

AIE Frequently Asked Questions

Q: What is AIE?

A: AIE stands for Automated Installation Entry (AIE) The AIE system is designed to leverage technology to increase security for Soldiers, Family Members, Department of Defense (DoD) civilian workforce, retirees, contract employees and guests of the Joint Base by electronically validating an individual's identification based upon information supplied at the time of AIE registration. The widespread availability of fake military identification documents has made it imperative that we employ technology that will allow us to better detect this fake documents.

Q: If I have a CAC or Family Member ID card already, can I use it to get on the Installation using the AIE system?

A: Yes, but only if your DoD affiliated ID was captured in the bulk registration process. Bulk registration was conducted on 1 Nov 2013. If you were assigned to FGGM on that date, or lived within a 50 mile radius, then your information was automatically downloaded into the system. If not, all new DOD CAC/Family Member ID/Retired ID card or Disabled Veteran ID card will be required to register in the AIE system at our Visitor Center at building 902 Reece Rd.

Q. If I am not registered in the system, am I required to do so?

A: No, not at this time. At present, AIE enrollment at FGGM is voluntary. However, all ID Cardholders are encouraged to enroll. Automated systems are the wave of the future for DoD installations. Some installations have made enrollment mandatory.

Q: Does everyone in my family have to register in the AIE System?

A: No, only those adult Family Members that drive should register.

Q: If I have a CAC and a Retiree ID card do I have to register both?

A: No. Once you are registered in the AIE system both of your cards will work at the gates.

Q: Do I need a pin number for my ID card?

A. The PIN number only applies to CAC cardholders. CAC cardholders who were assigned here on 1 Nov 2013 were included in the bulk registration and do not need a PIN number at this time. However, when you have to reregister you will need a PIN number.

Q: Where do I register my ID card in the AIE system?

A: At our Registration Office in Building 902 Reece Rd. The FGGM Visitor Center is open from 0730-1530 Monday thru Friday (Note: The DVC is closed on weekends and all Federal Holidays)

Q: If I do not have a CAC or any of the aforementioned ID cards, how do I get on the Installation?

A: To receive a visitor pass you must process at a Visitor Center and undergo security vetting. If you require a multi-day pass you will require an approved sponsor, which is typically an adult ID Cardholder. All foreign national guests are required to have an adult ID Cardholder sponsor them onto FGGM.

Q: How long does it take to register in the AIE system?

A: The transaction takes approximately 10 minutes once you have been called to the registrar's desk.

Q: Will my registration expire?

A: Yes, your registration will expire at the same time as your ID card expires. You will have to re-register in the AIE system anytime you have a new ID Card issued.

Q: When I register at FGGM will I be able to use my card to access other installations that have the AIE system?

A: Not at this time. Currently installations are not linked and you must register at each installation upon initial arrival.

Q: Will I be issued another ID card when I register in AIE?

A: No. The AIE readers at the gates are programmed to accept your DoD issued ID card.

Q: Will I have to show my identification to the Guards?

A. AIE is designed so that motorists issued a DoD ID Card will not have to routinely show their ID Card to the Guard. Once you swipe your card and the system verifies your information, the barrier arm will go up. The following conditions will apply:

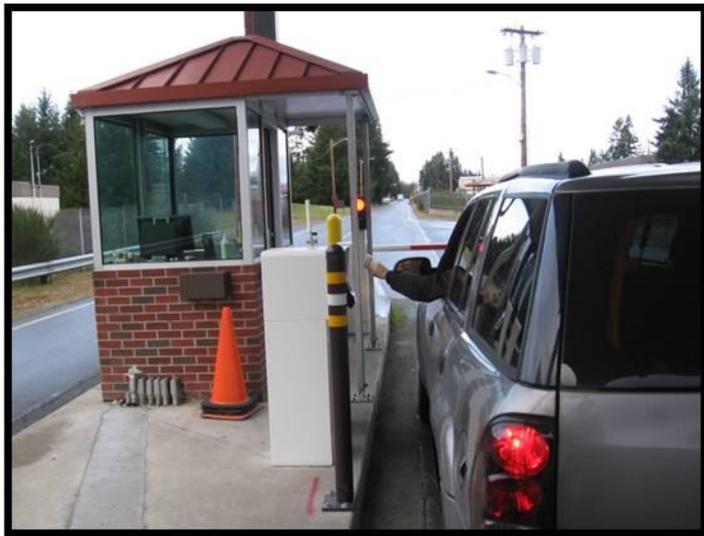
- If you are designated as a Trusted Traveler the arm will go up automatically.
- If you are not designated as a Trusted Traveler and you are traveling alone the Guard will depress a button to raise the barrier arm.
- If you are not designated as a Trusted Traveler and you have passengers in your vehicle the Guard will inspect the ID Cards of your passengers and scan them with a handheld scanner.
- Note: All Guards have the authority to interrupt a transaction if they observe something that requires additional checks. Be prepared to present your ID to them in those cases.

Q: Where do I swipe my card?

A. When you pull into the lane stop at the AIE pedestal and you will see the card swipe device located to the right of the little video screen.

Motorist's View on Approach to ID Check area. **NOTE: Extended mirrors may need to be retracted to avoid striking the console.**

Proper position of vehicle at AIE Console



Motorist's View of AIE Console



Camera linked
to Monitor in
Guard Booth

Card Swipe

Chip
Reader

Q: What part of the ID card do I swipe?

A. You swipe the long narrow bar code located on the back of your ID card. The magnetic stripe on the back of the CAC card is not used at the gate.

Proper Method to Slide a CAC.

Top of the CAC should be up and photograph facing toward the front of your vehicle.



Proper Method to Slide a Retiree ID Card.

Top of the ID should be towards the pedestal and the photo facing toward the front of your vehicle.



Proper Method to Slide a Family Member ID Card.

Top of the ID should be towards the pedestal and the photo facing toward the front of your vehicle.



Scan a CAC Using the Chip Reader Option.

Hold ID so that the chip area of the CAC is touching the scanner. The CAC can be held horizontally or vertically, and it does not matter which direction the photo is facing. Key is to have the chip area of the CAC touch the scanner.



NOTE: The Chip Reader Option is only available when using a CAC. It will NOT work for Retirees and Family Members. Retirees and Family Members are required to use the Card Swipe.

Q: What happens when I swipe my ID card?

A: When you pull up to the gate there is a camera located in the pedestal. The guard will be able to see your face. When you swipe your card the following actions occur simultaneously:

- The picture taken when you registered your ID card and the picture from the camera in the pedestal will appear on the monitor inside the Guard Booth and the guard will verify they match.
- The guard will see an indicator as to whether the ID Card is valid.
- The guard will see an indicator as to whether you are a Trusted Traveler
- A log will be maintained in the AIE system of the time you enter, which will include your photo and license plate number.

Q: What happens if I have passengers?

A: If you are a Trusted Traveler, as previously discussed, the AIE system allows you to swipe your ID Card with no routine requirement for passengers to present their ID Cards. If you are not a Trusted Traveler then all vehicle occupants must present their ID Cards for inspection.

Q: How should I proceed when the arm goes up?

A: When the arm goes up you should proceed immediately thru the lane moving slowly and carefully. Do not stop once you have departed the pedestal unless directed to do so by security personnel.

Q: When will the AIE system be used?

A: Hours of use will vary throughout the day. During those times AIE is not in use the Guard on the lane will signal you to stop and request you hand over your ID documents for inspection.

Q: Can an Active Duty Soldier register his or her Family Member's ID card?

A: No, everyone must register their own ID card in person.

Q: How will I know which lane to use?

A: There will be a sign posted indicating open AIE lanes. Eventually, AIE will be used in all open lanes.

Q: I'm a contractor how does AIE affect me?

A: If you are a contractor who has been issued a CAC then you are authorized to enroll in AIE. If you were assigned to FGGM on 1 Nov 2013, and had a CAC issued to you, then you were included in the bulk registration. However, you are not an approved Trusted Traveler so any occupants in your vehicle will have to present their identification for inspection.

Q: I'm a contractor who is not authorized a CAC. How does AIE affect me?

A: Contractors who do not qualify for a CAC will be required to process at a Visitor Center and be sponsored for access to FGGM.