

Department of Defense COVID-19 Response

Who to Contact - Updating Certificates on CAC/VoLAC

Who do I contact if I have problems?

- If ID Card Office Online (IDCO) indicates your affiliation end date does not extend beyond your CAC or VoLAC expiration date, you should contact:
 - Your HR representative, if you are a military member or civilian.
 - 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 you plan to change your email address at the same time as updating your certificates and have a question about your organization's requirements for email addresses, you should contact:
 - Your Service Helpdesk, which can be found using <https://public.cyber.mil/pki-pke/help>, under the section "Combatant Command/Service/Agency Helpdesks."
 - Marine Corps users should contact the Marine Corps Enterprise Service Desk (ESD) at 855-373-8762.
 - U.S. Coast Guard Helpdesk: 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3) or <https://cgfixit.osc.uscg.mil>
 - NOAA Helpdesk: NSDesk@noaa.gov or 1-855-673-3751 (Hours of Operation 7:00am - 7:00pm ET M-F (excluding Holidays))
 - USPHS Helpdesk: cchelpdesk@hhs.gov

- If IDCO gives you an error message when trying to rekey your certificates, you should contact:
 - Your Service Helpdesk, which can be found using <https://public.cyber.mil/pki-pke/help>, under the section "Combatant Command/Service/Agency Helpdesks."
 - U.S. Coast Guard Helpdesk: 1-855-CG-Fixit (1-855-243-4948) (option 1, 1, 3) or <https://cgfixit.osc.uscg.mil>
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