

## **Veoci – Online Badging and Support Forms User Guide**

### **Overview**

Veoci is a multi-use platform originally design for Virtual Emergency Operation Center Interface “VEOCI”. This platform uses workflow submissions and temporary public access URLs to allow users to upload data to the airport securely, and automatically send updates and notification to applicants, Signatory Authorities, and airport staff.

We are still discovering the full potential of this system. We look forward to any suggestions or recommendations you may have to make the badging process easier.

### **PII Protection**

Hospitals and defense contractors use the Veoci system alike. Using role management and form field based permissions only those authorized to see personally identifiable information (PII) such as social security numbers, birth dates, and addresses will have access. Our system is setup that no public facing report, email, or form will ever contain PII. This includes emails, results, and application copies sent back to the Signatory Authority. In fact, PII disclosure is currently limited to a handful of people within the airport authorized to view this information through Federal Regulation.

### **Badging Application Form**

The badging application form is the primary use for the Veoci system for Signatory Authorities. The following will show how each option effects the badging application process going forward.

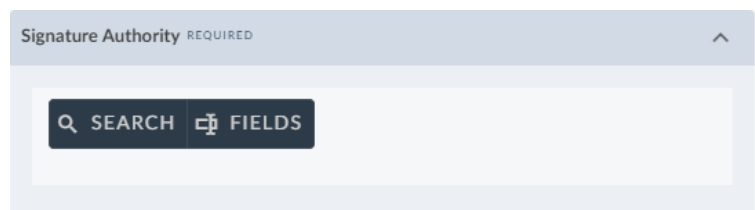
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#### **Step 1 – Signatory Application Start**

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- a. Application Options: This will allow you to chose either to fill the application, or to send it to your applicant to fill. If you choose to fill the application, your applicant **MUST** be with you as they need to read the agreements and sign on your computer.

- b. This box allows you to pick a signatory authority. If you are starting a badge for your applicant search for yourself by name, or in the drop down. This field is dependent on the **E-Signatory Form** covered later in the guide. If you have not done



The screenshot shows a light blue header with the text "Signature Authority REQUIRED" and a small upward arrow icon. Below the header is a white search area containing two dark blue buttons: "SEARCH" with a magnifying glass icon and "FIELDS" with a list icon.

training, or otherwise have not been approved as a signatory authority, this will not display your name. In addition, this signatory will be emailed to approve this badge, and get any updates. At this time only one Signatory will receive notifications about an applicant, it will not be companywide.

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- c. This box allows you to select what application type to submit. In most cases, you will not see all of these options, as you will not need that type of application. The badging office selects what application types you use based off your **E-Signatory Form**. Selecting each of these options will setup your applicants' forms differently. Selecting more or less than one will result in a rejected application.

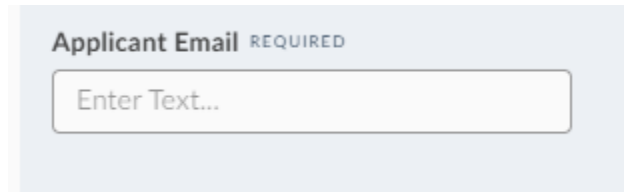
- d. This box allows you to select a subcontractor if you are planning on badging an individual that is not directly employed or leasing with your company. You will need to have an **E-Sponsorship Form** or standard sponsorship form on file with us for their company to be an option.

- e. **This is the most important selection outside of choosing the correct application!**

This will dictate what agreements your applicant must sign, and set them up for fingerprinting if required.

- **Yes** – For new or returning applicants that have been away for more than 30 days, and airlines that fingerprint here for renewals.
- **No - Badge Renewal** – Used for any badge renewals not requiring fingerprinting, except exempt.
- **No -AOA Badge** – Used for New AOA only badges.
- **No - Airline CHRC Letter Provided** – Only for airlines that will provide a CHRC letter on initial badging. (A CHRC letter is required for renewals as well, but use the badge renewal option)
- **No - Exempted Person** – Used only for TSA, CSPD, Law Enforcement, Federal Agents, Etc.

- g. Enter your applicant's email. This will allow them to receive a temporary URL to input their information.



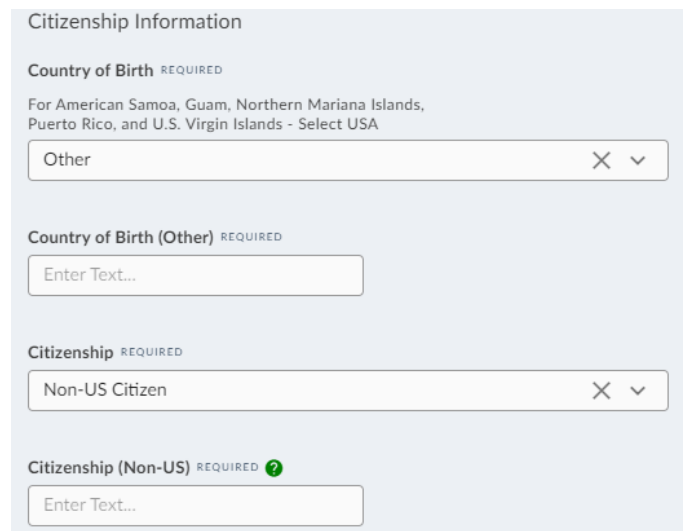
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### Step 2 – Applicant Information Section

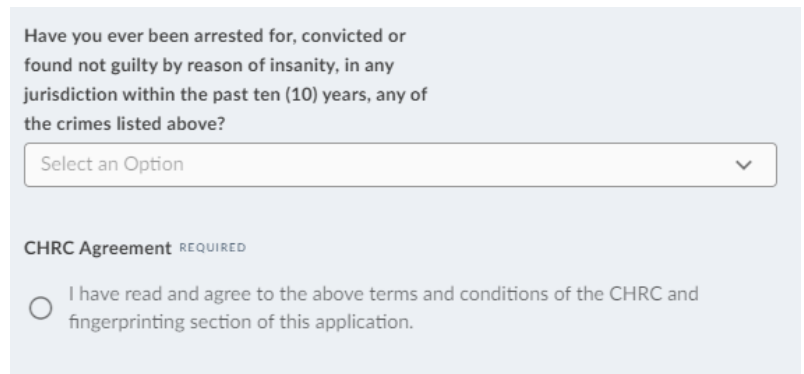
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- a. The majority of this part is the applicant filling in their personal information including:
- First, Middle, and Last name
  - Aliases
  - Height & Weight
  - Eye and Hair Color
  - Gender and Race
  - Social Security Number (disclaimer is displayed for AOA only badges)
  - Address
  - Phone

- b. The citizenship information piece will dictate the **allowable IDs** presented to the applicant. This ensures that the applicant has selected the correct IDs and prevents second trips to the badging office. If an applicant is curious why a certain ID is not available for use, refer them to the I9 list.



- c. For New **SIDA and STERILE applicants** only. The CHRC application will appear if appropriate selections are made. Once the applicant has read the agreements, they must affirm that they have done so and select that they either have, or have not been convicted of a disqualifying crime in the past 10 years. New AOA badge, exempted Persons, Airline CHC holders, and badge renewals will not see this section at all.



- d. Depending on the **application**, type there will also be a SIDA, AOA, or Sterile badge agreement. The applicant must affirm that they have read and understand this piece as well.

**SIDA Badge Agreement** REQUIRED

I have read and agree to the above terms and conditions of the SIDA badge agreement and endorsement responsibilities..

- e. Every application will have the general badging agreement (on the back of our paper applications). This will require an e-signature from the applicant.

By signing I agree that I have read, understood, and will comply with the above rules and regulations. I understand my rights under The Privacy Act of 1974. I understand my rights under Title VI, and that I may file a complaint through the Colorado Springs Airport or the FAA.

- f. At the end of the application the applicant will select the ID they are bringing to their appointment. If it is a NEW AOA application, the applicant can upload their IDs, and we will begin the STA process, no need for an appointment until their badge is ready.

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### Step 3 - Signatory Authority Approval

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- a. Once the applicant has finished filling out their section, you will receive an email to approve their badge. If the badge is not approved, simply click not approved, and reject and close at the bottom of the page. The badging office will never see it. Contact the badging office if you are concerned with the application.

**I approve the above applicant for badging under my signature** REQUIRED

Approved

Not Approved

- b. For a SIDA application the requested access levels will appear. Select all the access levels that your applicant will need.

**Requested Access Levels** REQUIRED

Sterile Area ?

SIDA ?

Secured Area ?

AOA ?

Cargo SIDA ?

- c. The endorsements box will only show endorsements you allowed your applicants on the **E-Signatory Form** and that are approved by the airport. This means that you will likely not see Door access delay if you are not an airline and most will not see Movement area driving.

**Endorsements**

**Allow Escorting Privileges?**

Escorting

**Allow Door Access Delay Privileges?**

Door Access Delay

**Allow Non-Movement Driving Privileges?**

NM Driving

**Allow Movement Area Driving Privileges?**

Movement Driving

- d. Per our Security Program, signatures are required from the Signatory Authority to approve a badge. We will require a signature that looks similar to one of the signatures provided in the **E-Signatory Form**.

By my signature I certify the applicant is in compliance with all regulations, and should be badged under my signature/entity. I certify that all records from my entity (if applicable) will be maintained while this applicant has access to the restricted area(s) of the Colorado Springs Airport. I certify there is a specific need for this applicant to have unescorted access authority to the areas marked/typed above, and has operational need and authority to receive the above endorsements.

REQUIRED

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**\*PLEASE NOTE – Badges that have not been issued within, or fingerprints taken within 30 days will be automatically rejected per TSA regulations. A new application or new signature confirmation may be required.**

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#### **Step 4 – Badging Office Review, enrollment, and badge issuance**

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Once you have completed the approval step the Badging Office takes over. You will receive email notifications including:

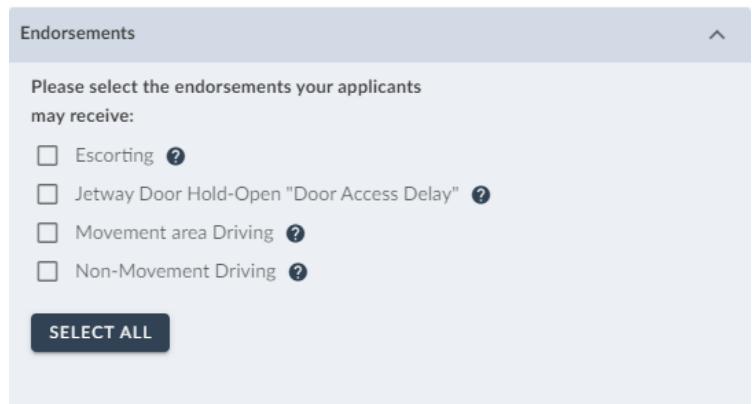
- Application Received (New AOA only)
- Badge Approved or Denied
- Badge issued (with badge information)
- Badge returned/lost (with badge information)
- Letters of No Escort
- Pickup reminders and more

After the approval email, or during a renewal, you will have an email sent to you to schedule an appointment online.

**E- Signatory form**

This form/application is required to use the online badging system. There are several pieces involved, which are described below.

- a. The first section of this form has you enter some personal and company information such as:
  - Company Name (try to keep this uniform to other Signatory Authorities)
  - Name
  - Badge Expiration
  - Company Address
  - Office and Cell Phone
  - Email
  
- b. There is also a section that will ask what endorsements you applicants may receive and why:



- c. You will then sign the standard Signatory Authority Agreement with the airport (two times as electronic signatures fluctuate more than paper and pen)
  
- d. After you submit this, Veoci will test your email and you must affirm to the below.

By clicking below and submitting, I affirm that this email is correct, able to receive applicant personal information and protected under password, biometric, pin, pattern, or other control mechanism to ensure only I am able to access it.  
*(Single Select)*  
 I agree

After all those steps are complete, the application goes to the badging office for approval and you will receive a confirmation email once accepted.

## **Sponsorship Form**

The sponsorship form is available in the dashboard and allows you to register a contactor or tenant with the airport for badging. TSA regulations require the company name be displayed on the badge at the time of printing and while the badge is in use.

### 1. Types of sponsorships

- **Project:** Select this type of sponsorship if the company being sponsored is performing a project and may have sub-contractors involved.
- **Service:** Select this type for general service contracts, or for tenants that are leasing your space under a different company name.

Simply fill in the rest of the information requested. Once you submit the sponsorship it will ask you to confirm via email. After confirmation the sponsorship will be sent to the badging office for review.

## **Acuity Scheduling:**

Available through the dashboard, you may now schedule nearly any kind of appointment online. You cannot schedule same day appointments online.

## **Maintenance Request:**

The Colorado Springs airport will gladly respond to any maintenance needs that are in regard to airport owned and maintained property, or issues that we have a contractual obligation to address.