



TIP SHEET

RAPIDS Self-Service

RAPIDS Self Service (RSS) is Now Available!

RAPIDS Self Service (RSS) (https://www.dmdc.osd.mil/self_service/) is now available for Common Access Card (CAC) holders (see Figure 1 below). RSS is a website that allows CAC-holders to update their information and verify family members for DoD ID card reissuance. In order to use the RSS website, one must be a Sponsor with a DoD CAC and have a CAC enabled personal computer.

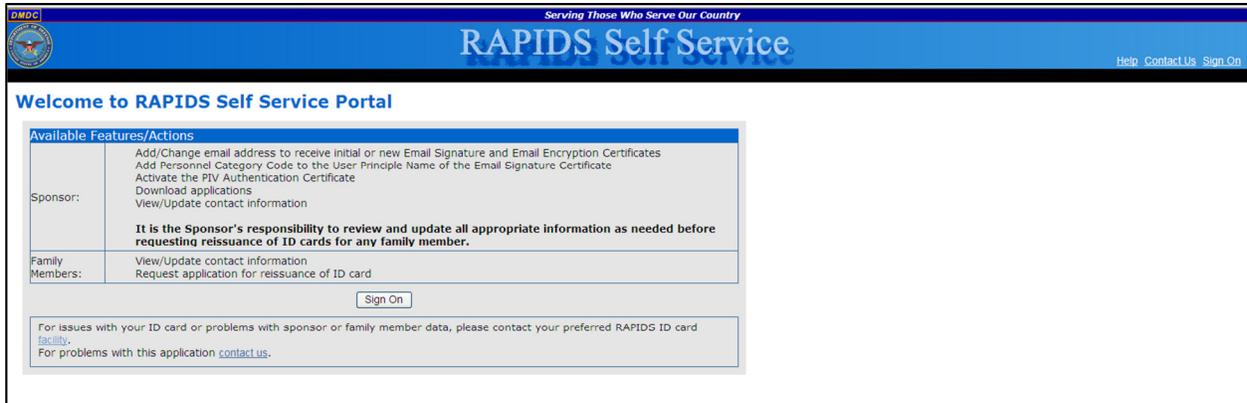


Figure 1 – RAPIDS Self Service Homepage

Prior to RSS, the process of verifying a family member's record in RAPIDS for card reissuance required the physical presence of the ID card Sponsor and a copy of the DD Form 1172-2 with a wet signature. Now with RSS, CAC-holders do not have to accompany eligible family members to verify eligibility for issuance of DoD benefits, including the DoD ID card. Sponsors may verify family members, digitally sign and save the DD Form 1172-2 through RSS to the family member's record. The family member may choose to print and bring along a copy of the digitally signed 1172-2 for card issuance.

The digitally-signed DD Form 1172-2 now serves as an electronic verification from the Sponsor. This means that a Dependent (family member) might come to your RAPIDS ID Card Facility and carry with them a printed digitally signed DD Form 1172-2 from their Sponsor and notify you that the form is available via their DEERS record.



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How to access a Dependent's digitally signed 1172-2 in RAPIDS

In order to access a Dependent's 1172-2 in RAPIDS:

1. Open the Sponsor's record
2. Navigate to the RAPIDS Documentation>Identity Document(s) screen within the characteristics section for the Dependent whose DD form 1172-2 you want to verify
3. Select DD Form 1172-2 as shown in the image below.
4. Verify the form.

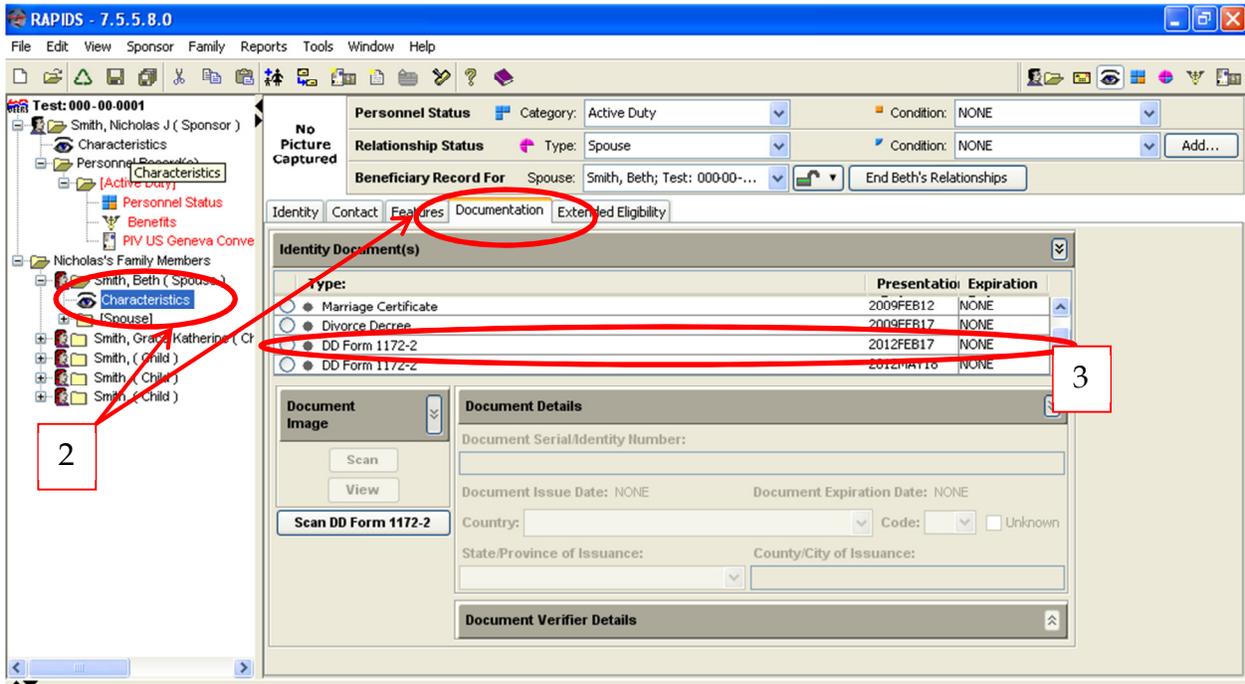


Figure 2 – View of the Sponsor's Record in RAPIDS

Important Note - Important Note - Family members may also bring in a hard copy of the digitally signed DD Form 1172-2. These forms created through RSS may have a red X or question mark displayed in Box 22 (SPONSOR/EMPLOYEE SIGNATURE). THIS IS A VALID FORM. As long as the form is displayed via RAPIDS, the form is digitally signed by a DoD Certificate Authority and can serve as the electronic equivalent of a wet signature when servicing customers.

SECTION II - SPONSOR/EMPLOYEE DECLARATION AND REMARKS	
<p>21. REMARKS (Cite legal documentation, as applicable.) I, Airforce QA, certify that the following information provided in connection with the eligibility requirements of this form is true and accurate to the best of my knowledge. - QA QA is my spouse and therefore may be entitled to a Department of Defense Identification card. I understand that the action of requesting this ID Card issuance is audited and digitally signed by my Common Access Card. I certify the information provided in connection with the eligibility requirements of this form is true and accurate to the best of my knowledge. (If not signed in the presence of the authorizing/verifying official, the signature must be notarized.)</p>	<p>NOTARY SIGNATURE AND SEAL</p>
<p>22. SPONSOR/EMPLOYEE SIGNATURE  </p>	<p>23. DATE SIGNED (YYYYMMDD)</p>

Figure 3 - DD Form 1172-2 generated through RSS



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What can Sponsors do using RSS?

The table below lists what DoD CAC-holders can do using RSS:

Sponsor CAC Support:	Family Member Support:
✓ Add/Change Data to DEERS (<i>update Contact Info including home/work address, phone numbers, email, etc.</i>)	✓ Verify their Dependents. Once verified with RSS, Sponsors no longer need to accompany Dependents to get an ID card
✓ Add/Change Work Email Address to Receive Initial or New Work Email Certificates	✓ Generate a DD Form 1172-2 ✓ Print it or save it to DEERS!
✓ Add a Personnel Category Code (PCC) to Your CAC (<i>for those with dual-personnel categories – e.g., Civilian and Reservist</i>)	✓ Add/Change Dependent Contact Information in DEERS (<i>update Contact Info including home/mailling address, phone numbers, personal email, etc.</i>)
✓ Activate the PIV Authentication Certificate	
✓ Add the JDM Applet to Your CAC	

If you have any questions regarding servicing users verified through RAPIDS Self-Service, contact the DMDC Support Center (DSC) User Help Desk at 1-800-372-7437, DSN at 698-5000 (CONUS) or 312-698-5000 (OCONUS) for further assistance.