

## RAPIDS Self Service User Guide

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[https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service)

## Introduction

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The RAPIDS Self Service (RSS) application provides sponsors with the capability to generate a DD Form 1172-2 for dependents in need of a new identification (ID) card and add dependent data to the Defense Enrollment Eligibility Reporting System (DEERS). In addition, the following Common Access Card (CAC) maintenance actions, previously available through the User Maintenance Portal (UMP), are available:

- Add/Change email address to receive initial or new Email Signature and Email Encryption Certificates
- Add a Personnel Category Code (PCC) to the User Principle Name (UPN) of the Email Signature Certificate
- Activate the Personal Identity Verification (PIV) Authentication application
- Add the Joint Data Model (JDM) applet to the CAC

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1. **Log in to RAPIDS Self Service** -Open Internet Explorer and delete your certificates from the browser (see [Frequently Asked Questions](#) for instructions on how to delete certificates).
2. Insert your CAC into the card reader.
3. Click **Sign On** at the top right corner or in the middle of the screen.

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# RAPIDS Self Service

Help Contact Us Sign On

## Welcome to RAPIDS Self Service Portal

Available Features/Actions	
Sponsor:	Add/Change email address to receive initial or new Email Signature and Email Encryption Certificates Add Personnel Category Code to the User Principle Name of the Email Signature Certificate Activate the PIV Authentication Certificate Download applications View/Update contact information  <b>It is the Sponsor's responsibility to review and update all appropriate information as needed before requesting reissuance of ID cards for any family member.</b>
Family Members:	View/Update contact information Request application for reissuance of ID card

[Sign On](#)

For issues with your ID card or problems with sponsor or family member data, please contact your preferred RAPIDS ID card [facility](#).  
 For problems with this application [contact us](#).

**Note:** Click the **Facility** links for assistance finding your local DEERS/RAPIDS ID Card facilities.

4. Read the terms and click **OK** on the “Self-Service Consent to Monitor” page.
5. On the “My Access Center” page, click **Login**.

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?

**CAC**

?

You may log in with your Common Access Card (CAC). Please make sure your Common Access Card is in your smart card reader and the reader is connected to your machine.

For assistance or to report problems, please call toll free 1.800.477.8227

**Common Access Card (CAC)**

Manage my account

**Register for a DS Logon?**  
[Request an Account](#)

**Login**

**Note:** You have the options to request and manage a DS Logon account, but do not have the option to log in using any method other than CAC authentication.

6. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate) and click **OK**.
7. Enter the PIN for your CAC and click **OK**.
8. Select your Identity Certificate and click **OK**.

## Logging Off

To log off RSS, click **Log Off** in the top right corner of the screen.





## Updating Email Encryption and Signing Certificates

To add or change your email address and request new or updated Email Encryption and Signing Certificates:

1. On the “Home” page, click **Update Email**.

**Sponsor Current ID Cards**

Service	Category	Rank/Pay	Card Type	Expiration Date	Actions (Click on image)	Logged-In
Air Force	Active Duty	AB	PIV US Geneva Conventions CAC	SEP 29, 2013	   	✓

**Sponsor Contact Information**

**Residence Address**  
 123 Anywhere St  
 Smalltown, VA 12345  
 United States

**Mailing Address**  
 Mailing Address not available for the Sponsor : John Doe  
 Click on 'View/Update Contact Info' link located on the bottom right corner of the page to update address information.

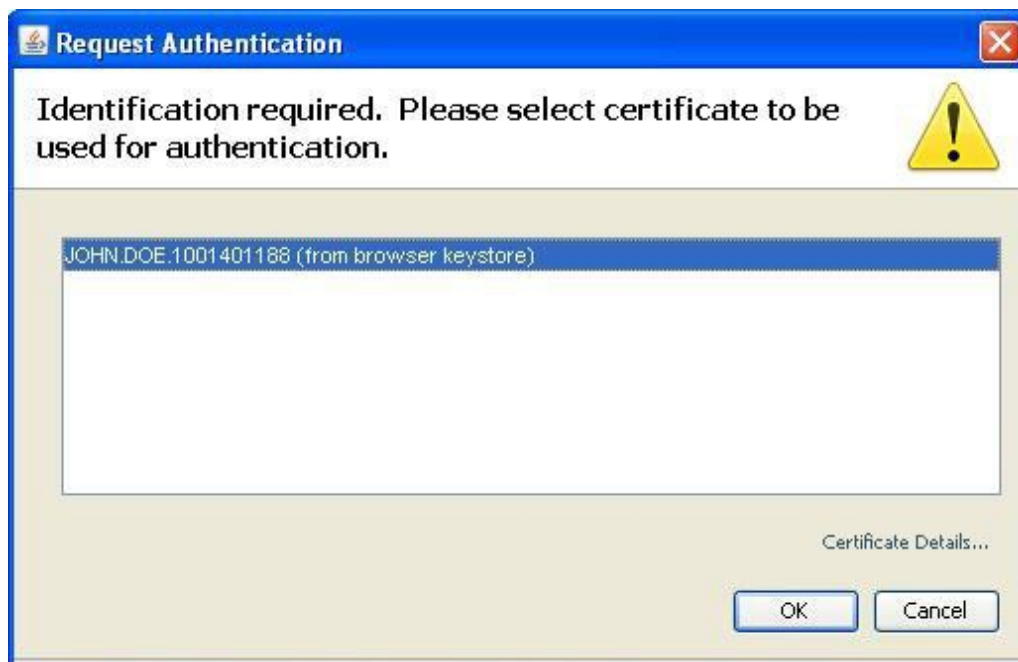
[→ View/ Update Contact](#)

**Must review (update if needed) before requesting Reissuance of ID Card for any Family Member**

2. A security warning will open. Click the checkbox to “Always trust content from this publisher” and click **Yes** to continue.



3. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate) and click **OK**.



- A security warning will open. Click the checkbox to “Always trust content from this publisher” and click **Run** to continue.



The “Update Certificates” tab opens and displays the progress of the task.



- Enter your new email address in the provided text box.

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## RAPIDS Self Service

Home Update Certificates Help Contact Us Log Off

### Update Certificates

Replace the email address and email certificates on the CAC for the given DoD membership.

*Chip Information*  
 Chip ID: 407050728400005B5BEB Name: Doe, John Service: Air Force

Certificate Type	Serial Number	Not Valid Before	Not Valid After	Revocation Date	Revocation Reason
PIV Authentication	2A378	2011Sep21	2013Sep30		
Email Encipherment	3d8d9	2011Nov22	2013Sep30		
Identity	2A377	2011Sep21	2013Sep30		
Email Signing	3d8d8	2011Nov22	2013Sep30		

*Subject DN:*  
 CN=JOHN.DOE.1001401188,OU=USAF,OU=PKI,OU=DoD,O=U.S. Government,C=US

*Enter New Email Address*  
 Current Email Address: john.doe@email.mil  
 New Email Address:   
 Confirm Email Address:

*Other Options*  
 Add PCC on UPN

Update

- Confirm your email address.
- You have the option to check **Add PCC on UPN**. Selecting this option will modify your User Principle Name (UPN) to add a Personnel Category Code (PCC) to your email signature certificate. This option should be used if you have multiple CACs.
- Click **Update**.
- Click **Yes** to continue.

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## RAPIDS Self Service

Home Update Certificates Help Contact Us Log Off

### Update Certificates

Replace the email address and email certificates on the CAC for the given DoD membership.

*The following Actions will be taken on your CAC*

Your email address will be updated from john.doe@email.mil to john.doe@email.gov

Your email signature certificate will be replaced. The new certificate will have the email address of john.doe@email.gov

Your email encryption certificate will be replaced. The new certificate will have the email address of john.doe@email.gov

Do you want to continue?

No Yes



The progress of your task is displayed.

Replace the email address and email certificates on the CAC for the given DoD membership.

*Progress Steps*

*This might take a few minutes. Please do not hit the refresh or back button.*

Starting request to Post Issuance Portal...  
 Initializing audit event...  
 Connecting to the SMO User Portal... **30% complete**  
 Getting status of CAC...

[Back To Home](#)

10. Once RSS has completed processing, the screen will notify you of successful completion. Click the **Home** tab or **Back To Home** link to perform additional tasks or log off the application.

Replace the email address and email certificates on the CAC for the given DoD membership.

**Congratulations!! Your CAC has been successfully updated.**

*Chip Information*  
 Chip ID: 4820502B102900010287      Name: Doe, John      Service: Air Force

*Email Address*  
 Email Address: john.doe@email.gov

*Certificate Information*

Certificate Type	Serial Number	Not Valid Before	Not Valid After	Revocation Date	Revocation Reason
Email Signing	3d8e0	2011Nov22	2014Feb23		
Email Encipherment	3d8e1	2011Nov22	2014Feb23		
Email Signing	3d8de	2011Nov22	2014Feb23	2011Nov22	Cessation of Operation
Identity	3CECA	2011Feb24	2014Feb23		
Email Encipherment	3d8df	2011Nov22	2014Feb23	2011Nov22	Cessation of Operation
PIV Authentication	3CECB	2011Feb24	2014Feb23		

**Subject DN:**  
 CN=JOHN.DOE.1001401188,OU=USAF,OU=PKI,OU=DoD,O=U.S. Government,C=US

[Back To Home](#)

## Activating a PIV Authentication Certificate

To activate your Personal Identity Verification (PIV) certificate:

1. On the “Home” page, click **Activate PIV**.

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# RAPIDS Self Service

Home Contact Information Family Members Help Contact Us Log Off

Welcome John Doe

Service	Category	Rank/Pay	Card Type	Expiration Date	Actions (Click on Image)	Logged-In
Air Force	Active Duty	AB	PIV US Geneva Conventions CAC	SEP 29, 2013		

**Sponsor Contact Information**

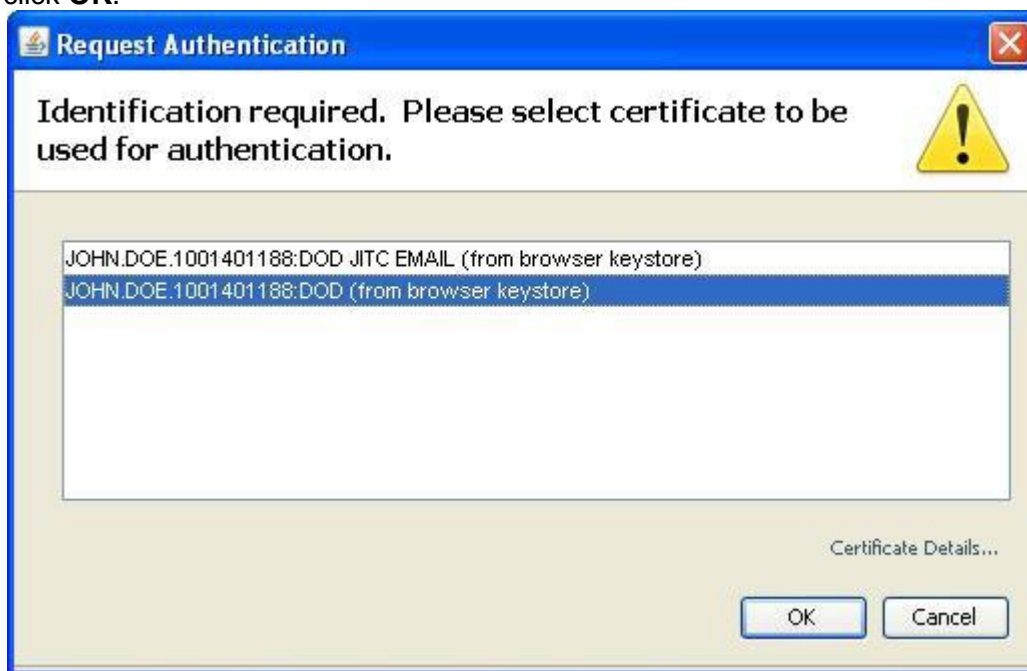
**Residence Address**  
123 Anywhere St  
Smalltown, VA 12345  
United States

**Mailing Address**  
Mailing Address not available for the Sponsor: John Doe  
Click on 'View/Update Contact Info' link located on the bottom right corner of the page to update address information.

[→ View/Update Contact](#)

Must review (update if needed) before requesting Reissuance of ID Card for any Family Member

2. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate) and click **OK**.



- A security warning will open. Click the checkbox to “Always trust content from this publisher” and click **Run** to continue.



- The “PIV Update” screen displays. Click **Update CAC**.

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**RAPIDS Self Service** Home PIV Update Help Contact Log Off

## PIV Update

Activate PIV Certificate on the CAC for the given DoD membership.

If an inactive PIV Authentication certificate already exists on the CAC, this page will allow activation of the PIV Authentication certificate.

The PIV Authentication Certificate was added in support of the FIPS 201 requirement. This certificate, in conjunction with the PIV End Point Applet, allows access to Federal websites which require PIV Authentication.

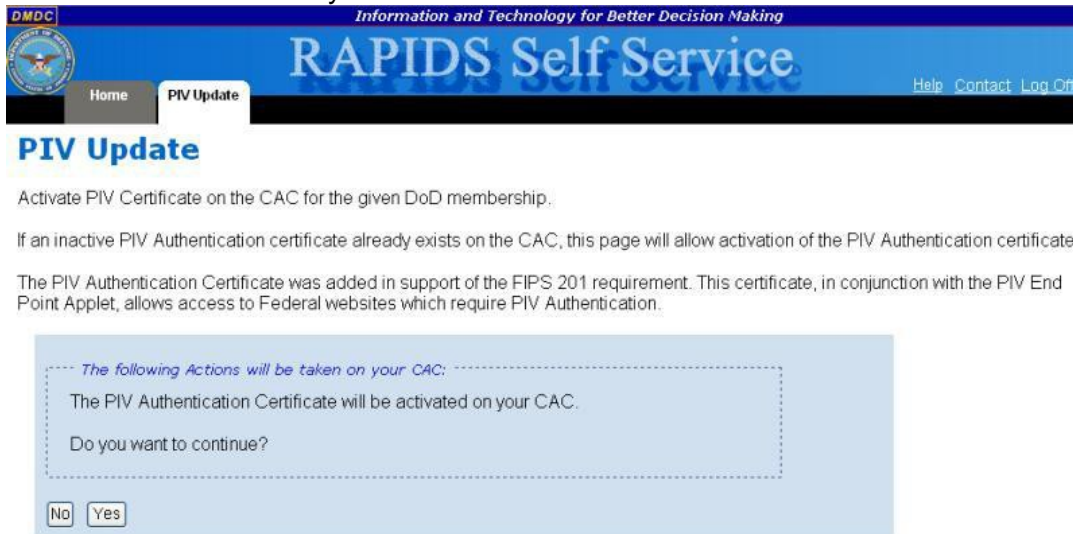
Chip Information					
Chip ID:	407050728400005B5BEB	Name:	Doe, John	Service:	Air Force

Certificate Information					
Certificate Type	Serial Number	Not Valid Before	Not Valid After	Revocation Date	Revocation Reason
Identity	62612	2010Oct27	2013Oct26		
e-mail Signing	3d005	2011Mar28	2013Oct26		
e-mail Encryption	3d006	2011Mar28	2013Oct26		
PIV Authentication	62613	2010Oct27	2013Oct26		

**Subject DN:**  
CN=JOHN.DOE.1001401188,OU=USAF, OU=PKI, OU=DoD, O=U.S. Government, C=US

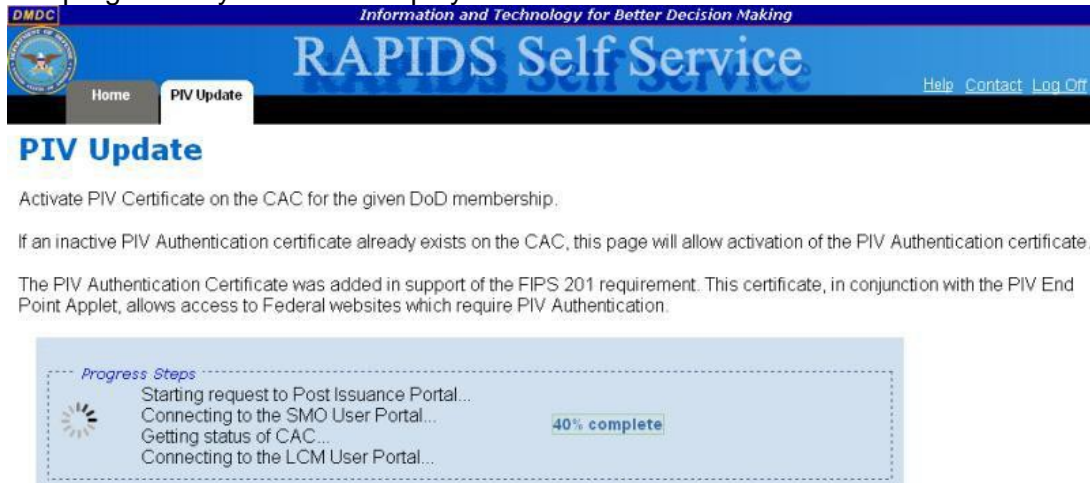
PIV Information  
Activate the PIV authentication certificate

5. Click **Yes** to confirm that you want to activate the PIV Authentication Certificate.



The screenshot shows the 'RAPIDS Self Service' interface. At the top, there is a blue header with the DMDC logo and the tagline 'Information and Technology for Better Decision Making'. Below the header, there are navigation tabs for 'Home' and 'PIV Update', and links for 'Help', 'Contact', and 'Log Off'. The main heading is 'PIV Update'. Below this, there are three paragraphs of text explaining the purpose of the PIV Authentication Certificate and its role in supporting FIPS 201 requirements. A light blue box contains a confirmation message: 'The following Actions will be taken on your CAC: ... The PIV Authentication Certificate will be activated on your CAC. Do you want to continue?'. At the bottom of this box are two buttons: 'No' and 'Yes'.

The progress of your task is displayed.



The screenshot shows the 'RAPIDS Self Service' interface with the 'PIV Update' tab selected. The main heading is 'PIV Update'. Below this, there are three paragraphs of text explaining the purpose of the PIV Authentication Certificate and its role in supporting FIPS 201 requirements. A light blue box contains a progress indicator with a circular arrow icon and the text 'Progress Steps'. Below this, there is a list of steps: 'Starting request to Post Issuance Portal...', 'Connecting to the SMO User Portal...', 'Getting status of CAC...', and 'Connecting to the LCM User Portal...'. A progress bar is shown next to the second step, which is labeled '40% complete'.

- Once RSS has completed processing, the screen will notify you of successful completion. Click the **Home** tab to perform additional tasks or log off the application.



## PIV Update

Activate PIV Certificate on the CAC for the given DoD membership.

If an inactive PIV Authentication certificate already exists on the CAC, this page will allow activation of the PIV Authentication certificate.

The PIV Authentication Certificate was added in support of the FIPS 201 requirement. This certificate, in conjunction with the PIV End Point Applet, allows access to Federal websites which require PIV Authentication.

**Congratulations!! Your CAC has been successfully updated.**

*Activate PIV*

The following actions were taken on your CAC:

The PIV Authentication Certificate was activated on your CAC.

## Downloading Applications

To download applications on the CAC for your DoD membership:

- On the "Home" page, click **Download Applets**.

Service	Category	Rank/Pay	Card Type	Expiration Date	Actions (Click on image)	Logged-In
Air Force	Active Duty	AB	PIV US Geneva Conventions CAC	SEP 29, 2013		✓

**Sponsor Contact Information**

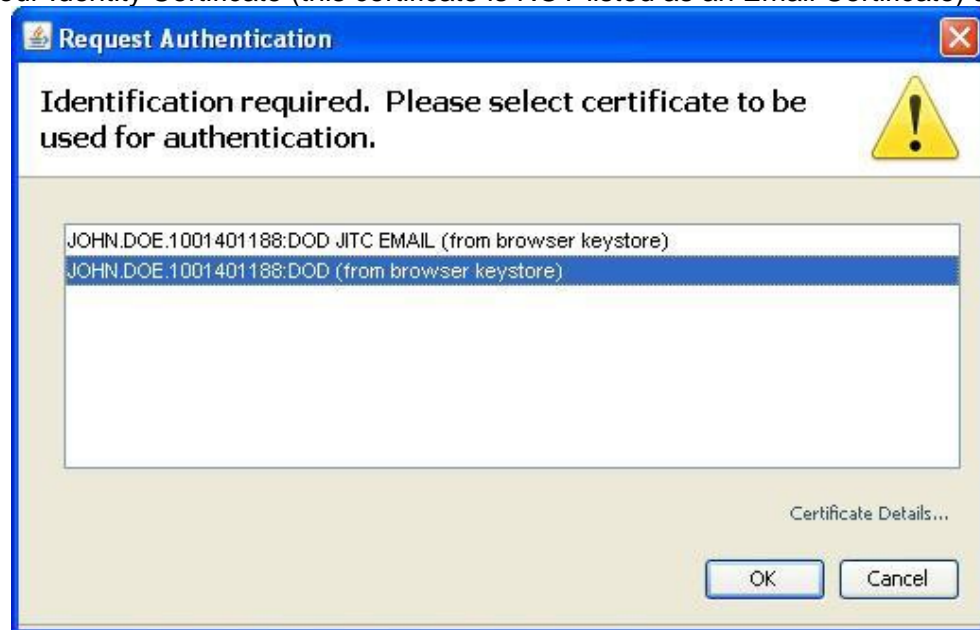
**Residence Address**  
123 Anywhere St  
Smalltown, VA 12345  
United States

**Mailing Address**  
Mailing Address not available for the Sponsor : John Doe  
Click on 'View/Update Contact Info' link located on the bottom right corner of the page to update address information.

[View/ Update Contact](#)

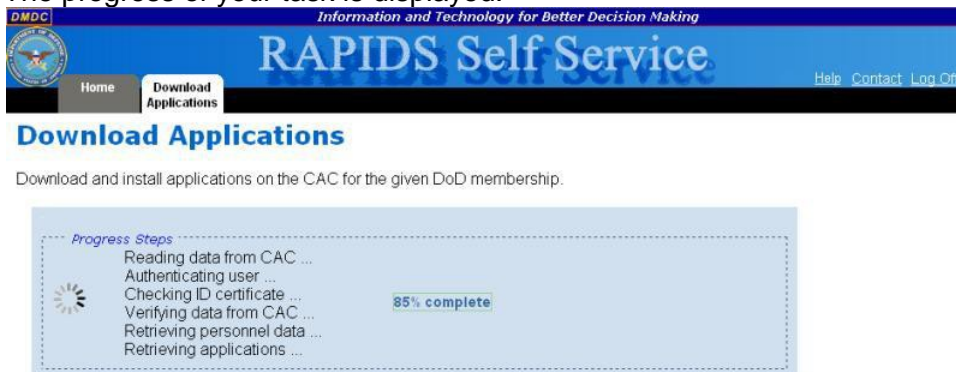
**Must review (update if needed) before requesting Reissuance of ID Card for any Family Member**

- Select your Identity Certificate (this certificate is NOT listed as an Email Certificate) and



click **OK**.

The progress of your task is displayed.



- The “Currently Installed Applications” section will display the names and versions of all applications currently installed on your CAC. The “Install Applications” section will list all applications that are available for download to your CAC. Click the name of the application that you would like to install and click **Move** or click **Move all** to add all available applications to the list of selected applications.

**Note:** Click an application name and then **Remove** to remove it from the list of applications that you would like to install or click **Remove all** to clear the list.

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# RAPIDS Self Service

Home Download Applications Help Contact Log Off

## Download Applications

Download and install applications on the CAC for the given DoD membership.

*Chip Information*  
 Chip ID: 407050728400005B5BEB Name: Doe, John Service: Air Force

*Currently Installed Applications*

Name	Version
PIN application	1.00
Demographic application	1.00
PKI ID application	1.00
PKI email signature application	1.00
PKI email encryption application	1.00
PIV application	1.0.0
PIV Authentication Certificate	1.0.0
PIVEP Application	1.0.0
CardManager Status Management Application	1.0.0

*Install Applications*

BC Application (JDM)

Move  
 Move All  
 Remove  
 Remove All

Update CAC

- Click **Update CAC**.
- Click **Yes** to confirm that you want to install the selected application(s).

DMDC Information and Technology for Better Decision Making

# RAPIDS Self Service

Home Download Applications Help Contact Log Off

## Download Applications

Download and install applications on the CAC for the given DoD membership.

*The following Actions will be taken on your CAC*

The following applications will be downloaded on your CAC:

BC Application (JDM)

Do you want to continue?

No Yes

The progress of your task is displayed.

## Download Applications

Download and install applications on the CAC for the given DoD membership.

- Once RSS has completed processing, the screen will notify you of successful completion. Click the **Home** tab to perform additional tasks or log off the application.

## Download Applications

Download and install applications on the CAC for the given DoD membership.



## Updating Sponsor Information

To update the sponsor residence, mailing, or work addresses; telephone number; or email address:

1. On the “Home” page, click the **Contact Information** tab.

**Note:** You also have the option to click the **Contact Info** link in the “Actions” column of the Sponsor Current ID Cards table or click the **View/ Update Contact** link below the “Mailing Address” box.

The “Contact Information” page is displayed.

2. To update your residence address, click **Edit** in the “Residence Address” box. You have the option to change the following fields:



The image shows a web form titled "Residence Address" with the following fields and controls:

- Country:** A drop-down menu with "United States" selected.
- Address 1:** A text input field containing "123 Anywhere St".
- Address 2:** An empty text input field.
- City:** A text input field containing "Smalltown".
- State:** A drop-down menu with "Virginia" selected.
- Zip Code:** Two text input fields, the first containing "12345" and the second empty.
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

- a. **Country** – Use the drop-down menu to select the country of your residence.
- b. **Address 1** – Enter the first line of your residence address.
- c. **Address 2** – Enter the second line of your residence address.
- d. **City** – Enter the city of your residence.
- e. **State** – Use the drop-down menu to select the state of your residence.
- f. **Zip Code** – Enter the zip code of your residence.
- g. Click **Save** to save your changes or **Cancel** to return to the “Contact Information” page without saving your changes.

3. To update your mailing address, click **Edit** in the “Mailing Address” box. You have the option to change the following fields:



The screenshot shows a form titled "Mailing Address" with the following fields and controls:

- Country: United States (dropdown menu)
- Address 1: 123 Anywhere St (text input)
- Address 2: (empty text input)
- City: Smalltown (text input)
- State: Virginia (dropdown menu)
- Zip Code: 12345 (text input)
- Buttons: Cancel, Save
- Checkbox:  Same as Residence Address

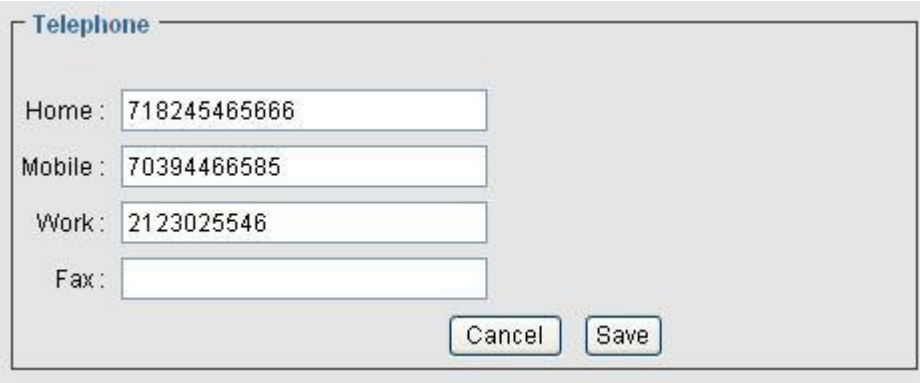
- Country** – Use the drop-down menu to select the country of your mailing address.
  - Address 1** – Enter the first line of your mailing address.
  - Address 2** – Enter the second line of your mailing address.
  - City** – Enter the city of your mailing address.
  - State** – Use the drop-down menu to select the state of your mailing address.
  - Zip Code** – Enter the zip code of your mailing address.
  - If your mailing and residence addresses are the same, click the **Same as Residence Address** checkbox.
  - Click **Save** to save your changes or **Cancel** to return to the “Contact Information” page without saving your changes.
4. To update your work address, click **Edit** in the “Work Address” box. You have the option to change the following fields:



The screenshot shows a form titled "Work Address" with the following fields and controls:

- Country: United States (dropdown menu)
- Address 1: Big Military Base (text input)
- Address 2: (empty text input)
- City: Littleville (text input)
- State: Virginia (dropdown menu)
- Zip Code: 12389 (text input)
- Buttons: Cancel, Save

- a. **Country** – Use the drop-down menu to select the country of your work address.
  - b. **Address 1** – Enter the first line of your work address.
  - c. **Address 2** – Enter the second line of your work address.
  - d. **City** – Enter the city of your work address.
  - e. **State** – Use the drop-down menu to select the state of your work address.
  - f. **Zip Code** – Enter the zip code of your work address.
  - g. Click **Save** to save your changes or **Cancel** to return to the “Contact Information” page without saving your changes.
5. To update your phone numbers, click **Edit** in the “Telephone” box. You have the option to change the following fields:



The screenshot shows a form titled "Telephone" with four input fields: "Home" (718245465666), "Mobile" (70394466585), "Work" (2123025546), and "Fax" (empty). At the bottom right are "Cancel" and "Save" buttons.

- a. **Home** – Enter your home telephone number.
  - b. **Mobile** – Enter your mobile telephone number.
  - c. **Work** – Enter your work telephone number.
  - d. **Fax** – Enter your fax number.
  - e. Click **Save** to save your changes or **Cancel** to return to the “Contact Information” page without saving your changes.
6. To update your personal email address, click **Edit** in the “Email Address” box. You have the option to change the following field:



The screenshot shows a form titled "Email Address" with two input fields: "Personal" (john.doe@email.com) and "Work" (john.doe@email.gov). At the bottom are "Cancel" and "Save" buttons.

- a. **Personal** – Enter your personal email address.
- b. Click **Save** to save your changes or **Cancel** to return to the “Contact Information” page without saving your changes.

**Note:** To update your work email address, follow the instructions in [Updating Email Encryption and Signing Certificates](#).

## Updating Dependent Information

To update dependent residence, mailing, or work addresses; telephone number; or email address:

1. On the “Home” page, click the **Family Members** tab.

The screenshot shows the RAPIDS Self Service portal. The 'Family Members' tab is selected. The page displays 'Welcome John Doe' and a table of 'Sponsor Current ID Cards'. Below the table is a section for 'Sponsor Contact Information' with fields for Residence Address and Mailing Address.

Service	Category	Rank/Pay	Card Type	Expiration Date	Actions (Click on image)	Logged-In
Air Force	Active Duty	AB	PIV US Geneva Conventions CAC	SEP 29, 2013		✓

**Sponsor Contact Information**

**Residence Address**  
123 Anywhere St  
Smalltown, VA 12345  
United States

**Mailing Address**  
Mailing Address not available for the Sponsor : John Doe  
Click on 'View/Update Contact Info' link located on the bottom right corner of the page to update address information.

[View/Update Contact](#)

Must review (update if needed) before requesting Reissuance of ID Card for any Family Member

2. In the “Family Member(s) Details” box, click the name of the dependent whose information you want to update.

The screenshot shows the RAPIDS Self Service portal. The 'Family Members' tab is selected. The page displays 'Family Member Screen' and a section for 'Sponsor Details' with a link to 'John Doe'. Below is a section for 'Family Member(s) Details' with links to 'Mary Doe (Spouse)' and 'Michael Doe (Child)'.

**Sponsor Details**  
[John Doe](#)

*To modify, Click on the link (underlined text)*

**Family Member(s) Details**  
[Mary Doe \(Spouse\)](#)  
[Michael Doe \(Child\)](#)

**Note:**

Clicking the sponsor’s name will display the sponsor’s residence and mailing addresses. To update this information, follow the instructions in [Updating Sponsor Information](#).

The selected family member's card details; residence and mailing addresses; telephone numbers;

**Family Member Screen**

Sponsor Details  
John Doe

To modify, Click on the link (underlined text)

Family Member(s) Details  
Mary Doe (Spouse)  
Michael Doe (Child)

Card Type	Sponsor's Category	Special Condition	Issue Date	Expiration Date	
DD FORM 1173	ACTIVE DUTY	NONE	OCT 27, 2011	SEP 30, 2012	Request 1172-2

Residence Address  
Residence Address not available. Click on 'Edit' button to update.

Telephone  
Phone Numbers not available. Click on 'Edit' button to update.

Mailing Address  
Mailing Address is not available. Click on 'Edit' button to update.

Email Address  
Email Address not available. Click on 'Edit' button to update.

3. To update the dependent residence address, click **Edit** in the “Residence Address” box. You have the option to change the following fields:

**Residence Address**

Country :

Address 1 :

Address 2 :

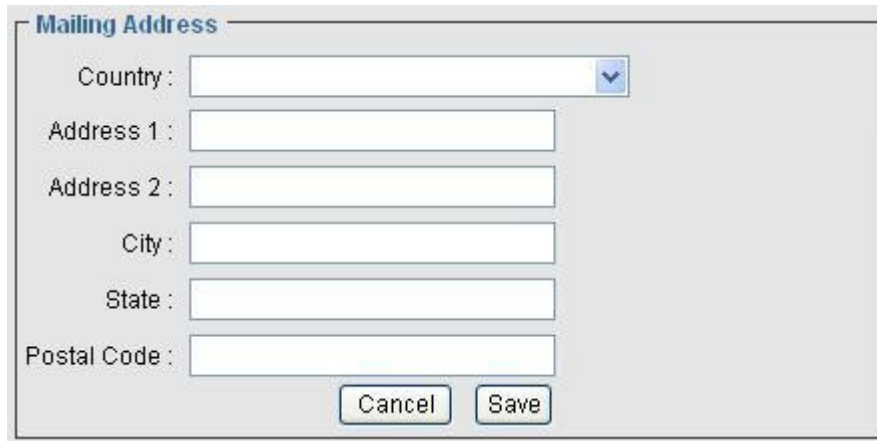
City :

State :

Postal Code :

- Country** – Use the drop-down menu to select the country of the dependent residence.
- Address 1** – Enter the first line of the dependent address.
- Address 2** – Enter the second line of the dependent address.
- City** – Enter the city of the dependent residence.
- State** – Enter the state of the dependent residence.
- Postal Code** – Enter the zip code of the dependent residence.

4. Click **Save** to save your changes or **Cancel** to return to the “Family Member Screen” without saving your changes. To update the dependent mailing address, click Edit in the “Mailing Address” box. You have the option to change the following fields:



The screenshot shows a form titled "Mailing Address" with the following fields: Country (a drop-down menu), Address 1, Address 2, City, State, and Postal Code. At the bottom of the form are two buttons: "Cancel" and "Save".

- a. **Country** – Use the drop-down menu to select the country of the dependent mailing address.
  - b. **Address 1** – Enter the first line of the dependent mailing address.
  - c. **Address 2** – Enter the second line of the dependent mailing address.
  - d. **City** – Enter the city of the dependent mailing address.
  - e. **State** – Enter the state of the dependent mailing address.
  - f. **Postal Code** – Enter the zip code of the dependent mailing address.
  - g. Click **Save** to save your changes or **Cancel** to return to the “Family Member Screen” without saving your changes.
5. To update the dependent phone numbers, click **Edit** in the “Telephone” box. You have the option to change the following fields:



The screenshot shows a form titled "Telephone" with the following fields: Home, Mobile, Work, and Fax. At the bottom of the form are two buttons: "Cancel" and "Save".

- a. **Home** – Enter the dependent home telephone number.

- b. **Mobile** – Enter the dependent mobile telephone number.
  - c. **Work** – Enter the dependent work telephone number.
  - d. **Fax** – Enter the dependent fax number.
  - e. Click **Save** to save your changes or **Cancel** to return to the “Family Member Screen” without saving your changes.
6. To update the dependent personal email address, click **Edit** in the “Email Address” box. You have the option to change the following field:

**Email Address**

Personal :

- a. **Personal** – Enter the dependent personal email address.
- b. Click **Save** to save your changes or **Cancel** to return to the “Family Member Screen” without saving your changes.

## Requesting Form DD-1172-2

To request Form DD-1172-2 for a dependent:

1. On the “Home” page, click the **Family Members** tab.

**Sponsor Current ID Cards**

Service	Category	Rank/Pay	Card Type	Expiration Date	Actions (Click on image)	Logged-In
Air Force	Active Duty	AB	PIV US Geneva Conventions CAC	SEP 29, 2013	Update Email +PIV Activate PIV Download Applets Contact Info	✓

**Sponsor Contact Information**

**Residence Address**  
123 Anywhere St  
Smalltown, VA 12345  
United States

**Mailing Address**  
Mailing Address not available for the Sponsor ; John Doe  
Click on 'View/Update Contact Info' link located on the bottom right corner of the page to update address information.

[→ View/Update Contact](#)

**Must review (update if needed) before requesting Reissuance of ID Card for any Family Member**



- In the “Family Member(s) Details” box, click the name of the dependent for whom you want to request a Form DD-1172-2.

The screenshot shows the top navigation bar with the DMDC logo and the slogan "Serving Those Who Serve Our Country". The main header is "RAPIDS Self Service" with links for "Home", "Contact Information", and "Family Members". Below the header, the "Family Member Screen" is displayed. It contains two expandable sections: "Sponsor Details" with a link to "John Doe" and "Family Member(s) Details" with links to "Mary Doe (Spouse)" and "Michael Doe (Child)". A note indicates that clicking on underlined text will modify the information.

The selected family member’s card details; residence and mailing addresses; telephone numbers; and email address information will display.

This screenshot shows the same "Family Member Screen" but with the "Michael Doe (Child)" details expanded. It features a table with the following data:

Card Type	Sponsor's Category	Special Condition	Issue Date	Expiration Date	
DD FORM 1173	ACTIVE DUTY	NONE	OCT 27, 2011	SEP 30, 2012	Request 1172-2

Below the table, there are three main sections, each with an "Edit" button:

- Residence Address:** 123 Anywhere St, Smalltown, VA 12345, United States.
- Telephone:** Home: 1234567890.
- Email Address:** Email Address Saved, Personal: michael.doe@email.com.

A note states: "Mailing Address is the same as Residence Address. Click on 'Edit' button to update."

- In the Card Details table, click **Request 1172-2**. The “Request ID Card Issuance” page is displayed.
- Read and verify the eligibility requirements. If you agree, select the **I agree and confirm the above is correct.** option and click **I Certify**. Continue to step 5.

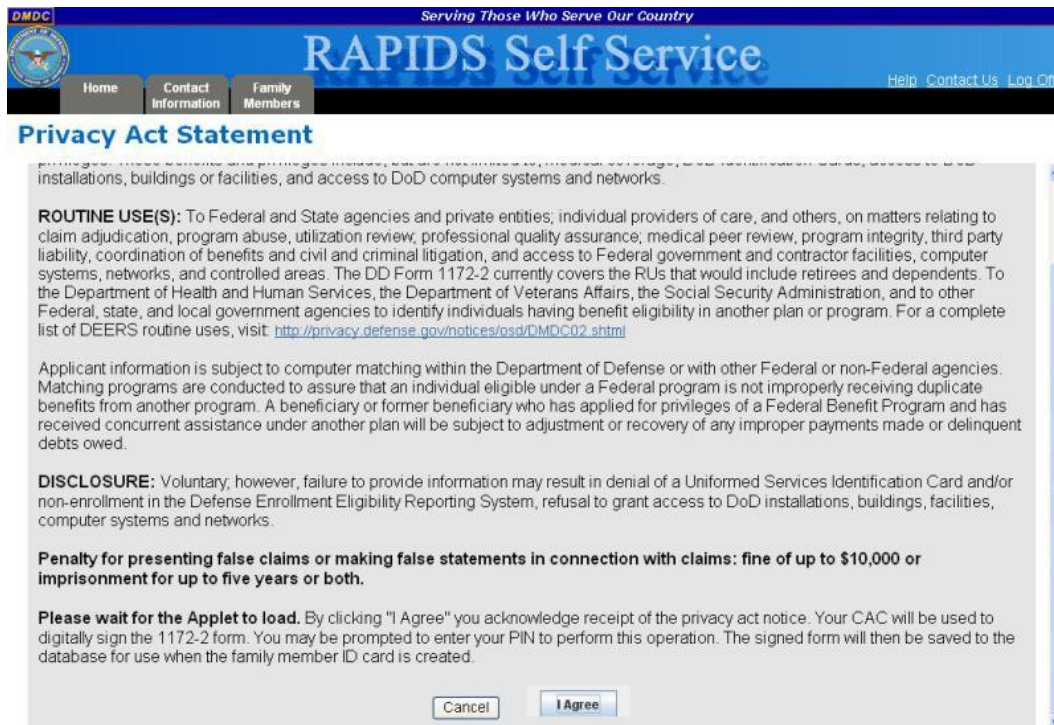
- a. If you do not agree or the information is incorrect, select the **I don't agree. Some information is incorrect.** option and click **I don't agree**.
- b. You will be advised that you must go to a RAPIDS ID Card issuing facility with the appropriate documentation for record changes. Click the **Home** tab to return to the home screen.

**Note:** Clicking **Cancel** will return you to the “Family Member Screen”.

5. The “Privacy Act Statement” page will display. Select your Identity Certificate (this certificate is NOT listed as an Email Certificate) and click **OK**.

6. Enter the Personal Identification Number (PIN) for your CAC and click **OK**.

7. Read the Privacy Act statement and click **I Agree**. Your CAC will be used to sign the Form DD-1172-2 and then be saved to the database for use when the family member ID card is created.



installations, buildings or facilities, and access to DoD computer systems and networks.

**ROUTINE USE(S):** To Federal and State agencies and private entities; individual providers of care, and others, on matters relating to claim adjudication, program abuse, utilization review, professional quality assurance, medical peer review, program integrity, third party liability, coordination of benefits and civil and criminal litigation, and access to Federal government and contractor facilities, computer systems, networks, and controlled areas. The DD Form 1172-2 currently covers the RUs that would include retirees and dependents. To the Department of Health and Human Services, the Department of Veterans Affairs, the Social Security Administration, and to other Federal, state, and local government agencies to identify individuals having benefit eligibility in another plan or program. For a complete list of DEERS routine uses, visit: <http://privacy.defense.gov/notices/psd/DMDC02.shtml>

Applicant information is subject to computer matching within the Department of Defense or with other Federal or non-Federal agencies. Matching programs are conducted to assure that an individual eligible under a Federal program is not improperly receiving duplicate benefits from another program. A beneficiary or former beneficiary who has applied for privileges of a Federal Benefit Program and has received concurrent assistance under another plan will be subject to adjustment or recovery of any improper payments made or delinquent debts owed.


**DISCLOSURE:** Voluntary; however, failure to provide information may result in denial of a Uniformed Services Identification Card and/or non-enrollment in the Defense Enrollment Eligibility Reporting System, refusal to grant access to DoD installations, buildings, facilities, computer systems and networks.

**Penalty for presenting false claims or making false statements in connection with claims: fine of up to \$10,000 or imprisonment for up to five years or both.**

**Please wait for the Applet to load.** By clicking "I Agree" you acknowledge receipt of the privacy act notice. Your CAC will be used to digitally sign the 1172-2 form. You may be prompted to enter your PIN to perform this operation. The signed form will then be saved to the database for use when the family member ID card is created.

Cancel I Agree

8. Enter the PIN for your CAC and click **OK**.

9. Click the **Print** icon () to print the signed Form DD-1172-2. This signed form must be presented at a RAPIDS ID card facility before a dependent ID card can be issued.

DMDC *Serving Those Who Serve Our Country*

# RAPIDS Self Service

Help Contact Us Log Off

Home Contact Information Family Members

## DD1172-2 Form

At least one signature has problems. Signature Panel

APPLICATION FOR IDENTIFICATION CARD/DEERS ENROLLMENT					
Please read Agency Disclosure Notice, Privacy Act Statement, and instructions prior to completing this form.					OMB No. 0704-0412 OMB approval expires Jan 31, 2014
<b>SECTION I - SPONSOR/EMPLOYEE INFORMATION</b>					
1. NAME (Last, First, Middle) DOE, JOHN	2. GENDER M	3. SSN OR DOD ID NO. DoD#1001503916	4. STATUS AD	5. ORGANIZATION USAF	
6. PAY GRADE E1	7. GEN. CAT I	8. CITIZENSHIP US	9. DATE OF BIRTH (YYYYMMDD) 1957SEP01	10. PLACE OF BIRTH	
11. CURRENT HOME ADDRESS 123 Anywhere St		12. CITY Smalltown	13. STATE VA	14. ZIP CODE 12345	15. COUNTRY US
16. PRIMARY E-MAIL ADDRESS john.doe@email.gov		17. TELEPHONE NUMBER (Include Area Code/CSN) 718245465666	18. CITY OF DUTY LOCATION	19. STATE OF DUTY LOCATION	20. COUNTRY OF DUTY LOCATION
<b>SECTION II - SPONSOR/EMPLOYEE DECLARATION AND REMARKS</b>					
21. REMARKS (Use appropriate documentation, as applicable.) I, John Doe, certify that the following information provided in connection with the eligibility requirements of this form is true and accurate to the best of my knowledge. - Michael Doe is my child and therefore may be entitled to a Department of Defense Identification card.  I understand that the action of requesting this ID Card issuance is audited and digitally signed by my Common Access Card.					NOTARY SIGNATURE AND SEAL
I certify the information provided in connection with the eligibility requirements of this form is true and accurate to the best of my knowledge. (If not signed in the presence of the authorizing/verifying official, the signature must be notarized.)					23. DATE SIGNED (YYYYMMDD) 2011NOV23
22. SPONSOR/EMPLOYEE SIGNATURE			24. SPONSORING OFFICE NAME		
<b>SECTION III - AUTHORIZED BY</b>			25. CONTRACT NUMBER		

**Note:** Click the **Back To Home** link to return to the "Home" page.

## Abbreviations, Acronyms, and Definitions

The following abbreviations, acronyms, and definitions aid in the understanding of this document.

Abbreviations and Acronyms	Description
CAC	Common Access Card – Identification and sometimes benefits and privilege card produced by the DoD, which contains an Integrated Circuit Chip (ICC) holding demographic data and digital certificates
DMDC	Defense Manpower Data Center
DNS	Domain Name System
DoD	Department of Defense
DSC	DMDC Support Center
DSLogon	Unique Logon ID and Password given to DoD Beneficiaries to access DoD web applications in lieu of a CAC
JDM	Joint Data Model
JRE	Java Runtime Environment
PCC	Personnel Category Code
PIN	Personal Identification Number
PIV	Personal Identity Verification
RAPIDS	Real-time Automated Personnel Identification System – Application used to update data on the DEERS Person Data Repository (PDR) and create DoD Identification cards
RSS	RAPIDS Self Service
UMP	User Maintenance Portal
UPN	User Principle Name

## Frequently Asked Questions (FAQs)

[How do I delete certificates?](#)

[What do I do if I cannot connect to the host or the connection is broken?](#)

[If my CAC has only the ID certificate, can I get the Signature and Encryption certificates?](#)

[If my CAC has only the ID and Signature certificates, can I get only the Encryption certificate?](#)

[If my CAC has only ID and Encryption certificates, can I get only the Signature certificate?](#)

[Is email encrypted with your original CAC PKI certificates accessible after you have changed the email address on your CAC?](#)

[How can I find out what certificates are on my CAC?](#)

[How can I find out what applications are on my CAC?](#)

[Who should add Personnel Category Code \(PCC\) to User Principal Name \(UPN\)?](#)

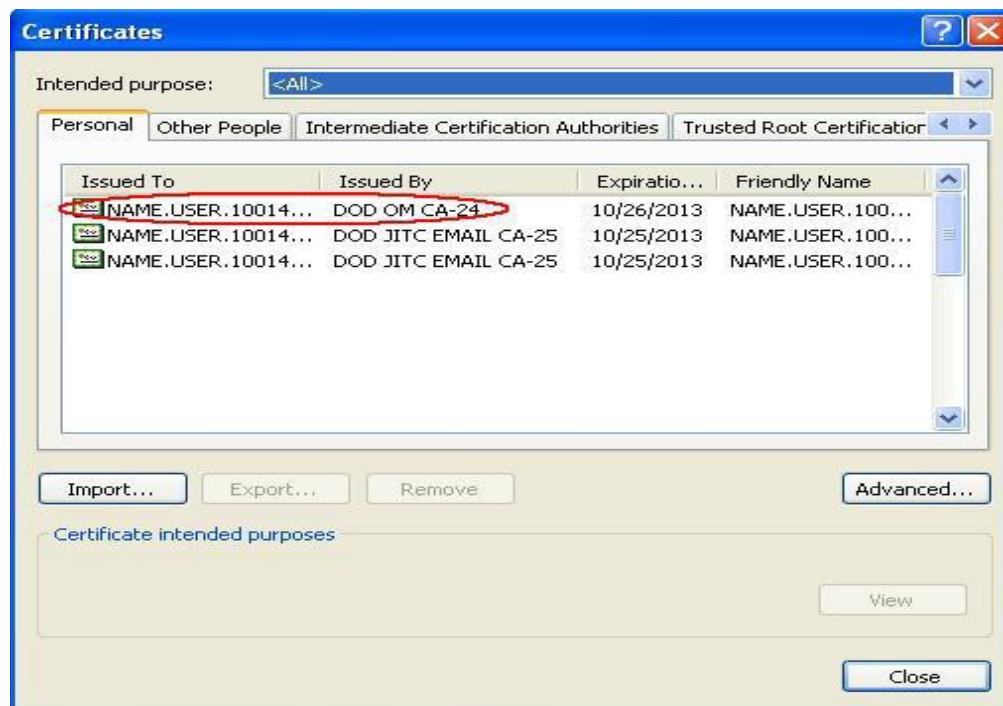
[Why am I receiving an error message that my card platform does not support certificate issuance update?](#)

[Why am I receiving an RSS error message regarding a compatibility conflict that exists between my 32-bit and 64-bit desktop installations?](#)

### *How do I delete certificates?*

To delete certificates:

1. Click **Tools** then **Internet Options** from the browser menu.
2. Click the **Content** tab.
3. Click **Certificates**.
4. Select the certificates for your CAC (press and hold **Ctrl** on your keyboard to select multiple certificates), leaving only the Identity Certificate (circled in red below).



5. Click **Remove**.
6. Click **Close**.
7. Click **OK**.

### ***What do I do if I cannot connect to the host or the connection is broken?***

If the server connection fails during the updating of email address and certificates or during the adding of certificates or applications, the DNS of the site may be unable to resolve the following names, in which case, you should take the following steps:

1. Click **Start** then **Run**.
2. Type **cmd** and click **OK**. A console window with a command prompt opens. It may look something like this:  
C:\>\_
3. At the command prompt, type **ping ucups-ss.dmdc.osd.mil** and press **Enter**.
4. If it returns the following message: "Ping request could not find host UCUPS.dmdc.osd.mil. Please check the name and try again," the DNS is unable to resolve to the correct address. You will need to contact DMDC to get the IP address.
5. Once you have the IP address, open the file: C:\WINNT\system32\drivers\etc\Hosts. Enter **xx.xx.xx.xx ucups-ss.dmdc.osd.mil** in the DNS address fields.

**Note:** "xx.xx.xx.xx" will be replaced with the actual IP address that was provided by DMDC.

6. Repeat steps 1-3. If the DNS is still unable to resolve the DNS address, you will need to contact the DMDC to get the IP address and submit a request to have them add the site address. You will also need to verify that port 443 is open in the firewall.

If you are accessing RSS from behind a proxy server, the synchronization step will fail. A rule must be added to the proxy server so that workstations using RSS are allowed to connect directly to the URL: <https://ucups-ss.dmdc.osd.mil/services/tcd>.

***If my CAC has only the ID certificate, can I get the Signature and Encryption certificates?***  
Yes.

***If my CAC has only the ID and Signature certificates, can I get only the Encryption certificate?***

If the new email address is the same as the old one, the user will be presented with an option to change only the encryption certificate. However, if the email address is changing, both the encryption and the signature certificates are replaced with new ones.

***If my CAC has only ID and Encryption certificates, can I get only the Signature certificate?***

If the new email address is the same as the old one, the user will be presented with an option to change only the Signature certificate. However, if the email address is changing, both the Encryption and the Signature certificates are replaced with new ones.

***Is email encrypted with your original CAC PKI certificates accessible after you have changed the email address on your CAC?***

No, if you have encrypted email, you will need to gain access to the keys that you used to encrypt the email. See your facility Email Administrator for direction.

### ***How can I find out what certificates are on my CAC?***

Follow steps 1-4 in the section entitled [Updating Email Encryption and Signing Certificates](#), to update your email encryption and signing certificates. The **Certificate Information** section of the “Update Certificates” page lists all certificates installed on your CAC.

### ***How can I find out what applications are on my CAC?***

Follow steps 1-2 in the section entitled [Downloading Applications](#), to download applications. The **Currently Installed Applications** section of the “Download Applications” page lists all of the installed applications.

### ***Who should add Personnel Category Code (PCC) to User Principal Name (UPN)?***

Users with multiple CACs (Civilian/Reservist or Contractor/Reservist) and multiple accounts in the same Active Directory should add a PCC to their UPN. A PCC allows users to continue Smart Card Logon to a separate network account.

### ***Why am I receiving an error message that my card platform does not support certificate issuance update?***

Effective 2/12/11, DoD implemented new requirements within the Federal PKI policy and are unable to issue 1024 PKI Certificates. The impact is that we are unable to update the PKI certificates on older versions of Common Access Cards (CAC) platforms.

To verify if your CAC is one of the impacted card platforms, look on the back of your CAC and review the card product name that is laser engraved above the magnetic stripe.

If your card product is listed below, RSS is unable to add the PCC or update the PKI certificates on your CAC. You must first return to a RAPIDS location, obtain a new CAC, and then you can use RSS to update your PKI Certificates or add a PCC.

- Oberthur ID One v5.2a Dual
- Gemalto GCX4 72k DI
- Oberthur ID One v5.2a
- Oberthur ID One v5.2
- Gemalto Access 64KV2
- Gemplus GXP3 64V2N
- Axalto Access 64k
- Gemplus 64kV2
- Schlumberger 64k

**Note:** If you do not require new PKI certificates or the addition of the PCC on your CAC, please continue to use your card until its expiration date.

### ***Why am I receiving an RSS error message regarding a compatibility conflict that exists between my 32-bit and 64-bit desktop installations?***

As more users upgrade their Operating System (OS) to 64-bit compatibility, issues may arise if using ActivClient, Internet Explorer (or other browsers), and JRE versions that are not the same. Please confirm that your ActivClient Middleware, JRE, and browser (Internet Explorer or an alternative) are all set to the same bit:

ActivClient (32-bit), JRE (32-bit), and Internet Explorer (32-bit) or ActivClient (64-bit), JRE (64-bit), and Internet Explorer (64-bit)

Any inconsistency among those three components means that you will not be able to use RSS and/or other smart card-enabled applications.



## Support Contact Information

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If you need help with the RSS application, contact the DMDC Support Center (DSC) help desk. Customer Service Representatives are available 24x7 at:

- Worldwide: 1-800-477-8227
- CONUS – DSN: 698-5000
- OCONUS – DSN: 312-698-5000

If you require DoD Beneficiary information or assistance with your personnel record, contact the DMDC/DEERS Support Office. Customer Service Representatives are available Monday-Friday (excluding U. S. federal holidays) 0600 to 1530 Pacific Time at:

- Worldwide: 1-800-538-9552 or TTY/TDD: 1-866-363-2883
- Germany: (0800) 101-3161
- Italy: (800) 783-784
- United Kingdom: (0800) 587-1594
- Korea: (00798) 1-4800-5570
- Philippines: (1800) 1-114-1235
- Japan: (0053) 112-0731

## System Requirements

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The following components are required on your workstation in order to use RSS:

- Middleware conforming to NIST InterAgency Reporting (NISTR) 6887
- Sun Java Runtime Environment (JRE) with the following JRE versions:
  - If using JRE 1.5x, then JRE 1.5.0\_22 or higher
  - and JRE 1.6 or higher
- Updated Domain Name System (DNS) information (see Appendix B: Frequently Asked Questions for instructions on what to do if you cannot connect to the host or your connection is broken)
- Internet browser (Microsoft Internet Explorer 6.0 or higher/Netscape 6.2 or higher)
- Windows XP/Vista/Windows 7

If any of these components are not installed, or if you are unsure, contact your System Administrator for assistance.