

FREQUENTLY ASKED QUESTIONS

When do the new base access procedures begin?

Sept. 8, 2015

What are the new hours of operations of the Visitor Control Center?

Beginning Sept. 8, the VCC hours will be open 24 hours a day 7 days a week.

What services will be offered for the new extended hours of operation at the VCC?

The VCC will extend limited services to customers during the new hours to assist sponsors and their guest w/functions lists, lost/forgotten IDs, and unofficial short term requests.

Will I be able to get my Restricted Area Badge(AECC/CAAC) during non-duty hours?

We are limiting the times that individuals are able to receive a RAB (AECC/CAAC) to Monday – Friday 7:30 a.m. to 4:30 p.m. This is in case there is an issue with the paperwork required for the RAB; that way you can still coordinate with your Security Manager.

Since the VCC is now open 24 hours, do I still have to submit my unofficial short-term requests three days in advance?

Yes. We request all short-term requests be submitted three days in advance to ensure the VCC has ample time to conduct a thorough, complete criminal history check prior to entry on installation in accordance with governing directives. If not accomplished in above mentioned time frame, guest may not be allowed unescorted access.

What are the new base access procedures for Joint Base Andrews (JBA)?

Personnel with access to JBA can no longer vouch for personnel in a separate vehicle. If guests are operating their own vehicle, they will have to submit to identity proofing and vetting at the Visitor Center.

Where do I get the Unofficial Visitor Request Form?

1. Visit JBA home page www.andrews.af.mil
2. Click on Visitor Control Center Link
3. Download Unofficial Visitor Center Request Form
4. Email completed form from a government email account to the VCC org box: usaf.jbanafw.afdw-staff.mbx.11-ssptf-visitor-center@mail.mil (must be received via an encrypted “.mil” account)

Can I still sponsor a guest if I don't have a government email account?

Yes, you will have to come into the Visitor Center to complete the form.

I have family/friends coming into town that do not have an ID card to get on base; what has to be done to ensure they are allowed unescorted entry to the installation for the duration of their visit?

*Sponsorship of unofficial guest who are not escorted, such as family, friends, and personal deliveries/personal contractors (Satellite/Cable/Phone) must be submitted to the JBA VCC for approval at least **72 HOURS** prior to arrival. This will ensure guests are vetted and added to the Base Access Roster for unescorted access for up to 30 days. Guests who are being sponsored will no longer require a physical escort. Upon approval, guests will present their Driver's License to the gate guard, in which their credentials will be validated against the Base Access Roster. While same day services are available, there may be delays in getting your guests on base which is why the 72 hour notification is preferred. In the case of a same day service, we will provide your visitor with a physical pass once vetted.*

How long are my guests allowed access to JBA?

The maximum time an unofficial visitor will be allowed access is 30 days. Guests staying over 30 days must follow base housing resident rules per the privatized housing contract or be approved for a hardship badge through the sponsor's unit Commander or First Sergeant. If more than 10 visitors are expected, a Function List must be created.

How do I complete a Function List?

Sponsors can provide 10 typed copies of their list to the Visitor Center (VCC). The lists must be in alphabetical order by LAST name. The guests date of birth and a valid Driver's License/State ID with number and state are required. Lists must be submitted three days prior to the event for up to 50 guests, five days prior for more than 50 and up to 200 guests, and seven days prior for more than 200 guests. To submit a Function List, you must be an authorized DoD cardholder. Upon receipt, the Visitor Center will provide a cover sheet that includes:

- 1. Date, time and location of the event*
- 2. Sponsors duty & contact information*
- 3. Alternate POC contact information*

All guests age 18 years and older, must present a Driver's License/State ID or US passport at the gate upon entry. Anyone without the required identification will be denied entry. In the event neither the sponsor nor alternate can be reached, the guest in question will be denied entry to the installation.

If I didn't submit my Unofficial Visitor Request Form within the 72-hour prior rule, are my guests able to leave their vehicle parked in the VCC parking lot?

No, any vehicle left for more than 30 minutes unattended in the Visitor Center's parking lot will be ticketed and/or towed. However, you can enter the VCC and complete an Unofficial Visitor Request Form in person and your visitor, once screened, will receive a pass which will allow them to drive on the installation. However, this may take some time so your patience is greatly appreciated.

Am I able to work or take classes on JBA if I am not a US Citizen?

Yes. If you are working or taking classes on JBA you will have to show a Residency Card and Social Security Card in addition to Driver's License/State ID/Passport, Vehicle Registration and Insurance(if driving a motorized vehicle).

I'm military and have visitors from out of country can I escort them on base?

No, non-US citizens can't be escorted on the installation. Official non-US citizens must be properly vetted and approved prior to entering the installation. Please call the Visitor Center for more information.

How do I sponsor delivery/service vehicles on to JBA?

Delivery/service vehicles will no longer require pickup from Pearl Harbor Gate by the sponsor. The sponsor will send a Visitor Request Form to the VCC with the delivery date, time, company name and sponsor's personal contact information. When delivery/service vehicle arrives, a background check will be completed on all personnel, and the sponsor will be contacted for verification purposes prior to base entry. If the sponsor is unable to be reached the vehicle will be denied entry on JBA. Sponsors are still able to meet their deliveries at Pearl Harbor gate to assist with directions.

Are there any factors that would prevent my guest entry to the installation?

The following are disqualifiers that would prevent entry to JBA, but not limited to:

- a. Any person convicted of a Felony Crime at any time.*

- b. *Any person convicted of a Narcotics or Drug Charge in the past three years or twice in the past five years.*
- c. *Any person convicted of a weapons related charge in the past 12 months or twice in the past five years.*
- d. *Any person convicted of an assault charge in the past 12 months or twice in the past five years.*
- e. *Any person convicted of a Hate Crime or Violent Act in the past 12 months or twice in the past five years.*
- f. *Any person registered as a convicted Sexual Offender at any time.*
- g. *Any person who is subject of a current protection order and is considered Armed and Dangerous as flagged in NCIC.*
- h. *Any person who is subject of a current protection order involving a resident or employee of Joint Base Andrews.*
- i. *Additional variations of crimes may be considered for denial of entry upon review.*
- j. *Any individual debarred from another installation. Decision will be determined by the Installation Commander at JBA.*
- k. *Any person who has been incarcerated within the past ten years, regardless of offense/violation, unless released on proof of innocence (Court Disposition will be required).*

****For special circumstances, an exception to policy can be requested through the Visitor Center's NCOIC.****

If I have any questions or concerns that aren't addressed on this website, who can I contact for more information?

For any questions or concerns, the Visitor Center can be reached during our current hours 6 a.m. - 6 p.m. Monday - Friday at 301-981-0689. The Visitor Center will not open on weekends, holidays, and Wing family days until Sept. 8, 2015.