

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.

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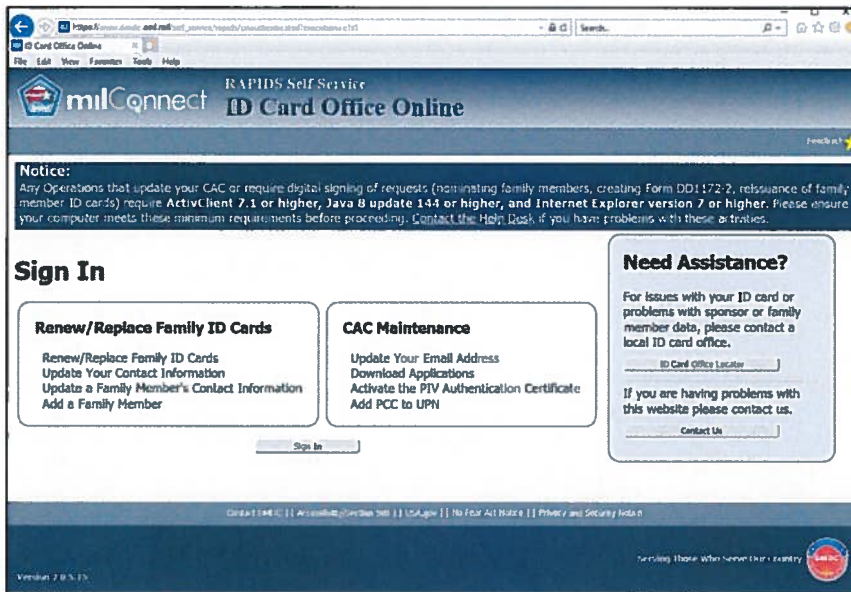
Am I eligible?

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.
- 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.

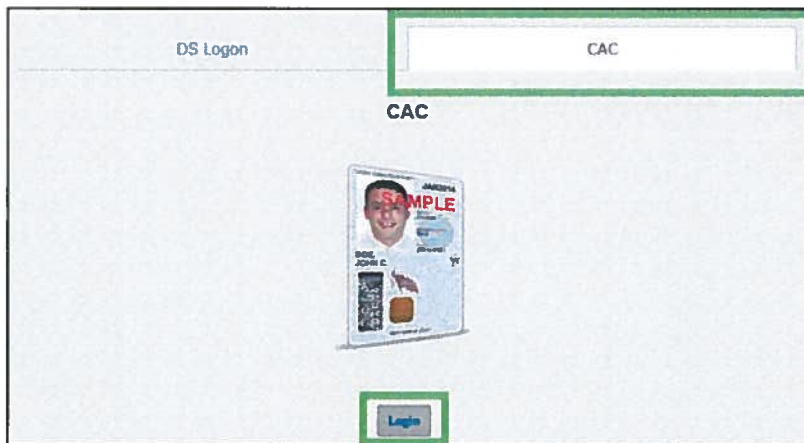
What is the process?

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



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.

The screenshot displays the 'milConnect RAPIDS Self Service ID Card Office Online' interface. The main content area is titled 'CAC Maintenance' and features a profile for 'John Smith' with email 'john.a.smith.civ@mail.mil'. A table shows his affiliation as 'Civil Service (DoD and Uniformed Service)' with an end date of 'UNKNOWN' and a card expiration date of '2020Apr30'. Below the table are buttons for 'Change CAC Email', 'Activate PIV certificate', 'Download Applications', 'Add PCC on UPN', and 'Print Family List'. To the right, the 'Sponsor's Contact Information' section lists 'John Smith' with residential and mailing addresses, telephone number 'None Provided', and a personal email address 'JOHN.A.SMITH.CIV@MAIL.MIL'.

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

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.

milConnect 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)		2020Apr30	
End Date: UNKNOWN			

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.CV@MAIL.MIL

milConnect 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)		2020Sep30	
End Date: UNKNOWN			

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.CV@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.

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	

Sponsor ID Cards
Contact
Edit Cor
John S
Residen
None Pro
Mailing
None Pro
Telepho
None Pro
Persona
None Pro

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

Sponsor ID Cards

Change Email Address

Read CAC | Enter Email | Summary | Confirmation

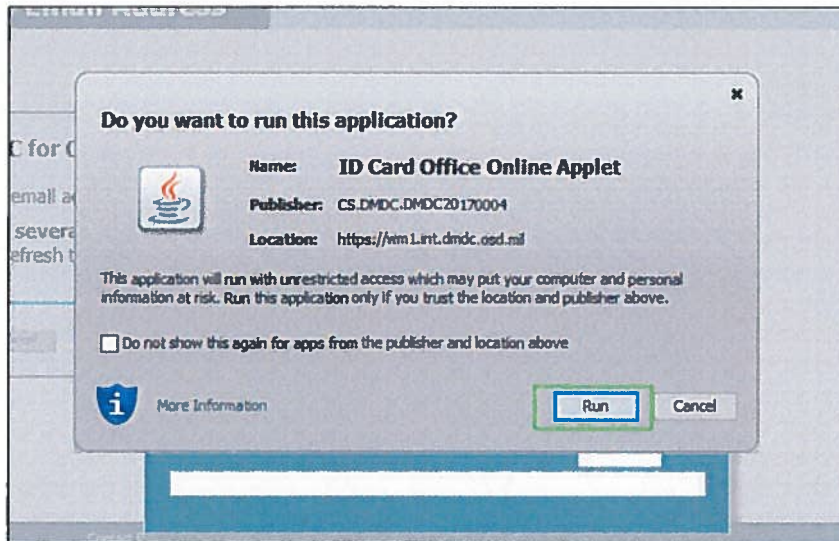
SELECTED CARD

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.

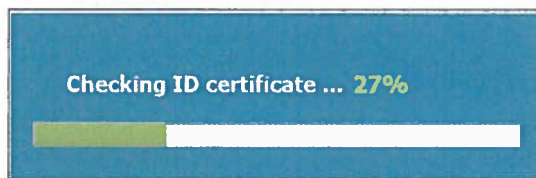
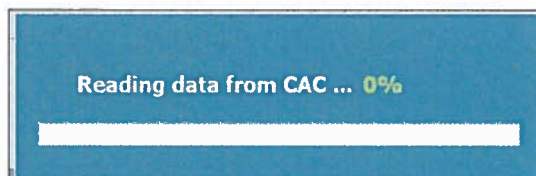
7. Authorize the IDCO applet to run on your PC.

- 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:

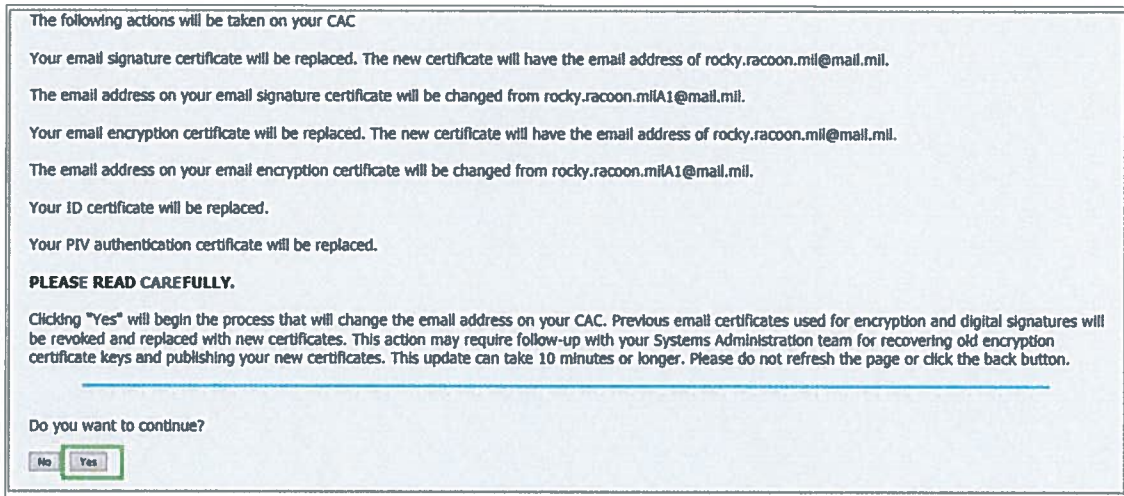
- Check the box to “Change from email provided by your organization to another email address”.
- Click “Next”.
- Enter your preferred email address. Most organizations prescribe the required email address format, which (in most cases) is the email on the CAC; however, some individuals are permitted to 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.

The screenshot displays the 'milConnect ID Card Office Online' interface. At the top, it says 'RAPIDS Self-Service ID Card Office Online'. Below this, there are two tabs: 'Sponsor ID Cards' and 'Change Email Address', with the latter being selected. A progress bar shows four steps: 'Read CAC', 'Enter Email', 'Summary', and 'Confirmation', with 'Enter Email' being the current step.

On the left, under 'SELECTED CARD', there is a preview of an ID card for 'SMITH, JOHN A' with the expiration date 'AUG2020'. On the right, the 'Change Email' form contains the following text: 'Your organization has provided a default email address for you.' Below this, it lists 'Current Email Address: rocky.raccoon.milA1@mail.mil' and 'Email address provided by organization: john.a.smith.civ@mail.mil'. There are two checkboxes: the first is checked and labeled 'Change from email provided by your organization to another email address', and the second is unchecked and labeled 'Add Personnel Category Code to UPN'. At the bottom of the form are 'Next' and 'Cancel' buttons.

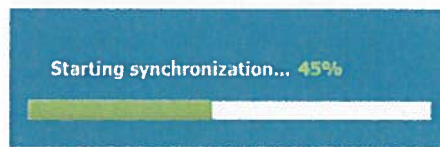
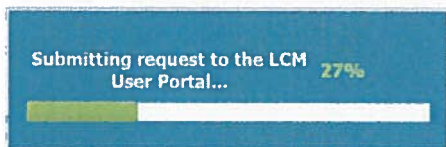
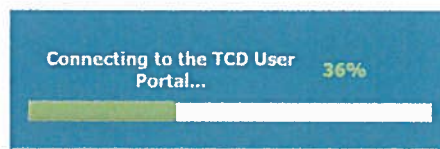
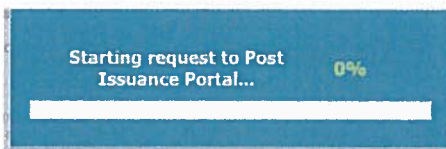
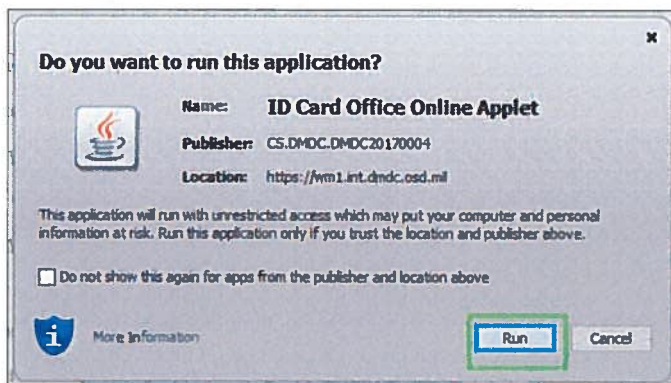
10. Confirm the changes to proceed with certificate update.

- 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.



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.



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

The screenshot shows the 'RAPIDS Self-Service ID Card Office Online' interface. The main heading is 'Change Email Address'. Below this, there are tabs for 'Summary' and 'Confirmation', with 'Confirmation' being the active tab. The main content area displays the following information:

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	ONE	
Email Encipherment	1385	2020Apr14	2020Sep30	ONE	
Identity	1000BCD	2020Apr14	2020Sep30	ONE	
Email Signing	1000C79	2020Apr14	2020Sep30	ONE	

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

At the bottom of the confirmation area, there is a 'Home' button.

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