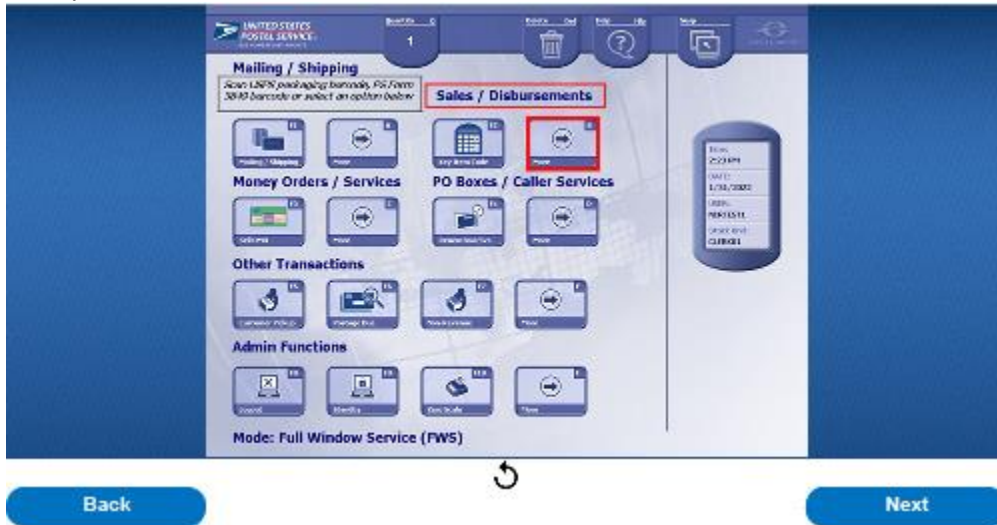
4.

Back

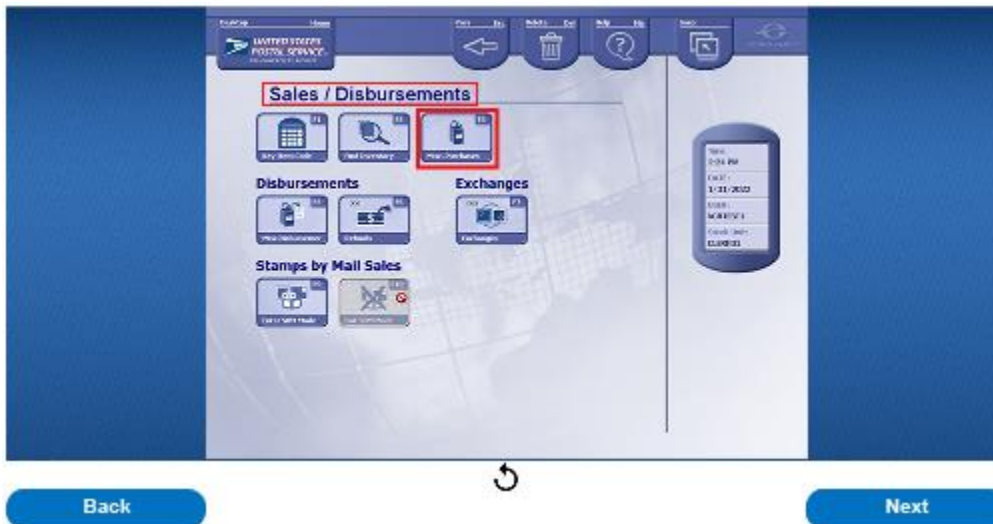
Next

To process an EBIS payment, first, bring the participant to an RSS Terminal and log in using your ACE ID and password.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 7 – Payment Collection



5. Once logged into the RSS Terminal, select “More” in the Sales/Disbursements section.

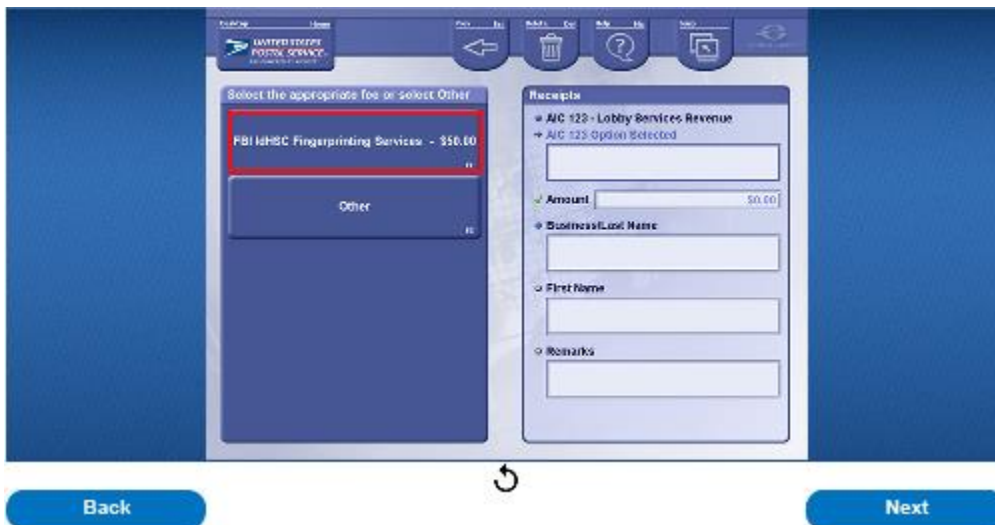


6. Next, select “Miscellaneous Purchases” from the Sales/Disbursements screen.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 7 – Payment Collection

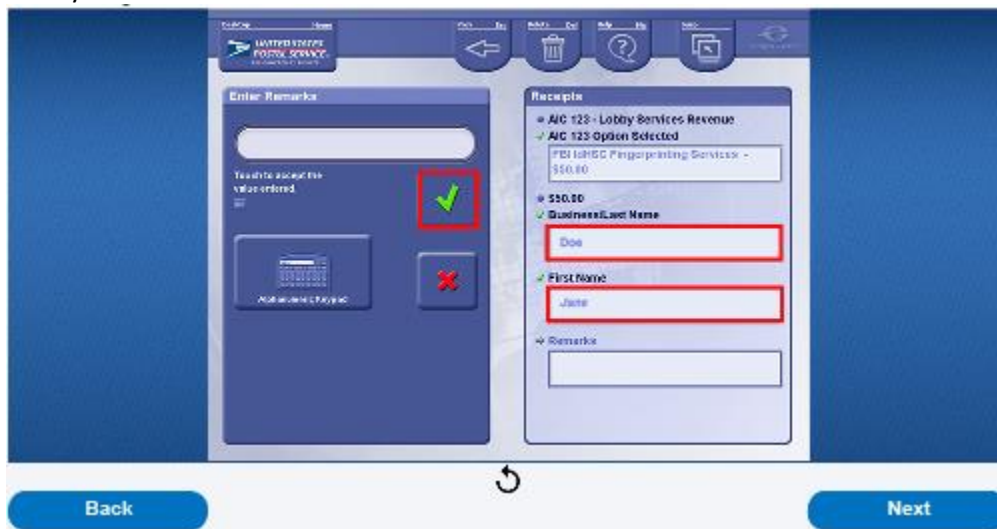


7. Next, select “AIC 123 - Lobby Services Revenue.”



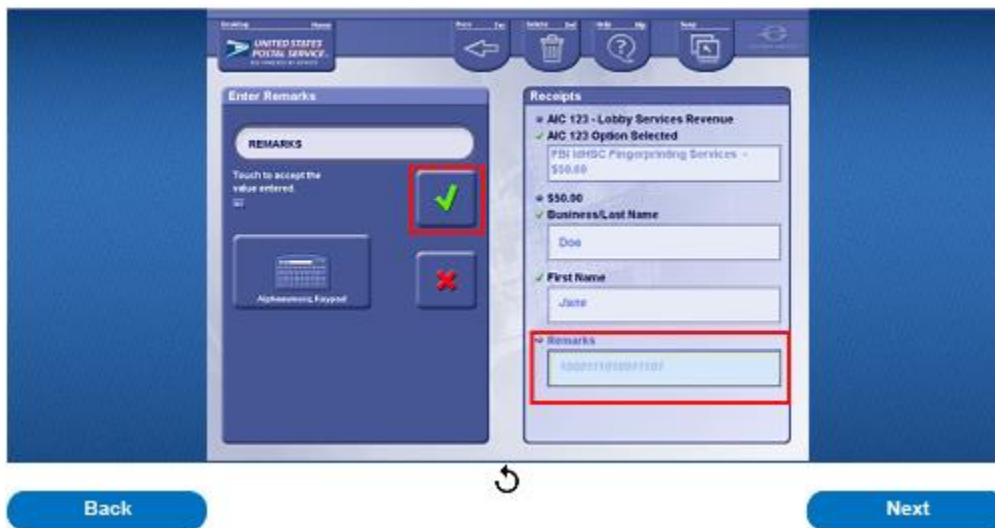
8. Next, select the appropriate fee for the service provided from the options displayed. The participant’s barcode email will provide the appropriate fee option to select. Please note, additional fee options will be available in the future as the USPS Biometric Services Business expands.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 7 – Payment Collection



9.

Enter the participant’s last name and select the green checkmark. Next, enter the participant’s first name and select the green checkmark.

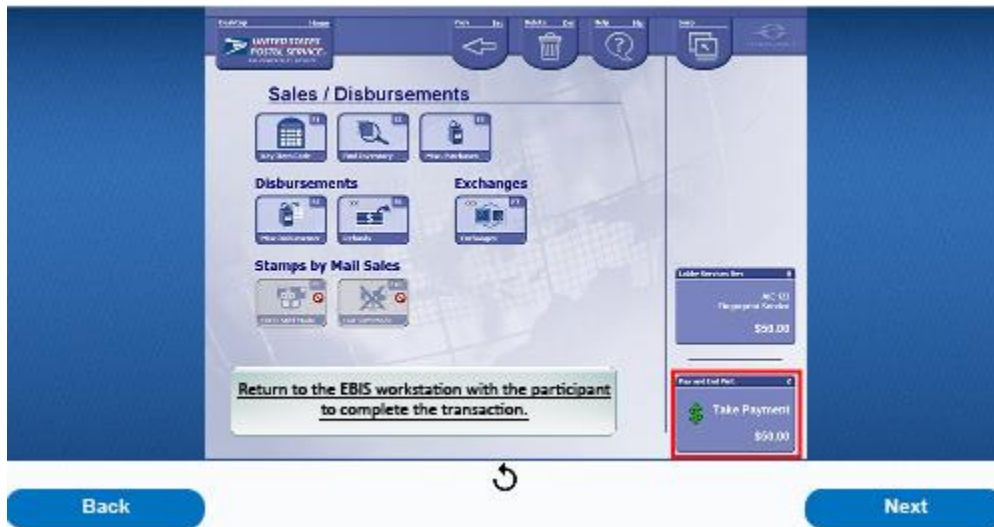


10.

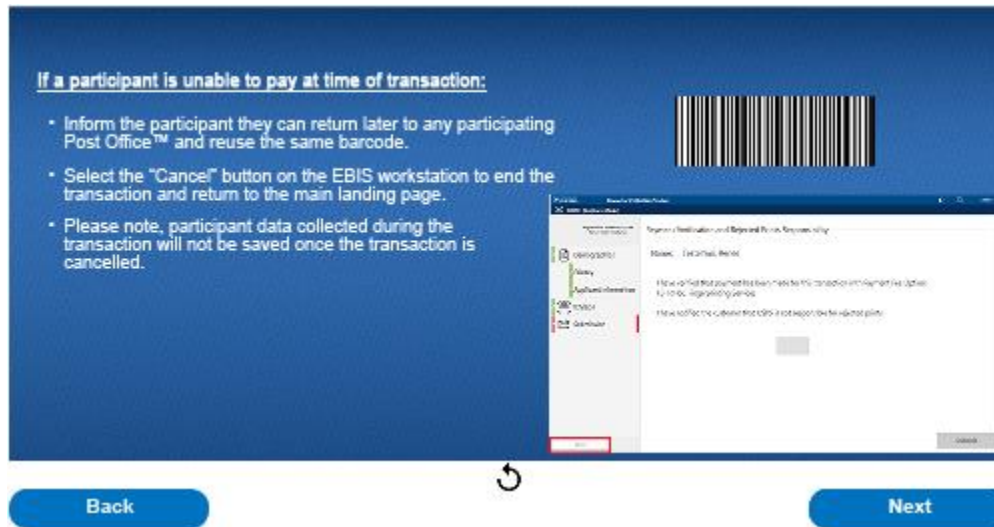
In the “Remarks” section, enter the participant’s order number and select the green checkmark.



EBIS Operators Course for the Retail Clerk User Role  
Lesson 7 – Payment Collection



11. Next, select “Take Payment” and complete the transaction by selecting the appropriate payment type. Once payment is processed and a receipt provided, return to the EBIS workstation with the participant to complete the transaction.



12. If the participant is unable to pay at the time of transaction, inform the participant they may come back later. They are to return with the same barcode and their information will be recaptured. Click the cancel button on the EBIS workstation to return to the landing page. Please note, the participant data collected during the transaction will not be saved once the transaction is cancelled.

The screenshot shows a blue background with two white-bordered boxes, each containing a hexagonal icon and text. The first box says "Identify how to process payment for an EBIS transaction on the RSS Terminal." The second box says "Describe what to do if a participant is unable to pay for an EBIS transaction." Below the boxes are "Back" and "Next" buttons and a refresh icon.

13.

Now you should be able to identify how to process payment for an EBIS transaction on the RSS Terminal and describe what to do if a participant is unable to pay for an EBIS transaction.

The screenshot shows a blue background with white text. It asks "Are you ready to test your knowledge of what you have learned in this lesson?" and provides instructions: "You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%." A note follows: "NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment." Below the text are "Back" and "Next" buttons and a refresh icon.

14.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

## Question 1 of 2

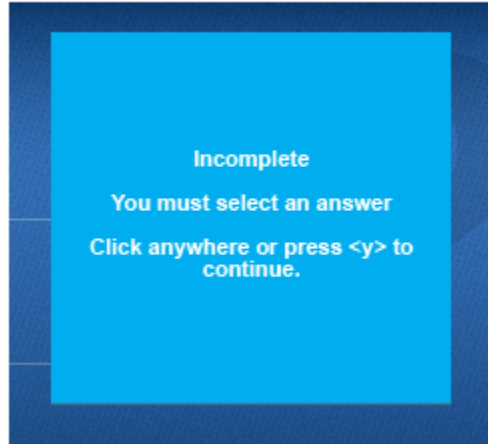
### Multiple Choice

If the participant is unable to pay for their EBIS transaction, what step(s) must the clerk take?

- A) Inform the participant that the transaction cannot be completed at this time and cancel the transaction on the EBIS workstation.
- B) Submit EBIS transaction without payment.
- C) Process the EBIS transaction and inform the participant they will receive a bill in the mail.

Submit

15.



## Question 2 of 2

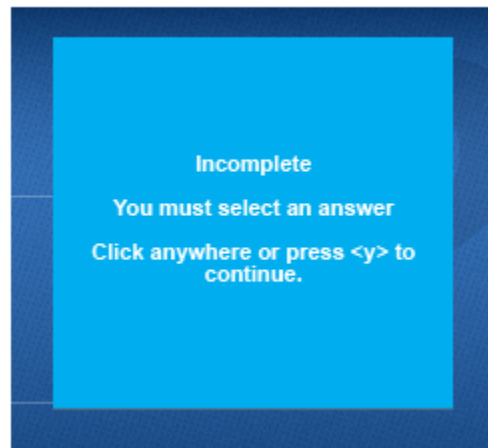
### Multiple Choice

Which EBIS transactions require the participant to pay a fee?

- A) All Personal Identity Verification (PIV) transactions conducted on the EBIS Workstation.
- B) All In-Person Proofing (IPP) transactions conducted on the EBIS Workstation.
- C) It depends on the transaction; if payment is required it will be noted on the EBIS Workstation.
- D) All Background Checks conducted on the EBIS Workstation.

Submit

16.



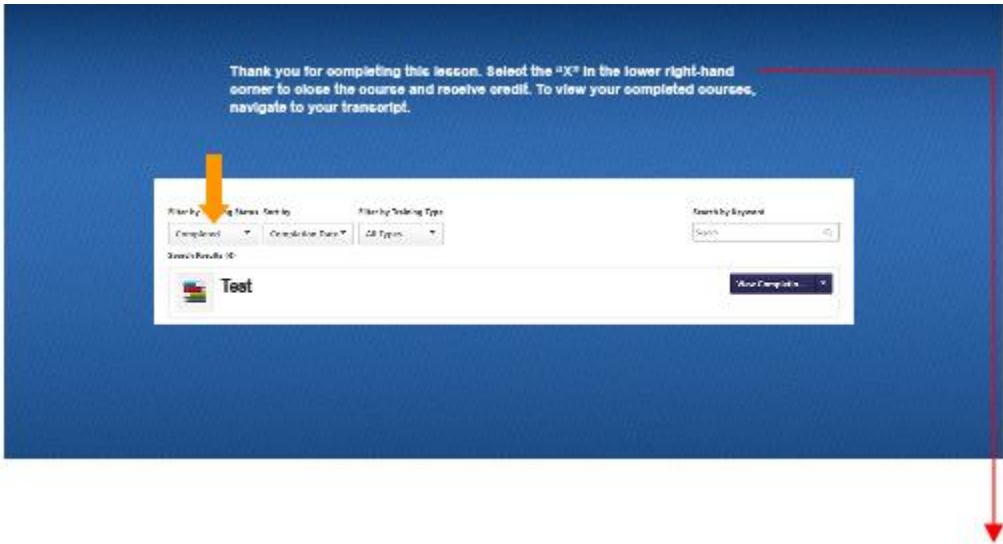
# Quiz Results

You Scored: {score}  
Maximum Score: {max-score}  
Correct Questions: {correct-questions}  
Total Questions: {total-questions}  
Accuracy: {percent}  
Attempts: {total-attempts}



Retake Quiz

17.



18.

# Transaction Submission

Start

1.

Identify how to confirm all transaction requirements have been completed.

Describe how to submit an EBIS transaction.

Back

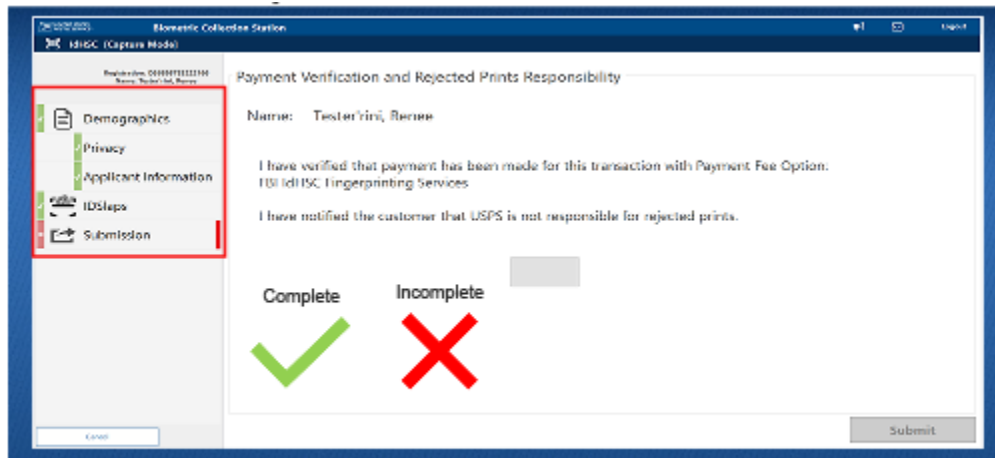


Next

2.

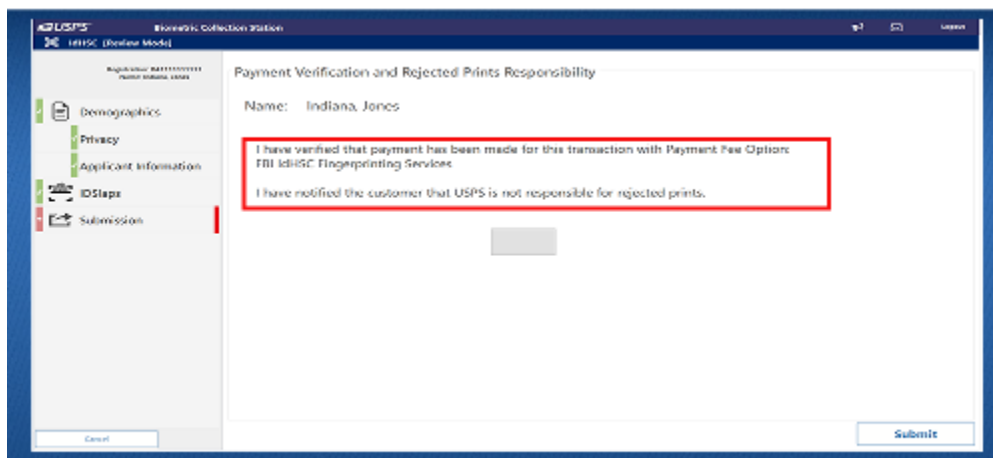
After this lesson you should be able to identify how to confirm all transaction requirements have been completed and describe how to submit an EBIS transaction.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 8 – Transaction Submission



3.

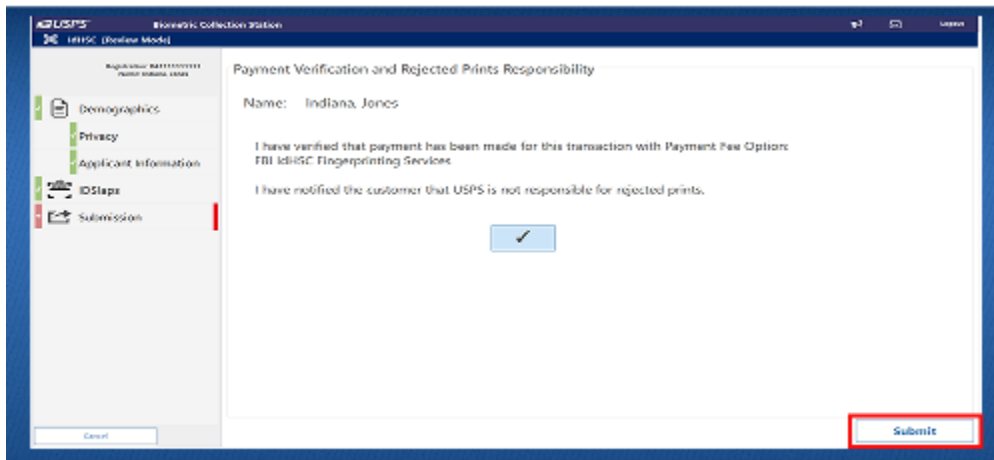
Prior to submitting a participant's information, first confirm all transaction requirements listed on the left side of the screen show a green check mark. Only the "submission" requirement should display a red "X" at this time. A green check mark means the requirement has been completed. Requirements with a red "X" displayed have not been completed and must be addressed prior to submitting the transaction. Select any requirement with a red "X" to be returned to the appropriate screen to capture the missing information. The participant must be present for the entire transaction, including submission.



4.

Next, review the confirmation statements presented on the screen. Please note that confirmation statements will differ based on the type of transaction processed. Select the box in the center of the screen to generate a check mark to confirm all confirmation statements have been met.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 8 – Transaction Submission



5.



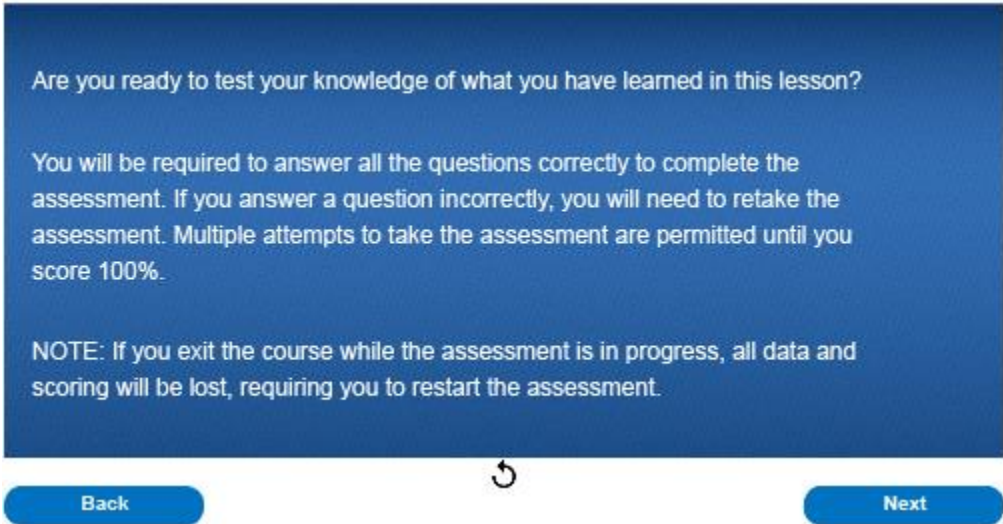
Once all requirements have been successfully completed and confirmation statements marked, select the “submit” button to finish the transaction. If the “submit” button is not selected, the transaction will time out after fifteen minutes and all information entered will be deleted. As a reminder, the participant must be present for the entire transaction including submission.



6.



Now you should be able to identify how to confirm all transaction requirements have been completed and describe how to submit an EBIS transaction.



Are you ready to test your knowledge of what you have learned in this lesson?

You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%.

NOTE: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

Back ↻ Next

7.

Are you ready to test your knowledge of what you have learned in this lesson? You will be required to answer all the questions correctly to complete the assessment. If you answer a question incorrectly, you will need to retake the assessment. Multiple attempts to take the assessment are permitted until you score 100%. Note: If you exit the course while the assessment is in progress, all data and scoring will be lost, requiring you to restart the assessment.

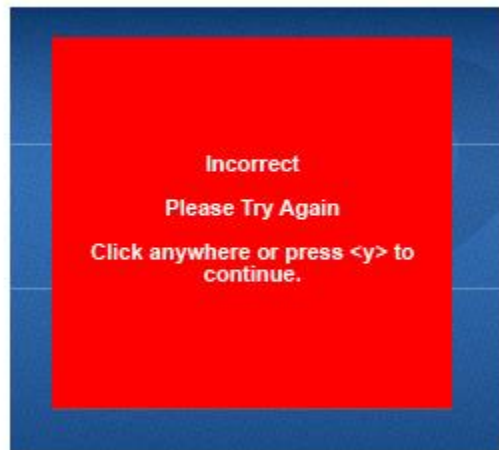
### Question 1 of 4

#### True or False

Confirmation statements in EBIS will vary based on the type of transaction processed.

- A) True
- B) False

Submit



**Incorrect**

Please Try Again

Click anywhere or press <y> to continue.

8.



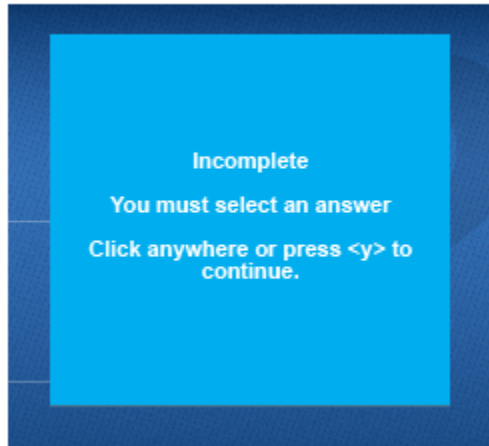
### Question 2 of 4

#### Multiple Choice

How long does the user have to submit an EBIS transaction before the system times out and the information captured is deleted?

- A) 5 minutes
- B) 15 minutes
- C) 30 minutes
- D) 45 minutes

Submit



9.

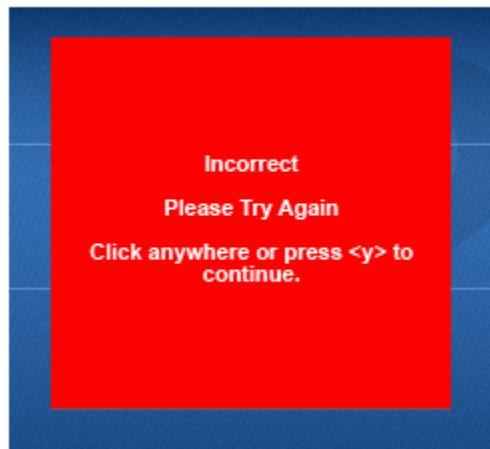
### Question 3 of 4

#### True or False

All requirements except for "Submission" must display a green check mark before the transaction can be submitted.

- A) True
- B) False

Submit



10.

### Question 4 of 4

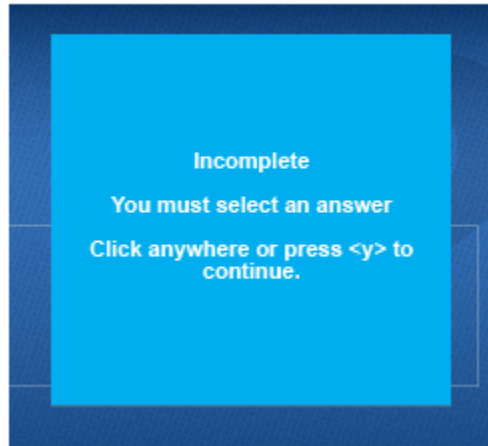
#### Multiple Choice

When can the participant leave the Post Office™ during an EBIS transaction?

- A) After payment is collected.
- B) After their ID has been verified.
- C) After fingerprints have been captured.
- D) After the EBIS transaction has been submitted.

Submit

11.



### Question 1 of 2

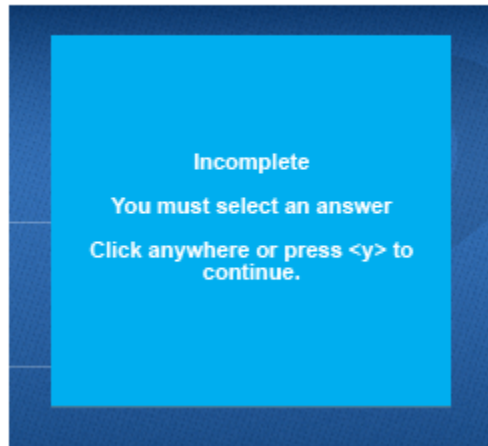
#### Multiple Choice

If the participant is unable to pay for their EBIS transaction, what step(s) must the clerk take?

- A) Inform the participant that the transaction cannot be completed at this time and cancel the transaction on the EBIS workstation.
- B) Submit EBIS transaction without payment.
- C) Process the EBIS transaction and inform the participant they will receive a bill in the mail.

Submit

12.



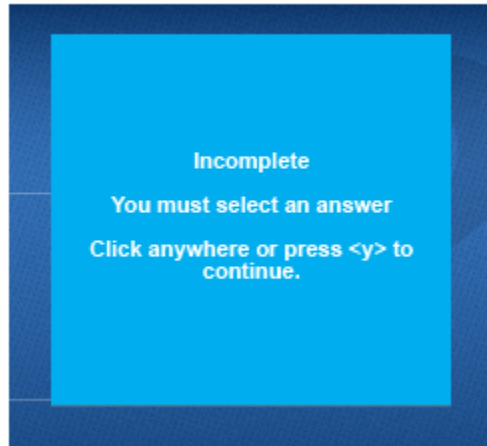
## Question 2 of 2

### Multiple Choice

Which EBIS transactions require the participant to pay a fee?

- A) All Personal Identity Verification (PIV) transactions conducted on the EBIS Workstation.
- B) All In-Person Proofing (IPP) transactions conducted on the EBIS Workstation.
- C) It depends on the transaction; if payment is required it will be noted on the EBIS Workstation.
- D) All Background Checks conducted on the EBIS Workstation.

Submit



13.

## Quiz Results

You Scored: {score}

Maximum Score: {max-score}

Correct Questions: {correct-questions}

Total Questions: {total-questions}

Accuracy: {percent}

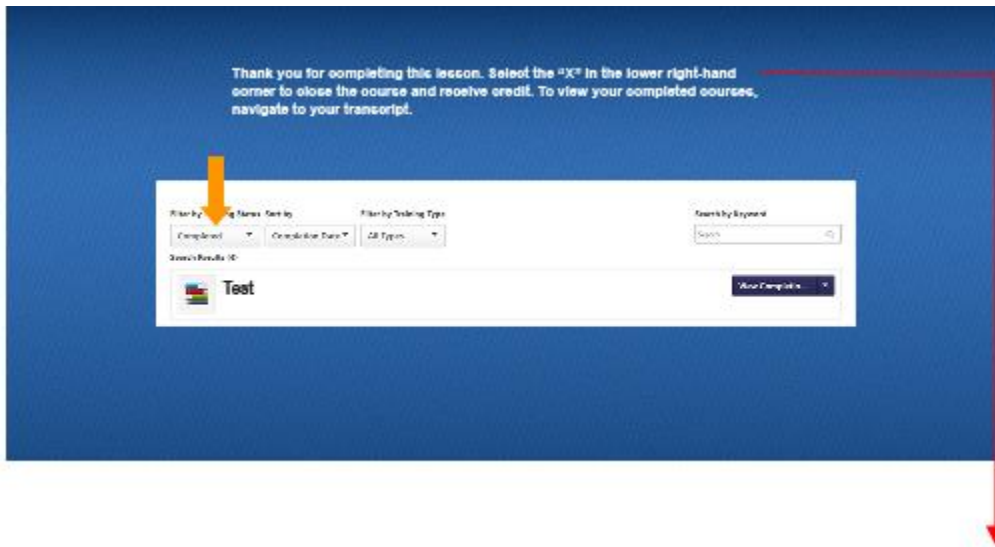
Attempts: {total-attempts}

Review Area

Retake Quiz

14.

EBIS Operators Course for the Retail Clerk User Role  
Lesson 8 – Transaction Submission



15.