

ARNG G1 Personnel Gateway – Process Package

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State Employee Database (SED) Common Access Card (CAC) Process: To issue a CAC to State Employees

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Description

Many State Employees supporting The Office of the Adjutant General for the Army National Guard require a Common Access Card (CAC) to successfully fulfill those duties. The State Employee Database is a web based application hosted by Guard Knowledge Online (GKO) for entry and updates of these employees into the Defense Enrollment Eligibility Reporting System (DEERS). This map will illustrate the steps involving the State, NGB, DMDC, and the DEERS/RAPIDS Verifying Official to approve the employee to receive a CAC. This program allows Trusted Agents (TA) at the State level to add or update state employee data in order to receive a CAC.

Regulations and Supporting Resources

[AFI 36-3026 IP, Identification Cards for Members of the Uniformed Services, Their Eligible Family Members, and Other Eligible Personnel](#)

[AR 25-2, Information Assurance](#)

[AR 380-67, Personnel Security Program](#)

[Defense Manpower Data Center \(DMDC\) Website](#)

[Defense Manpower Data Center \(DMDC\) Website – DEERS Overview](#)

[Department of Defense \(DoD\) Common Access Card \(CAC\) Website](#)

[DoD 5200.1-R, Information Security Program](#)

[DoD 5200.2-R, Personnel Security Program](#)

[DoDI 1000.13, Identification \(ID\) Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Individuals](#)

[DTM 08-006, DoD Implementation of Homeland Security Presidential Directive – 12 \(HSPD-12\)](#)

[Real-Time Automated Personnel Identification System \(RAPIDS\) Site Locator Website](#)

[U.S. Army Human Resources Command \(HRC\) Website – Common Access Card \(CAC\) Support Office](#)

Documents and Forms

[DD Form 1172-2, Application for Identification Card/DEERS Enrollment](#)

[SF 85P, Questionnaire for Public Trust Positions](#)

Related Processes

[The Defense Enrollment Eligibility Reporting System \(DEERS\) Case Resolution Process](#)

Systems

[Defense Enrollment Eligibility Reporting System \(DEERS\) Website – Login](#)

Defense Manpower Data Center (DMDC) – Login

[Guard Knowledge Online \(GKO\) Website – Login](#)

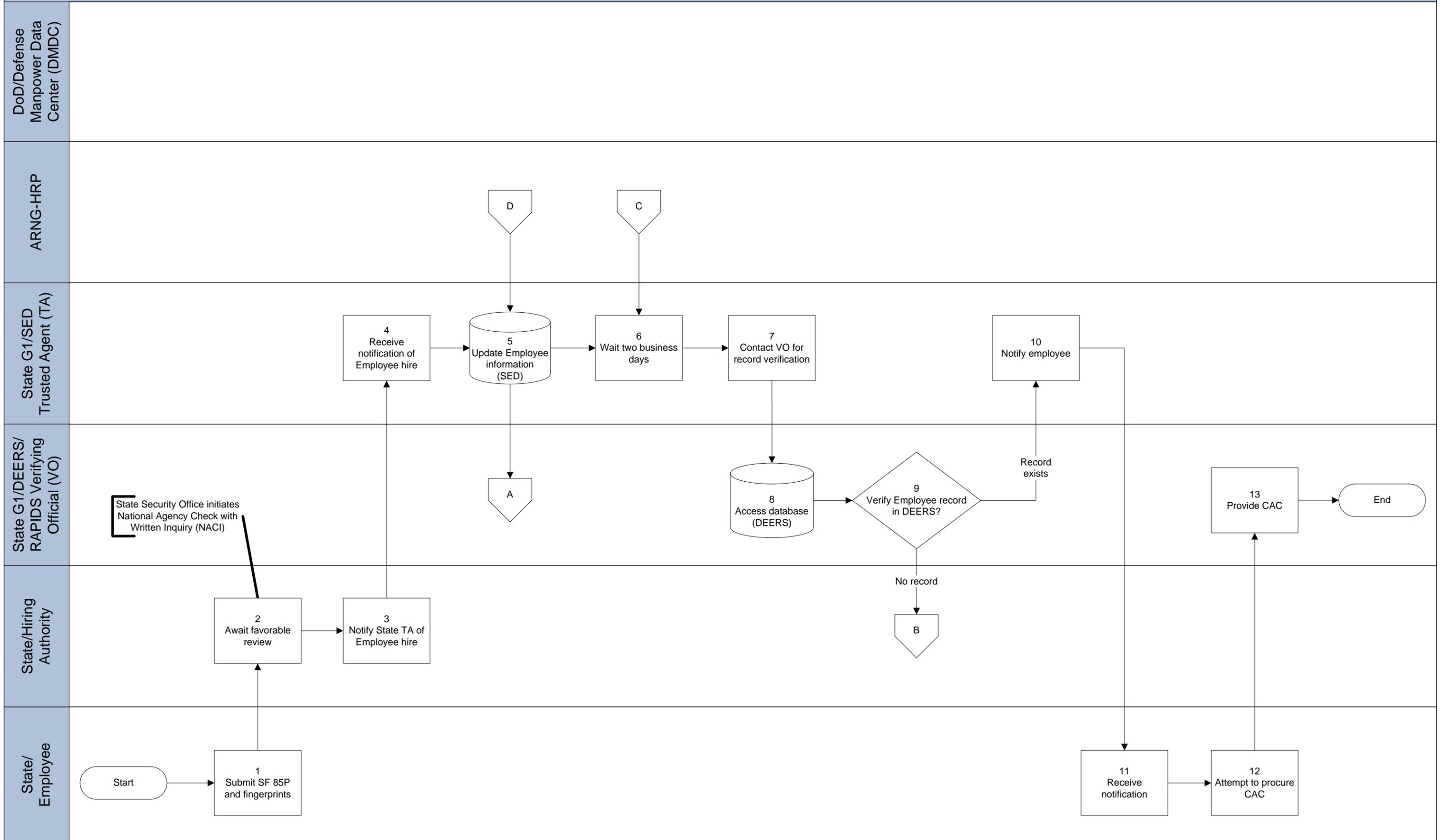
[State Employee Database \(SED\) Website – Login](#)

Points of Contact

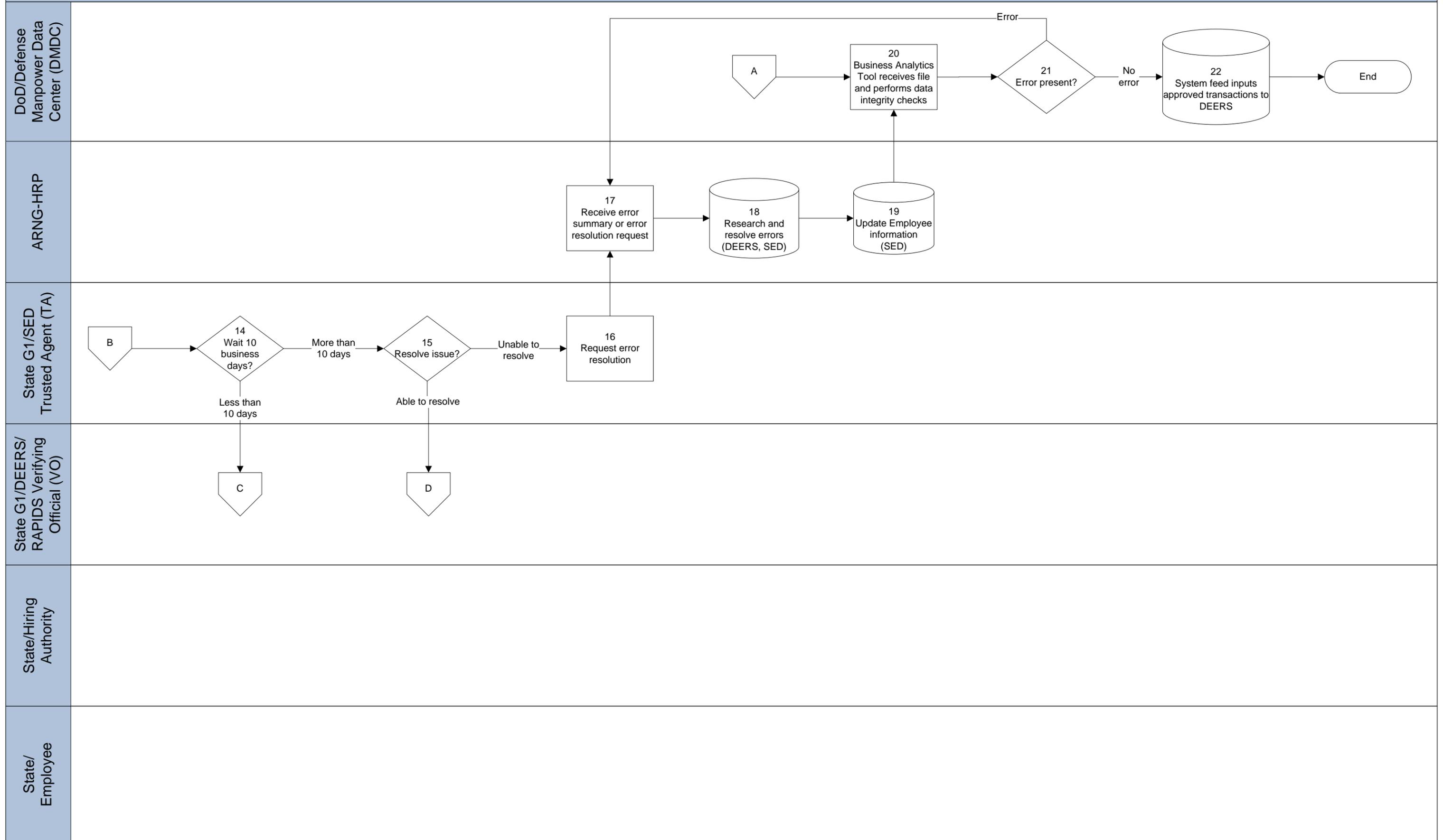
Division: Personnel Division (ARNG-HRP)

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Note: The numbers on this process map are for reference purposes only and do not denote the sequence of the process



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No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Submit SF 85P and fingerprints	Employee works with Hiring Authority to submit SF 85P (Questionnaire for Public Trust Positions) online and complete fingerprinting.		SF 85P		
2	Await favorable review	Hiring Authority awaits favorable review of SF 85P (Questionnaire for Public Trust Positions) and finger prints received from FBI via email.	DoDD 5200.2-R, Section 3.4	SF 85P		<p>Once favorable review is received, State Security Office initiates National Agency Check with Written Inquiry (NACI)</p> <p>This step is initiated at the beginning of the process but is not necessarily finished before the issuance of a CAC. If Employee does not pass the NACI investigation the CAC is reclaimed and the SED Process is reversed. (DoDD 5200.2-R, Section 3.4 - "in exceptional circumstances where official functions must be performed prior to completion of the investigative and adjudication process, temporary eligibility for access to classified information may be granted to an individual.")</p>

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
3	Notify State TA of Employee hire	Once favorable review is received, Hiring Authority notifies State Trusted Agent (TA) of new Employee via email or phone.				
4	Receive notification of Employee hire	State TA receives notice via email or phone from Hiring Authority of need for CAC for State Employee due to new hire.				
5	Update Employee information (DMDC, GKO, SED)	State TA collects information and updates Employee information (Name, SSN, birth date, NACI date, citizenship, etc.) in SED via Guard Knowledge Online (GKO). SED creates a file with the information which submits to Defense Manpower Data Center (DMDC) daily.			DMDC GKO SED	
6	Wait 2 business days	State TA typically waits two business days before checking Employee CAC eligibility so that the approved files are available in Defense Enrollment Eligibility Reporting System (DEERS).			DEERS	
7	Contact VO for record verification	State TA contacts DEERS/Real-time Automated Personnel Identification System (RAPIDS) Verifying Official (VO) via phone to verify that new Employee record and category has been added in DEERS.			DEERS	
8	Access database (DEERS)	DEERS/RAPIDS VO accesses the DEERS database via RAPIDS to verify new Employee DEERS record and category has been added.			DEERS	
9	Verify Employee record in DEERS?	DEERS/RAPIDS VO verifies new Employee DEERS record and category has been added.			DEERS	
10	Notify employee	If new Employee DEERS record exists, State TA notifies Employee via email, phone, or in person to continue CAC credentialing.				

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
11	Receive notification	Employee receives CAC credentialing eligibility notification from State TA.				
12	Attempt to procure CAC	Employee attempts to procure a CAC from the DEERS/RAPIDS VO in person.				
13	Provide CAC	DEERS/RAPIDS VO provides Employee with a CAC.				
14	Wait 10 business days?	If no Employee DEERS record and category exists after 10 business days, State TA attempts to resolve issue or contacts ARNG-HRP for error resolution.				
15	Resolve issue?	If State TA is able to resolve the issue, Employee information in SED is updated. If the issue is unable to be resolved, then it is forwarded to ARNG-HRP.				
16	Request error resolution	State TA sends notification via email or phone to ARNG-HRP of inability to resolve issue and provides ARNG-HRP with Employee name and State.				
17	Receive error summary or error resolution request	ARNG-HRP receives the error summary via system generated automatic email or receives an error resolution request from State TA via email or phone.				For more information, please refer to: The Defense Enrollment Eligibility Reporting System (DEERS) Case Resolution Process: To receive and resolve DEERS information issues.
18	Research and resolve errors (DEERS, SED)	ARNG-HRP attempts to research and resolve issue in DEERS or SED.			DEERS SED	
19	Update Employee information (GKO, SED)	ARNG-HRP collects information and updates Employee information (Name, SSN, birth date, NACI date, citizenship, etc.) in SED via GKO.			GKO SED	

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
20	Business Analytics Tool receives file and performs data integrity checks	Business Analytics Tool performs integrity check on the data.				
21	Error present?	Business Analytics Tool checks for errors in data.				
22	System feed inputs approved transactions to DEERS	If no errors present, a system feed inputs/updates approved transactions into DEERS. A category is created in DEERS.			DEERS	