

- Open **Internet Explorer** and paste this URL into the Address Bar, and select “Sign In”
- https://www.dmdc.osd.mil/self_service

https://www.dmdc.osd.mil/self_service/rapids/unauthenticated;jsessionid=_f402i4TnddMEBomwqjM1RkznqiQ4jRObRjwZnSaSyYhBOrYp7m1349987990?execution=e1s1

milConnect RAPIDS Self-Service ID Card Office Online

Notice:
Java 8 update 141 has proven to disrupt ID Card Office Online functionality to include adding/changing email address, adding PCC to UPN, activating PIV, downloading applications, nomination of family members, creation of Form DD 1172-2, or reissuance of family member ID Card. Java 8 Update 144 and later do work for these activities. Please upgrade to Java 8 Update 144 or later to restore these capabilities.

Notice:
Certain ActivClient 7 configurations do not work for add/change email address, add PCC to UPN, activate PIV, download applications, nomination of family members, creation of Form DD 1172-2, or reissuance of family member ID Card. [Contact the Help Desk](#) if you have problems with these 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

Need Assistance?
For issues with your ID card or problems with sponsor or family member data, please contact a local ID card office.
[ID Card Office Locator](#)

If you are having problems with this website please contact us.
[Contact Us](#)

[Sign In](#)

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Version 2.0.4.9.14

Serving Those Who Serve Our Country

- A new window labeled “ID Card Office Online” will open. Select “OK” to continue.

https://www.dmdc.osd.mil/self_service/consent?continueToUrl=%2Fself_service%2Frapids%2Fflogon

rapids_rss: Consent to Moni... X

DMDC Serving Those Who Serve Our Country

ID Card Office Online

Self-Service Consent to Monitor

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 operations and defense, personnel misconduct (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 captured to support this IS, are not private, 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 work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

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OK

- Select "Login" with Common Access Card

milConnect RAPIDS Self-Service
ID Card Office Online

[? Help Center](#) [-AA+](#)

DS LOGON ?

Department of Defense Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)


CAC ?

Common Access Card



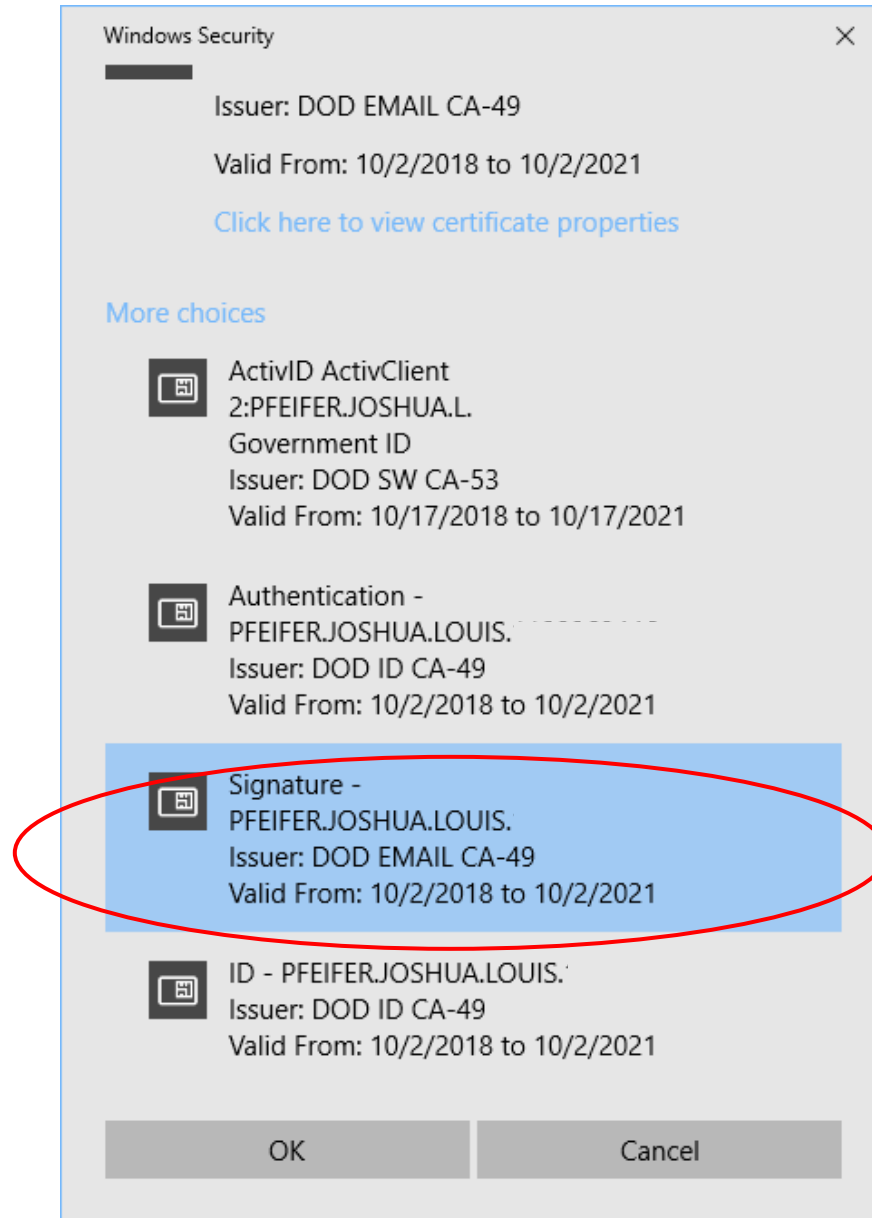
Do **NOT** select the DoD EMAIL-CA-XX certificate if prompted for a certificate.

[More DS Logon Options](#)



Phishing Alert: We do not initiate contact with beneficiaries via email or telephone to request private personal (Name, SSN, DOB) or sensitive DS Logon account information (username, password, challenge questions). If you think you provided personal or account information in response to a fraudulent email, website or phone call, be sure to change your password and challenge questions immediately.

- Please be sure to use the “Signature” or “DOD EMAIL” certificate or you may not be able to login.
- Enter your PIN when prompted then select “OK”.






- Select "Activate PIV Certificate"



The screenshot shows a web browser window with the URL https://pki.dmdc.osd.mil/self_service/rapids/home?execution=e3s1. The page header includes the milConnect logo and the text "RAPIDS Self-Service ID Card Office Online". Navigation links include Feedback, ID Card Office Locator, Contact Us, Help, and Log Out.


CAC Maintenance

Joshua L. Pfeifer
Email: joshua.l.pfeifer2.civ@mail.mil

Affiliation	Agency/Department	Card Expires	Card Pairing Code
Civil Service (DoD and Uniformed Service) <i>End Date UNKNOWN</i>	Army	2021Oct02	

Change CAC Email  **Activate PIV certificate**  

Download Applications  Add PCC on UPN 

Print Family List 

Sponsor's Contact Information

[Edit Contact Information](#)

Joshua L. Pfeifer

Residential Address

Mailing Address
Same as Residential

Telephone

Personal Email Address
None Provided

Family Members' Contact Information & ID Cards

[Add a Family Member](#)

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- A new window appears with the title "Reading CAC for Activate PIV Certificate" - the options given are Proceed or Cancel, Select "PROCEED".

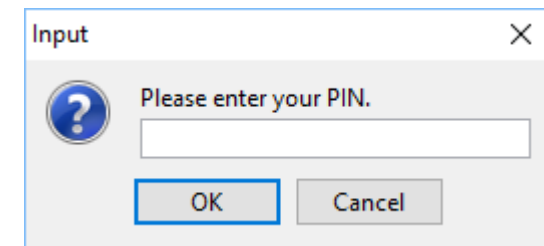
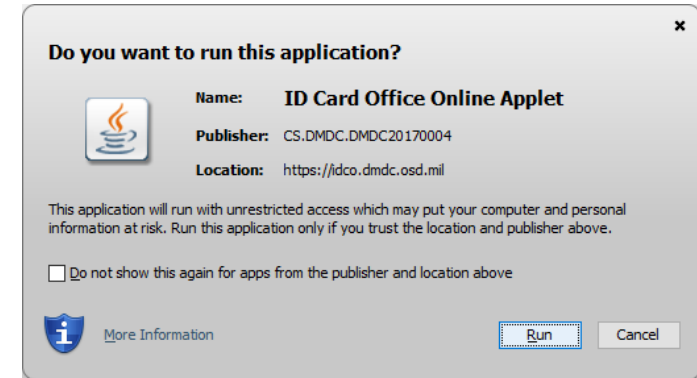
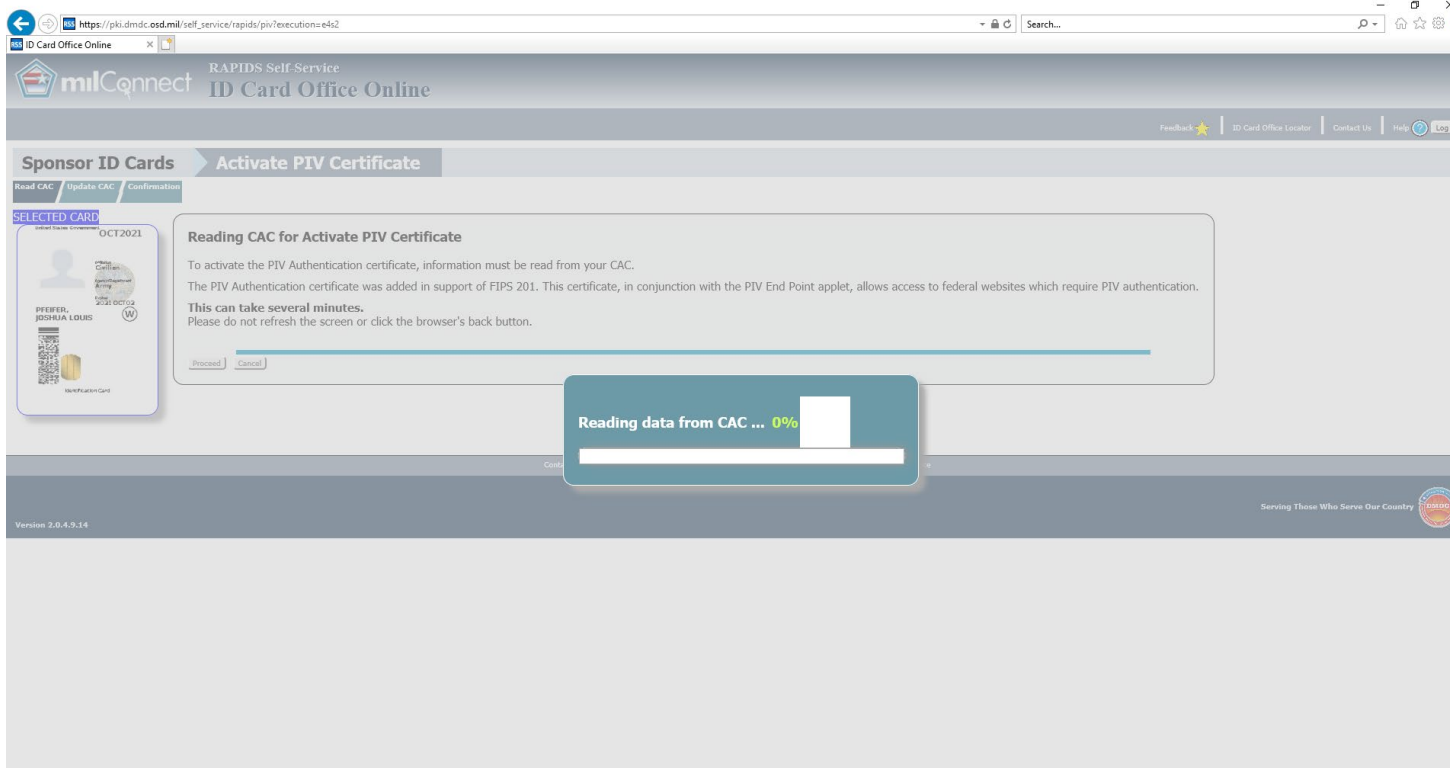
The screenshot shows a web browser window with the URL https://pki.dmdc.osd.mil/self_service/rapids/piv?execution=e4s1. The page header includes the milConnect logo and "RAPIDS Self-Service ID Card Office Online". Navigation links for Feedback, ID Card Office Locator, Contact Us, Help, and Log Out are visible. The main content area has a breadcrumb trail: "Sponsor ID Cards" > "Activate PIV Certificate". Below this, there are tabs for "Read CAC", "Update CAC", and "Confirmation". A "SELECTED CARD" section displays a sample ID card for Joshua Louis Pfeifer, a Civilian in the Army, with a QR code and a gold PIV chip. A dialog box titled "Reading CAC for Activate PIV Certificate" is open, containing the following text: "To activate the PIV Authentication certificate, information must be read from your CAC. The PIV Authentication certificate was added in support of FIPS 201. This certificate, in conjunction with the PIV End Point applet, allows access to federal websites which require PIV authentication. **This can take several minutes.** Please do not refresh the screen or click the browser's back button." At the bottom of the dialog box are "Proceed" and "Cancel" buttons. A red arrow points to the "Proceed" button. The footer of the page contains contact information for DMDC, accessibility notices, and the slogan "Serving Those Who Serve Our Country".

- A window appears asking if you want to run this application? Select "RUN" - you will then be prompted to enter your PIN number.

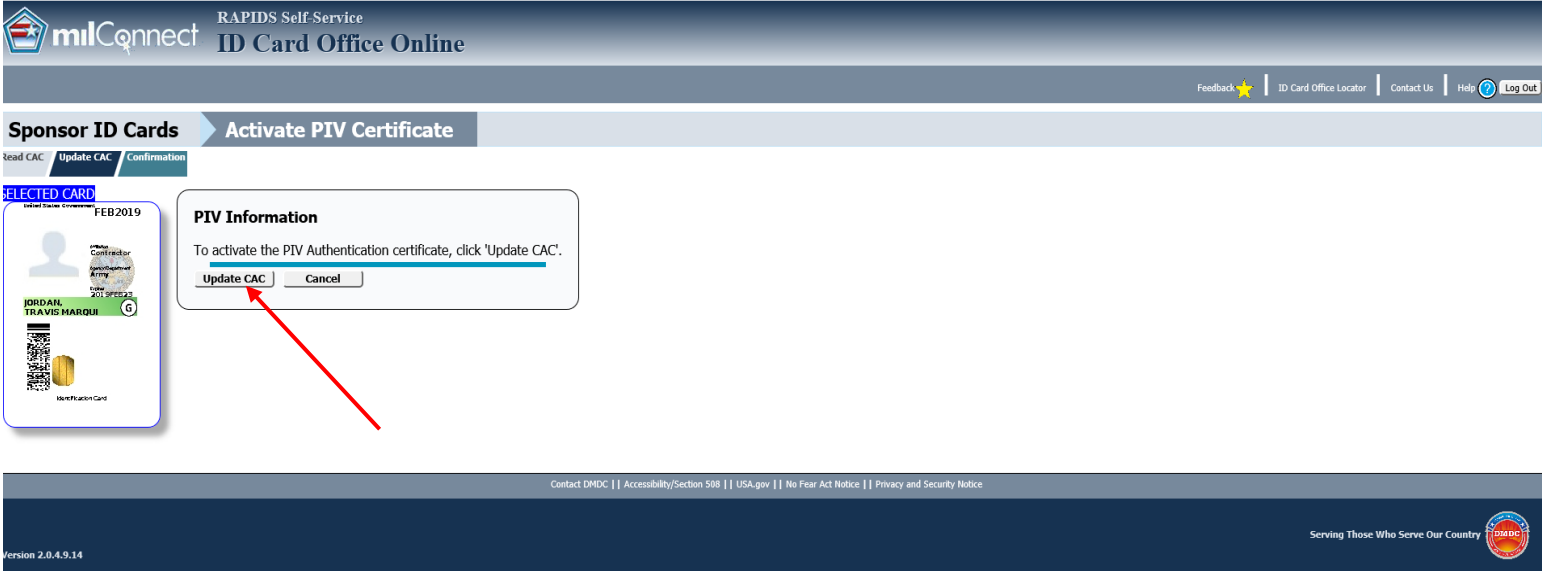
- NOTE: Some users have to click inside the PIN box after entering each number of the PIN (i.e. if your pin is 123456 you would have to click inside the box, then enter 1, then click inside the box, then enter 2...)

Not everyone experiences this issue, but some do.

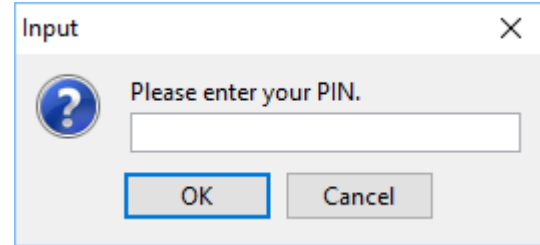
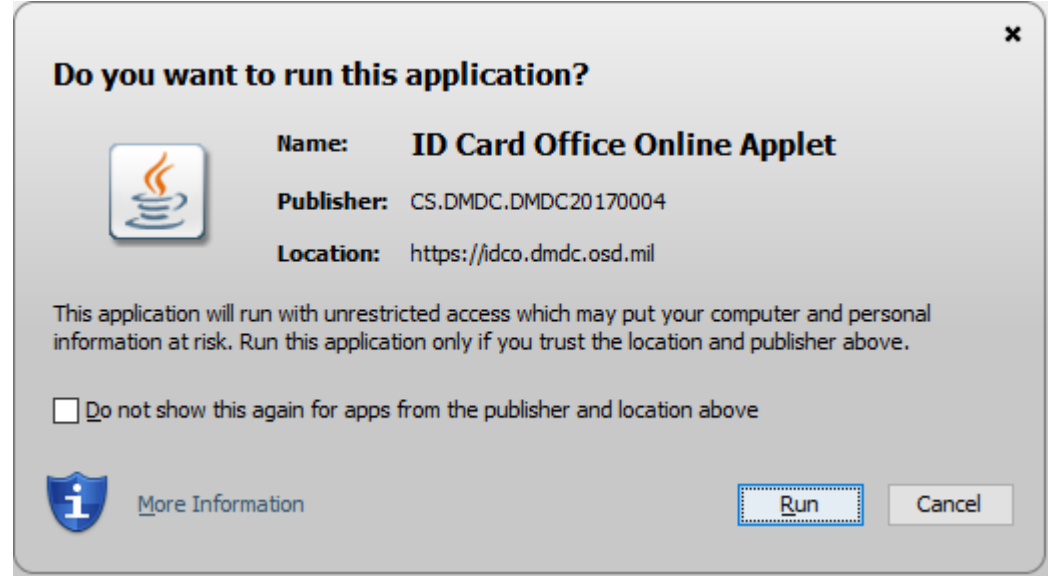
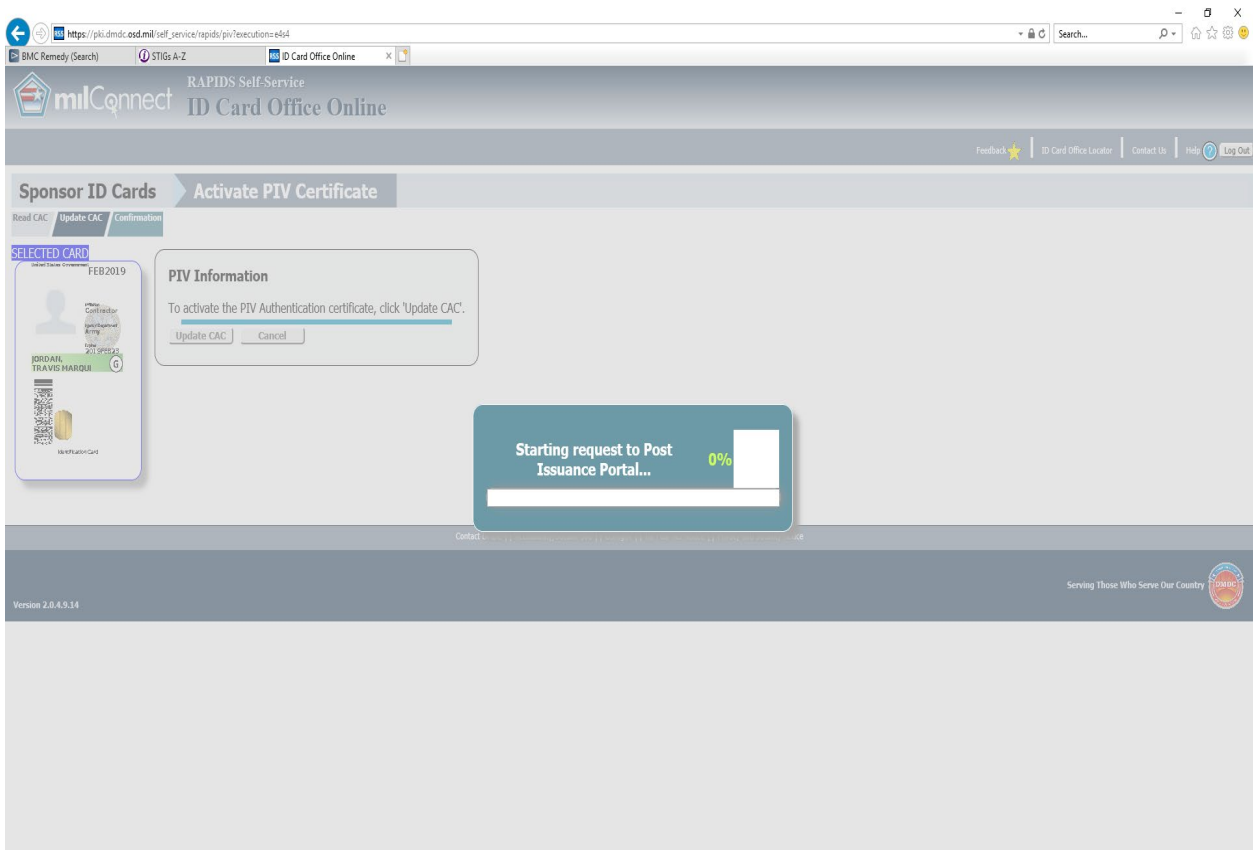
- Please be patient. This process can take several minutes. DO NOT REFRESH THE SCREEN OR CLICK THE BROWSER'S BACK BUTTON during the process.



- A window appear with the title "PIV Information" and you need to click "UPDATE CAC". The system will then post the information to the Issuance Portal.



- Another JAVA window will appear, select "Run" - you will be prompted to enter your PIN once again, after entering, select "OK"



- If successful, you should get a message stating "Your CAC has been successfully Updated" - select HOME, then logout of milConnect.

The screenshot displays the milConnect RAPIDS Self-Service ID Card Office Online interface. At the top, the logo for milConnect is visible, along with the text "RAPIDS Self-Service ID Card Office Online". Navigation links for "Feedback", "ID Card Office Locator", "Contact Us", "Help", and "Log Out" are present in the top right corner. The main navigation bar includes "Sponsor ID Cards" and "Activate PIV Certificate". Below this, a breadcrumb trail shows "Home", "Update CAC", and "Confirmation".

The central content area features a message box with the following text:

Your CAC has been successfully updated.

PIV Information

The following actions were taken on your CAC:

The PIV Authentication Certificate was activated on your CAC.

A "Home" button is located below the message box.

To the left of the message box, there is a preview of a PIV card. The card is labeled "ELECTED CARD" and "FEB2019". It features a photo of a person, the name "JORDAN, TRAVIS MARDUI", and a QR code. The card is identified as a "Identification Card".

At the bottom of the page, a footer contains the text: "Contact DMDC || Accessibility/Section 508 || USA.gov || No Fear Act Notice || Privacy and Security Notice".