

Trusted Associate Sponsorship System (TASS) FAQ'S

Q1. What are Alternate Tokens?

A1. Alternate Tokens are for populations requiring access to DOD computers and /or networks but are not eligible for CAC. They may request and obtain an alternate logon token through their NEC. Do not forward to the Army Project/TASS Office.

Q2. If a foreign citizen has been hired can they be issued a CAC?

A2. Foreign affiliates will be required to have their DEERS records verified in TASS prior to ID card issuance. Foreign affiliates include those foreign civilian employees, and contractors, but not military personnel, who through assignment or other DoD-sanctioned activities, require a DoD ID card. A CAC cannot be issued to foreign affiliates without a TASS-verified DEERS record. Foreign affiliates who have a Social Security Number (SSN), or a previously assigned Foreign Identification Number (FIN), may be processed through TASS using their existing personal identifier. Foreign affiliates who do not have a FIN or SSN, must visit an Identification (ID) Card Facility with their identity and eligibility documentation to be assigned a FIN. Refer individual to their local Identification Card Facility. Do not forward to the Army Project/TASS Office.

Q3. How does a Contractor CAC get revoked?

A3. The sponsoring Trusted Agent Security Manager (TASM)/Trusted Agent (TA) "Revokes" CAC in TASS. Revised status will be displayed the next time the contractor's account is accessed. Refer Individual back to their TASM/TA for assistance. Do not forward to the Army Project Office. A Contractor may also be revoked if the TA has not re-verified the segment in the appropriate amount of time.

Q4. What Categories of Personnel are entered into TASS?

A4. Affiliated Volunteers (requiring DoD Network access); DOD and Uniformed Services Contractor; Foreign Affiliate; Non-DoD Civil Service Employee; Non-DoD Presidential Appointee; Non-Federal Agency Civilian Associate; Non-US Non-Appropriated Fund (NAF) Employee; The Non-Federal Agency Civilian Associate; OCONUS Hire; Other Federal Agency Contractor. For further information please refer to 'TASS Personnel Categories Descriptions' found on the TASS website in 'General Application Information' under the 'Resources' tab.

Q5. Can a RAPIDS SSM/VO be a TASM/TA?

A5. No, per DODM 1000.13, Volume 1, Enclosure 3, paragraph 2, The ID card life-cycle includes a requirement for a separation of duties to support the issuance process. This rule requires more than one person to serve in an official role during the sponsorship and enrollment and issuance processes.

Q6. I have a question about CAC PIN Reset?

A6. Please contact CIO/G6, they manage the CAC PIN Reset program. Currently the Program Manager is Mr. Jude Roeger @ jude.a.roeger2.civ@mail.mil

Q7. How do I become a TASM/TA?

A7. TASM account, a DD Form 2875 must be submitted to the Army TASS Service Point of Contact (SPOC). TAs are granted access by TASM after completing a DD form 2875. TASM's should maintain a copy of the 2875 for all the active TAs on their site. Original 2875, with digital signatures in Parts I, II, and III, must be maintained on file for one year after termination of user's account. The training should not be completed until provisioning has been completed.

Q8. I have a question about CAC eligibility?

A8. IAW DODM 1000.13, Vol. 1, Enclosure 2 the applicant's sponsor must confirm that the applicant meets one of the requirements:

- (1) Both physical access to a DOD facility and access, via logon, to DOD networks on-site or remotely. Access to the DOD network must require the use of a computer with Government-controlled configuration or use of a DoD-approved remote access procedure.
- (2) Remote access, via logon, to a DOD network using DoD-approved remote access procedures.
- (3) Physical access to multiple DOD facilities or multiple non-DoD federally controlled facilities on behalf of the DOD (applicable to DOD contractors only) on a recurring basis for a period of 6 months or more.

Q9. What type of background investigation is required for a CAC?

A9. IAW DODM 1000.13, Vol. 1, Enclosure 2, Initial issuance of a CAC requires, at a minimum, the completion of the Federal Bureau of Investigation (FBI) fingerprint check with favorable results and submission of a National Agency Check with Inquiries (Tier I) (or investigation approved in Federal Investigative Standards) to the USD(I) approved investigative service provider. Completed NACI's for CAC issuance shall be adjudicated in accordance with Office of Personnel Management Memorandum. Further information required should be forwarded to installation security office.

Q10. I need an installation access badge, who do I contact?

A10. Refer individual to installation security officer regarding installation access badges. Do not forward to the Army SPOC Office.

Q11. Who is my Trusted Agent (TA)?

A11. A TA is a government sponsor to TASS Applicants who establishes the service or agency affiliation for registration of a government credential. If contractor does not know who their TA is refer them to their employing agency for assistance.

Q12. Who has the ability to transfer applicants, TAs, TASM's and what is the process?

A12. A TASM has the capability to transfer applicants within his/her own site. If the transfer is between two different sites, please forward request to the TASS Team box, include name of contractor to be transferred, the gaining and losing site ID # numbers, and gaining and losing TA names. Group email: usarmy.knox.hrc.mbx.tagd-army-tass-team@mail.mil

Q13. How does a TA become a TASM?

A13. In order for a TA to become a TASM, the TASM at the site must first remove the individual in EMMA as a TA. NOTE: Any contractors under the TA being removed must be reassigned to another TA or the TASM until the TA has been fully provisioned as a TASM. Once the TASM removed the TA in EMMA, the TA will submit a DD Form 2875, System Authorization Access Request (SAAR) to the SPOC for provisioning as a TASM. SPOC Group email: usarmy.knox.hrc.mbx.tagd-army-tass-team@mail.mil

Q14. I am locked out of my training, how can I get it reset?

A14. For JKO test resets, contact the TASS JKO Helpdesk. COMM: 757- 203-5186; DSN: 668-5186.

Q15. How do I contact the DMDC Help Desk?

A15. Please call either, 1-800-538-9522 or 1-800-372-7437.

Q16. Who is my Army Service Point of Contact, (SPOC)?

A16. ARMY SPOC: Mr. John Ellerbe, Army Project Office Soldier Programs Branch
Deputy SPOC: Ms. Demisha Woodson, Army Project Office Soldier Programs Branch
SPOC Analyst: Rita Arrigo, Army Project Office Soldier Programs Branch
To better serve the field, we ask that you use the TASS team mailbox at: usarmy.knox.hrc.mbx.tagd-army-tass-team@mail.mil or please call our team line at 502-613-9027.

Q17. TAs and TASM's Not showing up in TASS after completing training?

A17. The TAs and TASM's must log into TASS after completing all required training before they are reflected in TASS.

Q18. What is EMMA?

A18. EMMA is the Enterprise Monitoring and Management of Accounts (EMMA) Application and is used to provision TAs and TASM's in TASS.

Q19. What is the link to TASS training?

A19. <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf?ORG=DMDC>

Q20. Who's responsible for signing Section 2 on the TASS Form 2.1?

A20. The contracting Field Security Officer (FSO) is responsible. The TAs and TASMs must ensure employee representatives are using the new forms. Government security officers are not required to sign this form.

Q21. Are Red Cross Employees and Volunteers eligible for CAC issuance?

A. The majority are ineligible for CACs, however, if they are OCONUS and are Red Cross paid employees they are authorized a CAC, or if they are residing in government quarters CONUS.

Red Cross Volunteers who require network access can be issued a Volunteer Logical Access Credential (VoLAC) through TASS. This card is similar to a CAC but does not have a photograph and cannot be used for physical access. These users will also need a gate pass from the installation.

Q22. Requesting Applicant Transfers

A. If an applicant needs to be transferred within the same site, the TASM at the site should be performing this function. Prior to correspondence between sites should have taken place prior to contacting our office, and all TAs should be included in the email to our office. If you are requesting to transfer an applicant from one site to another, the following information is required and should be forwarded to the TASS team email, usarmy.knox.hrc.mbx.tagd-army-tass-team@mail.mil:

Name of the applicant(s) being transferred

Site ID transferring from

Name of Current TA

Site ID transferring to

Name of TA transferring to

Q23. Who is the contract sponsor?

A23. A contractor's sponsor is the person affiliated with the DOD or other federal agency who takes responsibility for verifying and authorizing the applicant's need for a CAC (this will always be a government personnel).

Q24. **Can a TA become a TASM?**

A24. In order for a TA to become a TASM, the TASM at the site must first remove them in EMMA as a TA (all applicants under the TA must be transferred first). Once the TASM has been removed the TA, the TA will submit a SAAR (2875) to the SPOC for provisioning as a TASM. YOU MUST NOT PROVISION A TASM SEPARATELY AS A TA! A TASM automatically has TA access when they are provisioned, separate provisioning only serves to cause issues with their access.

Q25. **What are the required forms to add a contractor in TASS?**

A25. AHRC TASS Form 1