

## Defense Self-Service Logon (DSL) Frequently Asked Questions (FAQs)

### DSL General Information

- **What is DS Logon (DSL)?** DSL makes it easy for you to access your information contained across DoD and VA partner websites. By signing up for a free account, you can view your financial and benefits information; Personally Identifiable Information (PII); Personal Health Information (PHI); claim statuses and records.
- **Who is Eligible for an Account?** You must be affiliated with the DoD or VA, and listed in the Defense Enrollment Eligibility Reporting System (DEERS) in one of the following roles to get a DSL account: Service Members (Active, Guard, Reservist, Retirees), Veterans; Eligible Family Members (over 18 years old); Spouses (current and former w/DoD Benefits); DoD Civilians and Contractors.
- **How DSL validates a user's identity?** DSL validates a user's identity by allowing a user to use their CAC; DFAS myPay credentials; to remote or in-person proofing. Remote Proofing is where a data vendor provides information that helps the DoD verify a user's identity. The questions pulled are from your credit report and other data sources. Remote proofing includes a soft-inquiry on your credit report but does NOT impact your credit score. In-person proofing requires a user to bring I-9 documents to a Veteran Affairs Regional Office or RAPIDS office. Acceptable I-9 documents are listed in Updating Records Section.
- **Best Practices on Protecting Your Account:**
  - Do not give your username/password information to anyone.
  - Be sure your phone and computer's software and malware/virus protection are up-to-date.
  - Only install software from the software provider's website.
  - Do not click on any emailed links that says you need to install something. Again, go directly to a software provider's website to install software.
  - Be cautious of messages, links and ads on social media as they may contain viruses. When in doubt, do not click on them.
  - Close your web browser after each DSL session.
  - Check your accounts and data (e.g., eBenefits, bank accounts, credit reports, DSL) on a monthly basis to ensure your information is still accurate.
  - If you think your account has been compromised or hacked:
    - Change your password immediately
    - Change your challenge questions
    - Freeze your credit report
    - Check banking account information associated with your benefits. You may need to in-person proof if a compromise has occurred.

If you need assistance creating an account, modifying your record, and setting up features in your DSL account, please see the appropriate section below. If you still need assistance, there is additional Call Center information in the “I Need Help” at the end of this document.

## How to sign-up for a DSL account?

### Service Members:

- Use your CAC→
  1. Select “Need An Account?”
  2. Select “I have my Common Access Card (CAC) with access to a card reader” during registration process
  3. Follow the steps to get an account within the application
- E-mail Registration→
  1. Select “I have an active DoD ID card and an e-mail on file in DEERS”
  2. Follow the steps to get an account within the application
  3. Note that in order to use this method, you must have a registered valid email address on your DEERS record to get an account
- RAPIDS →
  1. While you are getting a new ID card, you can notify the Verifying Official that you want a DSL account
  2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here <https://www.dmdc.osd.mil/rsl>
  3. You will receive an email with the activation steps within 24 hours. This email is only good for 7 days
- Sign-up your eligible family members for a DSL account on their behalf while you are logged into DSL.

### Retirees:

- Defense Finance and Accounting Service (DFAS)→
  1. Select the DFAS tab and login with your MyPay username and password
- Register for a DSL by selecting “Need An Account?”→
  1. Follow the DSL registration procedures
  2. Registration is a 10-step process to assist an individual in creating a DSL account. This process can take up to 10 minutes to verify your identity. Individuals will be consenting to a soft-inquiry on their credit reports and receive a one-time PIN to the phone number on file. Prior to starting this, please ensure you have time and access to your phone.
- RAPIDS →
  1. While you are getting a new ID card, you can notify the Verifying Official that you want a DSL account

2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here <https://www.dmdc.osd.mil/rsi>
  3. You will receive an email with the activation steps within 24 hours. This email is only good for 7 days
- Remote Proofing→
    - To complete the registration for a DSL account, users must successfully Remote Proof. You will be asked to consent to remote proofing. Data will be retrieved from a data provider to include a soft-inquiry on your credit report. You will be provided a one-time PIN that you will need to input into the web site. The soft-inquiry does NOT affect your credit score. The total time should take approximately 10 mins.

### **Veterans:**

- Veterans, their family members and/or dependents have the option to contact the Department of Veterans Affairs (VA) by phone, web page, or in-person in a VA Regional Office to have their identity vetted and added to DEERS, if they are not in DEERS already.
- VA Regional Office →
  1. You will need to complete the in-person identity proofing process by bringing the necessary I9 documentation to a VA Regional Office
  2. For more information and instructions, go to <http://www.benefits.va.gov/benefits/offices.asp>
  3. NOTE: Please ensure your correct mailing address is on your DEERS record (if you have one) as an activation letter will be sent to the address within 7-12 business days
- Call the VA at 800-827-1000→
  1. Say eBenefits when prompted for reason for your call.
  2. You MUST have the following information PRIOR to calling:
    - Your Full Name (Last name used while in service may be different than what it is today)
    - SSN
    - Checking or Savings Account Number
    - Dollar amount of the most recent electronic fund transfer
- Remote Proofing→
  - To complete the registration for a DSL account, users must successfully Remote Proof. NOTE: You will be asked to consent to remote proofing. Data will be retrieved from a data provider to include a soft-inquiry on your credit report. You will be provided a one-time PIN that you will need to input into the web site. The soft-inquiry does NOT affect your credit score. The total time should take approximately 10 mins.
  - You are responsible for keeping your information (e.g., name, address, phone, email) current in your DEERS record. Once registered in DEERS, it is important to keep your records updated when your personal information changes, including your contact information

### **Military Family Member/Dependents:**

- Your Military Sponsor using their CAC →
  1. Your military sponsor requests you a DSL account after they have logged into their account
  2. After their request, you will receive an activation letter within 7-12 business days and follow the steps within the letter
- Your Sponsor's DFAS myPay account →
  1. Your sponsor can request you a DSL account after they have logged in
  2. After their request, you will receive an activation letter within 7-12 business days and follow the steps within the letter
- E-mail Registration→
  1. Select "Need An Account?"→Select "I have an active DoD ID card and an e-mail on file in DEERS"
  2. Follow the steps to get an account within the application
  3. Note that in order to use this method, you must have a registered valid email address on your DEERS record to get an account
- Remote Proofing→
  1. Select "Need An Account?" to start the registration process or "Activate My Account" if you have an activation letter
  2. Follow the steps to get an account within the application
    - You will be asked to consent to remote proofing. Data will be retrieved from a data provider to include a soft-inquiry on your credit report. You will be provided a one-time PIN that you will need to input into the web site. The soft-inquiry does NOT affect your credit score. The total time should take approximately 10 mins.
- RAPIDS →
  1. While you are getting a new ID card, you can notify the Verifying Official that you want a DSL account
  2. Provide the RAPIDS Operator with your email address and follow the steps the RAPIDS Operator provides. RAPIDS site locations can be found here <https://www.dmdc.osd.mil/rsl>
- If you have more than 1 Sponsor →
  1. Once you have an account, you can select your preferred sponsor to change sponsors and the associated benefits with that sponsor.
  2. Sponsors can see their information and their dependents.

### **After you have created an account**

- **Login with DSL or DFAS**
  1. Select DSL tab or DFAS tab
  2. Enter username and password
- **CAC Login**
  1. Select the CAC and select Login
- **Two Factor Authentication (2FA) One Time PIN (OTP):**

- As you are remote proofing to change your password or upgrade your DSL account, you will be asked to input an OTP that will be sent to your landline or text to your cell phone.
- Once you have selected methodology (text or phone call), you will
  - Receive an OTP via text or phone call
  - Input the OTP into the box provided
  - If you did not receive the OTP, you request to resend the OTP to the number selected
- Overseas Phone Numbers: Currently, our data vendor does not support overseas phone numbers. Phone numbers are used only during the remote proofing process. There are several work arounds if you have an overseas phone number until our data vendor can support.
  - Use a CAC to create your and your dependent's accounts
  - In-Person proof
  - Use a Google Voice or Skype phone number
- **Activation Code:**
  - After setting up your DSL account and requesting an Activation code by email with instructions, select "Activate My Account"
  - If you did not receive or accidentally deleted the email, you can always resend the activation code by going to DSL "Resend my token"
    1. If there is no email, current email, current mailing address, you will need to go to:
      - Go to milConnect (<https://milconnect.dmdc.osd.mil/milconnect/>) and update
      - Visit a VA Regional Office
      - Update during card issuance at a RAPIDS station
      - Call the DMDC Contact Center if the options above cannot be done
- **Security Images:**
  - Security images help users ensure they are using their account especially on shared computers (e.g., family computer)
  - Security images cannot be removed
  - You can change your security image
    1. Log into DSL
    2. Select Manage Security Image
    3. Select your new image
- **Challenge Questions:**
  - Challenge questions are used to reset passwords. Select questions/answers that you can remember to use to reset your password
  - Avoid odd answers. Answer questions that you CAN remember. Ask yourself if you will remember the answer in a year prior to typing the answer
  - You can change your challenge questions
    1. Log into DSL
    2. Manage Challenge Questions

### 3. Change your questions/answers

#### ▪ **Manage Relationships:**

- There are several available options such as people who can act on YOUR behalf or people you can act on for THEIR behalf
- NOTE: Sponsors can see their information and any relationship's information (e.g., Wife Active Duty Service Member sponsor can see dependent husband and kid's information)
- You can manage your relationships by
  1. Log into DSL
  2. Manage Relationships
  3. Add Relationships
  4. Select option that applies

#### ▪ **Account Suspended**

- To unsuspend your DSL account
  1. Log into DSL
  2. Select Unsuspend My Account
  3. Answer Challenge Questions
  4. Change Password
  5. Follow instructions

#### ▪ **Password Information**

- You can change your password at any time, but it MUST be changed every 180 days. To change your password,
- Log into DSL and go to
  1. Manage DSL Account
  2. Change Password
- Forgot your Password, go to
  1. DSL login screen
  2. Click Forgot Password?
  3. Follow the remaining steps
- Passwords must:
  - be between 9 and 20 characters in length
  - contain at least 1 uppercase letter (A-Z)
  - contain at least 1 lowercase letter (a-z)
  - contain at least 1 number (0-9)
  - special characters allowed but not required (i.e. @\_#!&\$'%\*+()./,:;~:}|?>=<^[]-)
  - contain at least 2 characters that are different than your previous password
- Passwords cannot have:
  - spaces
  - be 1 of your last 10 previous passwords
  - user names, email address, zip code, Social Security Number (SSN) or date of birth
  - been changed within the last 24 hours

- **Adding, Updating, or Correcting Your Records**
  - Using your DSL account, CAC, or DFAS myPay, you can update your address, email address and/or phone number by going to
    - Log into DSL
    - Update Contact Information
  - Go to milConnect to update your address, email address and/or phone number by going to
    - Log into milConnect (<https://milconnect.dmdc.osd.mil/milconnect/>)
    - Click on "My Profile"
    - Click on "Update and View My Profile"
    - Go to the bottom of screen after updating your information and click "Submit."
  - Contacting the DMDC Contact Center at (800) 538-9552 or (866) 363-2883 for the hearing impaired M-F 5 am to 5 pm PT.
    - Documents may be requested to be submitted via mail or fax.
    - Follow the instructions the Contact Center Representative gives you for updating your information
  - In-person proofing can update your records.
    - You will need to bring in I-9 documents to verify your identity.
    - Please ensure you call ahead and make any necessary appointments at the appropriate facilities (e.g., RAPIDS Station, VA Regional Office)
  - Acceptable I-9 documents that may be requested are:
    - Primary: Picture ID issued from Federal or State Government (e.g., valid Passports, ID card, Military Dependent card, DoD ID card, Permanent Resident Card, State DMV issued ID card, etc.)
    - Secondary: SSN card, non-picture ID card, birth certificate, citizenship or naturalization certificate, driver's license, ID card by local government with DOB, gender, height, eye color, and address.

## Error Codes

### See below for explanation on error codes

- Error Code [3] – A username and password is required when logging into DSL. Please enter your username and password. If you do not remember your username/password, go to Forgot username or Forgot password.
- Error Code [4] - The DSL password is required. You did not enter password when attempting to log on. Please fill out all required items when logging in. This includes username and password.
- Error Code [5] - The username or password does not match our records. Please verify you entered the correct username/password. If you do not remember your username/password, go to Forgot Username or Forgot Password. If you do not have an account, go to Need An Account?
- Error Code [7] - Your request for an account is being processed. You will receive an activation letter to your mailing address. Once you have received, follow the instructions on the letter.



- Error Code [8] - Your account has been suspended due to excessive failed logon attempts. Go to [Unsuspend Your Account](#) if you still need to access your account.
- Error Code [9] - This account is locked. Please go to the FAQs for what actions are available to you.
- Error Code [10] - The DSL username or password you entered is INVALID. Do you need to Register for a DSL?
- Error Code [11] - The DSL username or password you entered is incorrect. Use [Forgot Username](#) or [Forgot Password](#) for recovery methods or if you do not have an account, register for one.
- Error Code [12] - Your password needs to be reset. Go to [Forgot Password](#) to reset your password.
- Error Code [13] - You are not eligible for a DSL Account. If you are a Veteran or believe you are eligible for an account, please visit the [simplified FAQs](#) for what actions are available to you to get a DSL account.
- Error Code [14] - The one-time password has expired. You will need to restart the logon process to be able to log into DSL.
- Error Code [15] - DFAS authentication failed. Please enter your valid myPay DFAS username and password. If you do not remember your username/password, please visit <https://mypay.dfas.mil> or use an alternative credential.
- Error Code [16] - DFAS authentication failed. Please enter a valid DFAS myPay password. Fill out all required items when logging in. This includes myPay Login ID and myPay password.
- Error Code [17] - DFAS service is down. Please try again later or use an alternative credential.
- Error Code [18] - Invalid DFAS myPay Account information was provided. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> to retrieve your DFAS myPay Login ID and password.
- Error Code [19] -Your DFAS Account is SUSPENDED. This DFAS authentication issue can be resolved by visiting <https://mypay.dfas.mil>
- Error Code [20] - An unexpected DFAS Account authentication error has occurred. This DFAS authentication issue can be resolved by visiting <https://mypay.dfas.mil>
- Error Code [21] - Your DFAS account password has expired. Visit <https://mypay.dfas.mil> to resolve or use an alternative credential.
- Error Code [22] - Your DFAS Account is DISABLED. This DFAS authentication issue can be resolved by visiting <https://mypay.dfas.mil>
- Error Code [23] - Your DFAS Account is LOCKED. This DFAS authentication issue can be resolved by visiting <https://mypay.dfas.mil>
- Error Code [24] - You do not have a DFAS Account. Visit <https://mypay.dfas.mil> to resolve or use an alternative credential.
- Error Code [25] - Invalid DFAS Account logon information was provided. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.
- Error Code [26] - Invalid DFAS Account logon information was provided. Your LoginID was empty. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.
- Error Code [27] - Invalid DFAS Account logon information was provided. Your Login ID was too short. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.



- Error Code [28] - Invalid DFAS Account logon information was provided. Your Login ID was too long. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.
- Error Code [29] - Invalid DFAS Account logon information was provided. Your password was empty. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.
- Error Code [30] - Invalid DFAS Account logon information was provided. Your password is too short. You must enter a valid DFAS myPay Login ID / password (not SSN/PIN) to authenticate. If you continue to receive this error please visit <https://mypay.dfas.mil> for resolution.
- Error Code [31] - Unable to read your Common Access Card (CAC). Please try again after ensuring your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [32] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [33] - DSL is unavailable. Please try again later or you can visit the simplified FAQs for further options.
- Error Code [34] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [35] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [36] - There was a problem reading your Common Access Card (CAC). Please make sure your CAC is valid, fits tightly in your smart card reader, and the reader is connected to your machine.
- Error Code [37] - The system is unavailable. Please try again later. If this problem continues you may contact the DMDC Support Center (DSC) at 800-477-8227. To best assist you, please call when you are at a computer if possible.
- Error Code [38] - There is an issue with your CAC. It may be invalid, revoked, expired or an issue with the certificates. If you believe you have received this message in error, call the DMDC Call Center at 800-538-9552 for further assistance.
- Error Code [39] - Your digital certificate on your Common Access Card (CAC) is not unique in our system. If you believe you have received this message in error you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [40] - There was a problem with your digital certificate on your Common Access Card (CAC). If you believe you have received this message in error you may the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [41] - The system is unavailable. Please try again later. If this problem continues you may contact the DMDC Support Center (DSC) at 800-477-8227. To best assist you, please call when you are at a computer if possible.
- Error Code [42] - The information you provided was not found or there may be an error on the record in Defense Enrollment Eligibility Reporting System (DEERS). Please ensure you are using your legal first and last name. If you are using your legal name or your name has changed, go to the simplified FAQs for what actions a user must take to update their information or you can contact the DMDC Contact Center at 800-538-9552 for assistance.

- Error Code [43] - We are unable to locate your record based on the information you entered. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [44] - We are unable to locate your record based on the information you entered. Please try again. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [45] - We are unable to locate your record based on the information you entered. Please try again. If this continues contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for further assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [46] - The system is currently unavailable. Please try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [47] - The system is currently unavailable. Please try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [48] - The system is currently unavailable. Please try logging in using an alternate method instead of your DFAS myPay login ID (DSL or Common Access Card (CAC)) or try again later. You can register for a DSL Account from the DSL Self-Service Site website at <https://www.dmdc.osd.mil/identitymanagement/>. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [49] - The system is currently unavailable. Please try logging in using an alternate method instead of your DSL (DFAS myPay login ID or Common Access Card (CAC)) or try again later. If this problem continues, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [50] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Error Code [53] - Your Common Access Card (CAC) certificates are invalid and access is revoked. If you believe you have received this message in error you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552. To best assist you, please call when you are at a computer if possible.
- Error Code [54] - Your Common Access Card (CAC) is expired and access is revoked. Please visit your nearest ID card facility to obtain a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Error Code [55] - Your Common Access Card (CAC) is reported as lost and access is revoked. Please visit your nearest ID card facility for assistance with obtaining a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Error Code [56] - Your Common Access Card (CAC) is terminated and access is revoked. Please visit your nearest ID card facility to obtain a new card. You can locate the nearest ID facility at RAPIDS Site Locator.
- Person Error Code [p1] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. Ensure that you enter your personal information accurately, using your legal first and last name. If your name has changed since you or your sponsor served, please contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance with changing your name in DEERS. Veterans (and their family members/dependents) may contact the

Department of Veterans Affairs (VA) to have your identity validated and added to DEERS. You may also call the VA at 800-827-1000 for assistance directly, and say "eBenefits" when you are prompted for the reason for your call. You are responsible for keeping your information current in your DEERS record. You must take action to register your family members/dependents and ensure they are correctly entered into DEERS. Once registered in DEERS it is important to keep your DEERS records updated when personal eligibility information changes. This includes contact information and family member status (marriage, divorce, birth, adoption, etc.).

- Person Error Code [p2] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p3] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p4] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p5] - The personal information you provided was not found in Defense Enrollment Eligibility Reporting System (DEERS). Please try again. If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p6] - Based on the information you provided, your Defense Enrollment Eligibility Reporting System (DEERS) record reflects that you are ineligible to obtain a DSL. Veterans (and their family members/dependents) may contact the Department of Veterans Affairs (VA) to have your identity validated and added to DEERS. You may also call the VA at 800-827-1000 for assistance directly, and say "eBenefits" when you are prompted for the reason for your call.
- Person Error Code [p7] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this problem persists, you may call the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. If you are enrolled in DEERS but your name has changed since you served, please contact DSO for assistance with changing your name in DEERS. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p8] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p9] - The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). If this problem persists, you may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Person Error Code [p10] - We have located your Defense Enrollment Eligibility Reporting System (DEERS) record; however, it appears there may be invalid information on file. You may contact the DMDC/DEERS Support Office (DSO) at 800-538-9552 for assistance. To best assist you, please call when you are at a computer if possible.
- Identity Proofing Error Code [i1] - We are unable to remotely verify your identity. Please see the FAQs for alternative methods for identity verification.

- Identity Proofing Error Code [i2] - You have reached the maximum number of attempts to remote proof your identity. You will need to in-person proof to verify your identity
- Identity Proofing Error Code [i3] - We are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i4] - At this time, we are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i5] - The time limit for the remote proofing has expired. You can try again or visit the FAQs for alternative methods for identity verification.
- Identity Proofing Error Code [i6] - The remote proofing service is unavailable. You can wait and try again or visit the FAQs for alternative methods for identity verification.
- Identity Proofing Error Code [i7] - We are unable to remotely proof your identity. Please pursue our In-Person identity proofing options to verify your identity.
- Identity Proofing Error Code [i8] - You are only allowed one session at a time to remote proof your identity. Please close all your windows and try again.
- Identity Proofing Error Code [i9] - DSL is unavailable. Please try again later or you can visit the simplified FAQs for further options.
- Error Code [57] - The system is currently unavailable due to an outage within another internal system. We hope to have the issue resolved soon, so please try again in a few hours. If this problem continues after that time period, you may contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. To best assist you, please call when you are at a computer if possible, and be prepared to provide your Personal Identifiable Information if asked to research your specific record.
- Error – Invalid Social Security Number (SSN) – The personal information you entered does not match the information found in Defense Enrollment Eligibility Reporting System (DEERS). Please contact the DMDC Support Center (DSC) at 800-477-8227 for assistance. If you are enrolled in DEERS but your SSN has changed since you served, please visit your nearest RAPIDS facility for assistance with updating your SSN. You can locate the nearest facility at RAPIDS Site Locator. To best assist you, please bring your social security card with you.

## I NEED HELP!

First, **READ** the FAQs. We try to group subjects together and make it easy to understand. If you're unable to find what you're looking for in this document, try one of these call centers for help.

Organization	Contact and operation hours	Helps With
DMDC Contact Center	Phone: 800-538-9552 Hours: Monday-Friday 8am – 8pm ET	DEERS, CAC Issues, identity proofing, and DSL account information
RAPIDS Site Locator	<a href="https://www.dmdc.osd.mil/rsl">https://www.dmdc.osd.mil/rsl</a>	
Veteran Affairs (eBenefits)	Phone: 800-827-1000 Hours: Monday-Friday 8am – 8pm ET	Veteran adding an identity to DEERS, Benefits Questions, such as GI Bill, Claim Status or Disability Benefits

Veteran Affairs (eBenefits)	Phone: 800-983-0937 Hours: Monday-Friday 8am – 8pm ET	Technical Issues, such as password changes or error codes
DFAS Customer Support Unit	Phone: 888-332-7411 Hours: Monday-Friday 8am – 8pm ET	DFAS myPay username/password

Other Partner Helpdesks

Organization	Contact Info
Health Net Federal Services, LLC (TRICARE North Region)	1.877.874.2273
Humana Military Healthcare Services, Inc. (TRICARE South Region)	1.800.444.5445
United Healthcare Military (TRICARE West Region)	1.877.988.9378
US Family Health Plan	1.800.748.7347
TRICARE Dental Program (UCCI)	1.844.653.4061
TRICARE Dental Program (MetLife)	1.855.638.8372
TRICARE For Life	1.866.773.0404
TRICARE Mail Order Pharmacy (Express Scripts, Inc.)	1.866.363.8667
Military Health System Help Desk	1.800.600.9332
TRICARE Retail Pharmacy (Express Scripts, Inc.)	1.866.363.8779
TRICARE Retiree Dental Program (Delta Dental)	1.888.838.8737
Military Medical Support Office	1.888.647.6676

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