

DMDC

DID YOU KNOW? NEWSLETTER



INFORMATION AND TECHNOLOGY FOR BETTER DECISION MAKING

JULY / AUGUST 2011

Department of Defense Instruction (DoDI) 1000.13

The Defense Manpower Data Center (DMDC) May/June 2011 "Did You Know Newsletter" announced the release of the updated version of the Department of Defense Instruction (DoDI) 1000.13, dated May 17, 2011, Subject; Identification (ID) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals.

During the publishing process of that DMDC Newsletter, DoD rescinded the updated version of the DoDI 1000.13 pending completion of the final rule process for the Federal Register . As a result, the DoDI 1000.13 dated December 5, 1997 will remain effective until the new DoD Instruction is finalized with recent modifications and published.

The current version of the DoDI 1000.13 can be located on the Verifying Official Information System (VOIS)> Policy-Instructions/Guidance> Instruction Documents.

DID YOU KNOW.....

Effective July 21st the DMDC Support Center (DSC) Helpdesk changed its automated answering prompt! The new layout of menu options streamlines the quality of responsiveness to our customers, allowing them to be helped more quickly and efficiently. For RAPIDS inquiries, press '3' at the first prompt of menu options, then '5' at the second prompt.

JULY / AUGUST 2011

ISSUE: 2011-3

Special Points of Interest:

Appointment Scheduler	2
RAPIDS Site Locator (RSL) Tips	3
Document Scanning Techniques	4
Safeguarding Cardstock	4

RESOURCES & HELPFUL LINKS

DMDC DSC Help Desk:
1-800-372-7437 or DSN (312) 698-5000

Inventory Logistics Portal:
<https://cacilp.int.dmdc.osd.mil/acms/main>

Appointment Scheduler:
<http://appointments.cac.navy.mil/>

RAPIDS Site Locator:
<http://www.dmdc.osd.mil/rsi>

Self Service Portal:
https://www.dmdc.osd.mil/self_service

Security Online:
<https://www.dmdc.osd.mil/appi/audit/index.jsp>

Verifying Officials Information System:
<https://www.dmdc.osd.mil/appi/vois/index.jsp>

U.S. Army Transition

The Defense Manpower Data Center bids a heartfelt farewell to two significant figures who have greatly impacted the DEERS/RAPIDS community; Mr. Terence Henry, Army DEERS/RAPIDS Project Officer and CW2 Dorinda Gibson, Army National Guard DEERS/RAPIDS Project Officer. Thank you both for your dedicated service and we wish you success in all your future endeavors.

DMDC would like to extend a warm welcome to the new Army DEERS/RAPIDS Service Project Officer, Mr. Michael Klemowski and to the Army National Guard Project Officer, CW2 Trudella Harper.

For updated changes to the Service Project Officer Roster, please go to the Verifying Officials Information System (VOIS)> Contact Information> DEERS/RAPIDS Project Officer Listing.



RAPIDS OPERATIONS

Appointment Scheduler (AS) Tips

Access to AS is still available. Contact custops@osd.pentagon.mil and provide your 6-digit Site ID as well as a proposed time and date for setup. The tutorial and setup take place over the phone between the Site Security Manager (SSM) and DMDC. This 30-minute process will establish your RAPIDS site in AS and provide you with a basic working knowledge of system functionality.

Are you looking to expedite the appointment process for your customers? Try publishing your unique, customer-facing AS URL, which will make AS more accessible to your customer base.

Simply go to <http://appointments.cac.navy.mil> and click on **'Make Appointment'**, then search for your site. Once you find your site, right click and copy the URL text in the address bar at the top of your browser (e.g., <http://appointments.cac.navy.mil/appointment/building.aspx?BuildingId=xxx>). This is your unique customer-facing URL. You can then paste this link into your e-mail signature block, installation homepage, Facebook account, or customized AS e-mail. *****NOTE: Effective October 1st, AS will have a new URL web address on the DMDC domain as https://rapids_appointments.dmdc.osd.mil.*****

Want to use AS Reports to reconcile customers by service component in order to match audit trail reports?

The AS Administration site (<https://admin.appointments.cac.navy.mil>) features a **'Reports'** tab that allows authorized SSMs and VOs to access statistics by site and date range. Keeping track of the number of customers each month by service component is easy, and all this information can be viewed and exported as a Word or Excel file. Additionally, if a customer enters the incorrect service component while scheduling an appointment, a SSM or VO can make corrections under the **'Reports'** tab.

Are you having problems viewing site, building, or customer appointment information? This is almost always a "Permissions" issue, solved by accessing the **'Users'** tab. Ask the SSM or VO who provisioned you on the AS system to go to the AS Administration site and complete the following:

Under the **'Users'** tab, enter the last name and click Submit. Next, click on **'Sites'** at the bottom of the page. Ensure the correct site is highlighted in blue, click Submit, then click **'Back'**. Click on **'Buildings'**, ensure the correct building is highlighted in blue, click Submit, click Submit again, then click **'Back'**. Finally, click on **'Permissions'** and ensure the proper boxes are checked, then click Submit and select **'Update'**.



Want to make better use of appointment duration to improve your site's workspace utilization?

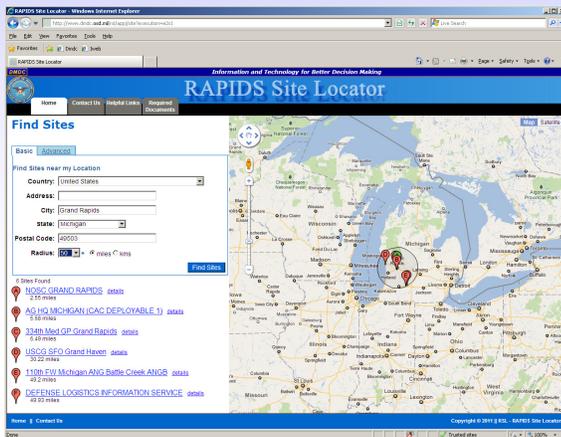
Establishing 30-minute or greater appointment times can negatively impact workstation utilization. In order to avoid idle workstation time, ensure that monthly AS blocks are set up with a standard appointment duration that is reflective of the average time required to produce a CAC or Teslin ID card. Most sites establish 15 or 20 minute appointment slots.

You can find the latest AS user manual on the Verifying Information Officials (VOIS) website under 'Training and Reference Guides' > 'Appointment Scheduler Manual'.

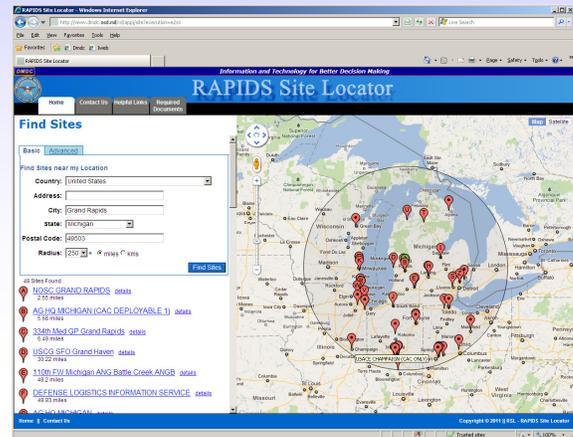
RAPIDS OPERATIONS

RAPIDS Site Locator (RSL) Tips

- 1) When first logging in to the RSL, the default map will automatically geocode based on the Postal Code associated with your IP address, with a default search radius of 25 miles.
- 2) When doing a basic search, the map will default to the center of the location being searched unless a specific street address is entered. For example, if you enter United States (Country), Grand Rapids (City), Michigan (State) and 49503 (Postal Code), the map will place you in the center of Grand Rapids as shown by the green 'A' indicator. Zooming out the map will reveal all site locations within the specified radius search criteria. Additionally, backing out the search radius via the radius drop down selection menu will widen your search range, which is useful when searching without a specific address.



50 Mile Search Radius



250 Mile Search Radius

- 3) Search results are displayed below the search criteria box. To see specific details for a site, such as phone numbers, hours of operation, available services, and a link to the site's automated appointment scheduler, if applicable, click on the "details" link beside the site's name.
- 4) Basic RSL troubleshooting:

When experiencing an error message with the RSL (if using Internet Explorer), delete all Cookies and Temporary Internet Files (**Tools => Internet Options => Browsing history => Delete**). If your web browser gets hung up while trying to navigate to RSL, delete all additional URL text in the browser after "rsl/" then press 'Enter'. If this does not fix the problem, then start a new window (**File => New Window**). If a 'File Download - Security Warning' window pops up, select "Cancel" then re-open RSL in a new Windows session. If the problem persists, contact the DMDC Support Center User Helpdesk.



DID YOU KNOW? RAPIDS Site Locator Setup and Troubleshooting Tips are available on the Self Help section of the VOIS website at <https://www.dmdc.osd.mil/appj/vois/index.jsp>

Defense Manpower

Data Center

Arlington, VA
Seaside, CA
South Korea
Kuwait
Germany

**INFORMATION &
TECHNOLOGY FOR
BETTER DECISION
MAKING**



DMDC is on FACEBOOK.

Join us and start
connecting with DMDC
at:

[http://
www.facebook.com/
go2dmdc](http://www.facebook.com/go2dmdc)



Your general comments,
questions and
suggestions are highly
encouraged. We look
forward to hearing from
you, please send your
inquires to:

[did.u.know@osd.
pentagon.mil](mailto:did.u.know@osd.pentagon.mil)



Document Scanning Best Practices

Verifying the identity of an individual is the most important responsibility a VO has. As part of the identity verification process, a VO must review and scan identity documentation in order to issue a DoD ID card. Below are some best practices for VOs when reviewing and scanning documentation. This information along with screenshots can also be found in the "*Document Scanning Best Practices Tip Sheet*" posted on the Self Help / Tip Sheets page on the VOIS.

A VO is required to review each document and its content three times:

1. Verify the actual document. Hold it, touch it, and review the information on it to make sure it is correct. Select the correct document type in RAPIDS and click Scan to scan the document.
2. Verify the scanned document image is clear in the Scan Document window.
3. Review and accurately enter the document information (e.g., serial/identity number, issue date, expiration date) on the Document Details screen.

The three verification opportunities listed above should minimize VO errors; however, if a VO realizes that they scanned a wrong document or entered incorrect information during the ID card issuance process, they should click the **Back** button in the **Create ID Card** wizard and correct any mistakes before saving to DEERS or issuing the ID card.

If a VO needs to replace an incorrectly scanned document in the Create ID Card wizard, they should click the **Replace** document checkbox on the **Document Details** screen, enter information for the new document, and click **Scan**.

Safeguarding and Storing Cardstock & Consumables

Reminder:

SSMs must logically process receipt of CAC cardstock by accessing the Inventory Logistics Portal (ILP) at <https://cacilp.int.dmdc.osd.mil/acms/main>. Cardstock should be kept in the shrink-wrapped package until it is loaded into the Fargo HDP600 or Fargo HDP5000 input card cartridge. When loading the printer with cardstock, be sure to handle the cardstock by the edges only. Any fingerprints, dirt, or dust on the face (top or bottom) of the cardstock may cause print quality degradation.

All sites are responsible for safeguarding their CAC and Teslin cardstock. Cardstock is not controlled material and does not have to be kept in a safe; however, it should be kept secure. A locked office or desk drawer with limited access by authorized personnel will satisfy this requirement.

CAC printer color ribbons, transfer film and laminate rolls should also be kept in the shrink-wrapped package until loaded into the printer. It is also important to store them in a cool and dry place, because heat and humidity degrade these products. All printer consumables (color printer ribbons, transfer films and laminate rolls) have a shelf life of 12-18 months.