<u>**TRUSTED AGENT (TA) TRUSTED AGENT SPONSORSHIP SYSTEM (TASS)**</u>

<u>**FREQUENTLY ASKED QUESTIONS (FAQ) – and ANSWERS**</u>

<u>**Before you contact your TASM – please review the below FAQ and the TASS – Resources Tab.**</u>

1. **Issue: What is the web address for TASS?**
   Solution: https://www.dmdc.osd.mil/tass.

2. **Issue: What date do I use for my applicant's "Eligibility Expiration Date"?**
   Solution: Generally, the date should be 3 years, the life of the contract, or the passport expiration date – whichever comes first. However, it the individual has NATO SOFA status in Germany or Italy, then the date must match the "Eligibility Expiration Date" in Box 33 of the 1172-2 issued by DOCPER.

3. **Issue: After repeated attempts, and despite system reflecting an application is in progress, applicant is still unable to log in and complete his application. The message we are receiving is that the applicant's account is disabled/locked due to invalid log in attempts.**
   Solution: You need to reset the password in TASS for the applicant. That option is listed under the "Actions" column, in the dropdown window, in an application.

4. **Issue: Revoked/Expired Applicants:**
   Solution: When the application is revoked or expired, TA needs to create new application from scratch.

5. **Issue: TA cannot see/handle other TA's applicants:**
   Solution: TA cannot see applicants who are under another TA, only the ones under him. If you need applicants transferred, please contact the TASMs.

6. **Issue: The application I am trying to create already exists -- what do I do?**
   Solution: There are two ways to solve this issue:
   A. Contact the current TA and ask for the applicant to be revoked, then you may create the new application (PREFERRED)
   B. Send the Applicant name, current Site ID, current Trusted Agent, the new Site ID and new Trusted Agent to the TASMs, who will request the transfer by the SPOC. In this situation, you should prepare to revoke the existing application (assuming that they are moving to a new contract) - either by reusing or actually revoking the application.

7. **Issue: The system won't let me approve an application – what's going on?!!?**
   Solution: Please ensure that you are using the most update version of internet explorer. This is the only browser compatible with TASS.

8. **Issue: Why can't I approve the application I created?**
   Solution: See the Actions Available Matrix document that shows the statuses and the actions that can be carried out in that status and by whom.

9. **Issue: How do I correct an applicant's "Eligibility Expiration Date" in TASS?**
   Solution: You will need to revoke the application with the incorrect date, and then create a new application with the correct date. Note – you cannot approve and reject an application in the same 24 hours

10. **Issue: I am working for the Air Force but oversee the contractors on a Navy contract. How should I input the applications into TASS?**
    Solution: CAC sponsorship (Air Force, Navy, Army, USMC, etc.) is not based on the type of contract an individual is working under; it is based on the sponsoring organization. So, although the contract is Navy, it is an Air Force command that will sponsoring the issuance of the CACs. That means the TA account should be under Air Force TASS and the CACs approved for issuance should all be Air Force designated.

11. **Issue: What is my Site ID in TASS?**
    Solution: If you already have access to the system, login and look in the upper right hand corner.

12. **Issue: If a TA completes an application, and needs to re-do it because it was wrong, so he/she disables the approved application and creates a new application, will there be a delay in transmission of the new application until DMDC updates their servers?**
    Solution: Yes, there will be a delay in DEERS allowing the TA to approve a new application until the next day. See explanation #3 below.
    1. When a TA approves an application in TASS, DEERS is 'usually' up immediately, but sometimes there is a lag in the updating that may go out to a day or more.
    2. If a TA disables an application 'before' they get to the point of approving it, TASS will allow a new application to be entered and approved for that applicant in the same day.
    3. If a TA disables an application 'after' they have approved it, TASS will allow a new application to be entered, 'but' it will not allow that application to be approved until the next morning because DEERS has to update the termination of the card segment that was created when the TASS application was approved.