Department of Defense COVID-19 Response

Guide for Cardholders to Use
Temporary Capability for
CAC/VoLAC Certificate Update

April 2020
To be eligible to update your certificates on your CAC or VoLAC, all of the following must be true:

1. **Your CAC or VoLAC must expire within 30 days.**
   - For example, you can update a CAC that expires on 30 May 2020 no sooner than 1 May 2020.

2. **Your CAC or VoLAC must be unexpired when attempting to update the certificates.**

3. **You must have an active Affiliation which extends beyond the ID card expiration date.**
   - You can follow instructions in this guide to check your “Affiliation” end date using ID Card Office Online (IDCO), [https://www.dmdc.osd.mil/self_service](https://www.dmdc.osd.mil/self_service).

4. **You must use a computer that is properly configured to support IDCO certificate updates.**
   - All 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 consult the detailed guide if you have questions.
Use Internet Explorer (version 7 or higher) to navigate to ID Card Office Online (IDCO) at https://www.dmdc.osd.mil/self_service.

Please consult the detailed guide if you have questions.
Select “CAC” login type at the top right, then select Login below.

Please consult the detailed guide if you have questions.
Verify your extended “Card Expires” date. The expiration will be September 30, 2020 or your “Affiliation” end date, whichever is sooner.

Please consult the detailed guide if you have questions.
Click “Change CAC Email” to update your certificates.

Please consult the detailed guide if you have questions.
Click “Proceed”.

Please consult the detailed guide if you have questions.
Verify you want to run the IDCO Applet on your computer.

Please consult the detailed guide if you have questions.
Monitor progress as IDCO reads the contents of the CAC chip.

Please consult the detailed guide if you have questions.
Follow-on screen prompts to confirm or change your email address.

Please consult the detailed guide if you have questions.
Follow-on screen prompts to proceed.

The following actions will be taken on your CAC:

Your email signature certificate will be replaced. The new certificate will have the email address of rocky.raccoon.mil@mail.mil.

The email address on your email signature certificate will be changed from rocky.raccoon.mila1@mail.mil.

Your email encryption certificate will be replaced. The new certificate will have the email address of rocky.raccoon.mil@mail.mil.

The email address on your email encryption certificate will be changed from rocky.raccoon.mila1@mail.mil.

Your ID certificate will be replaced.

Your PIV authentication certificate will be replaced.

**PLEASE READ CAREFULLY.**

Clicking "Yes" will begin the process that will change the email address on your CAC. Previous email certificates used for encryption and digital signatures will be revoked and replaced with new certificates. This action may require follow-up with your Systems Administration team for recovering old encryption certificate keys and publishing your new certificates. This update can take 10 minutes or longer. Please do not refresh the page or click the back button.

Do you want to continue?

[ ] No  [ ] Yes

Please consult the detailed guide if you have questions.
Follow on-screen prompts to complete certificate update.

Please consult the detailed guide if you have questions.
IDCO will verify process is complete.

Please consult the detailed guide if you have questions.
After certificates have successfully updated, follow Service-specific requirements that are typically required after getting a new CAC.


- Contact your IT helpdesk for assistance. Your Service Helpdesk, which can be found using [https://public.cyber.mil/pki-pke/help](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](https://cgfixit.osc.uscg.mil)
  - NOAA Helpdesk: [NSDesk@noaa.gov](mailto: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](mailto:cchelpdesk@hhs.gov)

Please consult the detailed guide if you have questions.
Who do I contact if I have problems?

1. 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.

2. 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

3. If ID Card Office Online (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
   - 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

Please consult the detailed guide if you have questions.