NEATS General Information

1. What: Provides access to DoD computers and network. Network Enterprise Alternate Token System (NEATS) is a smart-card for accessing the unclassified AFNet or DoD network.

2. Who: Qualifying populations - International Military Students (IMS), and Foreign Affiliate Military & Civilian Partners, including OCONUS Local Hires; Volunteers / Interns, Key Spouses, and Other individuals requiring network access.

3. Where: Applies to the Total Force – RegAF, ResAF, ANG, and Space Force populations qualifying for enrollment with DEERS program.

4. When: NEATS program available now – offers network access to qualifying populations via the Alternate Token Identity Management System (ATIMS) smart-card issuance.

5. Why: DoD/Uniformed Services identity credentialing program improvements - NEATS is replacing the Volunteer Logical Access Credential (VoLAC), tentatively, March 2024. Individuals issued the VoLAC are authorized to continue use of the smart-card until expiration. Expired, lost, stolen, or destroyed VoLACs are replaced with the NEATS smart-card.

6. How: DoD/Uniformed Services have established their NEATS application processes - allowing individuals to apply for the NEATS smart-card. Refer to the DoD/Uniformed Services Resources for program points of contact and NEATS Example.
Note: IMS populations are non-CAC eligible; therefore, eligible for NEATS. Foreign Affiliate Military & Civilian Partners, including OCONUS Local Hires qualifying for CAC, NEATS issuance is not required.

Requesting NEATS Issuance

Step 1. Requesting a NEATS card starts with the host sponsoring unit or agency. Applicant must meet DoD qualification for NEATS issuance before proceeding. If qualified, sponsoring unit or agency will initiate "MP-ICAM Form 5."

Step 2. MPAS agent will use "MP-ICAM Form 5" and applicant's DoDI number to complete MP-ICAM application, and direct applicant to CFP ATIMS once completed. **Note**: No IDs are issued from MP-ICAM.

Step 3. MPAS agent and Communication Focal Point (CFP) ATIMS will verify applicants' qualification and issue NEATS smart-card with appropriate role.

No assigned DoDI number?
The following additional steps are required if the applicant has no DoDI number assigned.

1. The sponsoring unit or agency will need to complete DD Form 1172-2 on the applicant.

2. Applicant provides 2 forms of acceptable identity documents, i.e., military ID card, driver's license, social security card, or passport. Refer to "List of Acceptable Identity Documents for ID Card Issuance" at: https://www.cac.mil/. IMS – Invitational Travel Order (ITO), Foreign Affiliate Partners – Foreign Visit Request (FVR); Extended Visit Agreement (EVA) or memorandum from sponsoring unit or agency. **Note:** ITO, FVR, EVA, or memorandum verifying member's identity documents, birth, citizenship, and sponsorship to the U.S. or overseas location is sufficient for initial DEERS registration. RAPIDS VO will enroll applicant into DEERS and provide 10 – digit DoDI / EDIPI to applicant. No CAC is issued.

3. ATIMS Trusted Agent (TA) determines network NEATS access role to applicant.

Roles and Responsibilities

Sponsoring Unit or Agency
1. Confirm qualification for NEATS for Volunteers, Interns, Key Spouses, and SMART and Emeritus scholars with a minimum, the (1) completion of the FBI fingerprint check with favorable results and (2) submission of a NACI [T1 equivalent] or investigation approved in Federal Investigative Standards to the USD(I&S) approved investigative service provider.
2. Initiate "MP-ICAM Form 5."
3. Create 1172-2 to generate EDIPI number with nearest ID card office (if individual is not enrolled in DEERS). **Note:** If the individual has an existing EDIPI/DoDI, no need to visit RAPIDS.

RAPIDS - Verifying Official Instructions
4. Scan/upload Identity documents to RAPIDS.
5. Print DD Form 1172-2 with DoD Id number.
6. Do not issue CAC!
7. Direct individual to their TASS TA.

MP-ICAM - MPAS Agent Instructions
8. Accept "MP-ICAM Forms 5 and 6 (only required to terminate application).
9. Process applicant's MP-ICAM record, completing the DEERS registration to support NEATS issuance from ATIMS.

CFP ATIMS – Trusted Agent Instructions
10. Process individual's record in ATIMS for network role and issues the NEATS smart-card.
11. Provides NEATS smart-card to individual, and signs DD Form 2842.

Individual – Instructions
12. Signs DD Form 2842.
13. Accepts NEATS smart-card and logon to government computer-AF/DoD Network.
14. Return NEATs smart-card after completion of training, employment, tour of duty to the MPAS agent or to the ATIMS TA.

DoD/Uniformed Services Resources

Air Force PKI 210-925-2521
https://afpki.servicenowservices.com
Air Force TSFC 1-800-525-0102

ARMY PKI 866-738-3222
army.cacpki.helpdesk@mail.mil
ARMY HRC 1-888-276-9472
ARMY National Guard 1-866-810-9183

Navy PKI 866-843-6624
https://infosec.navy.mil/pki/
Navy Personnel Command 901-874-3362
Navy Reserve DEERS 757-322-2244

U.S. Marine Corps PKI 571-697-5111
pkihelpdesk@usmc.mil
USMC DEERS 703-784-9190
USMC Reserve 703-9530

Coast Guard DEERS SPO 202-795-6642

Public Health Services
Commissioned Corps HQ 240-453-6038

National Oceanic Atmospheric Administration
NOAA DEERS Project Office 301-713-2001

Defense Logistics Agency (DLA)
DEERS Project Office 571-767-3077

National Geospatial Agency (NGA)
NGA PKI PMO pkipmo@nga.mil

Websites & Contact Information

To Find your nearest RAPIDS ID Card office
https://idco.dmdc.osd.mil/idco/#/

ID Card Appointment Scheduler
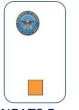https://idco.dmdc.osd.mil/idco/#/

ID Card Office Online
https://idco.dmdc.osd.mil/idco/#/

DoD ID Card Reference Center
www.cac.mil

DD Form 1172-2 (Non-CAC holders)
https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf

DMDC DEERS Beneficiary Helpdesk
1- 800-538-9552

DMDC RAPIDS/TASS/ATIMS Helpdesk
1-800-372-7437

NEATS Example

OPR Customer TriFold-NEATS Program content:
HQ AFPC/DP3SA
AF DEERS Project Office, 1-800-525-0102

Authority reference:
AFI 36-3026, Volume 2, Attachment 12

Customer Trifold - NEATS Program

Trifold applies to the Total Force
(RegAF, ResAF, ANG, and Space Force)

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Trifold information is subject to change without notice.