

U.S. Nuclear Regulatory Commission

External Credential Services

Level 3 Credential

Enrollment Guide

Version 3.1

March 5, 2015



Revision History

Version	Date	Description	Author
1.0	March 28, 2011	Initial Draft	
2.0	August 12, 2013	Updated to reflect addition of One-	
		Time Password Tokens	
3.0	February 24, 2015	Updated with Remote Proofing Option	
3.1	March 5, 2015	Minor Update	



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Introduction

This document serves as a User Guide for the Nuclear Regulatory Commission (NRC) external partners that have a need to use NRC's secure web based applications. More specifically, it describes the process through which an applicant can request a Level 3 digital credential using NRC's web based credential enrollment system.

Once the applicant has obtained a digital credential, it can be used to access NRC's secure web based applications directly over the Internet.



Selecting a Proofing Method

Identity Proofing Options - Prior to issuing a digital credential to an individual, the NRC and its representatives need to validate sufficient information to uniquely identify the individual, through a process known as Identity Proofing. Depending on the application to which you are requesting access you may be presented with multiple options. Please continue to the appropriate section of the guide based on your selected proofing method.

Remote Identity Proofing

The NRC's Remote Identity Proofing process is conducted online and guides the applicant through a series of multiple-choice questions to which only a true applicant will know the correct answers. Applicants experiencing difficulty with the online process are directed to Experian's call center for assistance. Applicants who are unable to prove their identity through the online or call center remote identity proofing processes must use the In-Person Identity Proofing process.

In-Person Identity Proofing

Applicants who prefer a face to face process or are unable to complete the remote Identity process will need to complete the Identity Proofing process in person. As the name implies, applicants are required to physically appear before a notary or trusted agent and present primary and secondary forms of identification as described in Appendix A of this guide.

Identity Proofing Options Comparison Chart

	Remote	In-Person
Documents or Information Required	 Full Name Social Security Number Date of Birth Home Address (business address is not accepted) Cell Phone Number Out of Wallet Financial History 	See the Identity Document Reference List found Appendix A
Physical Appearance Requirement	None	Appear in front of a Notary or NRC Trusted Agent
Elapsed Time	Minutes	Weeks



Remote Credential Enrollment Process

This section takes the applicant through the NRC web based credential enrollment system for the purposes of requesting a Level 3 digital credential via the remote identity proofing method. It assumes that the applicant has completed the application specific credential enrollment step and has been forwarded to the NRC External Credentialing Service and details the remaining steps required to complete the enrollment process. Each necessary screen is captured with an explanation of what the applicant is to comply with on each screen.

- 1. Use Microsoft Internet Explorer web browser to go to the enrollment site for the NRC application for which you are requesting access. Initiate the request for access following that application's specified process.
- 2. Once you've reached the appropriate point in the application's enrollment process you will be redirected to the NRC's External Credentialing Service and be presented with a prepopulated form an example of which is depicted below.

NOTE: All data that was prepopulated in this form is read-only. If changes are required please contact the support desk of the NRC application to which you are requesting access to have the information updated and then reinitiate the enrollment process.



Digital Credential Request - Registration Information

Please enter the following information and then click Continue to go to next screen.



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- 3. Complete the remaining required fields:
 - A. Home Address It is important that you provide the address of record for your primary residence, failure to do so will result in a denial of your request for an NRC credential requiring you to repeat the entire enrollment process.
 - B. Credential Type:
 - i One-Time Password Mobile Token For more information about the mobile credential please see Symantec's website:
 - → General Information http://m.vip.symantec.com/home.v
 - → Supported Phones http://m.vip.symantec.com/supportedphones.v



ii One Time Password Security Token



iii One Time Password Security Card





- C. Create Password Please create a password that will be used now and throughout the entire lifespan of your digital credential. Enter that password in the "Create Password" field and enter the exact same password in the "Confirm Password" field. Remember this password as you will need it in the weeks to come when your credentials are actually issued to you. Please be certain to protect the password and do not share it with anyone. The password you create must follow these requirements:
 - The password is case sensitive
 - The password must have a minimum length of 12 characters
 - The password must have a least one upper case letter
 - The password must have a least one lower case letter
 - The password must have a least one special character
 - The password must have a least one number
 - The password must not contain more than two repeating characters
- D. Authentication Questions please select two security questions from the provided list and provide the appropriate answers. Please make a note of these answers as they will be required authenticate you in the future should you forget your password to the NRC's External Credentialing Service website.
- Enrollment Confirmation Please review the information as it was captured to ensure correctness. To make any required adjustments click the "BACK" button and then resubmit keep in mind that all pre-populated data is read-only at this point. To submit and continue the enrollment process click "SUBMIT". To cancel the credential enrollment process click "CANCEL".



ENROLLMENT

Digital Credential Request - Confirmation

Please click on Submit button to submit your request.

Registration Information

Full Name:	Thomas J Cernich
Company Name:	MyOrg
Business Email:	ecsl3.test@ft.ctf.nrc.gov
Company Phone Number:	512-882-7556
Home Street Address:	219 E 15TH ST APT 2 Home2, MISSION, TX 785724043 , United States
Home Phone:	512-882-7556
Credential Type:	One Time Password - Mobile Token
ID Proofing Options:	Remote
Security Question 1:	Question: In what town was your first job?
Security Question 2:	Question: What is the name of your favorite childhood friend? Answer: Chris
Applicant Notes:	First time applicant
Back Submit	Cancel Print

ENROLLMENT LOGIN
Request Submission Acknowledgement
Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress within 10 business days.
If you have any questions, please contact the Support Center for your NRC application: External Credential Service Level 3 Email - icodmplis.upport@ft.tf.nrc.gov Telephone - 202-345-1234
Thank you,
NRC Identity, Credential, and Access Management Services
Please press Done to finish.

5. The approval process will begin as soon as the enrollment form is submitted and the applicant will receive an email notification depicted below.



Dear Thomas Cernich,

Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request bas been forwarded for additional processing and you will be notified via email of its progress.

If you have any questions, please contact the Support Center for your NRC application: External Credential Service Level 3 Email - icodmpki.support@fl.ctf.trc.gov Telephone - 202-345-1234

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services

6. Once approval has been granted, applicants will receive email, as seen below, indicating the next steps of the process (Remote Identity Proofing).

Dear Thomas Cemich,

Congratulations! Your request for a NRC One Time Password - Mobile Token digital credential has been approved!

Please note that your login for the NRC External Credential Service is tjc0027. Please use the password selected by you during the initial request submission

To continue with the Online Identity Proofing process, please perform the following steps:

- 1. Visit NRC External Credential Service
- 2. Login with the login id provided above
- 3. Click on 'Online Identity Proofing'
- 4. Follow the instructions on the screen to complete the process

Please have the following information on hand, as you will be required to provide this during the process:

- Date of Bπth
- Social Security Number
- Credit Card Number

Additionally, you will be asked a series of questions, the answers to which only would know, thus helping the NRC validating your identity.

If you have any questions, please contact the appropriate Support Center for your NRC application: External Credential Service Level 3 Email - icodmpki.support@ft.ctf.prc.gov Telephone - 202-345-1234

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services

7. To initiate the remote identity proofing process, use the Microsoft Internet Explorer web browser to go to the NRC's External Credentialing Service website (<u>https://pki.nrc.gov/ExternalCredentialingService/</u>). Login using the username provided in the approval email depicted above and the password you established during the enrollment process.





Access your NRC External Credential Service account

User ID:	<username></username>	
Password:		
Login		

Log in to access your account

8. Fill in the required details and click the Continue button.

MY REQUESTS	CHANGE PASSWORD LOGOUT	
All Requests User Authentication		
Welcome to NRC's Online Identity	Verification	
Please enter the following inform	nation and then click Continue to go to next screen.	
Login	: tjc0027	
Full Name	: Thomas J Cernich	
Company Name	: MyOrg	
Business Email	ecsl3.test@ft.ctf.nrc.gov	
Company Phone Number	: 512-882-7556	
Home Street Address	: 219 E 15TH ST APT 2 Home2, MISSION, TX 785724043	
Home Phone	: 512-882-7556	
Credential Type	: One Time Password - Mobile Token	
ID Proofing Options	: Remote	
i Social Security Numb	er *	
i Date of Bir	th * Please enter date (mm/dd/yyyy) or select a date from the popup calendar.	
i Credit Card Numb	er *	
		* indicates a required field indicates a required field
Continue		



9. Answer the following questions which will appear like the ones below but are specific to you. Click the Continue button to proceed

	MY REQUESTS	CHANGE PASSWORD	LOGOUT
All Requ	ests User Authentication		
NRC Id	entity Verification		
Please	answer the questions bel	ow to complete the NRC Identity	/ Verification Process.
Please	answer the following qu	estions:	
1. Pleas	e select the model year of the	vehicle you purchased or leased prior	r to March 2013 .
0	2002		
0	2003		
0	2004		
0	2005		
0	NONE OF THE ABOVE/DO	DES NOT APPLY	
2. Pleas	e select the term of your auto	loan (in months) from the following	choices. If your auto loan term is not one of the choices please select 'NONE OF THE ABOVE'.
0	24		
0	36		
0	48		
0	60		
0	NONE OF THE ABOVE/DO	DES NOT APPLY	
3. Whic	of the following is a current	t or previous employer? If there is not	a matched employer name, please select 'NONE OF THE ABOVE'.
0	MERRILL LYNCH		
0	MONTGOMERY WARDS		
0	HITACHI		
0	MARATHON COPIER SER	V	
0	NONE OF THE ABOVE/DO	DES NOT APPLY	
4. I was	born within a year or on the	year of the date below.	
0	1949		
0	1952		
0	1955		
0	1958		
0	NONE OF THE ABOVE/DO	DES NOT APPLY	
5. You n	nay have opened a mortgage	loan in or around July 2010. Please se	lect the dollar amount range in which your monthly mortgage payment falls. Refer only to the regular monthly payment which
NOT AP	PLY'.	w (escrow could include taxes and ins	urance in conected by render). If you have not had a mortgage payment now of in the past, prease select nonce of the Above/00es
0	\$930 - \$1229		
0	\$1230 - \$1529		
0	\$1530 - \$1829		
0	\$1830 - \$2129		
0	NONE OF THE ABOVE/DO	DES NOT APPLY	
Cor	tinue		

CALL CENTER ASSISTANCE

If the answers to the questions above are incorrect you will be prompted to try again. After three unsuccessful attempts you will need to speak with an agent at the Experian Call Center. If the Experian Call Center is able to determine your identity, please allow a few days for confirmation email to arrive. If the Call Center is unable to determine your identity you will need to follow the In-Person Identity Proofing process detailed in the next section of this guide.



MY REQUESTS	CHANGE PASSWORD	LOGOUT	
All Requests User Authentication			
NRC Identity Verification Unsuc	cessful		
We have been unable to comple	ete your identity verification, ba	ed on the information provided.	
Please call the NRC Identity Veri	fication Help Desk in order to o	mplete the identity processing. The number is:	
855-435-9427			
If you have any questions, pleas	e contact the Support Center fo	your NRC application:	
External Credential Service Leve	13		
Email - icodmpki.support@ft.ctf	.nrc.gov		
Telephone - 202-345-1234			
Thank you,			
NRC Identity, Credential, and Ac	cess Management Services		
0 2015 - NRC Identity, Credential, and A	ccess Management Services		
2013 - NNC IOMINITY, Credenbar, and A	ueso menagenern Services		

10. Upon completion of the Remote Identity process you are presented with the "Verification Successful" screen below. The NRC will make a final approval decision and notify approved applicants with an email such as the one depicted below. The email outlines next steps of the process that include a mailer being sent to your address of record with an activation code.

	MY REQUESTS	CHANGE PASSWORD	LOGOUT
All Reque	<u>ests</u>		
NRC Ide	ntity Verification Successfu	ıl	
Congrat	ulations! Your application	for an NRC One Time Password	- Mobile Token credential has been approved.
	Acount ID:	: tjc0027	
	Full Name:	Thomas Cernich	
	Company Name	: MyOrg	
	Business Email	ecsl3.test@ft.ctf.nrc.gov	
	Company Phone Number	512-882-7556	
	Credential Type:	One Time Password - Mobile T	oken

Your NRC identity verification process is now complete. Once you've received your credential, please click on the Activate to register your credential.

If you have any questions, please contact the Support Center for your NRC application:
External Credential Service Level 3
Email - icodmpki.support@ft.ctf.nrc.gov
Telephone - 202-345-1234

Thank you,

NRC Identity, Credential, and Access Management Services



Dear Thomas Cemich,

Congratulations! Your request for a NRC One Time Password - Mobile Token digital credential has been approved by the NRC!

Please note that your login for the NRC External Credential Service is tjc0027. Please use the password selected by you during the initial request submission

Next:

- 1. Within the next 7 business days, you will receive a mailer containing an activation code and the OTP credential at your personal address of record.
- 2. If you opted for a bardware OTP credential, you will receive the credential with the mailer.
- 3. If you opted for a mobile OTP credential, please visit <u>VIP Access</u> to download your mobile OTP credential.
- 4. Once you are in possession of the mailer, please visit our website NRC External Credential Service to register and activate your OTP token.
- 5. Once your token has been registered you will be able to access the NRC application to which you requested access.

If you have any questions, please contact the appropriate Support Center for your NRC application: External Credential Service Level 3 Email - icodmpki.support@ft.ctf.prc.gov Telephone - 202-345-1234

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services



In-Person Credential Enrollment Process

This section takes the applicant through the NRC web based credential enrollment system for the purposes of requesting a Level 3 digital credential. It assumes that the applicant has completed the application specific credential enrollment step and has been forwarded to the NRC External Credentialing Service and details the remaining steps required to complete the enrollment process. Each necessary screen is captured with an explanation of what the applicant is to comply with on each screen.

- 1. Use Microsoft Internet Explorer web browser to go to the enrollment site for the NRC application for which you are requesting access. Initiate the request for access following that application's specified process.
- 2. Once you've reached the appropriate point in the application's enrollment process you will be redirected to the NRC's External Credentialing Service and be presented with a prepopulated form – an example of which is depicted below.

NOTE: All data that was prepopulated in this form is read-only. If changes are required please contact the support desk of the NRC application to which you are requesting access to have the information updated and then reinitiate the enrollment process.

Digital Cred	ential Request - Reg	istration	Information				
Please enter t	he following informati	on and the	en click <i>Continue</i>	to go to ı	next screen.		
First Name:	Montgomery	*	Middle:	Last:	Burns	*	Suffix:
i Company Name:	MyOrg		*				
i Business Email:	ecsl3.test@ft.ctf.nrc.gov	*	i Company Pho	ne Number:	512-882-7556	Extension:	
Home Street Address:	219 E 15TH ST APT 2		*	i H	lome Address Home2		
i Home City:	MISSION	*		2:			
US Address	O Canadian Address						
Home State:	Texas 🗸 *	i Zip:	785724043	*			
i Home Phone:	512-882-7556						
i Credential Type:	One Time Password - Mo	bile Token	✓ * Which Cr	edential ty	/pe should I select?		
i ID Proofing Options:	In Person V* Which	ID Proofing	Option?				
i Create Password:	•••••	*					
Confirm Password:	•••••	*					



- 3. Complete the remaining required fields:
 - A. Home Address It is important that you provide the address of record for your primary residence, failure to do so will result in a denial of your request for an NRC credential requiring you to repeat the entire enrollment process.
 - B. Credential Type:
 - i One-Time Password Mobile Token For more information about the mobile credential please see Symantec's website:
 - → General Information http://m.vip.symantec.com/home.v
 - → Supported Phones http://m.vip.symantec.com/supportedphones.v



ii One Time Password Security Token



iii One Time Password Security Card





- C. Create Password Please create a password that will be used now and throughout the entire lifespan of your digital credential. Enter that password in the "Create Password" field and enter the exact same password in the "Confirm Password" field. Remember this password as you will need it in the weeks to come when your credentials are actually issued to you. Please be certain to protect the password and do not share it with anyone. The password you create must follow these requirements:
 - The password is case sensitive
 - The password must have a minimum length of 12 characters
 - The password must have a least one upper case letter
 - The password must have a least one lower case letter
 - The password must have a least one special character
 - The password must have a least one number
 - The password must not contain more than two repeating characters
- D. Authentication Questions please select two security questions from the provided list and provide the appropriate answers. Please make a note of these answers as they will be required to authenticate you in the future should you forget your password to the NRC's External Credentialing Service website.
- Enrollment Confirmation Please review the information as it was captured to ensure correctness. To make any required adjustments click the "BACK" button and then resubmit keep in mind that all pre-populated data is read-only at this point. To submit and continue the enrollment process click "SUBMIT". To cancel the credential enrollment process click "CANCEL".



ENROLLMENT

NRC Level 3 Credentialing Enrollment Guide

Digital Credential Request - Confirmation	
Please click on <i>Submit</i> button to submit your request.	
Registration Information	
Full Name:	Montgomery Burns
Company Name:	MyOrg
Business Email:	ecsl3.test@ft.ctf.nrc.gov
Company Phone Number:	512-882-7556
Home Street Address:	219 E 15TH ST APT 2 Home2, Springfield, TX 785724043 , United States
Home Phone:	512-882-7556
Credential Type:	One Time Password - Mobile Token
ID Proofing Options:	In Person
Security Question 1:	Question: What was your childhood nickname? Answer: Monty
Security Question 2:	Question: What was the color of your first car? Answer: Red
Applicant Notes:	Smithers
Back Submit	Cancel Print
ENROLLMENT LOGIN	
Request Submission Acknowledgement	
Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress within 10 business days.	
If you have any questions, please contact the Support Center for your NRC application: External Credential Service Level 3 Email - icodmpki.support@ft.tf.nrc.gov Telephone - 202-345-1234	
Thank you,	
NRC Identity, Credential, and Access Management Services	
Please press Done to finish. Done	
C 2015 - NRC Identity, Credential, and Access Management Services	

5. The approval process will begin as soon as the enrollment form is submitted and the applicant will receive an email notification depicted below.



Dear Montgomery Burns,

Your request for a NRC One Time Password - Mobile Token credential was successfully submitted. The request has been forwarded for additional processing and you will be notified via email of its progress.

If you have any questions, please contact the Support Center for your NRC application: Integrated Source Management Portofolio (ISMP) - Email: <u>ISMPHelp.Resource@nrc.gov</u> Telephone: <u>1-877-671-6787</u>

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services

6. Once approval has been granted, applicants will receive an email, as seen below, indicating the next steps of the process (In-Person Identity Proofing).



Congratulations! Your request for a NRC One Time Password - Mobile Token digital credential has been approved!

Please note that your login for the NRC External Credential Service is . Please use the password selected by you during the initial request submission

To continue with the Identity Proofing process, please perform the following steps:

- You will receive a subscriber enrollment packet in the mail within 5-7 days. Note that the documents contained in this
 enrollment packet are also available for download at the <u>NRC External Credential Service</u>. Please follow the detailed
 instructions in the packet. The packet includes a postage-paid, self-addressed return envelope.
- You will need two forms of ID to complete the enrollment. Please see the Identity Document Reference List below for details.
 You will need to take your IDs and enrollment papers to a notary public.
- You will need to take your IDs and enrollment papers to a
- 4. You or the notary will then mail the notarized forms
- 5. Your information will be verified by the NRC authentication service
- 6. You will receive an email informing you of the results, along with additional instructions and next steps.

Identity Document Reference List

The In-person Identity Proofing process for an NRC digital credential at the Level 3 assurance requires two forms of identification. The identity documents presented must be issued by a federal, state, local, or tribal government authority. The two identity documents are referred to as the Primary and Secondary ID.

Primary ID - As the Primary ID we ask for your driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address. In the event the Primary ID is not a photo ID, the Secondary ID must be a photo ID.

Secondary ID - The list below provides several examples of identity documents that can be used as the Secondary ID.

- 1. U.S. Passport (unexpired or expired).
- 2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551).
- 3. An unexpired foreign passport.
- 4. An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B).
- 5. Voter's registration card.
- 6. U.S. Military card or draft record.
- 7. U.S. Coast Guard Merchant Mariner Card.
- 8. Native American tribal document.
- 9. Driver's license issued by a Canadian government authority.
- ID card issued by federal, state, local, or tribal government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address.

Don't worry. We will let you know where you are in the process each step of the way and provide more details where appropriate. Again, thank you for your time and participation.

If you have any questions, please contact the Support Center for your NRC application: Integrated Source Management Portofolio (ISMP) - Email: <u>ISMPHelp.Resource@nrc.gov</u> Telephone: <u>1-877-671-6787</u>

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

7. Upon completion of the In-Person Identity process the NRC will make a final approval decision and notify approved Applicants with an email such as the one depicted below. In the email is a description of the next steps of the process that include a mailer being sent to your address of record with an activation code.



Dear Montgomery Burns,

Congratulations! Your request for a NRC One Time Password - Mobile Token digital credential has been approved by the NRC!

Please note that your login for the NRC External Credential Service is mcb0003. Please use the password selected by you during the initial request submission

Next:

- 1. Within the next 7 business days, you will receive a mailer containing an activation code and the OTP credential at your personal address of record.
- 2. If you opted for a hardware OTP credential, you will receive the credential with the mailer.
- 3. If you opted for a mobile OTP credential, please visit <u>VIP Access</u> to download your mobile OTP credential.
- 4. Once you are in possession of the mailer, please visit our website <u>NRC External Credential Service</u> to register and activate your OTP token.
- 5. Once your token has been registered you will be able to access the NRC application to which you requested access.

If you have any questions, please contact the appropriate Support Center for your NRC application: Integrated Source Management Portofolio (ISMP) - Email: <u>ISMPHelp.Resource@nrc.gov</u> Telephone: <u>1-877-671-6787</u>

Note: This is an auto-generated email from the NRC External Credentialing Service. Please do not reply to this email.

Thank you,

NRC Identity, Credential, and Access Management Services



Support

Please visit the appropriate support resources for help and troubleshooting:

- 1. User Guides located at <u>https://pki.nrc.gov/ecs/guides.html</u>
- 2. Application Support Desks
- a. Integrated Source Management Portfolio (ISMP)
 Phone: 877-671-6787
 eMail: ISMPHelp.Resource@nrc.gov
- b. Electronic Submittal (EIE)

Phone: 866-672-7640 eMail: Meta_System_Help_Desk.Resource@nrc.gov





APPENDIX A – Identity Proofing Document List

The In-Person enrollment process for an NRC digital credential at the Level 3 assurance requires two forms of identification. The identity documents presented must be issued by a federal, state, local, or tribal government authority. The two identity documents are referred to as the Primary and Secondary ID.

<u>Primary ID</u> - As the Primary ID we ask for your driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address. In the event the Primary ID is not a photo ID, the Secondary ID must be a photo ID.

<u>Secondary ID</u> - The list below provides several examples of identity documents that can be used as the Secondary ID.

- 1) U.S. Passport (unexpired or expired)
- 2) Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
- 3) An unexpired foreign passport
- 4) An unexpired Employment Authorization Document that contains a photograph (Form I-766, I-688, I-688A, I-688B)
- 5) Voter's registration card
- 6) U.S. Military card or draft record
- 7) U.S. Coast Guard Merchant Mariner Card
- 8) Native American tribal document
- 9) Driver's license issued by a Canadian government authority
- 10) ID card issued by federal, state, local, or tribal government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address.