



**Defense Manpower Data Center (DMDC)**

**Trusted Associate Sponsorship System  
(TASS)**

**Frequently Asked Questions for Applicants**

**(TASS FAQ - Applicant)**

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# Applicant FAQ

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<b>TASS FAQ Acronym List</b>	
<b>CAC</b>	Common Access Card
<b>CPS</b>	Certificate Practice Statement
<b>CTR</b>	Contractor/Applicant
<b>DARPA</b>	Defense Advanced Research Projects Agency
<b>DBA</b>	Database Administrator
<b>DCAA</b>	Defense Contract Audit Agency
<b>DCMA</b>	Defense Contract Management Agency
<b>DEERS</b>	Defense Enrollment Eligibility Reporting System
<b>DFAS</b>	Defense Finance Accounting Service
<b>DHRA</b>	Defense Human Resources Activity
<b>DHS</b>	Department of Homeland Security
<b>DISA</b>	Defense Information Security Agency
<b>DLA</b>	Defense Logistics Agency
<b>DMDC</b>	Defense Manpower Data Center
<b>DOB</b>	Date of Birth
<b>DoD</b>	Department of Defense
<b>DSC</b>	DMDC Support Center
<b>DSO</b>	DMDC Support Office
<b>DSS</b>	Defense Security Service
<b>DST</b>	DMDC Security Team
<b>EDI</b>	Electronic Data Interchange
<b>FIN</b>	Foreign Identification Number
<b>ID</b>	Identification
<b>IT</b>	Information Technology
<b>LOA</b>	Letter of Authorization
<b>OAM</b>	Operator Account Manager
<b>PIV</b>	Personal Identity Verification [card]
<b>PM</b>	Program Manager
<b>POC</b>	Point of Contact
<b>RAPIDS</b>	Real-time Automated Personnel Identification Systems
<b>SOFA</b>	Status of Forces Agreement
<b>SPOC</b>	Service or Agency Point of Contact
<b>SSM</b>	Site Security Manager
<b>SSN</b>	Social Security Number
<b>TA</b>	Trusted Agent
<b>TASM</b>	Trusted Agent Security Manager
<b>TASS</b>	Trusted Associate Sponsorship System
<b>URL</b>	Uniform Resource Locator
<b>USA</b>	United States Army
<b>USAF</b>	United States Air Force
<b>USCG</b>	United States Coast Guard

<b>USMC</b>	United States Marine Corps
<b>USN</b>	United States Navy
<b>WHS</b>	Washington Headquarters Services

Using TASS to apply for a CAC or other government credential		
1	What is the web address for the TASS application?	The TASS web address is <a href="https://www.dmdc.osd.mil/tass">https://www.dmdc.osd.mil/tass</a> .  <b>NOTE:</b> To access TASS, you must use either a <b>valid</b> credential that was previously issued through TASS or a user ID and password obtained from your Trusted Agent (TA).
2	Where can I find the TASS Applicant User Guide?	Once you have logged in to TASS ( <a href="https://www.dmdc.osd.mil/tass">https://www.dmdc.osd.mil/tass</a> ), you can find the Applicant User Guide on the TASS Applicant Homepage under either <b>Help</b> link or <i>Quick Links</i> menu.
3	Whom do I contact for assistance with TASS?	Contact your TASS TA, your primary Point of Contact (POC) for TASS.
4	What should I do if I don't know who my TA is or I am unable to reach my TA?	Contact your employer to locate the TASS site Trusted Agent Security Manager(s) TASM(s) or Service Point of Contact (SPOC) to assist you.
5	Will I receive an email notification from TASS with my user ID and password?	No, your TA provides you with your user ID and password in a secure manner. Your TA will not send your TASS login information to you via unencrypted email. If you have a <b>valid</b> government credential that accepts encrypted email, your TA may send an encrypted email with the TASS login information.
6	How long before my user ID and password expire?	Your user ID and password expire in the following situations: <ol style="list-style-type: none"> <li>1. If you do not perform an initial or first time log in to TASS within 7 days of your application's approval.</li> <li>2. If you do not complete and submit your application within 30 days of your initial log in.</li> </ol>
7	How do I reset or retrieve a lost user ID or password?	Contact your TA for user ID and password information.
8	What should I do if I am unable to log in to TASS?	Ensure you entered the correct TASS web address or URL, user ID, and password. If you waited longer than 7 days to perform your initial login, or you attempted to log in more than three times, you will not be able to log in to TASS and should contact your TA for assistance.

9	Who is responsible for my background check?	<p>Your employer and the sponsoring service or agency must ensure the initiation and completion of your background check, in accordance with government and local policies, procedures, or guidelines.</p> <p>Your TA must ensure this vetting has been completed before he or she can create your application in TASS.</p>
10	How long after I submit my application before my TA approves it?	<p>After you complete and submit your portion of the application, TASS notifies the TA immediately via email. The TA has 30 days to approve the application.</p>
11	How do I correct errors on my application?	<p>If your application has a status of Returned or In-Progress, use the TASS <b>Edit Saved Application</b> option to correct errors.</p> <p>If your application has any other status, you must immediately contact your TA for assistance.</p> <p><b>NOTE:</b> Some data fields may not be editable.</p>
12	How do I change my email address used to receive TASS notifications?	<p>Complete the following steps to change your email address used to receive TASS notifications:</p> <ol style="list-style-type: none"> <li>1. Log in to TASS.</li> <li>2. Click the <b>My Profile</b> tab.</li> <li>3. Click the plus sign next to <i>Change Contact Information</i> to display the contact information fields.</li> <li>4. Type in the new email address.</li> <li>5. Type in the email address again to confirm.</li> <li>6. Click <b>Save</b>.</li> </ol> <p><b>NOTE:</b> You must also visit the nearest Real-time Automated Personnel Identification Systems (RAPIDS) Issuing Facility and have a RAPIDS operator change both your email address in Defense Enrollment Eligibility Reporting System (DEERS) and email certificate on your government credential, otherwise the change to the TASS <b>My Profile</b> will only be good for the day the change was made.</p>
13	How can I be reassigned to	<p>If you have questions about a TA reassignment, contact your site TA or TASM for</p>

	another TA?	assistance.
14	I received an email notification from TASS regarding the approval of my TASS application, but I accidentally deleted the email message. What should I do?	If you need to retain your application approval email notification, contact your TA for assistance. Your TA receives a copy of the email notifications regarding application approval.
15	What should I do if the service organization is incorrect on my application?	If your application has a status of Returned or In-Progress, use the TASS <b>Edit Saved Application</b> option to correct errors.  If your application has any other status, you must contact your TA for assistance.
16	What should I do if the screen shows a “page cannot be displayed” message after I have changed my password?	Close and reopen your browser and log in with your new user ID and password. If you continue to have difficulty logging in, contact your TA.
17	Can I provide my TA any email address for inclusion on my TASS application?	The TASS application does not accept special characters, such as asterisks (*), accents (´), tildes (~), or apostrophes (’), as part of an email address.  You must provide your TA with an email address that excludes any of the specified special characters. If you need to use digitally signed or encrypted emails, the Defense Manpower Data Center (DMDC) recommends that contract employees provide an email address which contains .CTR in it.
18	Can I be added to TASS as an Applicant when I am on Active Duty?	A full-time Active Duty member cannot be an Applicant in TASS. Consult with your TA if you hold a part-time Active Duty position.
19	What should I do if my TASS account indicates that I have a Pending or Active application after I have submitted my application?	First log in to TASS to ensure that you have no applications requiring action. If you have a Pending or Active application, edit your saved application if necessary, then click <b>Submit</b> . Your TA then reviews and approves or rejects your application.

20	What should I do if I receive an email entitled Contractor Common Access Card (CAC) Sponsorship Transfer?	<p>This email notifies you that your TASS TA has changed or that your TASS record has been transferred to another TASS TA. You do not need to take any action.</p> <p>DMDC recommends you make note of your new TA for future reference regarding any necessary TASS actions or questions.</p>
21	What do I do when my TASS application account expires?	<p>If 7 days have lapsed since your TA approved your application and you have not performed a first time login to the TASS application, contact your TA.</p> <p><b>NOTE:</b> If you still need to obtain a government credential, your TA needs to create a new application.</p>
22	What do I need to do to complete my portion of the TASS application?	<p>To complete your TASS application:</p> <ol style="list-style-type: none"> <li>1. Log in to TASS.</li> <li>2. Enter your user ID and password (provided to you by your TA).</li> <li>3. If prompted, change your password.</li> <li>4. Acknowledge the Privacy Act statement that displays on the screen.</li> <li>5. From the <i>Applicant Homepage</i>, click the <b>My Application</b> tab to complete your application.</li> <li>6. After you complete the application, click <b>Submit</b>.</li> </ol> <p><b>NOTE:</b> After your TA submits your application, you have <b>7 days</b> to complete your initial login before the application disables. Once you have logged in, you can save an in-progress application by clicking <b>Save</b>. You have up to 30 days from your initial login to return to TASS and complete your application before it disables. If the application disables, your TA must create a new application. When you have completed the application, click <b>Submit</b>. You cannot change your application data once you <b>Submit</b> the application unless your TA returns the application back to you.</p>
23	How do I register for a government credential or CAC?	<p>Using the user ID and password provided by your TA, log in to TASS to register for a government credential or CAC.</p>
24	How can I obtain a vehicle pass?	<p>TASS supports eligibility only for obtaining government credentials.</p>



		To obtain a vehicle pass, contact your Physical Security Officer at your work site.
25	Do I need to complete TASS certification training to obtain a CAC or government credential?	<p>No. There is no required TASS certification training for Applicants. However, you may complete the <b>optional</b> TASS <i>Overview</i> training to gain a better understanding of the importance of TASS and the government credential issuance process.</p> <p><b>NOTE:</b> Access the <i>TASS Overview</i> training from <i>Applicant Homepage</i> located under the <i>Quick Links</i> menu.</p>
<b>Obtaining a CAC or other government credential</b>		
1	After my TA approves my application for a government credential, how much time do I have to obtain my government credential?	You have 90 days from the date your TA approved the application to have the government credential issued. If you do not obtain the credential after 90 days, TASS automatically disables your application. If you still require a government credential, your TA must create a new application.
2	Where can I find a RAPIDS Issuing Facility?	To locate a RAPIDS Issuing Facility, you can use the RAPIDS Site Locator (RSL) at <a href="http://www.dmdc.osd.mil/rsl/">http://www.dmdc.osd.mil/rsl/</a> . The <i>Find Sites</i> details page on the RSL includes information on making appointments. Some RAPIDS Issuing Facilities use an electronic appointment scheduler. In those cases, the Scheduling URL is listed on the RSL <i>Find Sites</i> details page.
3	Do I need to make an appointment to have my government credential issued?	<p>Yes, DMDC recommends that you make an appointment for government credential issuance. Contact your nearest RAPIDS Issuing Facility regarding the appointment process.</p> <p><b>NOTE:</b> The RAPIDS site locator URL is <a href="http://www.dmdc.osd.mil/rsl/">http://www.dmdc.osd.mil/rsl/</a>.</p>
4	What should I do if I am approved for a government credential, but I was turned away from a RAPIDS Issuing Facility because my approval has not been verified?	<p>Verify that the RAPIDS operator accessed your Personal Identifier (SSN) instead of swiping a previous card.</p> <p>Ask the RAPIDS operator to check the following:</p> <ul style="list-style-type: none"> <li>• Status confirmation</li> <li>• Effective date</li> </ul>

		Contact your TA in the case of any discrepancy.
<b>Forms</b>		
<b>1</b>	What are valid forms of ID?	<p>The following list of documents that establish identity are valid forms of ID:</p> <ol style="list-style-type: none"> <li>1. US passport (unexpired)</li> <li>2. Certificate of US Citizenship (Form N-560 or N-561)</li> <li>3. Certificate of Naturalization (Form N-550 or N-570)</li> <li>4. Unexpired Foreign passport, with I-551 stamp or attached Form I-94, indicating unexpired employment authorization</li> <li>5. Permanent Resident Card of Alien Registration Receipt Card with photograph (Form I-151 or I-551)</li> <li>6. Unexpired Temporary Resident Card (Form I-688)</li> <li>7. Unexpired Employment Authorization (Form I-688A)</li> <li>8. Unexpired Reentry Permit (Form I-327)</li> <li>9. Unexpired Refugee Travel Document (Form 1-571)</li> <li>10. Unexpired Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>11. Unexpired ID card issued by federal, state, or local government agencies or entities provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address</li> <li>12. Unexpired School ID card with a photograph</li> <li>13. Unexpired Voter's registration card</li> <li>14. Unexpired US Military card or draft record</li> <li>15. Unexpired Military dependent's ID card</li> <li>16. Unexpired US Coast Guard Merchant Mariner Card</li> <li>17. Unexpired Native American tribal document</li> <li>18. Unexpired Driver's license issued by a Canadian government authority</li> </ol>
<b>2</b>	What is a DD Form 2842 <i>DoD PKI Certificate of Acceptance and Acknowledgement of Responsibilities</i> ?	The DD Form 2842 allows you to acknowledge the receipt of the certificates that are placed on your CAC. This form is a requirement defined in the CPS between DMDC and DISA. This document supports issuance of a CAC.

3	Is the DD Form 2842 form still required documentation?	<p>Yes. The DD Form 2842 is an acknowledgement of responsibility for the certificates that are placed on a CAC, as required by DISA.</p> <p>You can access the form from the following URL: <a href="http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo/2452.html">http://www.dtic.mil/whs/directives/infomgt/forms/forminfo/forminfo/2452.html</a></p> <p><b>NOTE:</b> Most RAPIDS Issuing Facilities have automated the DD Form 2842 and no longer require paper copies.</p>
4	Does the TASS sponsoring service or agency verify, sign, and complete the DD Form 2842?	No. Leave it blank until the RAPIDS operator issues you the government credential. The RAPIDS operator signs the form.
5	What unique identifier information is required for field 1C on the DD form 2842?	The RAPIDS operator establishes and provides you with your unique identifier (EDI number) at the time he or she issues the government credential.
6	What should I do if I am turned away from the RAPIDS Issuing Facility because I could not produce a DD Form 1172-2 <i>Application for DoD CAC DEERS Enrollment</i> ?	<p>Some OCONUS locations governed by a Status of Forces Agreement (SOFA), such as Italy, Germany, and most sites in Asia, use the DD Form 1172-2 to designate that you should be issued a CAC with an OCONUS condition or Accompanying Forces condition (also known as a Geneva Conventions CAC) with privileges. These types of CACs authorize tax-free privileges such as Commissary and PX/BX. If you are applying for one of these types of CACs, you must obtain a DD Form 1172-2 as appropriate and return to the RAPIDS Issuing Facility with the completed form to have your CAC issued.</p> <p>If you are applying for an Identity CAC without an OCONUS condition or privileges, you are not required to use the DD Form 1172-2. If turned away, contact your TA and identify the RAPIDS Issuing Facility that turned you away.</p>
7	What is the DD Form 577 <i>Appointment/Termination Record – Authorized Signature</i> ?	The DD Form 577 maintains a record of certifying and accountable officers' appointments, and termination of those appointments. The information will also be used for identification purposes associated with certification of documents or liability of public records and funds.

8	What is the Form I-9 Application for DoD CAC DEERS Enrollment?	This form is required for employment in the United States and is required by the DHS.
9	How do I submit a request for DEERS data corrections?	Contact your TA for assistance. Your TA submits DEERS data corrections to the DSO to correct data in DEERS.
10	Who needs a Letter of Authorization (LOA)?	Applicants requiring a CAC with a Geneva Conventions condition, who plan on working overseas, may need to possess an LOA for CAC issuance. For more information, contact your TA.
11	What is a SOFA?	Applicants who work overseas and require Geneva Convention CAC may need to provide documentation of the appropriate SOFA. For more information, contact your TA.
<b>Maintaining a CAC or other government credential</b>		
1	If my name has changed, how do I change it on my government credential?	Contact your TA and request that he or she submit a DEERS records correction for your name change. Once the name change has been completed, the TA must revoke your current TASS record and create a new application with the new name. You must have a new government credential issued with the new name and the old one returned according to policy.
2	What should I do if my government credential has been revoked?	<p>TASS will send you, your TA, and TASM an email notification when your issued application has been terminated, expired, or revoked. The email notification shall note when the record was revoked and will give the reason for revocation, if available. Contact your TA if you have a continued need for the government credential.</p> <p><b>NOTE:</b> You must return a revoked or expired government credential to your TA to ensure proper handling. Be aware of the responsibility regarding US Code Section 701, Title 18 policy and guidelines as relates to the return of government issued property.</p> <p><b>NOTE:</b> TASS will also send an email notification to you and your TA if your approved application is disabled.</p>

3	My government credential has been terminated, but I still need it. What should I do?	Contact your TA. If you still require a government credential, your TA must create a new application for a new government credential.
4	What should I do with my revoked or terminated government credential?	<p>Coordinate with your TA to <b>ensure</b> you return your revoked or terminated government credential in accordance with US government and service policies, procedures, and guidelines.</p> <p>US Code Section 701, Title 18, states that revoked or terminated government credentials must be returned to government personnel. The TA must follow the local service or agency policy regarding collection of revoked government credentials. For more information on your specific responsibilities, see US Code Section 701, Title 18 (<a href="http://uscode.house.gov/download/pls/18C33.txt">http://uscode.house.gov/download/pls/18C33.txt</a>).</p>
5	I received a TASS email notification directing me to obtain a government credential or CAC at the nearest RAPIDS Issuing Facility, but I have already received my card. What does this mean?	<p>Contact your TA to confirm the reason you received a TASS email notification directing you to obtain a new government credential after you have already received a one. You may need to return to the RAPIDS Issuing Facility to have a new government credential issued or your TA may need to request the application to be manually disabled.</p> <p><b>IMPORTANT:</b> If it is determined a new credential is not necessary and you do not contact your TA to have the application manually disabled, 90 days from the approval date the application automatically disables, which terminates your valid government credential.</p>
6	How do I change my government credential certificate email address?	Visit the nearest RAPIDS Issuing Facility ( <a href="http://www.dmdc.osd.mil/rsl/">http://www.dmdc.osd.mil/rsl/</a> ) and have a RAPIDS operator update the email address certificate on your government credential. Contact your TA for further guidance.
7	How do I register certificates?	Your workstation must recognize the certificates associated with your CAC or other government credential to establish your identity. You must have system middleware installed on your workstation to enable your smart card reader to recognize and register your credential on the workstation. If you do not have system middleware installed on your workstation, contact your site Information Technology (IT) POC.