
If you need to return a CAC to DMDC, please send it to the following address:

DMDC Support Center
1600 North Beauregard Street, Suite 100
Alexandria, VA 22311

Service CAC Helpdesks

Air Force CAC/PKI Helpdesk

<https://afpki.lackland.af.mil>

(210) 925-2521

Navy CAC/PKI Helpdesk

<http://www.nmci-isf.com/faq.htm>

1-800-304-4636

Navy Non-NMCI Helpdesk

<https://infosec.navy.mil/PKI>

1-800-304-4636

Army CAC/PKI Helpdesk

<https://iacacpki.army.mil/>

1-866-738-3222

YOU'VE JUST BEEN ISSUED A NEW ID CAC CARD.

Your ID card, known as the Common Access Card (CAC), contains digital certificates necessary to access unclassified networks, applications, and restricted Web sites, and to digitally sign, encrypt, and decrypt unclassified e-mail messages and forms. Visit the Web site indicated on this sheet and follow the appropriate steps to ensure your certificates perform these functions properly.

<https://afpki.lackland.af.mil>

The Air Force (AF) Public Key Infrastructure (PKI) System Program Office (SPO) provides pertinent information and instructions on how to effectively use the digital certificates on your new CAC. Visit the AF PKI SPO Web site above and follow the directions under: "Setting Up and Using PKI"

By following these procedures, you're enabling your workstation to recognize and use your new digital certificates properly. Please take advantage of the other useful information available on the Web site. **If you encounter any problems implementing these procedures, contact your CSA or local Help Desk, DO NOT contact the MPF.**