Release of RAPID Self-Service Portal

RAPIDS Self-Service (RSS) is now available to CAC holders! Using this web based application, CAC holders have the ability to update certain information associated with their record. Additionally, they may use RSS to verify a family member's relationship and eligibility by digitally signing the DD Form 1172-2 for ID Card reissuance.

A DD Form 1172-2 that is digitally-signed and generated through RSS will be stored in DEERS and is a viewable document in RAPIDS. **Once verified using RSS, Sponsors no longer need to accompany their family members to get the ID Card.**

All members/employees with a CAC card (or DS Logon, including Contractors) is authorized to use the website to update their information, and if they have authorized dependents/family members, can request the DD Form 1172-2.

The only members who will still be required to come by the DEERS facility to obtain a 1172-2 are members who have a college-bound student. In these cases, a letter from the college MUST be obtained PRIOR to the issuance of the 1172-2. The letter MUST indicate (1) full-time student status and (2) anticipated graduation date (see next page for an example). This is an ANNUAL requirement, meaning that the card will be valid for 1 year, and must be renewed every year until the day before the dependent's 23rd birthday. Upon the dependent reaching age 23, in order to receive continued medical/dental coverage, they must be enrolled in the Tricare for Young Adult (TYA) program. (See the local Tricare representative in the Clinic for enrollment procedures and more information.) The DEERS technician CANNOT add the TYA entitlement to the family record.

There is a few log on screens that you will navigate through, and requesting the 1172-2 takes only 5-10 minutes (if the system is operating normally).

The website for the RSS Portal is https://www.dmdc.osd.mil/self_service.

SAMPLE LETTER FOR STUDENTS OVER 21 BUT UNDER 23

FROM: OFFICE OF THE SCHOOL REGISTRAR

STUDENT'S NAME:

EXPECTED GRADUATION DATE:

TO WHOM IT MAY CONCERN:

This is to verify that the above named student is currently enrolled in a full-time course of study leading to an associate degree or higher for the (FALL/SPRING) semester/quarter (DATES).

If there are any questions concerning this matter, please call (PHONE NUMBER).

Sincerely

(Certification Officer)

[**Note**: If an ID card is needed during a summer break, the sponsor should provide the above information and the school should also indicate that the student was enrolled full-time in the semester/quarter before the break.]