

# RAPIDS Self Service

## ***Do you need a DD Form 1172-2, Email Update, or need to Update Contact Information?***

Save Time -- Do These Actions Yourself Using the  
**RAPIDS Self Service (RSS) Website!**

Just visit [https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service) to get started.

You Can Use this Self-Service Website if:

1. You are a Sponsor.
2. You have a CAC.
3. You use a CAC-enabled personal computer.
4. You want to perform the actions below.

### **For You the Sponsor:**

### **For Your Dependents:**

<ul style="list-style-type: none"> <li>✓ Add/Change Data to DEERS (<i>update your Contact Info including home/work address, phone numbers, email, etc.</i>)</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Verify Your Dependents.</b>  <b>Once verified with RSS, you no longer need to accompany your dependents to get an ID card</b></li> </ul>
<ul style="list-style-type: none"> <li>✓ Add/Change Work Email Address to Receive Initial or New Work Email Certificates</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>Generate a DD Form 1172-2</b></li> <li>✓ Print it or save it to DEERS!</li> </ul>
<ul style="list-style-type: none"> <li>✓ Add a Personnel Category Code (PCC) to Your CAC (<i>for those with dual-personnel categories – e.g., Civilian and Reservist</i>)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Add/Change Dependent Contact Information in DEERS (<i>update Contact Info including home/ mailing address, phone numbers, personal email, etc.</i>)</li> </ul>
<ul style="list-style-type: none"> <li>✓ Activate the PIV Authentication Certificate</li> </ul>	
<ul style="list-style-type: none"> <li>✓ Add the JDM Applet to Your CAC</li> </ul>	

### **Questions or Problems?**

- Issues with the Website Itself? Contact the DMDC Support Center (DSC) Help Desk available 24x7 at: 1-800-372-7437
- Do You Require DoD Beneficiary Information or Assistance on Your Personnel Record? Contact the DMDC/DEERS Support Office (M-F, 0600-1530 PST) at: 1-800-538-9552 or TTY/TDD: 1-866-363-2883