

Common Access Card (CAC) Modernization

What is CAC Modernization, and why do I need to take action?

The Coast Guard will transition to a new authentication method for the Common Access Card (CAC), to align with the rest of the federal government. To prepare for this transition, all personnel must have the new "Authentication" certificate on their CAC, so if you were notified, you must follow this guidance. In mid-March 2020, CG-6 will release an ALCOAST to provide guidance and directions for logging into CG workstations, systems, and applications using the new authentication certificate. The CAC is the Coast Guard's primary means for authentication to access unclassified networks, information systems, and applications.

Activating the PIV-Auth ("Authentication") Certificate (Adding the Certificate to the CAC)

IMPORTANT NOTICE: 1.) Most users should NOT need to replace their CAC or visit a RAPIDS/DEERS (ID office) to complete this action. 2.) It is **HIGHLY** preferred to access the website below using Internet Explorer from a Coast Guard workstation (remote-VDI does NOT work). 3.) If you receive an error stating JAVA needs to be installed, submit a ticket to CGFIXIT requesting JAVA be repaired and/or attempt these steps from another workstation.

- 1) Highlight the link below, copy and paste into another window (Internet Explorer) to be directed to the DMDC site:

https://www.dmdc.osd.mil/self_service/rapids/unauthenticated?execution=e1s1

- 2) Click **Sign In**

milConnect RAPIDS Self-Service ID Card Office Online

Notice:
Any Operations that update your CAC or require digital signing of requests (nominating family members, creating Form DD1172-2, reissuance of family member data, update 144 or higher, and Internet Explorer version 7 or higher. Please ensure your computer meets these minimum requirements before performing activities.

Sign In

Renew/Replace Family ID Cards
Renew/Replace Family ID Cards
Update Your Contact Information
Update a Family Member's Contact Information
Add a Family Member

CAC Maintenance
Update Your Email Address
Download Applications
Activate the PIV Authentication Certificate
Add PCC to UPN

2

Need Assistance?
For issues with your ID card or problems with sponsor or family member data, please contact a local ID card office.

If you are having problems with this website please contact us.

Contact DMDC || Accessibility/Section 508 || USA.gov || No Fear Act Notice || Privacy and Security Notice

3) The *DEERS Self-Service Consent to Monitor* window appears. Click **OK**.

The screenshot shows the 'Self-Service Consent to Monitor' window from the DMDC ID Card Office Online. The header includes the DMDC logo and the tagline 'Serving Those Who Serve Our Country'. The main content area contains a consent form with the following text:

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG beneficiary self-service-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- While all personal identifying information (PII) data stored on this IS is protected under the Privacy Act of 1974, all communications using this IS, and the data contained therein, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications or information, or the content of representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See applicable laws, regulations, and policies for details.

At the bottom of the window, there are links for 'Contact DMDC', 'Accessibility/Section 508', 'USA.gov', and 'No Fear Act Notice'. A red box highlights the 'OK' button, and the number '3' is placed next to it.

4) Click the **CAC** tab.

5) The Common Access Card (CAC) window appears. Click **Login**.

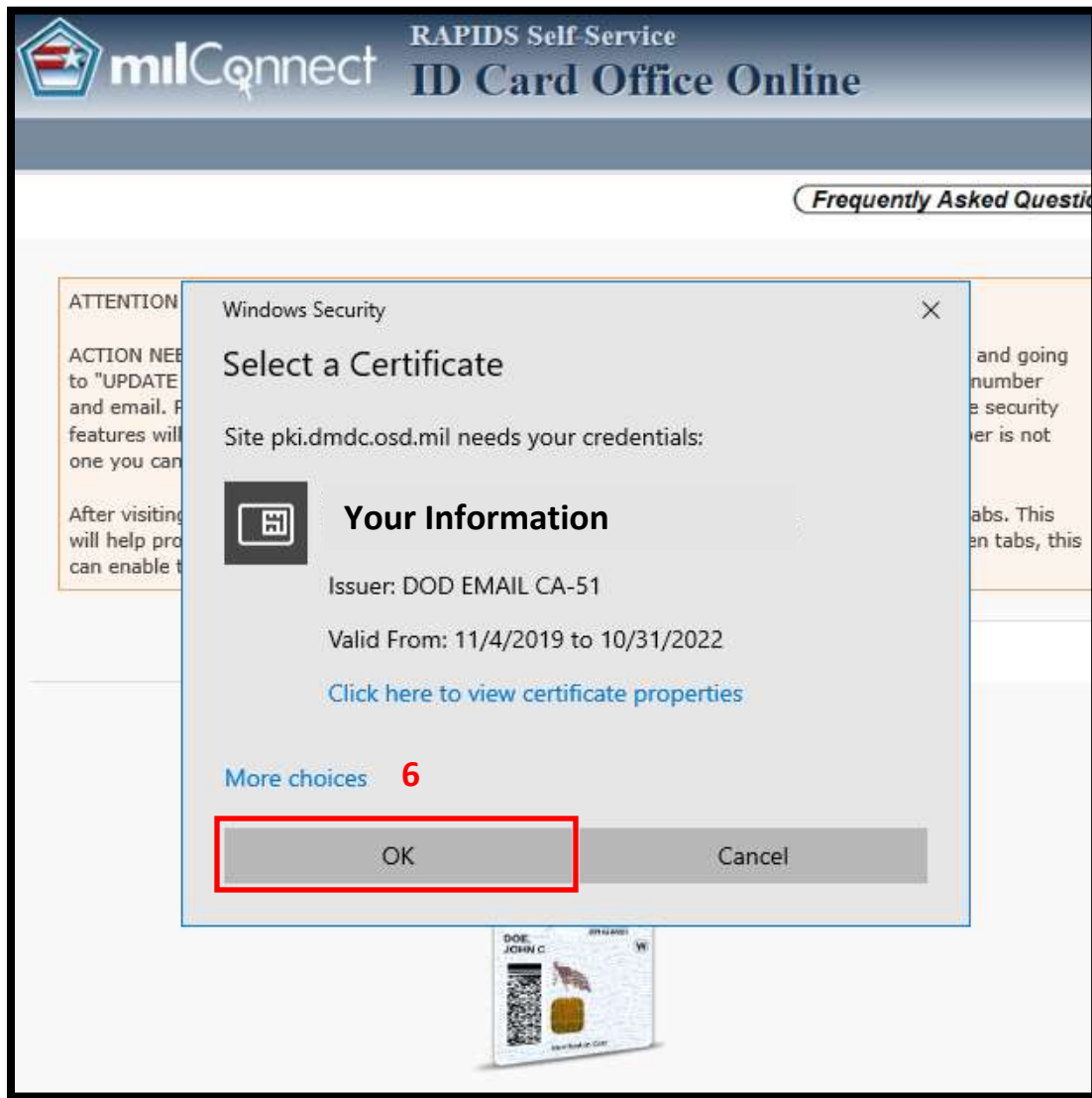
The screenshot shows the 'milConnect RAPIDS Self-Service ID Card Office Online' window. The header includes the milConnect logo and the tagline 'RAPIDS Self-Service ID Card Office Online'. A 'Frequently Asked Questions' link is visible in the top right corner. The main content area contains an 'ATTENTION ALL USERS: PLEASE READ CAREFULLY TO PROTECT YOUR INFORMATION' section with the following text:

ACTION NEEDED: Phone Numbers can be updated by yourself by logging into DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DSL account if the phone number is not one you can access.

After visiting DS LOGON or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you chose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

Below the text, there are two tabs: 'DS Logon' and 'CAC'. The 'CAC' tab is highlighted with a red box, and the number '4' is placed next to it. Below the tabs, there is a graphic of a Common Access Card (CAC) with the text 'SAMPLE' and 'DOE JOHN C'. At the bottom of the window, there is a 'Login' button highlighted with a red box, and the number '5' is placed next to it.

- 6) The *Select a Certificate* window appears. Select the 'DOD email' certificate which is the current authentication certificate accepted. Select **OK**.



- 7) Enter your PIN

ActivClient Login

ActivID®
ActivClient®

Please enter your PIN.


7

PIN

OK Cancel


8) The RAPIDS Self Service window appears. Select Activate PIV Certificate.

RS ID Card Office Online

 RAPIDS Self-Service
ID Card Office Online

Feedback ★ ID Card Office Locator Contact Us Help ? Log Out

CAC Maintenance



| Affiliation | Agency/Department | Card Expires | Card Pairing Code |
|---|-------------------|--------------|-------------------|
| Civil Service (DoD and Coast Guard Uniformed Service) | | 2021Jul25 | |
| End Date UNKNOWN | | | |

8

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Sponsor's Contact Information

Residential Address

Mailing Address

Same as Residential

Telephone

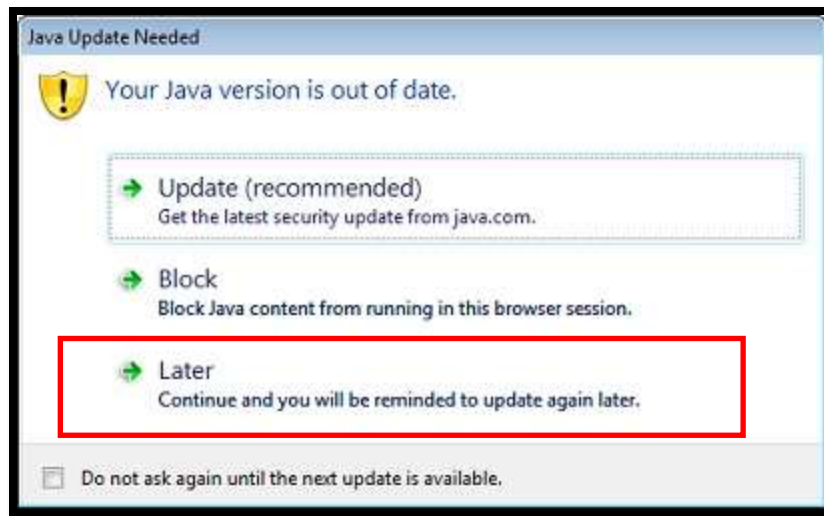
Personal Email Address

You have consented to have the DoD or send email notifications to you regarding your benefits.

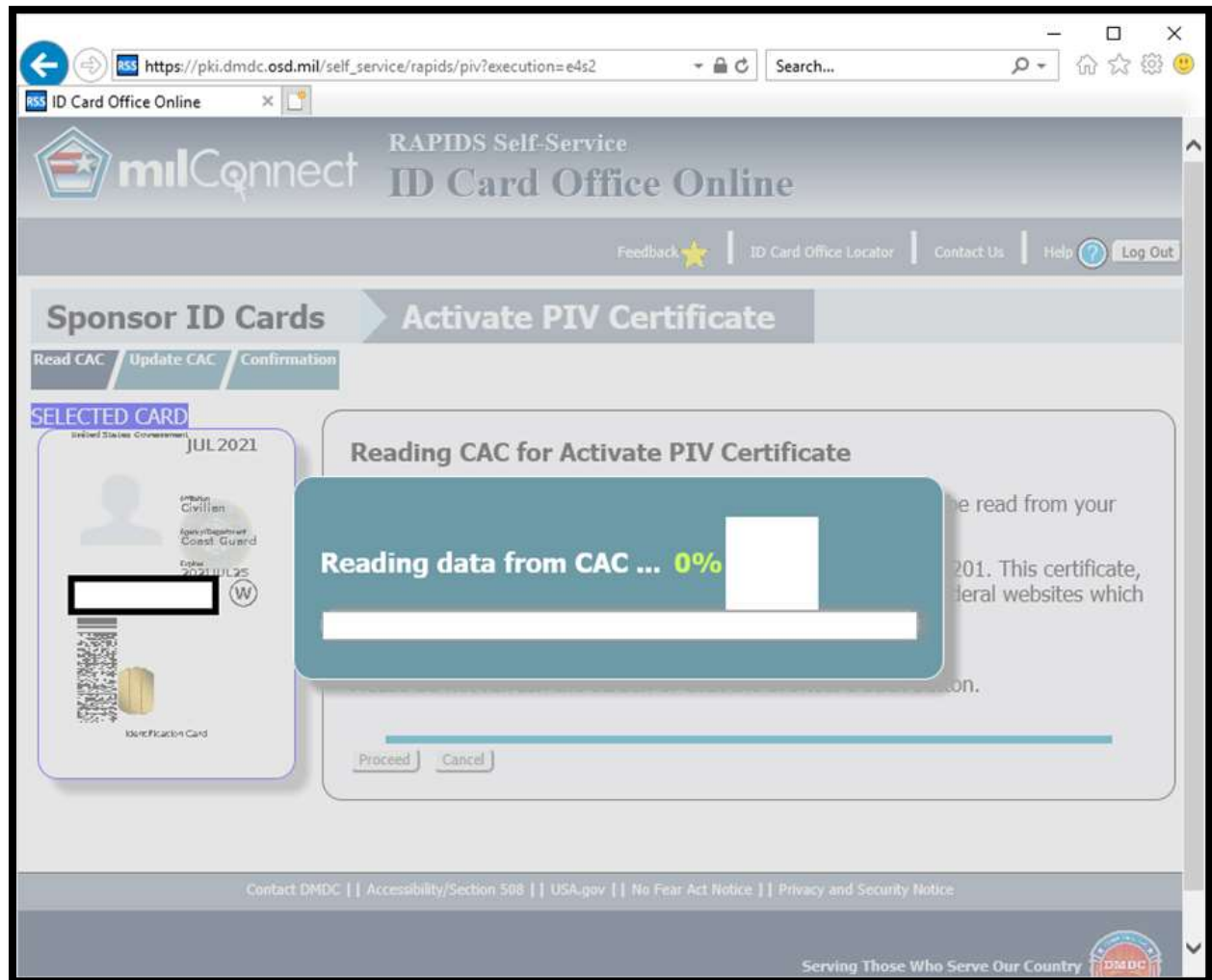
9) The PIV Update window appears. In the PIV Information section, click **Proceed**.



NOTE: If presented with the “Java Update Needed” window, click **Later** (Continue and you will be reminded to update again later.)



The Reading data from CAC Window appears.



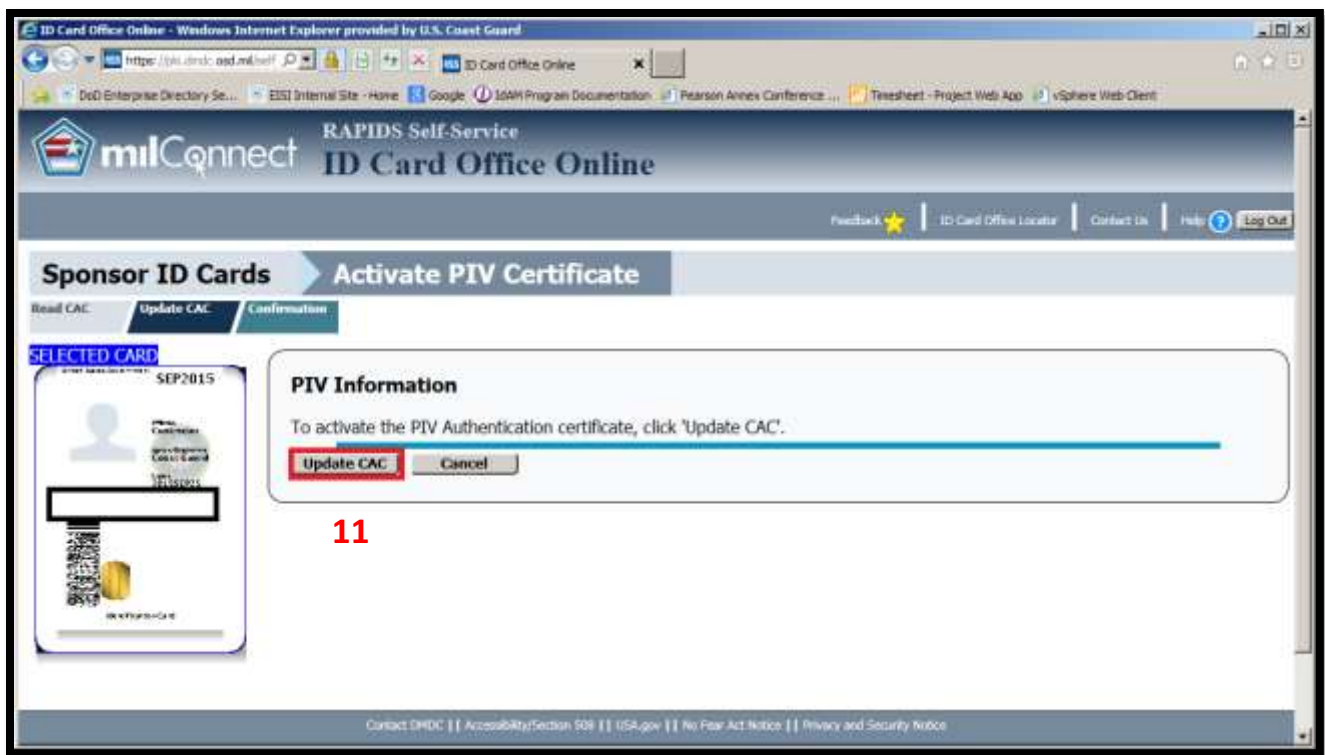
NOTE: If your CAC has the PIV-Auth (“Authentication”) certificate activated by default, or you have previously manually activated the PIV-Auth certificate, then you will receive the following: If you don’t receive the following screen, proceed to **10**.



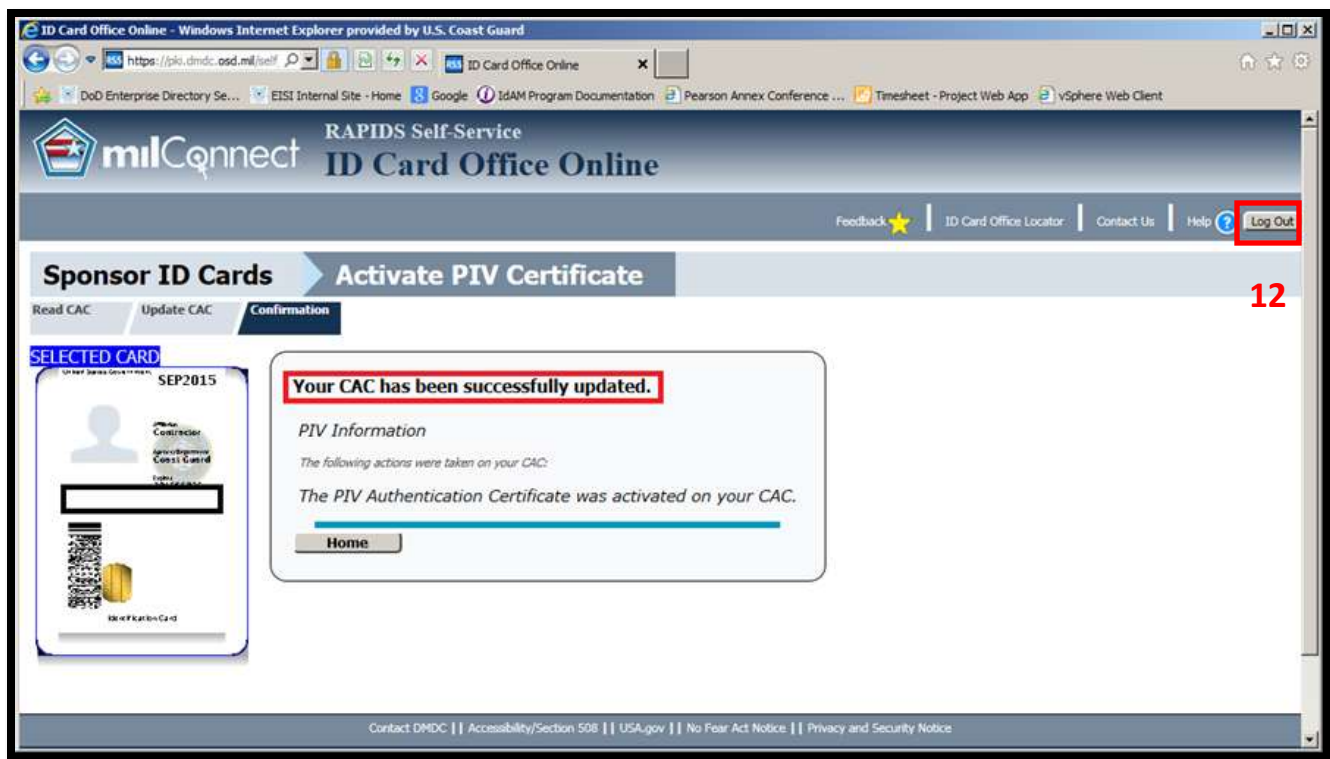
10) The *ID Card Office Online Applet* window appears. Click **Run**.



11) The PIV Update window appears. Click **Update CAC**.



12) The PIV Update window displays *"Your CAC has been successfully updated"*. Click **Log Out**.



Great, your PIV-Auth (Authentication) Certificate is now activated (added to your CAC)!

No further action is required at this time. Further guidance for using the new Authentication certificate will be announced via ALCOAST in mid-March 2020.

Thank you for your cooperation!

Experiencing Issues Updating your CAC?

If you have any complications throughout this process, you should submit a CGFIXIT request via the CGFIXIT icon on your desktop and proceed to:

I NEED HELP WITH > MY CAC OR LOGIN > REQUEST NOW > I AM HAVING OTHER CAC ISSUES NOT IDENTIFIED ABOVE.

If unable to log in to a Coast Guard workstation contact the Centralized Service Desk Branch (CSDB) at 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3).

Do you have questions about CAC Modernization? Please refer to the Frequently Asked Questions (FAQ's) at <https://www.dcms.uscg.mil/CAC/>