



Department of Defense COVID-19 Response

Guide for Cardholders to Use Temporary Capability for CAC/VoLAC Certificate Update

April 2020



Am I Eligible?

To be eligible to update your certificates on your CAC or VoLAC, all of the following must be true:

- 1. Your CAC or VoLAC must expire within 30 days.**
 - ▶ For example, you can update a CAC that expires on 30 May 2020 no sooner than 1 May 2020.
- 2. Your CAC or VoLAC must be unexpired when attempting to update the certificates.**
- 3. You must have an active Affiliation which extends beyond the ID card expiration date.**
 - ▶ You can follow instructions in this guide to check your “Affiliation” end date using ID Card Office Online (IDCO), https://www.dmdc.osd.mil/self_service.
- 4. You must use a computer that is properly configured to support IDCO certificate updates.**
 - ▶ All operations that update your CAC or VoLAC require ActivClient 7.1 or higher, Java 8 update 144 or higher, and Internet Explorer version 7 or higher.

Please consult the detailed guide if you have questions.



Use Internet Explorer (version 7 or higher) to navigate to ID Card Office Online (IDCO) at https://www.dmdc.osd.mil/self_service.

https://www.dmdc.osd.mil/self_service/rapids/unauthenticated?execution=e1s1

milConnect RAPIDS Self-Service ID Card Office Online

Feedback

Notice:
Any Operations that update your CAC or require digital signing of requests (nominating family members, creating Form DD1172-2, reissuance of family member ID cards) require **ActivClient 7.1 or higher, Java 8 update 144 or higher, and Internet Explorer version 7 or higher.** Please ensure your computer meets these minimum requirements before proceeding. [Contact the Help Desk](#) if you have problems with these activities.

Sign In

Renew/Replace Family ID Cards

- Renew/Replace Family ID Cards
- Update Your Contact Information
- Update a Family Member's Contact Information
- Add a Family Member

CAC Maintenance

- Update Your Email Address
- Download Applications
- Activate the PIV Authentication Certificate
- Add PCC to UPN

[Sign In](#)

Need Assistance?

For issues with your ID card or problems with sponsor or family member data, please contact a local ID card office.

[ID Card Office Locator](#)

If you are having problems with this website please contact us.

[Contact Us](#)

Contact DMDC || Accessibility/Section 508 || USA.gov || No Fear Act Notice || Privacy and Security Notice

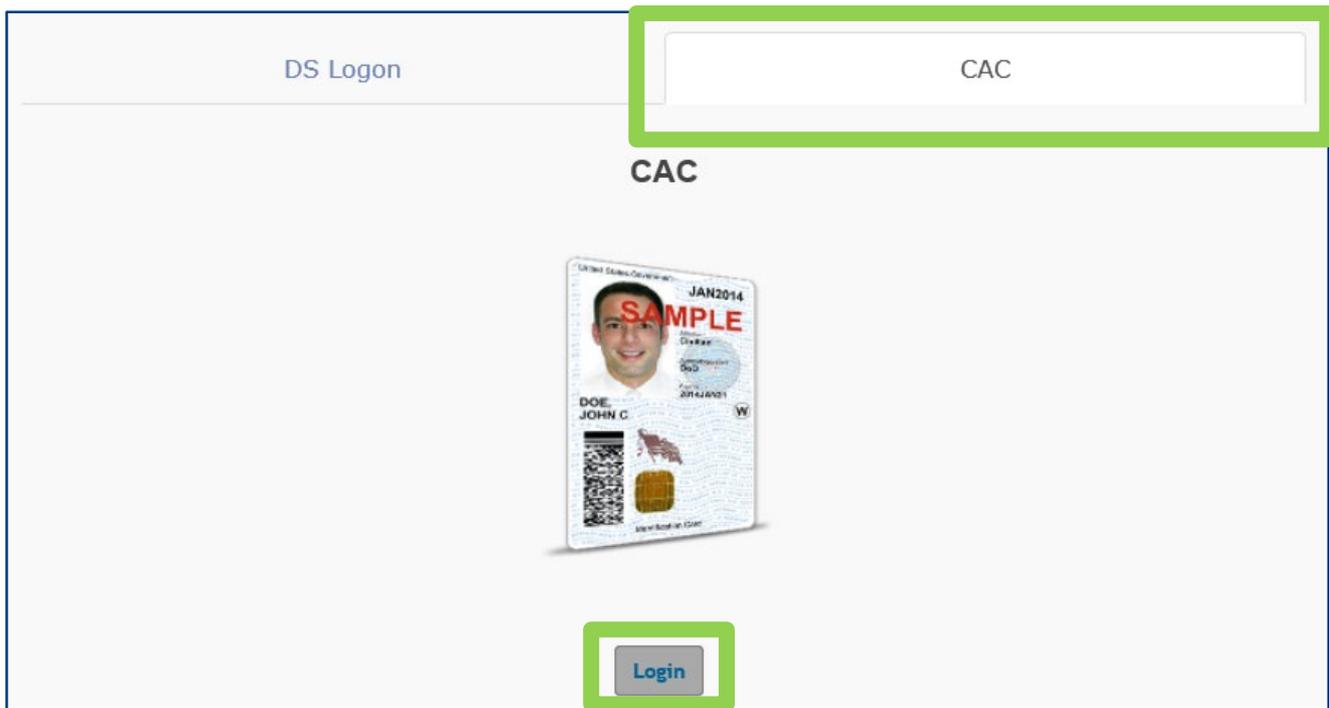
Version 2.0.5.15

Serving Those Who Serve Our Country

Please consult the detailed guide if you have questions.



Select “CAC” login type at the top right, then select Login below.



Please consult the detailed guide if you have questions.



Verify your extended “Card Expires” date.
The expiration will be September 30, 2020 or your “Affiliation”
end date, whichever is sooner.

 **RAPIDS Self-Service ID Card Office Online**

Feedback  | ID Card Office Locator | Contact Us | Help 

CAC Maintenance

 **John Smith**
Email: john.a.smith.civ@mail.mil

Affiliation	Agency/Department	Card Expires	Card Pairing Code
Civil Service (DoD and DoD Uniformed Service) <i>End Date UNKNOWN</i>		2020Sep30	

[Change CAC Email](#)  [Activate PIV certificate](#) 

[Download Applications](#)  [Add PCC on UPN](#) 

[Print Family List](#) 

Sponsor's Contact Information

[Edit Contact Information](#)

John Smith

Residential Address
123 Street Ave
City ST 12345 6789
UNITED STATES

Mailing Address
Same as Residential

Telephone
None Provided

Personal Email Address
You have consented to have the DoD or VA send email notifications to you regarding your benefits.
JOHN.A.SMITH.CIV@MAIL.MIL

Please consult the detailed guide if you have questions.



Click “Change CAC Email” to update your certificates.

milConnect RAPIDS Self-Service ID Card Office Online

CAC Maintenance

John Smith
Email: john.a.smith.civ@mail.mil

Affiliation	Agency/Department	Card Expires	Card Pairing Code
Reserve <i>End Date 2024Aug13</i>	Navy	2020Sep30	

[Change CAC Email](#) ⓘ [Activate PIV certificate](#) ⓘ

[Download Applications](#) ⓘ [Add PCC on UPN](#) ⓘ

[Print Family List](#) ⓘ

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Please consult the detailed guide if you have questions.



Click “Proceed”.

milConnect RAPIDS Self-Service
ID Card Office Online

Sponsor ID Cards **Change Email Address**

Read CAC / Enter Email / Summary / Confirmation

SELECTED CARD

United States Government
AUG2020
Civilian
Agency/Department
DoD
Expires
2020AUG30
SMITH,
JOHN A
Geneva Conventions Identification Card

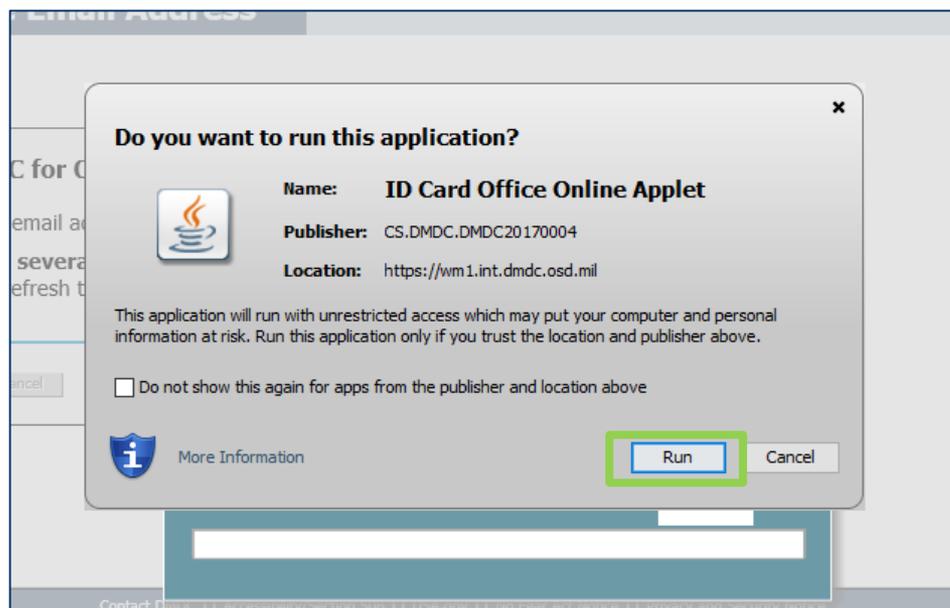
Reading CAC for Change CAC Email

To change the email address, information must be read from your CAC.
This can take several minutes.
Please do not refresh the screen or click the browser's back button.

Please consult the detailed guide if you have questions.



Verify you want to run the IDCO Applet on your computer.



Please consult the detailed guide if you have questions.



Monitor progress as IDCO reads the contents of the CAC chip.



Please consult the detailed guide if you have questions.



Follow-on screen prompts to confirm or change your email address.

The screenshot displays the "milConnect" interface for "RAPIDS Self-Service ID Card Office Online". The main navigation bar includes "Sponsor ID Cards" and "Change Email Address". Below this, a progress bar shows "Read CAC", "Enter Email", "Summary", and "Confirmation", with "Enter Email" being the active step.

SELECTED CARD

The selected card is a Geneva Conventions Identification Card for John A. Smith. The card details include: "United States Government", "AUG2020", "Civilian", "Agency/Department DoD", "Expires 2020 AUG 30", and a "W" in a circle. The name "SMITH, JOHN A" and a barcode are also visible.

Change Email

Your organization has provided a default email address for you.

Current Email Address: rocky.racoon.milA1@mail.mil
Email address provided by organization: john.a.smith.civ@mail.mil

- Change from email provided by your organization to another email address
- Add Personnel Category Code to UPN

Next Cancel

Please consult the detailed guide if you have questions.



Follow-on screen prompts to proceed.

The following actions will be taken on your CAC

Your email signature certificate will be replaced. The new certificate will have the email address of rocky.racoon.mil@mail.mil.

The email address on your email signature certificate will be changed from rocky.racoon.milA1@mail.mil.

Your email encryption certificate will be replaced. The new certificate will have the email address of rocky.racoon.mil@mail.mil.

The email address on your email encryption certificate will be changed from rocky.racoon.milA1@mail.mil.

Your ID certificate will be replaced.

Your PIV authentication certificate will be replaced.

PLEASE READ CAREFULLY.

Clicking "Yes" will begin the process that will change the email address on your CAC. Previous email certificates used for encryption and digital signatures will be revoked and replaced with new certificates. This action may require follow-up with your Systems Administration team for recovering old encryption certificate keys and publishing your new certificates. This update can take 10 minutes or longer. Please do not refresh the page or click the back button.

Do you want to continue?

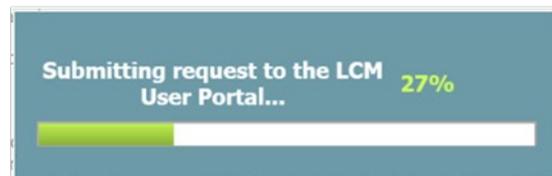
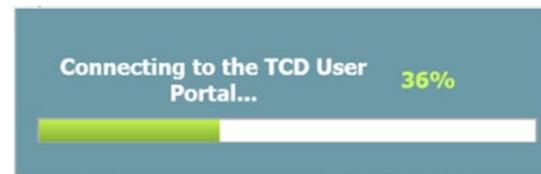
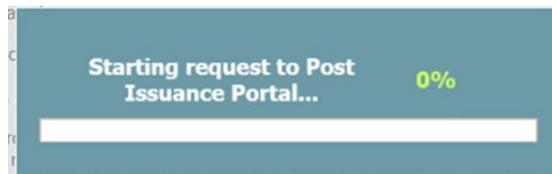
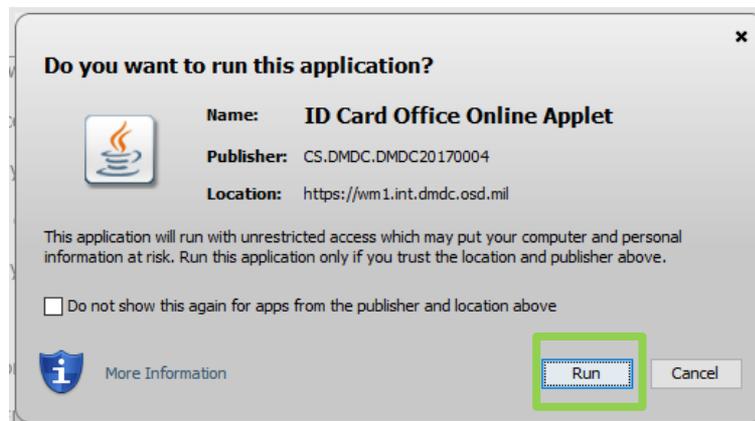
No

Yes

Please consult the detailed guide if you have questions.



Follow on-screen prompts to complete certificate update.



Please consult the detailed guide if you have questions.



IDCO will verify process is complete.

connect RAPIDS Self-Service
ID Card Office Online

Feedback

cards **Change Email Address**

Summary **Confirmation**

Your CAC has been successfully updated.

Chip Information
Chip ID: 479050433312960000E3
Name: John Smith
Service: Department of Defense
Email Address: john.a.smith.civ@mail.mil

Certificate Information

Certificate Type	Serial Number	Not Valid Before	Not Valid After	Revocation Date	Revocation Reason
PIV Authentication	117D	2020Apr14	2020Sep30	NONE	
Email Encipherment	13B5	2020Apr14	2020Sep30	NONE	
Identity	1000BCD	2020Apr14	2020Sep30	NONE	
Email Signing	1000C79	2020Apr14	2020Sep30	NONE	

Subject DN:
CN=TAHAH.CHE.1404668788, OU=CONTRACTOR, OU=PKI, OU=DoD, O=U.S. Government, C=US

[Home](#)

Please consult the detailed guide if you have questions.



After certificates have successfully updated, follow Service-specific requirements that are typically required after getting a new CAC.

- ▶▶ This could include recovering old certificates – https://dl.cyber.mil/pki-pke/pdf/unclass-rg_recovering_install_encryption_key.pdf.
- ▶▶ Contact your IT helpdesk for assistance. Your Service Helpdesk, which can be found using <https://public.cyber.mil/pki-pke/help>, under the section “Combatant Command/Service/Agency Helpdesks.”
 - ▶ U.S. Coast Guard Helpdesk: 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3) or <https://cgfixit.osc.uscg.mil>
 - ▶ NOAA Helpdesk: NSDesk@noaa.gov or 1-855-673-3751 (Hours of Operation 7:00am - 7:00pm ET M-F (excluding Holidays))
 - ▶ USPHS Helpdesk: cchelpdesk@hhs.gov

Please consult the detailed guide if you have questions.



Who do I contact if I have problems?

1. **If ID Card Office Online (IDCO) indicates your affiliation end date does not extend beyond your CAC or VoLAC expiration date, you should contact:**
 - ▶ Your HR representative, if you are a military member or civilian.
 - ▶ Your DoD sponsor (i.e., COR or TASS Trusted Agent), if you are a contractor or other population type who has been sponsored through TASS.
2. **If you plan to change your email address at the same time as updating your certificates and have a question about your organization's requirements for email addresses, you should contact:**
 - ▶ Your Service Helpdesk, which can be found using <https://public.cyber.mil/pki-pke/help>, under the section "Combatant Command/Service/Agency Helpdesks."
 - ▶ U.S. Coast Guard Helpdesk: 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3) or <https://cgfixit.osc.uscg.mil>
 - ▶ NOAA Helpdesk: NSDesk@noaa.gov or 1-855-673-3751 (Hours of Operation 7:00am - 7:00pm ET M-F (excluding Holidays))
 - ▶ USPHS Helpdesk: cchelpdesk@hhs.gov
3. **If ID Card Office Online (IDCO) gives you an error message when trying to rekey your certificates, you should contact:**
 - ▶ Your Service Helpdesk, which can be found using <https://public.cyber.mil/pki-pke/help>, under the section "Combatant Command/Service/Agency Helpdesks."
 - ▶ U.S. Coast Guard Helpdesk: 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3) or <https://cgfixit.osc.uscg.mil>
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Please consult the detailed guide if you have questions.