

RAPIDS Self Service

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

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