Who to Contact - Updating Certificates on CAC/VoLAC

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 or 1-855-673-3751 (Hours of Operation 7:00am - 7:00pm ET M-F (excluding Holidays))
    - USPHS Helpdesk: cchelpdesk@hhs.gov

- If 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 or 1-855-673-3751 (Hours of Operation 7:00am - 7:00pm ET M-F (excluding Holidays))
    - USPHS Helpdesk: cchelpdesk@hhs.gov