

DoD/Uniformed Services Resources

Air Force PKI 210-925-2521
afpki.helpdesk@us.af.mil
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

OPR Tri-Fold content:
HQ AFPC/DP3SA
AF DEERS Project Office, 1-800-525-0102

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

Air Force NEATS Program

Tri-Fold applies to the Total Force
(RegAF, ResAF, ANG, and Space Force)



Trifold v2, May 25, 2022

Information reflected in Tri-Fold is
subject to change without notice.

NEATS General Information

1. What: Card to access 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; and Other individuals requiring network access.

3. Where: Applies to the Total Force – RegAF, ResAF, ANG, and Space Force populations qualifying for the 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). 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 are developing 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.

Requesting NEATS Issuance

Step 1. Requesting a NEATS card starts with the sponsoring unit or agency. Applicant must meet DoD qualification for NEATS issuance before proceeding. If qualified, sponsoring unit or agency will initiate “TASS Form 1.” If the applicant is foreign affiliate, proceed to Step 2.

Step 2. If applicant is US citizen, skip to Step 4. If the applicant is foreign affiliate with assigned EDIPI/DoDI number, skip to Step 4. The sponsoring unit or agency will need to complete DD Form 1172-2 on behalf of the individual, provide to the nearest RAPIDS site ID card office, and proceed to Step 3.

Step 3. 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 and Foreign Affiliate Partners – Invitational Travel Order (ITO), Extended Visit Agreement (EVA), or memorandum from sponsoring unit or agency. **Note:** ITO, 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 DoDI to applicant. **Note:** No CAC is issued.

Step 4. TASS Trusted Agent (TA) will use “TASS Form 1” and applicant’s DoDI number to complete TASS application, and direct applicant to CFP ATIMS once completed. **Note:** No ID cards are issued from TASS.

Step 5. Communication Focal Point (CFP) ATIMS Trusted Agent (TA) will verify applicants’ qualification and issue NEATS smart-card.

Roles and Responsibilities

Sponsoring Unit or Agency

1. Confirm qualification for NEATS; at 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 “TASS Form 1.”
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 a 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.

TASS - Trusted Agent Instructions

8. Accept “TASS Form 1,” and “TASS Form 2” (only required to terminate application).
9. Process applicant’s TASS record, completing the DEERS registration to support NEATS smart-card issuance. **Note:** No ID cards are issued

CFP ATIMS – Trusted Agent Instructions

10. Process individual’s record in ATIMS for issuing 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 TASS TA or to the ATIMS TA.