

Department of Defense COVID-19 Response

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

To ensure DoD ID card offices are postured to maintain continuity of operations and to minimize the number of non-essential visits to DoD ID card offices, the Department has enabled a temporary capability to allow cardholders to update their certificates on soon-to-expire Common Access Cards (CACs) and Volunteer Logical Access Credentials (VoLACs).

This guide provides step-by-step instructions for cardholders to use the temporary capability to update their certificates.

### Summary

Am I eligible?.....	1
What is the process?.....	2
Who do I contact if I have problems?.....	10

---

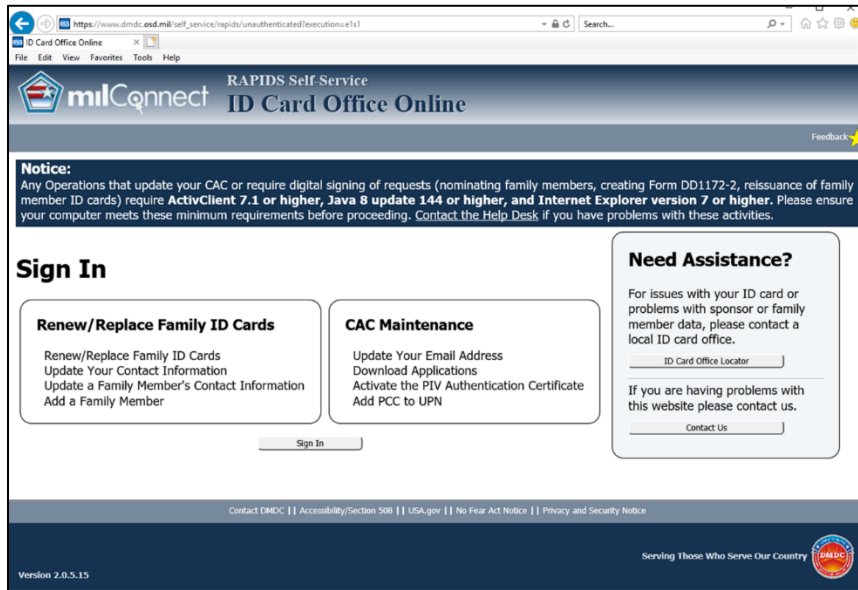
### Am I eligible?

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

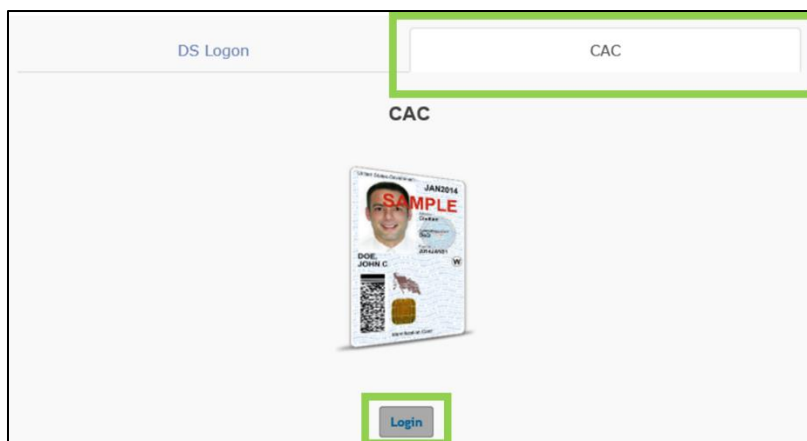
- 1. The CAC or VoLAC must expire within 30 days.**
  - For example, you can update a CAC that expires on 30 May 2020 no sooner than 1 May 2020.
- 2. The CAC or VoLAC must be unexpired when attempting to update the certificates.**
- 3. The CAC or VoLAC holder must have an active Affiliation which extends 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](https://www.dmdc.osd.mil/self_service).
- 4. The CAC or VoLAC holder 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 ensure your computer meets these minimum requirements.

## What is the process?

1. Open Internet Explorer (version 7 or higher).
2. Visit ID Card Office Online (IDCO) – [https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service).




3. Login with your CAC.
  - Click through the prompts to login with your CAC.
    - You must login to IDCO using your CAC (VoLAC will also be accepted under CAC login). If your card or certificates have already expired, you will not be able to login.
    - If you login using DS Logon, you will not be able to update the certificates on your CAC or VoLAC.



4. Confirm that your "Affiliation" exists beyond your current card end date.


- If IDCO indicates your “Affiliation” end date is beyond the expiration date printed on your card, proceed to STEP 5.
- If you are a Uniformed Service member or civilian employee with no defined Affiliation end date (e.g., “UNKNOWN”), proceed to STEP 5.
- If you are a Uniformed Service member (e.g., enlisted Service members) or civilian employee with a defined Affiliation end date that coincides with your card end date, contact your Human Resources (HR) personnel.
  - HR personnel must first update your affiliation with DoD in DCPDS or MILPDS before you can use IDCO to update your certificates.
  - You must wait one business day following the date of the HR update. If your affiliation end date is not updated in IDCO after one business day, contact your HR personnel.
- If you are a contractor and other personnel sponsored via the Trusted Associate Sponsorship System (TASS) with a defined Affiliation end date that coincides with your card end date, contact your TASS Trusted Agent (TA) or Contracting Officer (CO)/Contracting Officer Representative (COR).
  - The TASS TA must first update your affiliation with DoD by creating a new TASS application before you can use IDCO to update your certificates.
    - This is the same process the TASS TA would follow to sponsor you for a new CAC. TASS TAs should use the new contract end date (including unfunded contract options) for the new TASS application.
  - You must wait one business day following the date your TASS application was approved. If your affiliation end date is not updated in IDCO after one business day, contact your TASS TA.



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) End Date UNKNOWN		2020Apr30	

[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

5. Confirm that your “Card Expires” date is beyond the expiration date printed on your CAC or VoLAC.
- If IDCO indicates your “Card Expires” date is beyond the expiration date printed on your card, proceed to STEP 6.
  - If IDCO indicates your “Card Expires” date is NOT beyond the expiration date printed on your card and you are a Uniformed Service member or civilian employee:
    - Wait one business day following the date of the HR update before using IDCO.
  - If IDCO indicates your “Card Expires” date is NOT beyond the expiration date printed on your card and you are a contractor and other personnel sponsored via TASS, contact your TASS TA or CO/COR.
    - Wait one business day following the date of the approval of the TASS application before using IDCO.

The screenshot shows the 'CAC Maintenance' page for John Smith. The 'Card Expires' date is 2020Apr30. The page includes a 'Sponsor's Contact Information' section with residential and mailing addresses, telephone, and personal email address. The 'Card Expires' date is highlighted with a green box.

Affiliation	Agency/Department	Card Expires	Card Pairing Code
Civil Service (DoD and DoD Uniformed Service) End Date: UNKNOWN		2020Apr30	

Buttons: Change CAC Email, Activate PIV certificate, Download Applications, Add PCC on UPN, Print Family List.

**Sponsor's 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

The screenshot shows the 'CAC Maintenance' page for John Smith. The 'Card Expires' date is 2020Sep30. The page includes a 'Sponsor's Contact Information' section with residential and mailing addresses, telephone, and personal email address. The 'Card Expires' date is highlighted with a green box.


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

Buttons: Change CAC Email, Activate PIV certificate, Download Applications, Add PCC on UPN, Print Family List.

**Sponsor's 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


6. Select “Change CAC Email” to begin the email certificate update process.

- IDCO will replace your expiring email signing and email encryption certificates with certificates valid through the updated expiration date.
- IDCO will read contents of the chip to validate the current email certificates.



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 ?


**Sponsor**  
Contact  
Edit Cor  
**John S**  
Residen  
None Prov  
Mailing  
None Prov  
Telepho  
None Prov  
Persona  
None Prov



RAPIDS Self-Service  
ID Card Office Online

**Sponsor ID Cards**
**Change Email Address**

Read CAC / Enter Email / Summary / Confirmation

**SELECTED CARD**


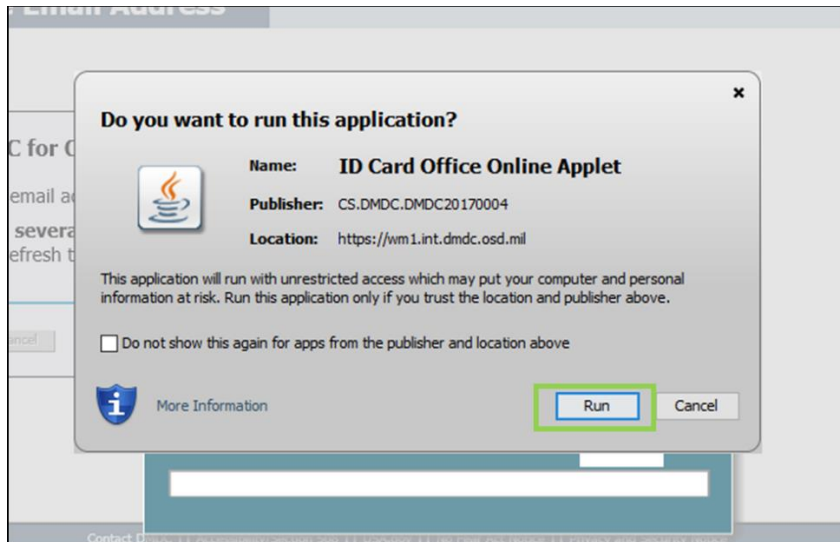
#### Reading CAC for Change CAC Email

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.

Proceed
Cancel

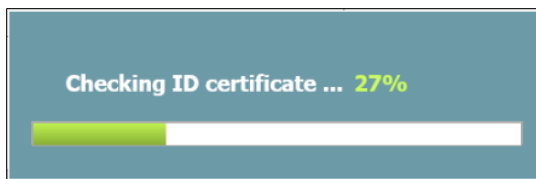
**7. Authorize the IDCO applet to run on your PC.**

- Click “Run”.



**8. Wait for IDCO to read the contents of the CAC chip.**

- IDCO will display progress monitors for various processes including reading the data from the card and checking the certificate status.



**9. Confirm email address.**

- IDCO will display the “Current email address” which was used to create the current email certificates, and the “Email address provided by your organization” which is based on standards provided by your DoD Component.
- If the “current email address” and “email address provided by organization” are the same and you do not need to change your email address:
  - Click “Next” without checking either box to proceed with certificate update.
- If the “Current email address” and “Email address provided by organization” are the same, and you need to change your email address:

- Check the box to “Change from email provided by your organization to another email address”.
- Click “Next”.
- Enter your preferred email address. Most organizations prescribe the required email address format, which (in most cases) is the email on the CAC; however, some individuals are permitted to use non-standard email formats. IDCO allows this update but restricts the email to approved email extensions. For questions about your organization’s email formats, contact your Service Helpdesk.
- If the “Current email address” and “Email address provide by organization” are different, and you would like the keep the current email address or change to a new email address:
  - Check the box to “Change from email provided by your organization to another email address”.
  - Click “Next”.
  - Enter your preferred email address. Most organizations prescribe the required email address format, which (in most cases) is the email on the CAC; however, some individuals are permitted to use non-standard email formats. IDCO allows this update but restricts the email to approved email extensions. For questions about your organization’s email formats, contact your Service Helpdesk.
- If the “Current email address” and “Email address provide by organization are different, and you would like the keep the “Email address provided by organization”:
  - Click “Next” without checking either box to proceed with certificate update.

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

**Sponsor ID Cards** **Change Email Address**

Read CAC / Enter Email / **Summary** / Confirmation

**SELECTED CARD**

**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



## 10. Confirm the changes to proceed with certificate update.

- Before replacing the email certificates on your CAC, IDCO will confirm the changes and require you to acknowledge.
- Click "Yes" to proceed with certificate updates.

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?

## 11. Follow on-screen prompts to complete certificate update.

- You may be requested to acknowledge running the IDCO applet again.
- Various progress monitors will be displayed as the update continues.

**Do you want to run this application?**


 **Name:** ID Card Office Online Applet

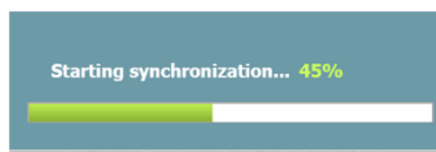
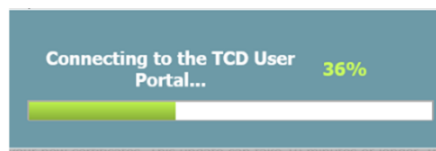
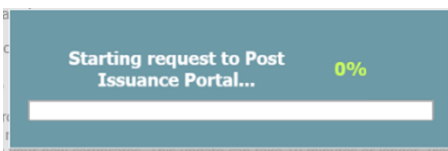
**Publisher:** CS.DMDC.DMDC20170004

**Location:** https://wm1.int.dmdc.osd.mil

This application will run with unrestricted access which may put your computer and personal information at risk. Run this application only if you trust the location and publisher above.

☐ Do not show this again for apps from the publisher and location above

 More Information





12. IDCO will confirm that your certificates have been updated.

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

Feedback ★

**ards Change Email Address**

Primary 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](#)

13. After certificates have successfully updated, follow all 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](https://dl.cyber.mil/pki-pke/pdf/unclass-rg_recovering_install_encryption_key.pdf).
- Contact your Service 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](mailto: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](mailto:cchelpdesk@hhs.gov)

## Who do I contact if I have problems?

- 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.
- 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](mailto: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](mailto:cchelpdesk@hhs.gov)
- 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>
  - NOAA Helpdesk: [NSDesk@noaa.gov](mailto: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](mailto:cchelpdesk@hhs.gov)