



**MP ICAM
Frequently Asked Questions
v3.0**

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MP ICAM Support Documentation and FAQ

IMPORTANT: Close the web browser and all tabs after logging out of MP ICAM. If the user does not close all tabs and browser, the PII may still be accessed due to individual computer caching. This is extremely important when sharing a computer or using a public computer.

MP ICAM frequently posts important information, tips, new requirements and other messages on the MP ICAM home page. MP ICAM frequently updates the Support Documentation and FAQ so it is not recommended to print this document. The document is dated in the footer.

General Information about MP ICAM Program

What is MP ICAM?

- MP ICAM application provides sponsorship and credential management capabilities for non-DoD Mission Partners including the ability to sponsor the issuance of DoD credentials (e.g., Common Access Card (CAC)) for physical and/or logical access or use of the non-DoD Personal Identity Verification (PIV) credentials for DoD logical access. The MP ICAM application allows for the initiation, sponsorship, and management of the DoD and non-DoD credentials. The sponsorship enables Applicants to have logical and/or physical access to DoD systems and facilities, depending on credential type and sponsorship. Mission Partners are described as other federal agencies and industry partners who have an affiliation with the DoD. MP ICAM replaces the Trusted Associates Sponsorship System (TASS) functionality and creates efficiencies to the credential sponsorship lifecycle.

What are the different portals and functions of MP ICAM?

- **MP ICAM Registration Portal:** The Registration Portal is a secure portal for Mission Partner Applicants to submit required personal identifiable information (PII) to request sponsorship to the DoD for logical access using their non-DoD credential or sponsorship for a DoD credential for physical and/or logical access.
- **MP ICAM Sponsorship Portal:** The Sponsorship Portal is a secure portal for provisioned Sponsors or DoD Personnel to manage and sponsor a credential. The Sponsorship Portal enables a Sponsor to initiate an application, review, revoke, reject and/or grant a sponsorship to the Applicant. The portal also allows for verification of the continued need of the credential. Additionally, the Sponsorship Portal provides the Mission Partner affiliation information and contract information associated with the Applicant for the purpose of credential sponsorship.

What are the policies surrounding MP ICAM?

- **POLICY:** DoDM 1000.13 Volume 1 is the DoD Manual that references the implementation regarding the DoD policy for DoD Identification (ID) card issuance to uniformed service members, their dependents, and other eligible individuals that can be used as proof of identity and DoD affiliation.
- **SPONSORSHIP AND ELIGIBILITY:** Sponsorship shall incorporate the processes for confirming the appropriate personnel vetting (e.g., background investigation) and eligibility for DoD issued credentials. The Sponsor is the person affiliated with the DoD who is responsible for verifying and authorizing the Applicant's need for a DoD issued credential for physical and/or logical access or the use of their non-DoD credential for logical access. Applicants for a DoD issued credential shall be sponsored by a DoD Government official and require a Federal Bureau of Investigation (FBI) fingerprint check with favorable results and submission of a National Agency Check with Inquiries (NACI) to receive a CAC.

What is the overall lifecycle of credential sponsorship?

- The credential sponsorship process includes the following required tasks. The MP ICAM application allows for the initiation, sponsorship, and management of the DoD and non-DoD credential lifecycle.
 1. **Sponsorship & Eligibility** – This step confirms the processes for confirming eligibility of a DoD Credential. The Applicant for a Common Access Card (CAC) shall be sponsored by a DoD Government official or employee. The Sponsor is the person affiliated with the DoD or other Federal agency. This person takes responsibility for verifying and authorizing the applicant's need for an DoD Credential.
 2. **Registration & Enrollment** – Sponsorship and enrollment information about the DoD Credential applicant shall be registered in the Defense Enrollment Eligibility Reporting System (DEERS) prior to card issuance.
 3. **Background Investigation** – A background investigation is required for those individuals eligible for a CAC. Sponsored CAC applicants shall not be issued a CAC without the required background investigation.
 4. **Identity and Eligibility Verification** – Identity and eligibility verification shall be completed at a Real-Time Automated Personnel Identification Systems (RAPIDS) workstation. Verifying Officials (VO's) inspect identity and eligibility documentation and RAPIDS authenticates individuals to ensure that DoD Credentials are provided only to those who are sponsored and who have a current affiliation with DoD.
 5. **DoD Credential Issuance** –DoD Credentials are issued at the RAPIDS workstation after all sponsorship, enrollment and registration, background investigation, and identity and eligibility requirements have been satisfied.
 6. **Use & Maintenance** – DoD Credentials are used as proof of identify and DoD affiliation to facilitate access to DoD facilities and systems. Additionally, DoD Credentials represent authorization for entitled benefits and privileges in accordance with DoD policies.
 7. **Revocation & DoD Credential collection** – DoD Credentials shall be retrieved by the sponsor or sponsorship organization when the DoD Credential has expired, when it is damaged or compromised, or when the card holder is no longer affiliated with the DoD or no longer meets the eligibility requirements for the card. The active status of the card shall be terminated within the DEERS and RAPIDS infrastructure.

What are the high-level steps of the sponsorship process within MP ICAM?

- **DoD Sponsorship:** MP ICAM enables the Sponsor to manage the lifecycle of the DoD issued credential sponsorship for physical and/or logical access. The Sponsor will need to log into the Sponsorship Portal by selecting what type of sponsorship will occur, DoD credentials or non-DoD credential registration. To sponsor a DoD issued credential the following steps apply:
 1. The MPASM enters Mission Partner information
 2. The MPASM/MPAS enters the contract information
 3. The MPASM/MPAS initiates a DoD Credential Application
 4. The Applicant accesses the Registration Portal to complete the application and submit to the DoD Sponsor
 5. The DoD Sponsor reviews the application and adjudicates the sponsorship
 - Denial of Application - The DoD Sponsor may deny the application for data discrepancies, does not meet qualifications for physical and/or logical access, or other reasons
 - Approval of Application - The DoD Sponsor may approve the Applicant to be issued a DoD credential at a RAPIDS site

- **Management of Sponsorship:** The Sponsor is responsible for managing the complete lifecycle of the credential sponsorship including:
 - Expiration, Renewal and Reissuance – The applicant for a DoD Credential renewal or reissuance shall be required to surrender the current DoD Credential that is up for renewal or reissuance except as indicated for lost and stolen DoD Credentials specified in subparagraph 5.c.(3) of DoDM 1000.13, Volume 1, DoD Identification (ID) Cards
 - Revocation – DoD Credentials shall be returned to your sponsor or RAPIDS station when the DoD Credential has expired, damaged, compromised, affiliation has ended with the DoD or no longer eligible for the card. The active status of the card shall be terminated within the DEERS and RAPIDS infrastructure
 - Update MP ICAM with the accurate information regarding DoD Credential collection
- **Non-DoD PIV Sponsorship:** MP ICAM enables the Sponsor to manage non-DoD PIV credential sponsorships for DoD logical access. To sponsor a non-DoD PIV registration, the following steps apply:
 1. Non-DoD Credential Applicant navigates to the Registration Portal and selects “Register an approved non-DoD credential”
 2. Non-DoD Credential Applicant accesses the Registration Portal to complete application and submits to Sponsor
 3. Sponsor receives an automated email notifying them of the sponsorship request. Sponsor navigates to the Sponsorship Portal and selects “Non-DoD credential registration”
 4. The DoD Sponsor reviews the application and adjudicates a sponsorship
 - Denial of Application - The DoD Sponsor may deny the application for data discrepancies, does not meet qualifications for logical access, or other reasons
 - Approval of Application - The DoD Sponsor may approve the Applicant to register their non-DoD credential to be used for logical access. Sponsor will need to put an end date no later than 6 months. Sponsor may extend sponsorship every 6 months

General Information about MP ICAM Application

What are the URLs for the MP ICAM?

- Registration Portal: <https://mpartnerregweb.dmdc.osd.mil/mpartnerregweb/app/>
- Sponsorship Portal: <https://mpartnerspnrweb.dmdc.osd.mil/mpartnerspnrweb/app/>

How often must a Sponsor log into the Sponsorship Portal?

- You must log in every 30 days to prevent the Sponsor’s account from being suspended. If it has been more than 30 days, the Sponsor will need to call the DMDC CCC (DSC) at 800-372-7437 to reactivate the Sponsorship Portal account.

Is training required to get access to MP ICAM Sponsorship Portal?

- Yes, training is required on an annual basis. You must pass your training classes with 100% during knowledge base testing.
- Go to the Training Information section of this document for additional information.

How the Sponsor requests to change an Applicant’s PII when the data is wrong in DEERS?

- To change personal information in DEERS (e.g., Name, Person Identifier, DoB, Gender, Place of Birth, Citizenship), you must download and fill in the MP ICAM DEERS Record Change form.

- Attach the form along with the required supporting documentation to an encrypted email, and email it to dodhra.dodc-mb.dmdc.list.dso-support@mail.mil.
- If the Sponsor has additional questions, call the DMDC CCC (DSC) at 1-800-361-2508.

Is High Volume Data Feed (HVDF) or Batch Upload available in the Sponsorship Portal?

- There is currently no Batch Upload functionality in MP ICAM.

A Sponsor/Applicant received an automated email, where is there additional information?

- Go to the Email Information section of this document for actions required and more information on the type of emails that MP ICAM can send out.

Where can a Sponsor go to receive additional information about how to use the Sponsorship Portal?

- Review the MP ICAM Supporting Documentation first.
- If the Supporting Documentation does not answer your questions, Sponsors can contact other Sponsors at their site or their SPOCs.
- For assistance with data issues, Sponsors can call the DMDC CCC (DSO) at 1-800-361-2500.
- For assistance with technical issues with the MP ICAM application, Sponsors can call the DMDC CCC (DSC) at 1-800-372-7437.
- SPOCs and the DMDC CCC can communicate the known issues with the documentation to the MP ICAM Technical Team to get the MP ICAM Supporting Documentation updated.

How does a Sponsor log in under another role in MP ICAM in the Sponsorship Portal?

- If the Sponsor is already logged into MP ICAM, the Sponsor can click on the Site and Role information on the header at the top of the page. If the Sponsor has any other Sites and Roles, a pop-up box will appear and the Sponsor can click the radio button next to the one Site and Role the Sponsor wants to use.

How do Sponsors view all applications and their status in the Sponsorship Portal?

- All Sponsors have the ability to filter the view on My Dashboard to be My Summary or Site Summary. Click the Site Summary radio button to see all the applications at the site. Click My Summary to see only those records you have updated. Sponsors can use the Quick Filter or Custom Filters search options to view or manage applications by Sponsor, Status, or Applicant information.

What are the main differences between MP ICAM and TASS applications?

- Applicants are managed at the site level vs TA level to gain efficiencies
- Contracts are managed at the site level
- Applications are managed at the site level
- Card eligibility is automatically maintained (e.g., manually extending eligibility is no longer required)

Training Information

How do I get my MP ICAM certification training in JKO?

- MP ICAM courses are not available in the Course Catalog. You must join an MP ICAM audience based on your MP ICAM role.
- You can follow the steps below to get to MP ICAM training:
 1. Log in to JKO at <https://jkodirect.jten.mil/Atlas2/page/login/Login.jsf?ORG=DMDC>.
 2. Click the Profile link in the upper right corner.
 3. Scroll down to the Audience Association area.

4. Click the Add Audience(s) link.
5. Enter MP ICAM in the Name search field.
6. You will see three options.
7. If you are an MPAS, join the DMDC – MP ICAM MPAS audience.
8. If you are an MPASM, join the DMDC – MP ICAM MPASM audience.
9. If you are a SPOC, join the DMDC – MP ICAM SPOC audience.
10. Click the green Plus icon to the left of the Audience name. It will move to the top of the window.
11. Select the Add Audience(s) button.
12. Click Save at the bottom of your Profile.
13. Your courses will now appear in the My Training tab in the Assigned Training area.

I am an MPASM. Do I need to also be in the MPAS Audience in my JKO Profile?

- No. You only need to be in the DMDC – MP ICAM MPASM audience.
- If you were an MPAS and then provisioned to an MPASM, join the DMDC – MP ICAM MPASM audience and remove yourself from the DMDC – MP ICAM MPAS audience in your Profile. Select **Save** at the bottom of your Profile.

How will I know when training is next due?

- After you complete your certification training the first time, you will automatically be reassigned to take the training 60 days prior to your Training Expiration Date. JKO will send an email to the email address in your JKO Profile letting you know you have new training assignments.

Where do I get help regarding MP ICAM training in JKO?

- The JKO Help Desk for DMDC operations is available at COMM: 757-203-5186; DSN: 668-5186, or JS.JKO.HelpDesk@mail.mil

DoD Credential Information

What are the required steps for the Applicant?

- **DoD Credential Issuance:** An Applicant must make an appointment at a RAPIDS station, take all required document (e.g., two (2) I-9 documents, name change documents, etc.) to the appointment.
- **DoD Credential Upon Separation, Resignation, Firing, Termination, Revoked:** All DoD credentials are property of the U.S. Government and shall be returned upon separation, resignation, firing, termination of contract or affiliation with the DoD, or upon any other event in which the individual no longer requires the use of the DoD Credential.

What is the policy requiring Applicants to return the DoD Credential?

- Per US Code Section 701, Title 18 policy and guidelines as relates to the return of government issued property or penalties can be imposed which are fines and imprisonment up to 6 months.

How many days does an Applicant have to return the DoD Credential?

- It is the Applicant's responsibility to return the DoD credential within 7 calendar days to return the DoD Credential to the Sponsor, the nearest RAPIDS Site, which can be found using the ID Card Office Locator, or via mail to DMDC - DSC, ATTN: CAC Returns, 2102 E 21st Street N, Wichita, Kansas 67214.

Where can an Applicant find a RAPIDS Facility to get issued or return a DoD Credential?

- To locate a RAPIDS Issuing Facility, you can use the Site Locator & Appointment tool on the ID Card Office Online (IDCO) site at <https://idco.dmdc.osd.mil/idco>.

What are the required steps for the Sponsor?

- **DoD Credential Issuance:** Review the high-level steps in credential management question in this document under General Information about the MP ICAM Program above
- **DoD Credential Upon Separation, Resignation, Firing, Termination, Revoked of an Applicant:**
 - Coordinate with the Applicant to retrieve the DoD Credential
 - Return the DoD credential to the nearest RAPIDS Site, which can be found using the ID Card Office Locator, or via mail to DMDC - DSC, ATTN: CAC Returns, 2102 E 21st Street N, Wichita, Kansas 67214.
 - Sponsors are required to update MP ICAM with accurate information that the credential has been collected.

How does a Sponsor retrieve a revoked or terminated DoD credential?

- Coordinate with the Applicant to ensure they are returning their revoked or terminated credential in accordance with US government and service policies, procedures, and guidelines.
- If the Applicant does not return the DoD Credential, work within your agency regarding your internal procedures for reporting

Types of User Roles of MP ICAM

What are the various roles in MP ICAM?

- Applicant - The Applicant is the person applying for sponsorship for issuance of a DoD credential for physical and/or logical access or use of a non-DoD PIV credential for logical access. The Applicant will submit PII information via the Registration Portal to request sponsorship.
- Sponsors:
 - **Mission Partner Agent (MPA)** - The MPA is the industry Mission Partner point of contact (POC) who is responsible for coordinating the application process for their employees that are applying for credential sponsorship. The MPA will often be a Human Resources representative involved with providing services to the DoD. This MPA can initiate applications, automatically send the application to the Applicant to fill out, and ensure the Applicant meets the qualifications for sponsorship. This role is a new role in MP ICAM and did not exist in TASS.
 - **Mission Partner Affiliation Sponsor (MPAS)** - The MPAS is responsible for sponsoring the Applicant for issuance of a DoD credential for physical and/or logical access or non-DoD credential use for logical access. The Sponsor is responsible for managing the complete lifecycle of credential sponsorship. There can be one or more MPAS at a site that manages the Applicants associated with the site. MPAS responsibilities include: establish sponsorship of Applicants; notification to other Sponsors of MP ICAM outages; notification to DMDC of any suspected/known system compromises within 4 hours and remain current with all training requirements. This role is equivalent to TASS' Trusted Agent (TA).
 - **Mission Partner Affiliation Sponsor Manager (MPASM)** - The MPASM is responsible for all activities associated with the site to include provisioning MPAS, ensuring Applicants are managed appropriately throughout the credential sponsorship lifecycle,

and ensuring all DoD policies and procedures are followed at the site regarding credential sponsorship. The MPASM must meet the same eligibility requirements as a MPAS and may perform the same actions as a MPAS in the management of the credential sponsorship. In addition, MPASM can provision and manage MPAS roles and Sponsors for their site(s) in EMMA. MPASMs are responsible for: Troubleshoot questions and issues for their site(s); manage Sponsors at their site(s) to include requests for additional Sponsors; provide additional training, if necessary, provide communication their site(s). This can include but is not limited to information re regarding MP ICAM, meetings with SPOCs and/or Sponsors, emails, newsletters, etc.; notification to DMDC of any suspected or known system compromises within 4 hours. This role is equivalent to TASS' Trusted Agency Site Manager (TASM).

- **Service Point of Contact (SPOC)** - The SPOC is the highest level Sponsor (parent). Applications and Sponsorships are owned and managed at the site level (child). SPOCs are unable to input contract and Mission Partner information. SPOC(s) handle day-to-day MP ICAM management and operations. SPOCs are responsible for: Management of Sponsors at their service/agency sites to include provisioning/ updating/removing of Sponsors accounts, communication, troubleshooting, training, and coordination; act as a Liaison between DMDC and site(s); management of MP ICAM sites to include establishing, updating, and removing sites; ensuring that all policy, procedures and requirements are met by all Sponsors, to include SPOCs at their site/agency; perform any required actions with Applicants; and create policies, operating procedures, and other supporting documentation in support of service or agency-specific implementation. This role is equivalent to TASS' SPOC.

The Applicant User Role

Can an Applicant save their unfinished application in the Registration Portal?

- No, the Applicant must complete the application in one sitting. If the Applicant logs out and then comes back, the Applicant will have to re-enter their information.

What should the Applicant do if the service organization is incorrect on their application?

- If the organization listed on the application is incorrect, the Applicant must contact their MPAS for assistance.

What does the Applicant do if their application expires?

- If the Applicant has not logged into the system within 30 days, then their application has expired. The Applicant will need to contact their Sponsor and request a new application.

What should the Applicant do if their application has been rejected?

- MP ICAM will send the Applicant and their Sponsor(s) an email notification that their application has been rejected. The email notification will provide the reason for rejection, if available. The Applicant can contact their Sponsor if there are any questions.

After the Applicant's Sponsor has approved their application for a DoD credential, how much time does the Applicant have to obtain their DoD credential?

- The Applicant has 90 days from the date the Sponsor approves their application to have a DoD credential issued. If the Applicant does not obtain the credential after 90 days, MP ICAM will automatically revoke the application. If the Applicant still requires a DoD credential, the Applicant must request a new application from the Sponsor.

If the Applicant's data is incorrect in DEERS, how does the Applicant change it?

- The Applicant will need to contact their Sponsor and request that DEERS Change Form is submitted to the DMDC CCC via encrypted email. The Applicant will be required to provide two (2) forms of I-9 documents (e.g., driver's license, passport, SSN card) and a legal document if your name on the I-9 documents does not match the Applicant's legal name (e.g., marriage or divorce paperwork, court ordered, etc.).
- If the Applicant had their name changed, once the Applicant needs to receive confirmation that the name has been changed in DEERS. The Sponsor will need to revoke the Applicant's application, collect the existing DoD credential with the old name, and create a new application for the Applicant with the new name. The Applicant must have a new DoD credential issued with the new name.

What should the Applicant do if their DoD credential has been revoked?

- MP ICAM will send the Applicant and their Sponsor(s) an email notifying their application has been terminated, expired, or revoked. The Applicant can contact the Sponsor if there are any questions.
- Go to Collecting DoD Credentials section of this document for the required steps that must be taken by the Applicant and Sponsor(s).

An Applicant's DoD credential has been terminated, but the Applicant still needs it. What should the Applicant do?

- The Applicant needs to contact their Sponsor if a DoD credential is still required. The Sponsor will create a new application for a new DoD credential.

What should the Applicant do with their revoked or terminated DoD credential?

- The Applicant must return the DoD Credential within 7 calendar days.
- Go to the DoD Credential Information section for more information required by the Applicant and Sponsor

The MPAS User Role

How long does the Sponsor have to make a determination on an application once submitted?

- A Sponsor must determine if the Applicant will receive a DoD Credential within 30 days. After 30 days, the application will automatically be rejected.

How should the Sponsor respond if an Applicant has a question regarding background checks?

- If an Applicant has a question regarding their background checks, the Applicants Facility Security Officer or Human Resources should be able to assist.

An Applicant's DoD credential has expired because a Sponsor did not re-verify the need for continued affiliation with the DoD. What must a Sponsor do to correct this?

- If the Applicant still requires the credential, the Sponsor must start the Application process again.
- Go to the DoD Credential Information section for more information required by the Applicant and Sponsor

What should a Sponsor do if another Sponsor is unable to re-verify the Applicant records?

- MP ICAM is set up so any Sponsor at a site can any action (e.g., edit, re-verify, revoke) for Applicant's records, to include reverification. Contact another Sponsor at your site and request the Sponsor take action on the Applicant's record.

How does a Sponsor remove an Applicant who is no longer employed with their Site?

- The Sponsor must revoke the Applicant's sponsorship. This updates DEERS and terminates the DoD credential.
- An email notification will be sent to the Sponsor(s) and Applicants when an approved application is expired, revoked, or terminated.
- Go to the DoD Credential Information section for more information required by the Applicant and Sponsor

A Sponsor has approved an Applicant's sponsorship for a DoD credential but the Applicant did not go to get the credential within the 90 days. What can a Sponsor do?

- MP ICAM will revoke approved applications after 90 days. The Applicant will need to start the process over with a new application if the Applicant still requires a DoD credential.

What should a Sponsor do if MP ICAM automatically revoked an application?

- A Sponsor cannot reactivate a revoked application. If the Applicant still requires a government credential, a Sponsor needs to create a new application.

Why can a Sponsor not able to approve an application?

- MP ICAM may not allow a Sponsor to approve an application for one of the following reasons:
 - An approved application already exists in MP ICAM for the same type of sponsorship. For example, an Applicant may be sponsored as a DoD Contractor and a DoD Volunteer but an Applicant may not be sponsored under two (2) different contract companies as a DoD Contractor.
 - A revoked application on the same day of the attempted approval
 - There was no match in DEERS. The Sponsor will need to confirm that the application data is correct.
 - If the application data is correct and the DEERS data is incorrect, send an encrypted email to the DMDC CCC (DSO) to dodhra.dodc-mb.dmdc.list.dso-support@mail.mil with the MP ICAM DEERS Record Change Form and supporting documentation attached to it. You will not be able to approve the Application until the DEERS data has been updated.
 - If the Application Data is incorrect, the data can be corrected or the Sponsor will need to reject the application, and submit a new application to the Applicant for the correct data.

How does a Sponsor update the Contract Number or Duty Location for an issued Applicant record?

- A Sponsor may change an Applicant's Contract Number or Duty Location for an approved application by clicking Edit Sponsorship.

How can a Sponsor transfer Applicants to another Sponsor at a different site?

- A Sponsor's MPASM must contact the SPOC to request to have the Applicant transferred to the designated MPAS at the different site. The SPOC makes the decision to transfer Applicants from one site to a different site. A MPASM can transfer an Applicant from his or

her own site to another MPAS at the same site, although this is not required. Any Sponsor can manage an Applicant at the site level.

How can a Sponsor transfer an Applicant to another MPAS within the same site?

- This is no longer required unless its for a specific reason. Any Sponsor can manage any Applicant at the site level. However, if there is a requirement to transfer the Applicant, the site's MPASM can use the transfer functionality to transfer Applicants to another MPAS within the same site.

Can I change an Applicant's email address for MP ICAM notifications?

- Yes, a Sponsor can change an Applicant's email address after the application has been approved by clicking Edit Sponsorship button.

Why does a Sponsor need to add or edit Contracts?

- MP ICAM associates a contract with a Mission Partner in the application initiation process. If an Applicant is associated with a contract not currently entered into MP ICAM, Sponsors are required to accurately input the contract information under the Manage Contracts tab prior to the Applicant Sponsorship process beginning.

The MPASM User Role

How can a Sponsor transfer Applicants to an MPAS that belongs to another site?

- The Sponsor must contact the SPOC to request to have the Applicant transferred to the designated MPAS at the different site. The SPOC makes the decision to transfer Applicants from one site to a different site.

How can a Sponsor transfer an Applicant to another MPAS within the same site?

- This is no longer required unless its for a specific reason. Any Sponsor can manage any Applicant at the site level. However, if there is a requirement to transfer the Applicant, the MPASM can transfer an Applicant to another Sponsor at their own site by searching for an application, checking the Transfer box, and then selecting a new MPAS to transfer the application to.

What should a Sponsor do if a MPAS has 100 Applicants?

- Per DoD Policy, DoDM 1000.13, MPAS(s) should not manage more than 100 Applicants without SPOC justification and approval. Contact the SPOC for assistance.
- Management of the Applicants are done at the site level vs the TA level as it was done in TASS

Does a Sponsor need to be provisioned in EMMA as an MPAS if the Sponsor is already a MPASM?

- No, as an MPASM, the Sponsor has the same capability as an MPAS to initiate/approve applications. Although EMMA currently allows it, it is a best practice to only be provisioned as an MPASM.

Why does a Sponsor need to add or edit Mission Partners?

- Mission Partners are organizations, agencies, and industry partners who support and contribute to DoD's mission. Only MPASM(s) have the ability to manage Mission Partners. If an Applicant belongs to a Mission Partner who is not currently entered into MP ICAM, the Sponsor will need to add the Mission Partner accurately in the Manage Mission Partners tab. After adding the Mission Partner into MP ICAM, Sponsors are able to add contracts associated with the Mission Partners under the Manage Contracts tab. Once both Mission

Partner and Contracts have been added, the application initiation process can begin for the Applicants.

Why does a Sponsor need to add or edit Contracts?

- MP ICAM associates a contract with a Mission Partner in the application initiation process. If an applicant is associated with a contract not currently entered into MP ICAM, Sponsors are required to accurately input the contract information under the Manage Contracts tab prior to the Applicant Sponsorship process beginning.

How can a Sponsor view the number of applications each MPAS(s) has updated at their Site?

- In the Workload Summary tab, the MPAS can view all the MPAS(s) at their Site with the number of active applications the MPAS has updated

There is a new Sponsor a MPAS needs to provision as an MPAS in EMMA. What is the EMMA URL?

- EMMA URL is <https://emma-web.dmdc.osd.mil/emma-web> and the MPAS will need the new Sponsor's DoD ID number to provision as a new MPAS.

The SPOC User Role

Who does the SPOC contact for assistance with MP ICAM?

- Contact the DMDC CCC (DSC) at 1-800-372-7437 or email at dodhra.dodc-mb.dmdc.mbx.contractor-tier-ii@mail.mil for assistance.

How can a SPOC view the number of applications associated with each of my Sites?

- In the Applications Summary section, the default view of Applications and their Status is a consolidation of all of your Sites. To select an individual Site, click on the Site search field and select a Site from the dropdown menu. The counts are now specific to that Site. Use the Quick Filter or Custom Filters search options to view or manage applications by operator Sponsor, Status, or Applicant information. To return to a consolidated view of all of your Sites, click the **X** next to the Site search field.

Email Information

If an Applicant receives the following types of emails:

- **MP ICAM Application Created –**
This email notifies the Applicant that an application for a DoD credential has been created and includes the application number. A separate email will be sent to you with the PIN number. Complete the application within 30 days. If there are questions, contact the Sponsor.
- **MP ICAM Additional Information –**
This email notifies the Applicant that an application for a DoD credential has been created and includes the PIN number. A separate email will be sent to you with the application number. Complete the application within 30 days. If there are questions, contact the Sponsor.
- **New Application PIN –**
This email notifies the Applicant of the new PIN that you requested. Complete the application within 30 days. If there are questions, contact the Sponsor.

- **Reminder to Submit Application –**
This email reminds the Applicant that the sponsorship application must be completed and submitted within 30 days after the application was initiated. If there are questions, contact the Sponsor.
- **Application Submitted –**
This email notifies the Applicant that an application for a DoD credential sponsorship has been submitted. You do not need to take any action. If there are questions, contact the Sponsor.
- **By Proxy Application Submitted –**
This email notifies the Applicant that an application for a DoD credential has been created and submitted. You will be notified once a decision has been made regarding sponsorship. You do not need to take any action. If there are questions, contact the Sponsor.
- **Application Approved –**
This email notifies the Applicant that the application for a DoD credential was approved. Follow the instructions in the email to be issued your new credential. If there are questions, contact the Sponsor.
- **Application Rejected –**
This email notifies the Applicant that an application has been reviewed and rejected. Reject reason is provided. If there are questions, contact the Sponsor.
- **Application Expired-**
This email notifies the Applicant that the sponsorship application has expired because it was not submitted within 30 days after the application was initiated. If DoD sponsorship is still necessary, a new application is required. If there are questions, contact the Sponsor.

If a Sponsor receives the following types of emails:

- **Sponsorship has Expired –**
This email notifies the Applicant that the sponsorship for a DoD credential has expired. Contact your organization for further information.
- **Sponsorship has Ended –**
This email notifies the Applicant that the DoD sponsorship has ended. If there are questions, contact the Sponsor.
- **Non-DoD Credential Sponsorship Terminated –**
This email notifies the Applicant that the sponsorship for a non-DoD credential has been terminated due to you being approved for a DoD credential. If there are questions, contact the Sponsor.
- **Affiliation Extended –**
This email notifies the Applicant that the DoD sponsorship end date has been updated. Follow the instructions in the email to be issued your new credential if your DoD credential is expiring soon. If there are questions, contact the Sponsor.

- **MP ICAM Information Updated –**
This email notifies the Applicant that the contract information, duty location, and/or primary work email information has been updated in the MP ICAM system. If there are questions, contact the Sponsor.
- **Application Transferred –**
This email notifies the Applicant that the Sponsor has changed. You do not need to take any action. If there are questions, contact the Sponsor.
- **Applicant’s DoD credential was revoked –**
This email notifies the Sponsor that the sponsorship has been revoked. The Sponsor cannot reactivate a revoked credential. Go to the DoD Credential Information section for more information required by the Applicant and Sponsor
- **Sponsor must re-verify an Applicant –**
Any Sponsor can log into MP ICAM, click on Sponsorships Pending Reverification for a complete list of all Applicants at your site that needs reverification. Reverification must occur every 180 days. The Applicant’s PII, continued affiliation with the DoD, and continual need for a DoD credential must be verified.
- **Application for Review –**
This email notifies the Sponsor that one or more application(s) are awaiting review and determination. Follow instructions in the email.
- **Application Terminated –**
This email notifies the Sponsor that one or more application(s) have been automatically terminated due to no determination being made for sponsorship within the past 30 days. Follow instructions in the email.
- **Verification of Sponsorship –**
This email notifies the Sponsor that there are sponsorships that need to be verified so that Applicants do not lose their access. Log into the MP ICAM Sponsorship Portal to review these Applicants.
- **Sponsorship Transferred –**
This email notifies the Sponsor that one or more sponsorship(s) have been transferred to a new site.
- **Application(s) Transferred –**
This email notifies the Sponsor that one or more application(s) and/or sponsorship(s) from a different site have been transferred to you. Log into the MP ICAM Sponsorship Portal to review the application(s) and/or sponsorship(s).
- **Affiliation Extended –**
This email notifies the Sponsor that one or more sponsorship(s) have been extended and may be eligible for a new DoD credential. Follow instructions in the email.
- **Sponsorship Expired –**
This email notifies the Sponsor that there are newly expired sponsorships. Follow instructions in the email.

- **Sponsorship Revoked –**

This email notifies the Sponsor that there are newly revoked sponsorships. Follow instructions in the email.

MP ICAM Error Messages

MP ICAM error messages include information to help guide the user to a successful resolution. Please follow the directions as appropriate.

- **Sponsorship Creation** errors: Contact DMDC support.
- **MPS Logon or Access** errors: Contact the MPAS or MPASM at your local site. Additional help is available from the CCC.
- **MPR Access** errors: Contact your sponsor for assistance in resetting your access credentials.
- **MPR** errors: Verify that all Applicant's information is entered correctly and free from errors.