

If you are experiencing a letter popping up at the end of your DoD ID number:

1. Insert MILITARY CAC
2. Access Configure Java
3. Click on Security
4. Click Edit Site List
5. Add the following websites "<https://pki.dmdc.osd.mil>" and "<https://www.dmdc.osd.mil>"
6. Click "OK"
7. Click "OK" again
8. Log into MilConnect
9. On the quick links click RAPIDS Self Service
10. Click on "Change CAC Email"
11. Click "Proceed"
12. Click "I accept" and then "Run"
13. Make sure the boxes next to "Change from email provided by your organization to another email address" and "Add Personnel Category Code to UPN" are **NOT** checked
14. Click "Next"
15. Check **BOTH** boxes when it asks "Do you want a new email Encryption certificate on your CAC?" and "Do you want a new email Signature certificate on your CAC?"
16. Click "Next"
17. Click "Yes"
18. Repeat process for **OTHER** card(s)

Dual CaC Holders must do the following to ensure both cards work properly:

1. Insert MILITARY CAC
2. Access Configure Java
3. Click on Security
4. Click Edit Site List
5. Add the following websites "<https://pki.dmdc.osd.mil>" and "<https://www.dmdc.osd.mil>"
6. Click "OK"
7. Click "OK" again
8. Log into MilConnect
9. On the quick links click "RAPIDS Self Service"
10. Click "Activate PIV certificate"
11. Click "Proceed"
12. Click "Update CAC"
13. Repeat process for **OTHER** card(s)

If you are still experiencing issues, call your branch PKI help desk.

PKI Help Desk Numbers

Army: (866) 738-3222

Navy: (800) 304-4636

Air Force: (210) 925-2521

Coast Guard: (800) 847-2479 Opt. 3