

RAPIDGate® Enrollment Process

Participation in the *RAPIDGate*® program for visitors with commercial interest is initiated via a two step process to include company enrollment and individual enrollment. Company enrollment establishes the commercial presence in the *RAPIDGate*® system and provides the gateway for individual enrollment by employees of the company.

- a. **Company Enrollment:** Enrollment in the program can be initiated by calling 1-877-727-4342 or visiting their website at www.rapidgate.com/enroll. A customer service representative will process the request. The caller will provide a Coast Guard sponsor point of contact, including name, phone number and **email address**. Sponsorship may be revoked at the discretion of the Base Commanding Officer or the Command Security Officer (CSO). The minimum time between the request and receiving the *RAPIDGate*® credential is normally two weeks.

*Note: If the company is already enrolled in the *RAPIDGate*® program at another installation, it may request access for its employees at Base Alameda by calling 1-877-727-4342. Once the company is approved by Base Alameda, the employees with current *RAPIDGate*® ID's will present these credentials for access to the Base.*

- b. **Employee Enrollment:** Once the company is approved, employees who need access are required to register at the self-service registration station at Base Security Main Office, located in Building No. 3. Each employee will be asked to provide their company's *RAPIDGate*® code, his/her address, phone number, date of birth, and social security number. The registration station will capture the employee's photograph for the badge credential and scan fingerprints for identity verification. Once completed, the employee's *RAPIDGate*® credential will be mailed to Base Alameda within 14 days where they can be picked up by the employee. Notification to the requesting employee of the credential will be completed by a *RAPIDGate*® representative.
- c. **Screening Intervals:** Background screening will occur at the time of registration, every 92 days thereafter, and as requested by Base Alameda. Revocation of access will occur anytime a vendor/contractor employee becomes ineligible. Grounds for revocation include:
 1. Termination of employment
 2. Failure of the background screening
 3. By request of the company
 4. By request of the Base Commanding Officer or CSO
 5. Suspension/termination of commercial interests onboard Base Alameda
- d. **Waiver Requests:** Vendor/Contractor employees may apply for a waiver when a background screening failure results in denied access. The waiver process must be initiated within 30 days of receiving notification of disqualification. Members on the Sexual Offenders Register will not be waived. All waiver requests will be routed through the Base CSO. The CSO shall consult with Legal Service Center, West when a situation dictates such action.