

IMPORTANT MESSAGE FROM DEFENSE MANPOWER DATA CENTER (DMDC)

SSM/VOs – RAPIDS has been updated for all Army-Affiliated CAC holders, regarding an email domain change. The Army has transitioned from using “**mail.mil**” email addresses, to now using “**army.mil**”. DMDC is providing the following guidance in response to this change:

- During Pre-Screen, confirm if the customer is Army-affiliated. If they are an Army CAC holder, make sure to confirm the correct email for the customer within RAPIDS. Army email should show as “**army.mil**” domain. SSM/VOs should make sure to confirm with the customer their current government e-mail address and select the option (**to include manually entering a different government sourced e-mail address**) when verifying the customer’s information during their service.
 - If the customer is there for a CAC issuance/re-issuance, please ensure the correct email is selected prior to issuance.
 - **IMPORTANT** – Not all customers will require the same email domain. It’s imperative SSM/VOs **verbally ask and confirm** with the customer which government-sourced email they should have applied to their CAC.
 - If the customer’s email is different than what’s shown in RAPIDS, SSM/VOs have the approved authority to manually update the address, accordingly.
 - If the customer is there for another reason, please update the CAC for an email change, if not already done.

Customers may arrive at your office seeking an Email update due to this change. While IDCO can support this action, DMDC is *recommending* that SSM/VOs perform the update on the RAPIDS workstation to ensure the correct email is applied to the CAC.

PLEASE NOTE: Any and all deadlines regarding the email migration/certificate update vary per organization and/or installation. There is no deadline pertaining to this matter that has been provided by DMDC. Refer to your chain of command for further instruction and/or guidance pertaining to any deadlines.

To schedule an appointment at your local DEERS office please visit:

<https://idco.dmdc.osd.mil/idco/>

