



OFFICE OF THE SECRETARY OF DEFENSE  
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WASHINGTON, D.C. 20301-1000

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MEMORANDUM FOR SECRETARIES OF THE MILITARY DEPARTMENTS  
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UNDER SECRETARIES OF DEFENSE  
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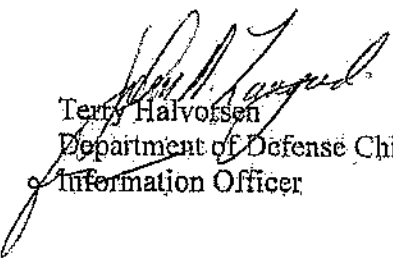
SUBJECT: Common Access Card Retention for Department of Defense Civilian Personnel  
Transferring Between Department of Defense Components

Effective immediately, civilian personnel of the Department of Defense (DoD) who are transferring between Components or organizations within Components (e.g., a civilian employee of the Department of the Army takes a new job as a civilian employee with the Department of the Air Force), will be permitted to retain their Common Access Card (CAC). This change will ensure that transferring DoD civilian personnel have an operational CAC and are fully mission capable on their first day of work with their new Component employer. This policy is part of the Department's concerted effort to eliminate or minimize barriers to the mobility of DoD civilian personnel within the Department.


DoD Components will modify their check-out procedures to allow transferring civilian personnel to retain their CACs. Components will update their check-out and onboarding task lists to ensure that civilian personnel transferring to or from another DoD Component are directed to update their email certificates (per instructions at Attachment 1) and organizational information in the Global Address List (per instructions at Attachment 2) upon reporting for duty with their new Component. Components will further review check-out and onboarding procedures to ensure that employee access to Component information technology systems is revoked or granted, as appropriate.

A civilian employee may continue to use a current CAC until it expires or otherwise becomes unserviceable. The DoD Identity and DoD Personnel Identity Verification Authentication certificates, embedded in the CAC, and the employing Component, as recorded on the front of the CAC, will be updated to reflect the employee's new Component affiliation when the CAC is reissued in the regular course of business.

The DoD X.509 Certificate Policy and DoD Manual 1000.13, Volume 1, "DoD Identification (ID) Cards: ID Card Life-Cycle." are hereby modified consistent with this memorandum. When next revised, these policies and issuance will be updated to reflect this change.



Terry Halvorsen  
Department of Defense Chief  
Information Officer



Peter Levine  
Performing the Duties of the Under Secretary  
Defense for Personnel and Readiness

Attachments:  
As stated

**Attachment 1**  
Procedures for Updating Email Certificates

The user must be logged into the DoD network with their Common Access Card (CAC) in order to accomplish the following steps:

1. Users may log in to RAPIDS Self-Service at: [https://www.dmdc.osd.mil/self\\_service/](https://www.dmdc.osd.mil/self_service/) and should select, “Sign In,” then under “CAC Common Access Card” select, “Login.” Users should select the “DOD CA-XX” certificate when logging in.
2. In the “CAC Maintenance” window, select “Change CAC Email.”
3. In the “Reading CAC for Change CAC Email” window, select “Proceed” to allow for RAPIDS Self-Service to read the CAC.
4. Once the CAC has been read, the user will be presented with their current email address and email address provided by organization. Users may select the box next to, “Change from email provided by your organization to another email address.” If the user’s email address will not change, continue the steps as prescribed to ensure that new email certificates issued.
5. Users will be prompted to enter a new email address and to confirm the new email address. Users should enter their new email address in both boxes, confirming the email addresses match and select, “Next.” If the user’s email address will not change, the current email address should be used.
6. Users will be notified of the actions being taken on the CAC, to include:
  - a. The email signature certificate being replaced
  - b. The email address on the email signature certificate will be changed from your previous email address.
  - c. The email encryption certificate will be replaced. The new certificate will have the new email address provided in step 5.
  - d. The email address on the email encryption certificate will be changed from the previous email address.Users should select “Yes” to continue with updating their email address.
7. RAPIDS Self-Service will update the email certificates and email address. Once this has been confirmed, users may exit RAPIDS Self-Service.

## **Attachment 2**

### Procedures for Updating Organizational Information in the Global Address List

The user must be logged into the DoD network with their Common Access Card (CAC) in order to accomplish the following steps:

1. Users may log in to milConnect at: <https://www.dmdc.osd.mil/milconnect/>. Users should select the green “Sign In” button in the upper right corner of the page.
2. Using the “I want to . . .” links, users should select “Update personal contact info.”
3. Click on the “Civ” tab to change your Duty Organization, Duty, Job Information, and Address.
4. Users can choose a different Duty Suborganization from the drop-down list, and type an appropriate Office Symbol in the box below it.
5. Once the information has been updated, users should click, “Submit.” Users may be prompted to confirm their duty address. Users should check the box next to, “By checking this box, I confirm that ALL postal addresses are correct” and click “Submit” again.