RAPIDS Self Service (RSS)

RAPIDS Self Service (RSS) Frequently Asked Questions (FAQs)

Q1   What is this web site designed for?

A1   Among the services provided by the RSS, sponsors may now update their information and verify family members for DoD ID card reissuance. RSS provides DoD Sponsors the ability to update contact information or complete an application for ID card reissuance. Sponsors can now easily verify family members, digitally sign, and save the request form through RSS to the family member's record. Although not required, the Sponsor can also print a digitally signed copy of the application for the family member to bring along with them to the ID card issuance facility.

Q2   What other functionality does RSS have?

A2   RSS is replacing the existing User Maintenance Portal (UMP) functionality used for adding or updating the email address and/or to receive initial or new Email Signature and Email Encryption Certificates, add the Personnel Category Code to the User Principle Name of Email Signature Certificate, activation of the PIV Authentication Certificate, and adding the Joint Data Model (JDM) applet to the CAC. The UMP will be decommissioned on 15 September 2012.

Q3   Can I use RSS to add new dependents?

A3   No, not at this time. Currently, RSS can be used only to verify family member already registered in DEERS.

Q4   Who has access to this site?

A4   Anyone with a Common Access Card (CAC) has access to this site.

Q5   How is this site accessed?

A5   The site can be accessed only by means a Common Access Card (CAC) using a PKI enabled computer.

Q6   *When can I login to RSS?*

A6   Today!! Please logon and check the site out. If you have questions, suggestions, or you need assistance, please go to https://www.dmdc.osd.mil/self_service/rapids/contact

Q7   *Is it secure to login?*

A7   Yes. We ensure your security by making you login with your Common Access Card (CAC).

Q8   *Can I still call someone if I have a question?*

A8   Yes. See below:

DMDC Support Center (DSC) User Help Desk is open 24 hours
Worldwide: (1) (800) 477-8227
CONUS DSN: 698-5000
OCONUS DSN: 312–698-5000

Do you require DoD beneficiary information or assistance on your personnel record?
DMDC/DEERS Support Office is open Monday-Friday, excluding U.S. federal holidays, 6:00 A.M. - 3:30 P.M. Pacific time.
Worldwide: (1) (800) 538-9552 or TTY/TDD: (1) (866) 363-2883
Germany: (0800) 101-3161
Italy: (800) 783-784
United Kingdom: (0800) 587-1594
Korea: (00798) 1-4800-5570
Philippines: (1800) 1-114-1235
Japan: (0053) 112-0731