

## Air Force NEATS Wire Diagram

The Air Force NEATS wire diagram is a notional overview of the flow processes and procedures for requesting a NEATS smart-card and issuance. Refer to Air Force NEATS Wire Diagram, **Figure 1.**

**Figure 1.**

| <u>Host/Sponsoring Agency</u>  | <u>Background Investigation Requirements</u>   | <u>RAPIDS ID Card Issuing Facility</u>   |
|--|--|--|
| <p>1. Responsible for security vetting requirement.</p> <p>2. Create 1172-2 for FSS, MPF Customer Service to create 10-digit DoD identification number, a.k.a. EDIPI.</p> <p>3. Initiate MP-ICAM Form.</p> | <p>1a. Foreign Affiliate verify member’s security clearance from Travel Order – ITO, FVR, EVA, or memorandum. Note: 1b does not apply to Foreign Affiliates.</p> <p>1b. All others – volunteer, intern, key spouse, SMART 10-fingerprint FBI check with favorable results and NACI (Tier 1) submission or equivalent investigation according to Federal Investigation Standard.</p> <p><b>Visit FSS MPF Customer Service</b></p> <p>If 10-digit DoD ID number is required, a.k.a., EDIPI:</p> <p>2a. Hand carry DD Form 1172-2.</p> <p>2b. Bring two forms of acceptable Identity documents from <a href="http://www.cac.mil">www.cac.mil</a>.</p> | <p><b>Visit FSS MPF Customer Service (RAPIDS)</b></p> <p>2a(1) Create DEERS record.</p> <p>2b(1) Annotate EDIPI on the DD Form 1172-2. <b>Note:</b> No USIDs printed or issued at this step.</p> |
| <p><b>MP-ICAM MPAS</b></p> <p>4. Receives DD Form 1172-2 and MP-ICAM Form from Host/Sponsoring Agency and MPF Customer Service.</p> <p>5. Creates employee (Applicant) record in MP-ICAM and approves.</p> | <p><b>Employee (Applicant) MP-ICAM Processing</b></p> <p>5a. Verify completion of MP-ICAM Form.</p> <p>5b. Create appropriate personnel category in MP-ICAM and approve.</p>   |  |
| <p><b>ATIMS Trusted Agent</b></p> <p>6. Process employee (Applicant) record in ATIMS.</p> <p>7. Issues NEATS card from ATIMS.</p>  | <p><b>Employee (Applicant) ATIMS Processing</b></p> <p>6a. Complete NEATS application processing.</p> <p>6b. Complete DD Form 2842 for employee (Applicant) signature.</p>   |  |

## Air Force NEATS Trifold –Customer

| DoD/Uniformed Services Resources  | Websites & Contact Information   | Customer Trifold NEATS Program  |
|---|--|---|
| <p><b>Air Force</b> PKI 210-925-2521<br/> <a href="https://afpki.servicenowservices.com">https://afpki.servicenowservices.com</a><br/>           Air Force TSFC 1-800-525-0102</p> <p><b>ARMY</b> PKI 866-738-3222<br/>           army.cacpki.helpdesk@mail.mil<br/>           ARMY HRC 1-888-276-9472<br/>           ARMY National Guard 1-866-810-9183</p> <p><b>Navy</b> PKI 866-843-6624<br/> <a href="https://infosec.navy.mil/pki/">https://infosec.navy.mil/pki/</a><br/>           Navy Personnel Command 901-874-3362<br/>           Navy Reserve DEERS 757-322-2244</p> <p><b>U.S. Marine Corps</b> PKI 571-697-5111<br/>           pkihelpdesk@usmc.mil<br/>           USMC DEERS 703-784-9190<br/>           USMC Reserve 703-9530</p> <p><b>Coast Guard</b> DEERS SPO 202-795-6642</p> <p><b>Public Health Services</b><br/>           Commissioned Corps HQ 240-453-6038</p> <p><b>National Oceanic Atmospheric Administration</b> NOAA DEERS<br/>           Project Office 301-713-2001</p> <p><b>Defense Logistics Agency (DLA)</b><br/>           DEERS Project Office 571-767-3077</p> <p><b>National Geospatial Agency (NGA)</b><br/>           NGA PKI PMO pkipmo@nga.mil</p> | <p><b>To Find your nearest RAPIDS ID Card office</b><br/> <a href="https://idco.dmdc.osd.mil/idco/#/">https://idco.dmdc.osd.mil/idco/#/</a></p> <p><b>ID Card Appointment Scheduler</b><br/> <a href="https://idco.dmdc.osd.mil/idco/#/">https://idco.dmdc.osd.mil/idco/#/</a></p> <p><b>ID Card Office Online</b><br/> <a href="https://idco.dmdc.osd.mil/idco/#/">https://idco.dmdc.osd.mil/idco/#/</a></p> <p><b>DoD ID Card Reference Center</b><br/> <a href="http://www.cac.mil">www.cac.mil</a></p> <p><b>DD Form 1172-2 (Non-CAC holders)</b><br/> <a href="https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf">https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf</a></p> <p><b>DMDC DEERS Beneficiary Helpdesk</b><br/> <b>1- 800-538-9552</b></p> <p><b>DMDC RAPIDS/MP-ICAM /ATIMS Helpdesk</b><br/> <b>1-800-372-7437; OCONUS DSN 312-435-9000</b></p> <div style="text-align: center;">  </div> <p><b>NEATS Example</b></p> <p><b>OPR Tri-Fold content:</b><br/> <b>HQ AFPC/DP3SA</b><br/> <b>DAF DEERS Project Office, 1-800-525-0102</b></p> <p><b>Authority reference:</b><br/> <b>DAFI 36-3026, Volume 2, Attachment 12</b></p> | <p>Trifold applies to the Total Force (RegAF, ResAF, ANG, and Space Force)</p> <div style="text-align: center;">     </div> <p><b>Trifold information is subject to change without notice.</b></p> |

## Air Force NEATS Trifold - Customer (Cont.)

| NEATS General Information  | Requesting NEATS Issuance  | Roles and Responsibilities   |
|--|--|--|
| <p><b>1. What:</b> 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.</p> <p><b>2. Who:</b> Qualifying populations - International Military Students (IMS), and Foreign Affiliate Military &amp; Civilian Partners, including OCONUS Local Hires; Volunteers / Interns, Key Spouses, and Other individuals requiring network access.</p> <p><b>3. Where:</b> Applies to the Total Force – RegAF, ResAF, ANG, and Space Force populations qualifying for enrollment with DEERS program.</p> <p><b>4. When:</b> NEATS program available now – offers network access to qualifying populations via the Alternate Token Identity Management System (ATIMS) smart-card issuance.</p> <p><b>5. Why:</b> 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.</p> <p><b>6. How:</b> 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.</p> <p><b>Note:</b> IMS populations are non-CAC eligible; therefore, eligible for NEATS. Foreign Affiliate Military &amp; Civilian Partners, including OCONUS Local Hires qualifying for CAC, NEATS issuance is not required.</p> | <p><b>Step 1.</b> 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.”</p> <p><b>Step 2.</b> 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. <b>Note:</b> No IDs are issued from MP-ICAM.</p> <p><b>Step 3.</b> MPAS agent and Communication Focal Point (CFP) ATIMS will verify applicants’ qualification and issue NEATS smart-card with appropriate role.</p> <p><b>No assigned DoDI number?</b><br/>The following additional steps are required if the applicant has no DoDI number assigned</p> <ol style="list-style-type: none"> <li>1. The sponsoring unit or agency will need to complete DD Form 1172-2 on the applicant.</li> <li>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: <a href="https://www.cac.mil/">https://www.cac.mil/</a>. IMS – Invitational Travel Order (ITO), Foreign Affiliate Partners – Foreign Visit Request (FVR); Extended Visit Agreement (EVA) or memorandum from sponsoring unit or agency. <b>Note:</b> 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.</li> <li>3. ATIMS Trusted Agent (TA) determines network NEATS access role to applicant.</li> </ol> | <p style="text-align: center;"><u>Sponsoring Unit or Agency</u></p> <ol style="list-style-type: none"> <li>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 [TI equivalent] or investigation approved in Federal Investigative Standards to the USD(I&amp;S) approved investigative service provider.</li> <li>2. Initiate “MP-ICAM Form 5.”</li> <li>3. Create 1172-2 to generate EDIPI number with nearest ID card office (if individual is not enrolled in DEERS). <b>Note:</b> If the individual has an existing EDIPI/DoDI, no need to visit RAPIDS.</li> </ol> <p style="text-align: center;"><u>RAPIDS - Verifying Official Instructions</u></p> <ol style="list-style-type: none"> <li>4.. Scan/upload Identity documents to RAPIDS.</li> <li>5..Print DD Form 1172-2 with DoD Id number.</li> <li>6. Do not issue CAC!</li> <li>7. Direct individual to their MPAS (former TASS TA).</li> </ol> <p style="text-align: center;"><u>MP-ICAM - MPAS Agent Instructions</u></p> <ol style="list-style-type: none"> <li>8. Accept “MP-ICAM Forms 5 and 6 (only required to terminate application).</li> <li>9.Process applicant’s MP-ICAM record, completing the DEERS registration to support NEATS issuance from ATIMS.</li> </ol> <p style="text-align: center;"><u>CFP ATIMS – Trusted Agent Instructions</u></p> <ol style="list-style-type: none"> <li>10. Process individual’s record in ATIMS for network role and issues the NEATS smart-card.</li> <li>11. Provides NEATS smart-card to individual, and signs DD Form 2842.</li> </ol> <p style="text-align: center;"><u>Individual – Instructions</u></p> <ol style="list-style-type: none"> <li>1. Signs DD Form 2842.</li> <li>2. Accepts NEATS smart-card and logon to government computer-AF/DoD Network.</li> <li>3. Return NEATs smart-card after completion of training, employment, tour of duty to the MPAS agent or to the ATIMS TA.</li> </ol> |

NIPRNet Enterprise Alternate Token System (NEATS) Example. Refer to **Figure 2**.

**Figure 2.**

