New Procedures for Army civilian employees to resolve Common Access Card (CAC) problems

Effective 1 October 2016, all CAC issues will now be addressed and resolved by the Human Resources Command (HRC) Army Project Office, located at Ft. Knox. Civilian employees and/or Verifying Officials (VOs) at the local RAPIDS/DEERS site can reach the HRC Army Project Office via email or phone. CPOL Helpdesk and Service Desk tickets will no longer be submitted.

This new capability of direct communication between the employee or local VO and the professional staff at the HRC Army Project Office will minimize the amount of time it takes to resolve a case and issuing the employee his/her CAC.

Appropriated Fund, NAF and Civilian Retired personnel

Assistance in resolving Data issues such as adding or updating Employee Categories, Overseas Assignments, data collisions, etc. should be addressed to:

Primary: 502-613-5022
Email: usarmy.knox.hrc.mbx.tagd-deers-chra@mail.mil

To update the Global Access List (GAL)

Employees may update or correct their contact information in the GAL by visiting the Rapids Self Service site, under the Quick Links on MilConnect, at *https://www.dmdc.osd.mil/milconnect/* and select 'Update Work Contact info (GAL)' or 'Update my GAL display name'

To correct or update Enterprise Email address

Employees may update or correct their Enterprise Email address by visiting the Rapids Self Service site, under the Quick Links on mil-Connect, at *https://www.dmdc.osd.mil/milconnect/ *and select 'Update work email – CAC login only'

Name Changes as a result of marriage, divorce, or as a matter of personal preference

After the name is changed in DCPDS inform the employee to proceed to the RAPIDS/DEERS site with supporting documentation. Documents could include but are not limited to: a marriage certificate, a divorce decree, judicial recognition of a name change (Court Order), or other form permitted by State law or regulation. The VO at the RAPIDS/DEERS site will then scan the required documents into the employee's DEERS record and contact the Army Project Office to complete the name change process.

Local National employees

All data updates for Local National employees will continue to be performed by the VO at the local RAPIDS/DEERS site.

Updated: 5 October 2016