

UPDATE CERTIFICATES ON CAC USING ID CARD OFFICE ONLINE

DMDC's RAPIDS Self-Service ID Card Office Online (RSS-IDCO) application allows users to process CAC holder requests (e.g., update e-mail addresses, e-mail certificates, add and update CAC applications) using their own CAC-enabled workstations instead of requiring them to queue at a RAPIDS issuance location. In addition to increasing user convenience, RSS-IDCO relieves organizations of the administrative burdens currently associated with processing CAC holder post-issuance requests. Most importantly, the application accomplishes these goals without compromising the high level of security provided by current processes

DoD Personnel with CACs no longer have to wait at a DEERS facility in order to update certificates on their CACs. Personnel may now update e-mail addresses and certificates from their own workstations. This includes all branches and service components of Military, Civil Servants, and Contractors of the Department of Defense (to include Armed and Uniformed services of the Army, Navy, Marine Corps, Coast Guard, Air Force, Public Health Service, and NOAA).

Important: Changing your email address will result in the inability to use the new email certificates unless your CAC is properly registered on your PC and in your global address book. If you have email encrypted with your old email certificate, you will need to recover the old email certificate from DISA with the help of your Systems help desk.

Instructions for updating the certificates on a CAC are as follows:

1. On the "Home" page, click **Change CAC Email**.
2. **Note:** If you have more than one CAC (i.e., Civil Service and Reserve), multiple CAC information boxes will display. Click the action in the box associated with the CAC that you want to update.
2. Click **Proceed** to continue updating the email address associated with your CAC.
3. Enter your new email address in the provided text box.
4. Confirm your email address.
5. You have the option to check **Add PCC on UPN**. Selecting this option will modify your User Principal Name (UPN) to add a Personnel Category Code (PCC) to your email signature certificate. This option should be used if you have multiple CACs.
6. Click **Next**.
7. Click **Yes** to continue. The progress of your task is displayed.
8. Once IDCO has completed processing, the screen will notify you of successful completion. Click **Home** to perform additional tasks or log off the application.

For more information on RSS-IDCO, visit the web site: https://pki.dmdc.osd.mil/self_service/. If you have any questions regarding the RSS-IDCO, please contact the DMDC Support Center (DSC) User Help Desk 24x7x365 at 1-800-3RAPIDS (372-7437) or DSN 435-9000 for assistance.