UNDER SECRETARY OF DEFENSE
4000 DEFENSE PENTAGON
WASHINGTON, D.C. 20301-4000

APR 1 6 2020

PERSONNEL AND
READINESS

MEMORANDUM FOR: SEE DISTRIBUTION

SUBJECT: Additional Procedures for Department of Defense Identification Cards for COVID-19

References: (a) Under Secretary of Defense for Personnel and Readiness Memorandum, "Policy Guidance for Identification Card Operations for COVID-19," April 7, 2020
      (b) Under Secretary of Defense for Intelligence and Security Memorandum, "Exception to Policy Allowing the Temporary Acceptance of Expired DoD Credentials during COVID-19," April 16, 2020

   Although the Department has taken numerous steps to reduce demand at DoD identification (ID) card facilities, DoD Components should continue to ensure the maintaining of safety and health standards, since continued operation of our ID card facilities is an essential DoD mission. This memorandum provides additional temporary procedures for Common Access Cards (CAC) and Volunteer Logical Access Credentials (VoLAC) for COVID-19. Policy guidance in references (a) and (b) remains in effect. To ensure that DoD ID card offices are postured to maintain continuity of operations while minimizing non-essential visits, **the following guidance is effective beginning April 16, 2020 through September 30, 2020:**

1. CACs and VoLACs which expire on or after April 16, 2020, and are within 30 days of expiration, may have the certificates updated using ID Card Office Online to allow for continued use for logical access through September 30, 2020. The attachment provides details on who is eligible, and whom to contact for questions or problems.
2. CACs that expire on or after April 16, 2020, are authorized for continued use to facilitate access to benefits through September 30, 2020, if the cardholder's eligibility for benefits is unchanged.
3. Existing and new Trusted Associate Sponsorship System (TASS) applications will be valid for 180 days, permitting TASS-sponsored cardholders to take advantage of the remote options to update their certificates.

   These measures will enable our personnel to use an expired CAC for logical and benefits access. Without such measures, users who are teleworking would lose access to DoD networks, systems, and email, and would be required to visit a DoD ID Card Office in person for a new CAC.

   Please visit https://www.cac.mil/Coronavirus for additional information, including step-by-step instructions, or contact the Defense Manpower Data Center Identity and ID Card Policy Team at dhracacpolicy@mail.mil.

Matthew P. Donovan

Attachment:
As stated

cc:
Director, National Oceanic and Atmospheric
    Administration Commissioned Officer Corps
Director, Commissioned Corps Headquarters,
    United States Public Health Service

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ATTACHMENT

ADDITIONAL INFORMATION ON CERTIFICATE REKEYING

Cardholders may use ID Card Office Online (**https://www.dmdc.osd.mil/self_service**) to rekey their CAC or VoLAC certificates through September 30, 2020, or the affiliation end date, whichever is sooner.

How do I update my certificates?

- Step-by-step instructions will be available at **https://www.cac.mil/Coronavirus.**

Am I eligible? All of the following must be true:

1. The CAC or VoLAC must expire within 30 days.
   - o For example, a CAC that expires on 30 May 2020 can be updated starting on 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. CAC holders can use ID Card Office online to check their Affiliation End Date (instructions available at https://www.cac.mil/Coronavirus).
   - o Many Uniformed Service members and civilians have an affiliation with no defined end date ("UNKNOWN").
     - ▪ These personnel will automatically be eligible to use ID Card Office Online to update their certificates.
   - o Some Uniformed Service members (e.g., enlisted Service members), and civilians have an affiliation with a defined end date.
     - ▪ Human Resources personnel must first update the cardholder's affiliation with DoD in DCPDS or MILPDS before the CAC holder can use ID Card Office Online to update their certificates.
     - ▪ The CAC holder must wait one business day following the date of that HR update before using ID Card Office Online.
   - o Contractors and other personnel sponsored via the TASS typically have an affiliation end date that is the same as the card end date.
     - ▪ The TASS Trusted Agent must first update the cardholder's affiliation with DoD to the new contract end date (including unfunded contract options) before the CAC holder can use ID Card Office Online to update their certificates.
     - ▪ The CAC holder must wait one business day following the date of the TASS approval before using ID Card Office Online.

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4. The CAC or VoLAC holder must use a computer that is properly configured to support ID Card Office Online certificate updates.
   o Any 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.

Whom do I contact if I have problems?

- If ID Card Office Online indicates your affiliation end date does not extend beyond your CAC or VoLAC expiration date, you should contact:
   o Your HR representative, if you are a military member or civilian.
   o 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 ID Card Office Online gives you an error message when trying to rekey your certificates, you should contact:
   o Your Service Helpdesk, which can be found using **https://public.cyber.mil/pki-pke/help**, under the section "Combatant Command/Service/Agency Helpdesks."