

Trusted Associate Sponsorship System (TASS) FAQ'S

Q1. I have a question about CAC eligibility?

A1. CACs are never to be issued solely as gate passes but must meet the criteria below.

IAW DODM 1000.13, vol. 1, enclosure 2; the applicant's sponsor must confirm that the applicant meets one of the following requirements:

- (1) Both physical access to a DoD facility and access, via logon, to DoD networks on-site or remotely. Access to the DoD network must require the use of a computer with Government-controlled configuration or use of a DoD-approved remote access procedure.
- (2) Remote access, via logon, to a DoD network using DoD-approved remote access procedures.
- (3) Physical access to multiple DoD facilities or multiple non-DoD federally controlled facilities on behalf of the DoD (applicable to DoD contractors only) on a recurring basis for a period of 6 months or more.

Q2. If a non-U.S. citizen has been hired, can they be issued a CAC?

A2. First, you must ensure they meet the criteria for CAC issuance. Non-U.S. citizens include those foreign civilian employees, contractors, and OCONUS hires who through assignment or other DoD-sanctioned activities, require a CAC. Foreign affiliates/OCONUS hires who have a Social Security Number (SSN) or a previously assigned Foreign Identification Number (FIN); may be processed through TASS using their existing personal identifier. Non-U. S citizens who do not have a FIN or SSN, must visit an Identification (ID) Card Facility with their identity and eligibility documentation to be assigned a FIN. Refer individual to their local Identification Card Facility. Foreign Affiliate Service Members are urged to retain their previously assigned FIN, as it remains a lifelong record in DEERS and helps mitigate creating duplicate DEERS segments.

Q3. How does an Applicant's CAC get revoked?

A3. The applicant's Trusted Agent (TA) revokes the applicant's CAC in TASS. A revised status will be displayed the next time the applicant's account is accessed. A CAC may also be revoked automatically by the TASS system if the TA has not re-verified the segment within 180 days. Refer the individual back to their TA for assistance. Do not forward to the Army Project/TASS Office.

Q4. What Categories of Personnel are entered into TASS?

A4. Affiliated Volunteers (requiring DoD Network access); DoD and Uniformed Services Contractor; Foreign Affiliate; Non-DoD Civil Service Employee; Non-DoD Presidential Appointee; Non-Federal Agency Civilian Associate; Non-US Non-Appropriated Fund (NAF) Employee; OCONUS Hire; Other Federal Agency Contractor (only for Department of State and ODNI). For further information please refer to "TASS Personnel Categories Descriptions" found on the TASS website in "General Application Information" under the "Resources" tab.

Q5. Can a RAPIDS SSM/VO be a TASM/TA?

A5. No. IAW DODM 1000.13, volume 1, enclosure 3, paragraph 2: the ID card life cycle includes a requirement for a separation of duties to support the issuance process. This rule requires more than one person to serve in an official role during the sponsorship, enrollment, and issuance processes.

Q6. Who do I contact about CAC PIN Reset (CPR) station?

A6. Please contact CIO/G6 as they manage the CPR program. Currently, the Program Managers are:

Mr. David Maple david.m.maple.ctr@mail.mil

Ms. Eryn James eryn.n.james.ctr@mail.mil

Q7. How do I become a TASM?

A7. A Memorandum for Record (MFR) and a DD Form 2875 is required:

- A MFR from the organization leadership appointing the person as a TASM is required. The MFR will be maintained by the TASM as a record.
- A DD Form 2875 Systems Authorization Access Request (SAAR) form is required by the Army TASS SPOC team to grant access to the TASS and EMMA enterprise web applications.
- The 2875 will send to TASS Group email: usarmy.knox.hrc.mbx.tagd-army-tass-team@army.mil

Q8. How do I become a TA?

A8. TAs are granted access by a TASM. MFR and DD form 2875 is required.

Q9. What type of background investigation is required for a CAC?

A9. IAW DODM 1000.13, vol. 1, enclosure 2; initial issuance of a CAC requires, at a minimum, the completion of the Federal Bureau of Investigation (FBI) fingerprint check with favorable results and submission of a National Agency Check with Inquiries (Tier I) (or investigation approved in Federal Investigative Standards) to the USD(I) approved investigative service provider. Completed NACI's for CAC issuance shall be adjudicated in accordance with the Office of Personnel Management Memorandum. Further information required should be forwarded to installation security office.

Q10. I need an installation access badge, who do I contact?

A10. Refer the individual to the installation security officer regarding installation access badges. Do not forward to the Army SPOC Office.

Q11. Who is my Trusted Agent (TA)?

A11. A TA establishes the service or agency affiliation for registration of a DoD credential. If the applicant does not know who their TA is, refer them to their employing agency for assistance.

Q12. Who is the applicant's sponsor?

A12. An applicant's sponsor is the person affiliated with the DoD or other federal agency who takes responsibility for verifying and authorizing the applicant's need for a CAC (this will always be government personnel).

Q13. What is the required form to add an applicant in Army TASS?

A13. AHRC TASS Form 1.

Q14: What form is used for Applicant CAC Reverification or CAC Retrieval?

A14: AHRC TASS Form 2.1

Q15. Who can transfer CAC applications?

A15. A TASM can transfer applicants within their own TASS site. The Army SPOC can transfer CAC applications within the Army's TASS sites. Transfers to or from another service require revocation of the current CAC and reissue under the new service.

Transfer request format:

Applicant's full name:

Losing TA name and site ID:

Gaining TA name and site ID:

Agreement in writing (email) from both TAs showing approval of the transfer. The TASM will send one email with the request and the TAs agreement to the Army TASS Team Mailbox.

Group email: usarmy.knox.hrc.mbx.tagd-army-tass-team@army.mil

Q16. What is EMMA?

A16. EMMA is the Enterprise Monitoring and Management of Accounts (EMMA) application and is used to provision/remove TAs and TASMs. <https://emma-web.dmdc.osd.mil/emma-web/>

Q17. How does a TA become a TASM?

A17. For a TA to become a TASM, the TASM at the site must first remove the individual in EMMA as a TA. NOTE: Any applicants under the TA being removed must be reassigned to another TA or the TASM until the TA has been fully provisioned as a TASM. Once the TASM has removed the TA in EMMA, the TA will submit a DD Form 2875, System Authorization Access Request (SAAR) to the SPOC office for provisioning as a TASM. Group email: usarmy.knox.hrc.mbx.tagd-army-tass-team@army.mil

Q18 TAs and TASMs not showing up in TASS after completing the online training?

A18. The TAs and TASMs must log into TASS after completing all required training before they are reflected in TASS. <https://tass.dmdc.osd.mil/tass/operator/logon>

Q19. I am locked out of my training; how can I get it reset?

A19. Contact the TASS JKO Helpdesk. COMM: 757- 203-5186; DSN: 668-5186.

Q20. What is the phone number for DMDC Help Desk on TASS and EMMA issues?

A20. DMDC Help Desk: 1-800-538-9522 or 1-800-372-7437.

Q21. Are Red Cross Employees and Volunteers eligible for CAC issuance?

A21. The majority are ineligible for CACs; however, if they are OCONUS and are Red Cross paid employees they are authorized a CAC, or if they are residing in government quarters CONUS.

Red Cross Volunteers who require network access can be issued a Volunteer Logical Access Credential (VOLAC) through TASS. This card is like a CAC but does not have a photograph and cannot be used for physical access. These users will also need a gate pass from the installation.

The Department of Defense (DoD) is transitioning from VoLAC (**V**olunteer **L**ogical **A**ccess **C**redentials) to NEATS (**N**IPRnet **E**nterprise **A**lternate **T**oken **S**ystem). As part of this transition, TASS has updated functionality to fulfill its role in required government sponsorship.

For a NIPRNET Enterprise Alternate Token System (NEATS) Token: Please contact your respective Service/Agency PKI office (Help - PKI/PKE Contact Information - DoD Cyber Exchange:

<https://public.cyber.mil/pki-pke/help/>) for the nearest location of a NEATS workstation for Alt Token issuance or for more information on the credential.

Q22. Why is my TA/TASM account suspended?

A22. As of August 21, 2021, DMDC enforced a new DMDC account management policy, where the inactivity period for an operator account will be reduced from 120 days to 30 days. After 30 days of inactivity an operator account will be suspended. This policy does directly affect TASS operators. If you are a TASM, or TA you will need to ensure that you login at a minimum to TASS once every 30 days or else your operator account will be suspended. In order to unsuspended TA/TASM operator account, the person will need to contact the CCC-DSC at 1-800-372-7437 or 1-800-538-9522.

The TASS Tier Helpdesks and Army SPOC are unable to unsuspended TA/TASM account as this function is outside of TASS.

Q22. Who are my Army Service Point of Contact (SPOC) for TASS?

A22. Army SPOC: Ms. Janette Desue and Deputy SPOC: Mr. Deoraj Baldeo.

To better serve the field, we ask that you use the TASS team mailbox at:

usarmy.knox.hrc.mbx.tagd-army-tass-team@army.mil