



# DS Logon Account Creation Guide

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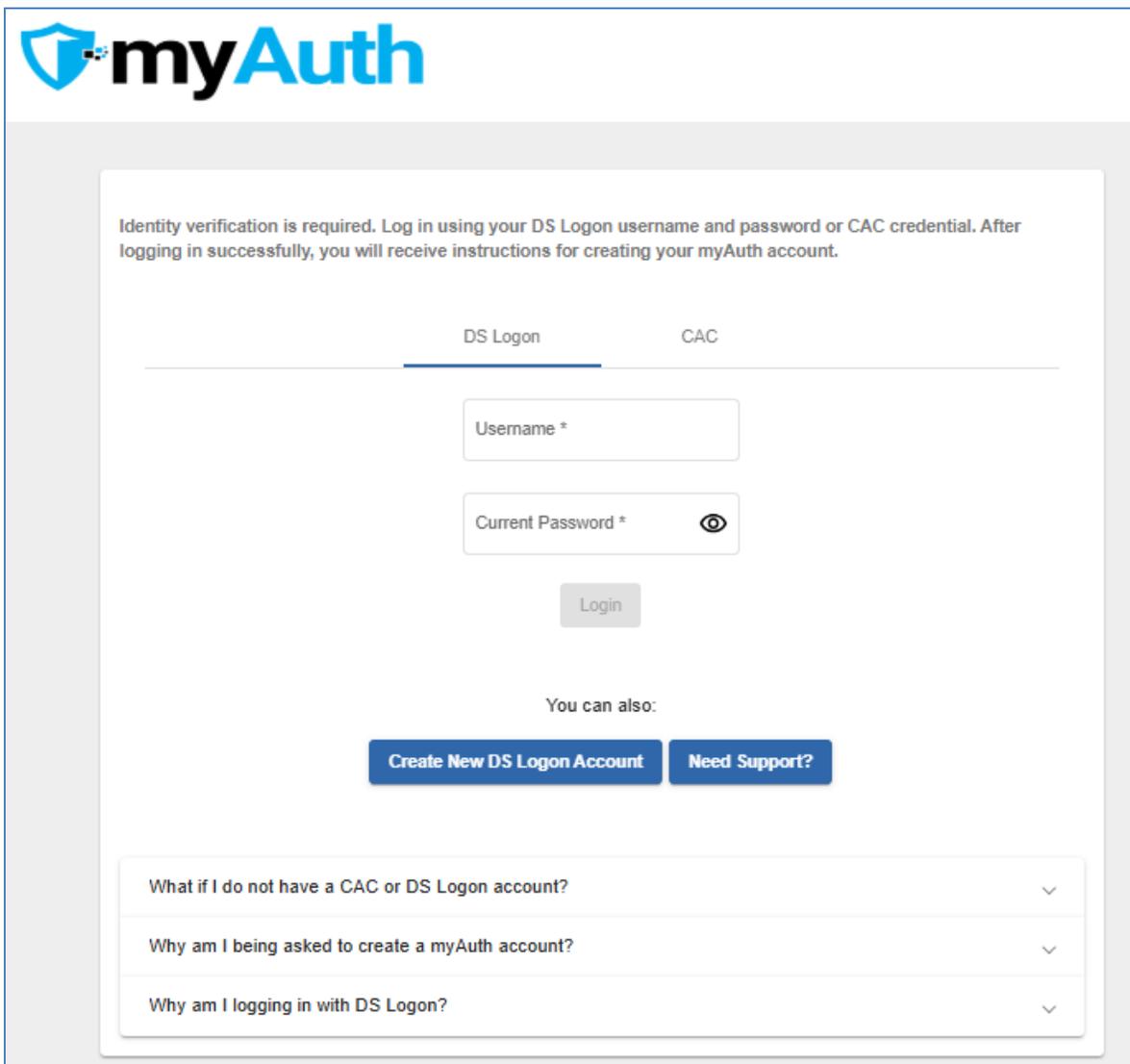
# 1.0 Creating a New DS Logon Account

If you do not have a Common Access Card (CAC) or an existing DS Logon account, you can create one to complete your myAuth identity verification. DS Logon uses secure identity proofing processes to ensure that your information is safe. There are two non-CAC options:

- **Email Registration:** Use this method if you have a Department of Defense (DoD) identification (ID) card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS).
- **Remote Identity Proofing:** Use this method if you do not have a DoD ID card or an email on file in DEERS.

To get started:

- ▶ Click **Create New DS Logon Account**.





## 2.0 CAC Registration

Users with a CAC and access to a smart card reader do **not** need to create a DS Logon account to verify their identity for myAuth. Users can create a myAuth account using a CAC card and smart card reader (continue to the “Creating a New myAuth Account” page in the online help).

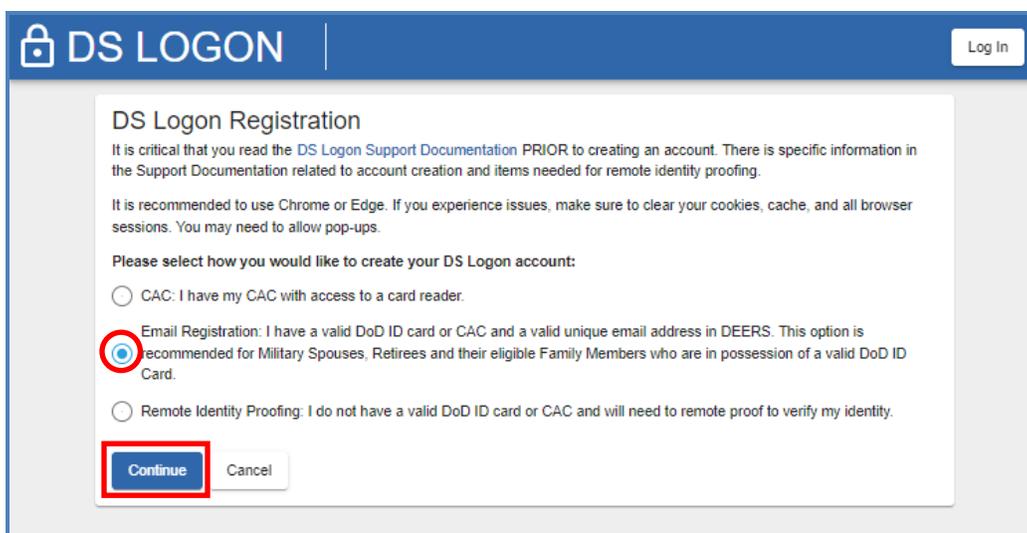
## 3.0 Email Registration

### 3.1 Step 1 – Verify Your Personal Information

To verify your personal information:

1. If you have a DoD ID card or a CAC but no access to a CAC reader, select the **Email Registration** option and click **Continue**.

You must have a unique email address on file in DEERS to use this option. A unique email address is one that is not used by anyone else, including family members.



2. On the Personal Information screen, enter your personal data that matches your DEERS record:
  - a. **First Name**
  - b. **Last Name**
  - c. **Date of Birth**
  - d. **Person Identifier:** Select a person ID type from the drop-down list (such as DoD ID Number or Social Security Number [SSN]) and enter the associated ID Number.

**Note:** This info should match what is in DEERS for the system to verify you.



3. Click **Submit**. Continue to section 3.2, Step 2 – Confirm Your Email.

**DS LOGON** | Log In

### Registration

Tell us about yourself.

**Name**

First Name:  Last Name:

**Date of Birth**

Month:  Day:  Year:

**Person Identifier**

ID Type:  ID Number:    
Enter 10 digits

## 3.2 Step 2 – Confirm Your Email

To confirm your email:

1. Click **Yes** to receive your DS Logon activation email at the email address on file in DEERS. If you click **No**, you will return to the home page.

**DS LOGON** | Log In

### Registration Process

1.  Agree

Would you like to use your email address stored on file to confirm your registration?

2. Select Email

3. Consent

4. Done



If you have more than one email address on file in DEERS, select the email you want to use for registration and click **Submit**.

The screenshot shows the 'Registration Process' interface for 'DS LOGON'. It features a vertical progress bar on the left with four steps: 1. Agree (checked), 2. Select Email (checked), 3. Consent (not checked), and 4. Done (not checked). The main content area is for step 2, 'Select Email'. It includes the instruction 'Please select the email address you prefer to receive your temporary activation code' and a dropdown menu labeled 'Email(s)' with 'm...r@mail.mil' selected. Below the dropdown are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'.

2. Click **Yes** to consent to the use of that email address to receive an activation code.

The screenshot shows the 'Registration Process' interface for 'DS LOGON'. The progress bar now shows step 3, 'Consent', as checked. The main content area is for step 3, 'Consent', with the instruction 'By selecting "Yes" below you are consenting to our use of your email address (d...r@mail.mil) to send a activation code.' Below this text are two buttons: 'Yes' (highlighted with a red box) and 'No'. Step 4, 'Done', remains unchecked.



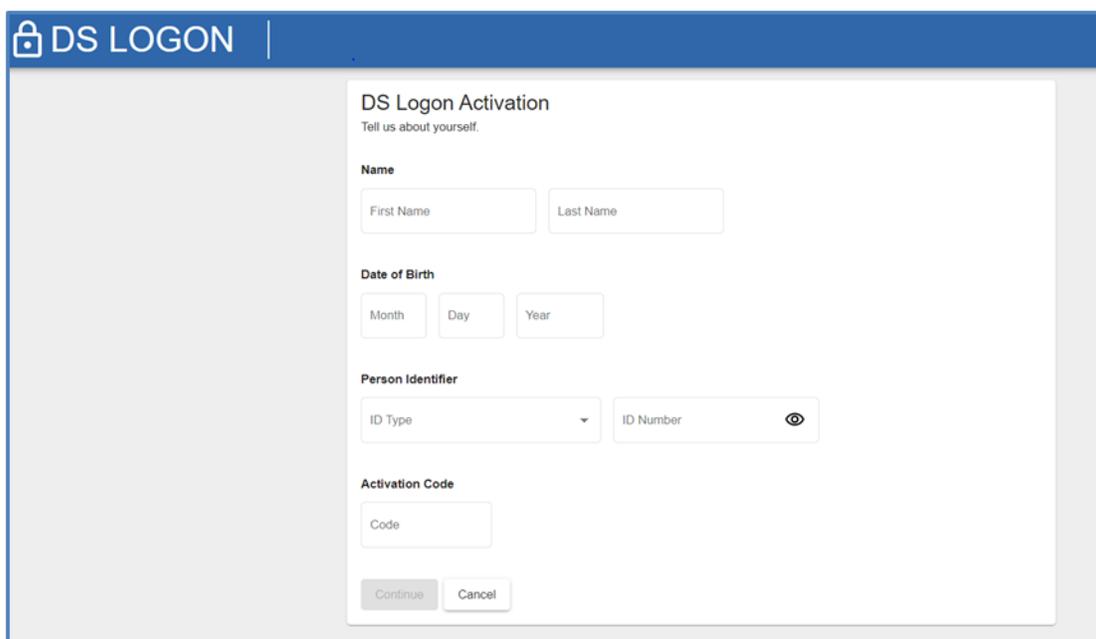
- The system sends an activation code to your email address and confirms that the activation code has been sent. Click **Finish**. Continue to section 3.3, Step 3 – Activate Your Account.



### 3.3 Step 3 – Activate Your Account

To activate your account:

- Open the email and use the link provided to go to the DS Logon Activation screen or click **Activate Your Account** on the DS Logon login screen.
- Enter your Personally Identifiable Information (PII) (first name, last name, date of birth, and person identifier) and the activation code from the email. Click **Continue**. Continue to section 3.4, Step 4 – Confirm Your Contact Information.

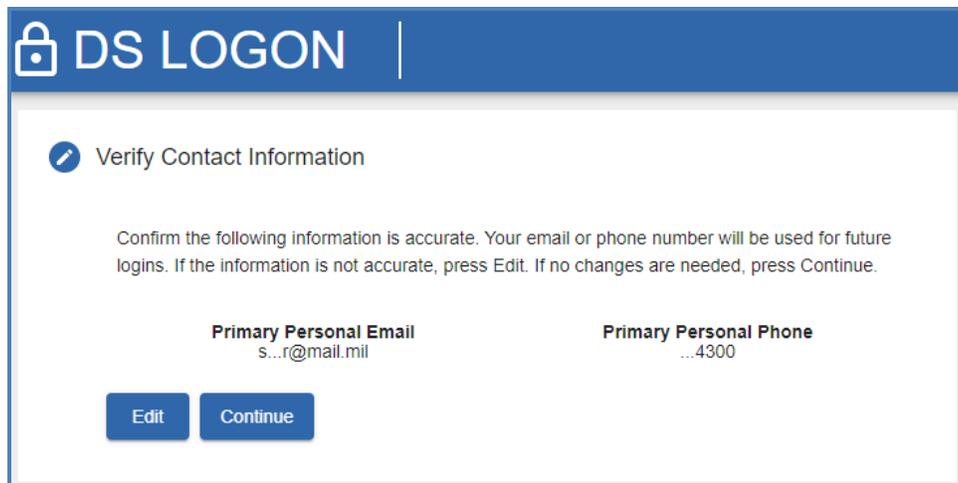




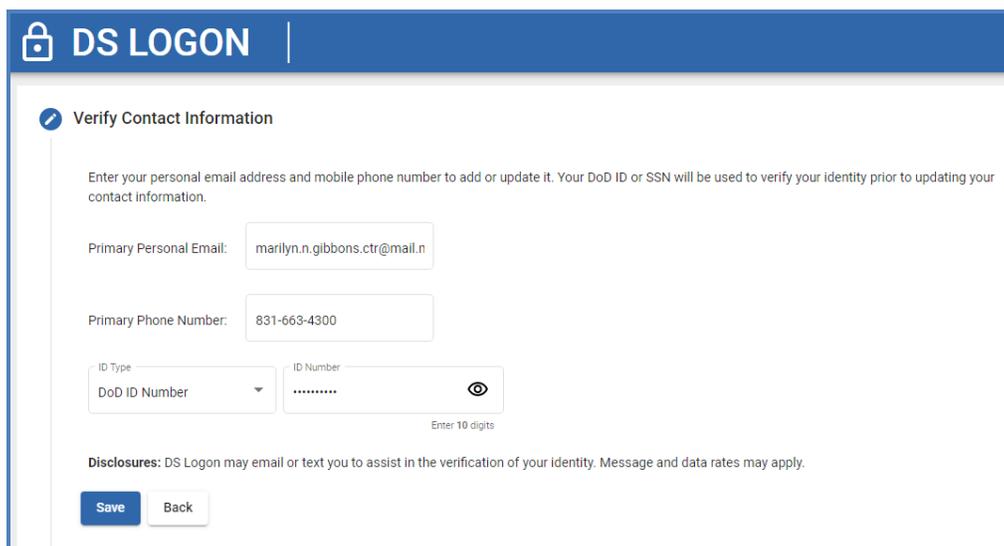
### 3.4 Step 4 – Confirm Your Contact Information

To confirm your contact information:

- ▶ If the information on the Verify Contact Information screen is correct, click **Continue**. Click **Edit** if you need to change the information. Continue to section 5.0, Creating Your Password.



**Note:** If you click **Edit**, you can update your primary email and phone number. You will need to enter your ID number again (Electronic Data Interchange [EDI] or SSN) and click **Save**.



### 4.0 DS Logon Remote Identity Proofing

If you do not have a CAC, DoD ID card, or an email on file in DEERS, follow these steps to create a DS Logon account with remote identity proofing. The process takes about 10 minutes and will require you to provide photos of documents and a selfie. You can review the list of approved documents to have everything you need ready before getting started (see Appendix B: Remote Identity Proofing Approved Documents). The system will walk you through the steps, and you will need to use a device with a camera.



## 4.1 Step 1 – Confirm Your Personal Information

To confirm your personal information:

1. Click **Create New DS Logon Account** on the identity verification screen.

The screenshot shows the DS LOGON login interface. At the top, there is a blue header with the DS LOGON logo and a vertical line. Below the header, there are three tabs: 'DS Logon', 'CAC', and 'PIV'. The 'DS Logon' tab is selected. The main content area contains a 'Username' input field, a 'Password' input field, and a 'Login' button. Below these fields are links for 'Forgot Username?' and 'Forgot Password?'. At the bottom, there is a section titled 'You can also:' with three buttons: 'Create Account', 'Activate Account', and 'Need Support?'. The 'Create Account' button is highlighted with a red rectangular box.

2. Select **Remote Identity Proofing** and click **Continue**.

The screenshot shows the DS LOGON Registration screen. At the top, there is a blue header with the DS LOGON logo and a 'Log In' button. Below the header, the title is 'DS Logon Registration'. The main content area contains a paragraph of text: 'It is critical that you read the DS Logon Support Documentation PRIOR to creating an account. There is specific information in the Support Documentation related to account creation and items needed for remote identity proofing.' Below this text is a section titled 'Please select how you would like to create your DS Logon account:'. There are four radio button options: 'CAC: I have my CAC with access to a card reader.', 'Email Registration: I have a valid DoD ID card or CAC and a valid unique email address in DEERS. This option is recommended for Military Spouses, Retirees and their eligible Family Members who are in possession of a valid DoD ID Card.', 'DFAS: I have a DFAS account.', and 'Remote Identity Proofing: I do not have a valid DoD ID card or CAC and will need to remote proof to verify my identity.' The 'Remote Identity Proofing' radio button is selected and highlighted with a red circle. Below the radio buttons are two buttons: 'Continue' and 'Cancel'. The 'Continue' button is highlighted with a red rectangular box.

3. On the Personal Information screen, enter your personal data that matches your DEERS record:
  - a. **First Name**
  - b. **Last Name**



c. **Date of Birth**

d. **Person Identifier:** Select a person ID type from the drop-down list (such as DoD ID Number or SSN) and enter the associated ID Number.

**Note:** This info should match what is in DEERS for the system to verify you.

4. When you have completed all the fields, click **Submit**. Continue to section 4.2, Step 2 – Consent to Remote Proofing.

**Note:** Your device may be deemed ineligible for proofing at this step. If an error message displays, you can try again with a different device.

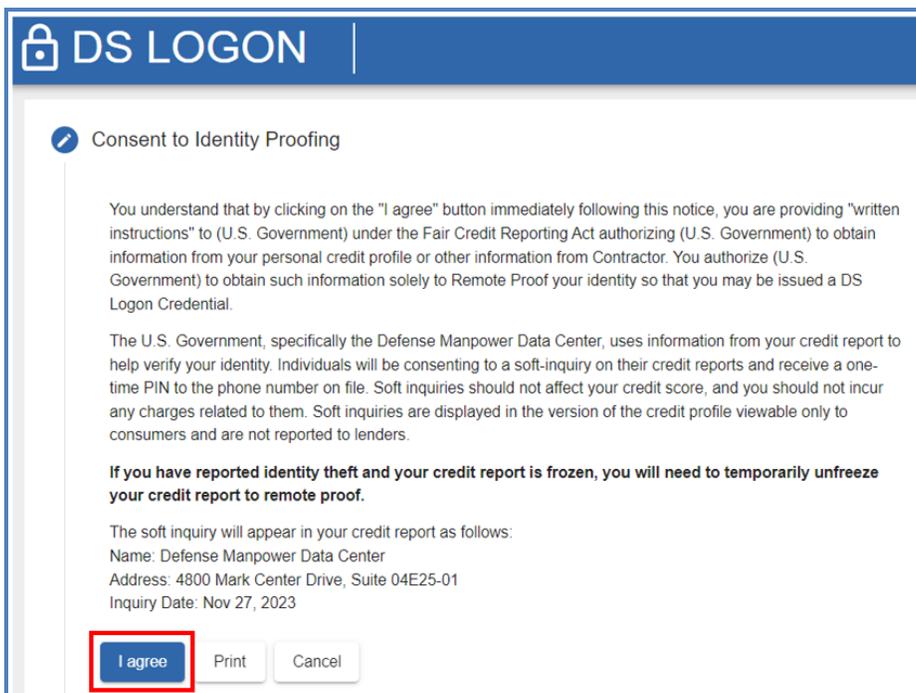
The screenshot shows the 'Registration' form on the DS LOGON website. The form is titled 'Registration' and includes the instruction 'Tell us about yourself.' The form is divided into three main sections: 'Name', 'Date of Birth', and 'Person Identifier'. The 'Name' section has two input fields: 'First Name' with the value 'Test' and 'Last Name' with the value 'Account'. The 'Date of Birth' section has three input fields: 'Month' with the value '01', 'Day' with the value '01', and 'Year' with the value '2000'. The 'Person Identifier' section has a dropdown menu for 'ID Type' with the selected value 'DoD ID Number' and an input field for 'ID Number' containing ten dots, with a small eye icon to the right. Below the input fields are two buttons: 'Submit' and 'Cancel'. The 'Submit' button is highlighted with a red rectangular box.



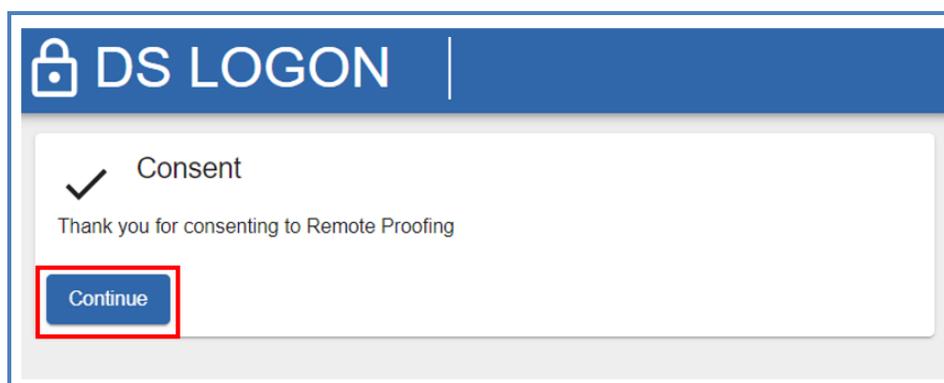
## 4.2 Step 2 – Consent to Remote Proofing

You must agree to allow DS Logon to obtain your personal credit profile to complete the Remote Identity Proofing process. Your credit score will not be affected, and your information will not be used for any purpose outside of one-time identity verification. You have the option to print your consent.

1. Click **I agree** at the bottom of the consent notice to continue.



2. Click **Continue** when the system displays a confirmation message. Continue to section 4.3, Step 3 – Verify Your Address.





### 4.3 Step 3 – Verify Your Address

You must have a U.S. domestic address or Army Post Office (APO)/Fleet Post Office (FPO) address to register for a DS Logon account. Currently, foreign addresses are not allowed.

1. Complete the information fields with your address.
2. Click **Continue**. Continue to section 4.4, Step 4 – Identity Verification Quiz.

The screenshot shows the 'DS LOGON' interface. At the top left is a lock icon and the text 'DS LOGON'. At the top right is a 'Log In' button. Below the header, there are two sections: 'Consent to Identity Proofing' (with a checked checkbox) and 'Current Mailing Address' (with a checked checkbox). Under 'Current Mailing Address', there is a text instruction: 'A U.S. domestic address or APO/FPO is required to be eligible for the remote proofing service. Enter your current mailing address.' Below this are four input fields: 'Address Line 1 \*' (with a placeholder 'Enter Address Line 1'), 'Address Line 2' (with a placeholder 'Enter Address Line 2'), 'City \*' (with a placeholder 'Enter City'), and 'State \*' (a dropdown menu with a placeholder 'Select State'). To the right of the 'State \*' field is a 'ZIP \*' field (with a placeholder 'Enter Zip Code'). At the bottom left are two buttons: 'Continue' and 'Cancel'.



## 4.4 Step 4 – Identity Verification Quiz

Some users will be required to pass a knowledge-based identity verification quiz. These questions are pulled from your credit history. A timer shows you how much time is left to answer all four (4) questions.

1. Select the radio button next to the correct answer.

The screenshot shows a web browser window titled "DS LOGON" with a "Log In" button in the top right corner. The main content area is titled "Knowledge Based Identity Verification" and includes a timer indicating "You have 1 : 51 to answer the following questions." There are four questions, each with radio button options:

- Question 1: "In what country have you lived previously?" with options: America, Bahrain, Germany, Warren.
- Question 2: "What year was your most recent auto loan or lease established?" with options: 2001, 2003, 2005, 2006.
- Question 3: "Which of the following is the street name of your most recent previous address?" with options: Main St, Broadway St, Westminster Blvd, None of the Above.
- Question 4: "How many years have you lived at your current address?" with options: 4, 5, 6, None of the Above.

At the bottom of the form are "Submit" and "Cancel" buttons.

2. Click **Submit** when you have answered all the questions. Continue to section 4.5, Step 5 – Financial Account Information.

## 4.5 Step 5 – Financial Account Information

Some users will be shown the Financial Account Identity Information screen.

1. Select an account type from the **Account Type** drop-down list.



2. Enter the full or partial account number as indicated. Choose from the following options:
  - **Credit Card:** Enter the *last 8 digits* of the credit card number.
  - **Loan:** Enter the full current account number of a student loan, auto loan, home equity line of credit (HELOC), or mortgage. This loan must appear on your credit report to be used for verification.
  - **I do not have a Credit Card or Loan:** This option is available for users that have neither credit cards nor loans, or do not want to give out this information for verification.

**Financial Account Identity Information**

Verify your identity by selecting a credit card or loan type.

The following cards are NOT accepted:

- American Express Cards
- Debit Cards
- Barclays Cards
- Kohls Cards
- Utility Cards
- Cash Back Cards
- Student Credit Cards
- Balance Transfer Cards
- Travel Rewards Cards

Your financial information is used to verify your identity.  
Loan and credit card numbers will NOT be stored.  
The expiration date or CVV # is NOT required for this verification.  
Your credit card cannot be in dispute, suppressed, frozen or expired.  
The credit card must be in your name and on your credit report in order to verify.

Select an Account Type

Account Type  
Credit Card

Enter the **last 8** digits of the Credit Card Account Number

Account Number  
\*\*\*\*\*

**Submit** Cancel

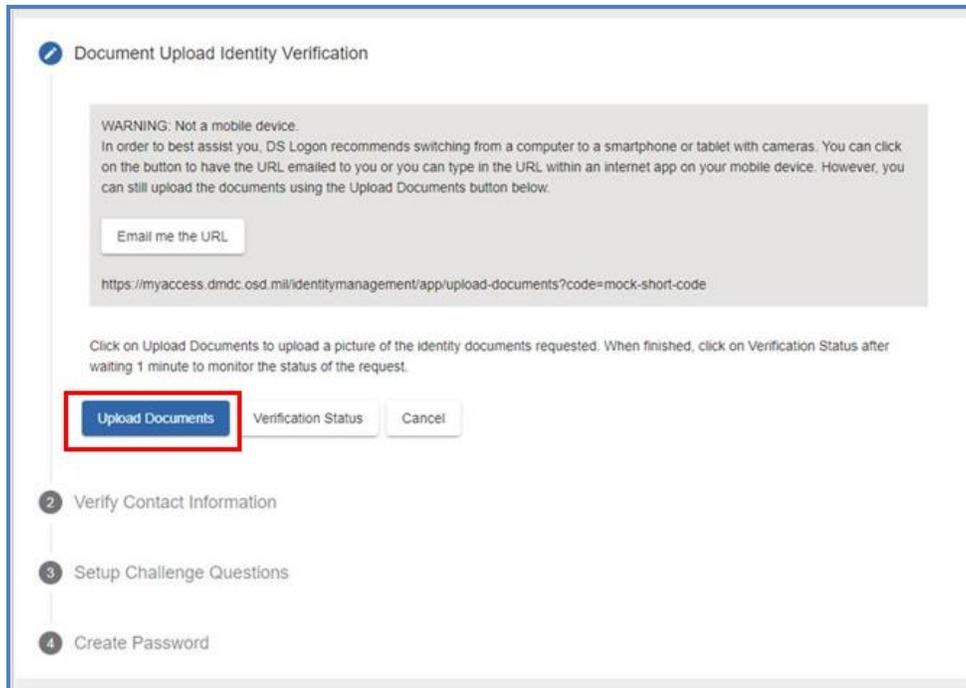
3. Click **Submit**. Continue to section 4.6, Step 6 – Document Upload.



## 4.6 Step 6 – Document Upload

The system may ask you to upload documents that prove your identity. See the ["How can I make sure my document uploads are accepted?"](#) Frequently Asked Question (FAQ) for a list of document upload tips and recommendations.

1. Click **Upload Documents**.

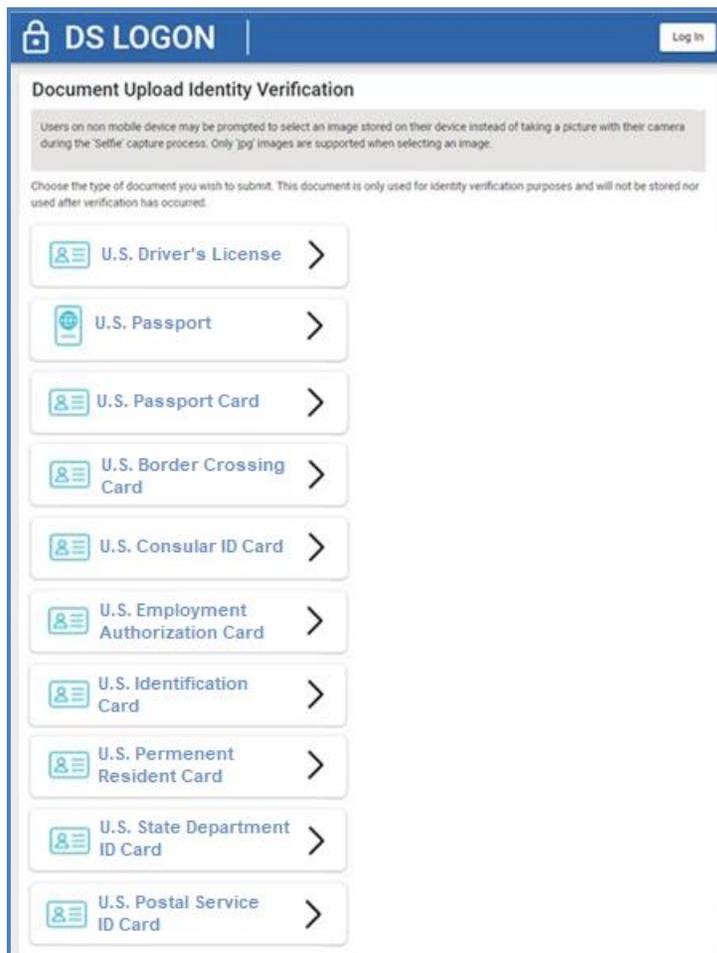


2. Read the Identity Verification Information screen, check the box to confirm that you have reviewed the information, and click **Submit**.





3. Click on a document from the list. Choose a document you have that meets all the requirements listed (not photocopied, not damaged, etc.). See the ["What documents are accepted for verification?"](#), ["Why are my documents not uploading?"](#), and ["How can I make sure my document uploads are accepted?"](#) FAQs for additional information.

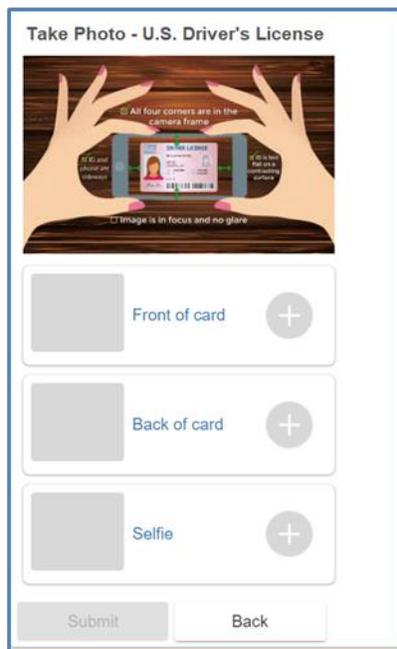


4. The system will automatically show the Take Photo screen for the type of document you selected. You may need to capture both front and back sides of the document, depending on the document type.

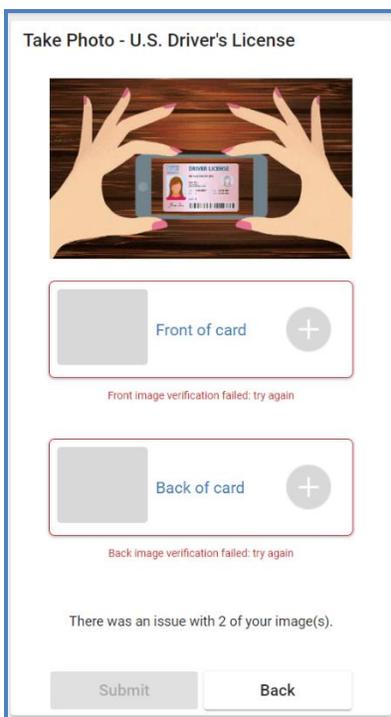
**Note:** If you are not on a mobile device, you can select a scanned image of the document to upload.



5. Click the gray “plus” button next to the type of photo you want to take (front, back, selfie) and take the photo with the camera on your device.

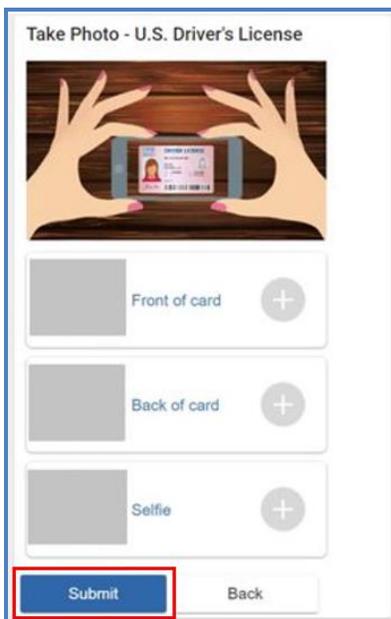


The system will tell you if the picture will not pass verification (blurry, partially covered, etc.). You have the chance to retake photos that are not going to pass. The system allows up to three (3) attempts to retake each image.

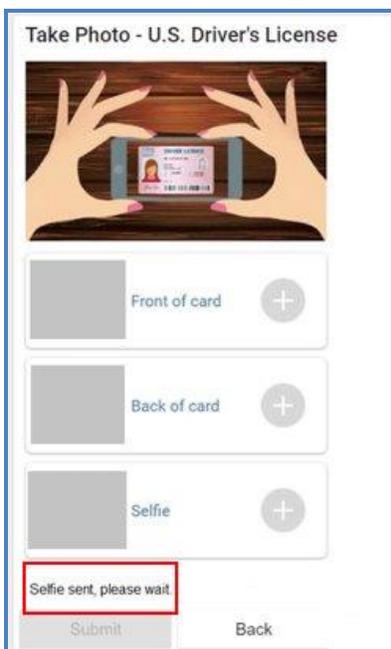




6. When you have captured and uploaded the documents, the system enables the blue **Submit** button. Click **Submit**.

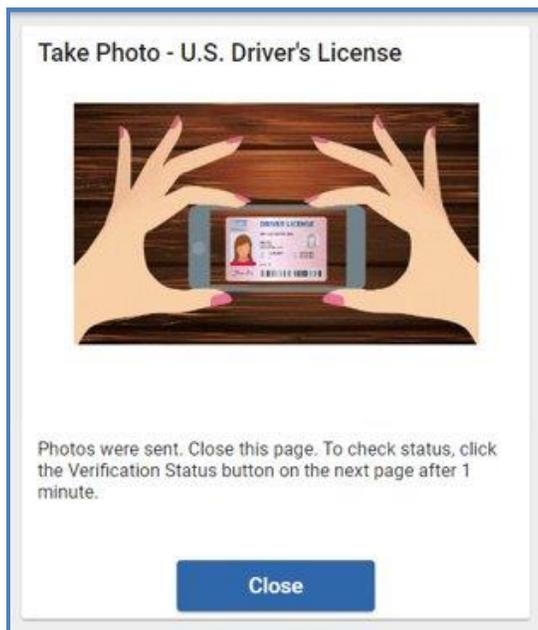


The system acknowledges that the documents have been sent and are waiting for verification.

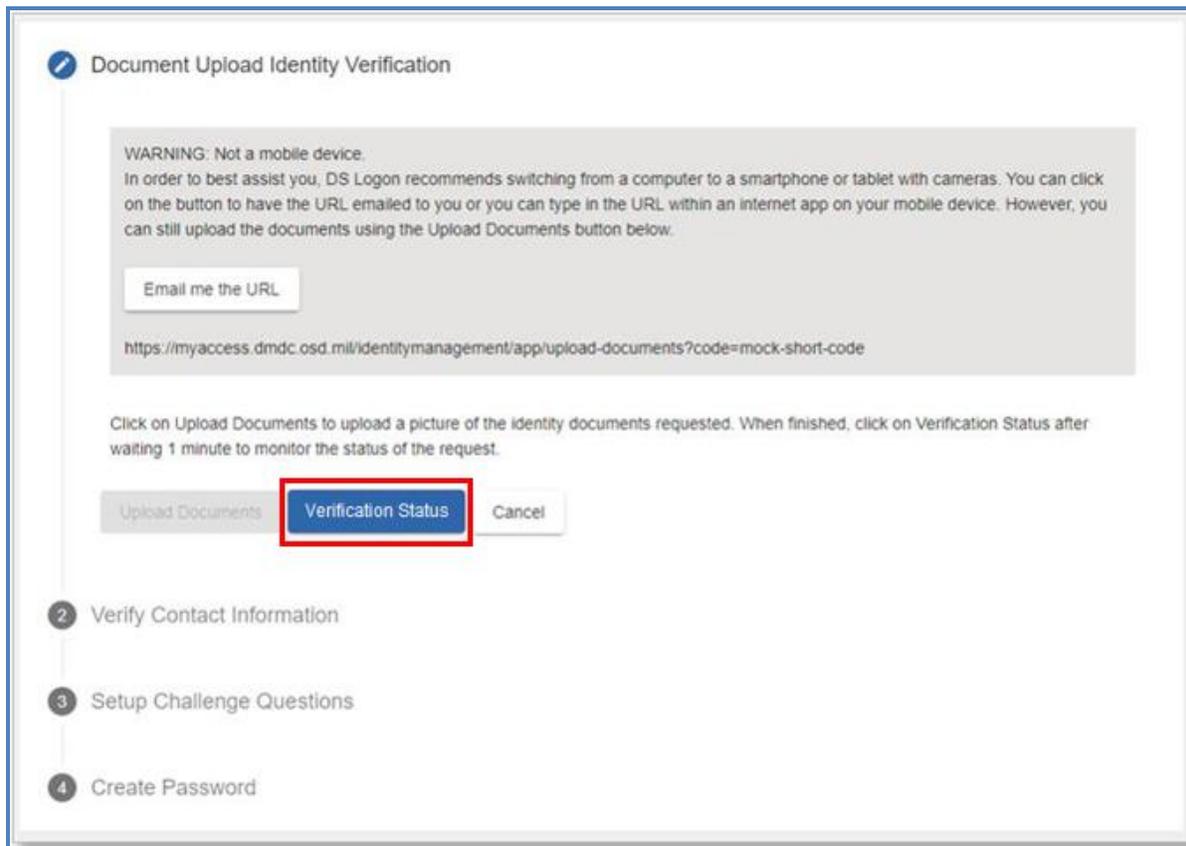




7. Click **Close** to exit the Take Photo screen. The system shows the Document Upload Identity Verification screen with the blue **Verification Status** button enabled.



8. You can click **Verification Status** at any time to check the progress of your verification or wait until the system displays the message "Document verification succeeded."





9. Click **Continue** when the verification has completed. Continue to section 4.7, Step 7 – Verify Your Contact Information.

**Document Upload Identity Verification**

**WARNING: Not a mobile device.**  
In order to best assist you, DS Logon recommends switching from a computer to a smartphone or tablet with cameras. You can click on the button to have the URL emailed to you or you can type in the URL within an internet app on your mobile device. However, you can still upload the documents using the Upload Documents button below.

Email me the URL

<https://myaccess.dmdc.osd.mil/identitymanagement/app/upload-documents?code=mock-short-code>

Click on Upload Documents to upload a picture of the identity documents requested. When finished, click on Verification Status after waiting 1 minute to monitor the status of the request.

Document verification succeeded.

Continue Cancel

2 Verify Contact Information

3 Setup Challenge Questions

4 Create Password



## 4.7 Step 7 – Verify Your Contact Information

To verify your contact information, the system will send a one-time PIN to the phone number you select on the Verify Contact Information screen.

1. Select a phone number and the method (**Text** or **Phone Call**) you want to use to receive a one-time PIN to verify your contact information.

**DS LOGON**

✓ Knowledge Based Identity Verification

✓ Financial Account Identity Information

✓ **Verify Contact Information**

A one-time PIN will be sent to the following device. Please select the device you have access to and would like to receive the one-time PIN. Message and data rates may apply. The one-time PIN will expire in 5 minutes.

Choose one of the following:

	Text	Phone Call
XXXXXX-5048	<input type="radio"/>	<input type="radio"/>
XXXXXX-2794	<input type="radio"/>	<input type="radio"/>
XXXXXX-3582	<input type="radio"/>	<input type="radio"/>

Continue Cancel

4 Create Password

5 Setup Challenge Questions



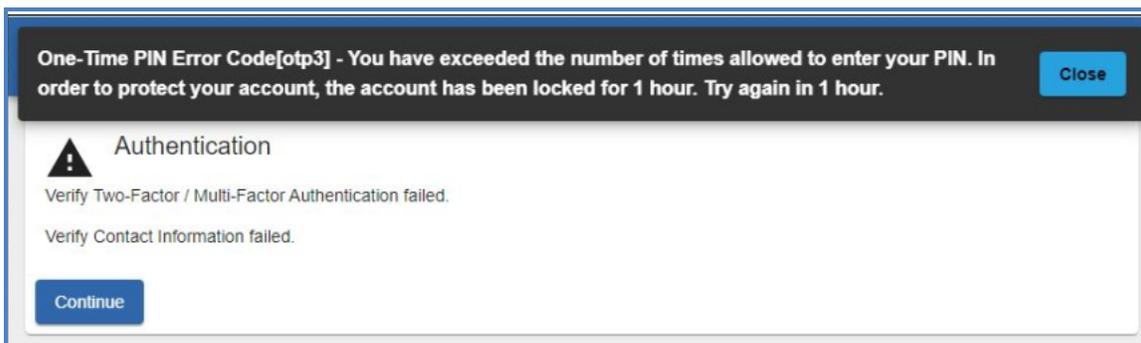
2. Click **Continue**.

3. Enter the one-time PIN you received via text or phone call.

4. Click **Continue**. If you did not receive the PIN, click **Resend**. Continue to section 4.8, Step 8 – Confirm Contact Information.



**Note:** If you exceed the number of incorrect password attempts that are allowed, you will be locked out for one (1) hour before you can try again.



## 4.8 Step 8 – Confirm Contact Information

1. Review the primary personal email address and phone number listed. If the information is correct, click **Save**.
2. To change your contact information, make the updates and select an ID type (DoD ID Number or SSN) and enter an identifier to ensure that your information is secure.
3. Click **Submit**. Continue to section 5.0, Creating Your Password.

The image shows a "Verify Contact Information" form. At the top, there is a heading "Verify Contact Information" with a checkmark icon. Below the heading is a paragraph: "Enter your personal email address or phone number to add or update it. Your DoD ID or SSN will be used to verify your identity prior to updating your contact information. International phone numbers do not require leading zero(s)." There are four input fields: "Primary Personal Email" (empty), "Primary Phone Number" (containing "555-555-5555"), "ID Type" (a dropdown menu with "DoD ID Number" selected), and "ID Number" (containing "....." with a "Enter 10 digits" label below it). At the bottom, there is a "Disclosures" section: "Disclosures: DS Logon may email or text you to assist in the verification of your identity. Message and data rates may apply." Below the disclosures are two buttons: "Submit" (highlighted with a red box) and "Back".





3. When every password requirement is green with a green check, click **Submit**. Continue to section 6.0, Selecting Your Challenge Questions.

**Create Password**

**Password Requirements:**

- ✓ Passwords must be at least 15 characters but no more than 128
- ✓ At least 1 lowercase letter
- ✓ At least 1 uppercase letter
- ✓ At least 1 number
- ✓ At least 1 special character, no spaces allowed: @\_#!&\$`%\*+() ;~:}|?>=<^[]-
- ✓ You cannot use your birthdate, SSN, name, phone number, or ZIP code
- ✓ You cannot change your password more than once every 24 hours

**Enter your password below. Note that:**

1. All passwords expire in 60 days and will need to be changed prior to expiration. You may want to note your password expiration date on a calendar. As a security precaution, your password should never be written down.
2. When entering your password below, you will know your password meets the password requirements when all lines above are green. If there are any red lines, go back and adjust the password to meet the requirement identified.
3. You are required to sign in at least once a year to prevent your account from being deactivated.
4. **When finished, always log off and CLOSE all tabs and browser windows to prevent PII loss.**

Password

Confirm Password

## 6.0 Selecting Your Challenge Questions

Challenge questions allow you to reset your password and restore account access if needed.

1. Select a question using the drop-down arrow on the right.
2. Enter your answer. Answers are not case sensitive, so capitalization does not matter.



- When you have selected five Challenge Questions and provided answers, click **Continue**. Continue to section 7.0, Completing the DS Logon Account Creation Process.

The screenshot shows the 'DS LOGON' registration interface. The title is 'DS Logon Registration' with the subtitle 'Create challenge questions.' Below this, a note states: 'Select a question and type the answer. These questions will be asked when you reset or change your password. Your answers are not case sensitive.' The form contains five pairs of dropdown menus, each labeled 'Question 1' through 'Question 5' and 'Answer 1' through 'Answer 5'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

Challenge Question recommendations:

- Select questions that have answers you can remember without writing them down.
- Ask yourself, "Will I remember this answer a year from now without writing it down?"
- Make sure that none of your social media accounts contain the answers to your challenge questions.

## 7.0 Completing the DS Logon Account Creation Process

- The system will display your DS Logon username. Take a moment to memorize it.
- Click **Continue**. The system will prompt you to enter an email address for myAuth. This email does not have to match what is in DS Logon.
- Continue to create a new myAuth account (instructions can be found in the online help).



## Appendix A: Acronyms and Abbreviations

The following table defines the acronyms and abbreviations used in this guide.

**Table 1: Acronyms and Abbreviations**

<b>Acronym</b>	<b>Definition</b>
<b>APO</b>	Army Post Office
<b>CAC</b>	Common Access Card
<b>DAV</b>	Disabled American Veteran
<b>DEERS</b>	Defense Enrollment Eligibility Reporting System
<b>DOB</b>	Date of birth
<b>DoD</b>	Department of Defense
<b>EDI</b>	Electronic Data Interchange
<b>FAQ</b>	Frequently Asked Question
<b>FPO</b>	Fleet Post Office
<b>HELOC</b>	Home Equity Line of Credit
<b>ID</b>	Identification (number)
<b>NIST</b>	National Institute of Standards and Technology
<b>PII</b>	Personally Identifiable Information
<b>RAPIDS</b>	Real-time Automated Personnel Identification System
<b>SSN</b>	Social Security Number
<b>VO</b>	Verifying Official



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## Appendix B: Remote Identity Proofing Approved Documents

The following documents are accepted for remote identity proofing:

- U.S. Driver's License
- U.S. Passport
- U.S. Passport Card
- U.S. Border Crossing Card
- U.S. Consular ID Card
- U.S. Employment Authorization Card
- U.S. Identification Card
- U.S. Permanent Resident Card
- U.S. State Department ID Card
- U.S. Postal Service ID Card



## Appendix C: Frequently Asked Questions (FAQs)

### C.1 General FAQs

If you have trouble creating a new DS Logon account, see section 1.0, Creating a New DS Logon Account. There are three (3) registration methods available:

- DS Logon CAC Registration
- DS Logon Email Registration
- DS Logon Remote Identity Proofing

#### What registration method should I use?

- **Service Members:**
  - *Preferred method:* CAC
  - *Alternate methods:* Email registration, in person at a Real-time Automated Personnel Identification System (RAPIDS) station (only when a new ID card is being issued)
- **Military Family Member/Dependent:**
  - *Preferred method:* Email registration
  - *Alternate methods:* Email registration, sponsor online request, in person at a RAPIDS station (only when a new ID card is being issued)
- **Retirees/Retiree Family Member or Dependent:**
  - *Preferred method:* Email registration
  - *Alternate methods:* In person at a RAPIDS station (only when a new ID card is being issued), remote identity proofing
- **Veterans/Veterans Family Member or Dependent:**
  - *Preferred method:* Remote identity proofing
  - *Alternate methods:* login.gov, ID.me, My HealtheVet
- **Surrogate:**
  - *Preferred method:* CAC (if surrogate has a CAC and card reader)
  - *Alternate methods:* Email registration (if surrogate has a DoD ID Card), remote identity proofing
- **Other:**
  - *Choose applicable option:* In-person, CAC, email registration, remote identity proofing

#### Can I create an account for my dependent?

You can register your dependent for an account. The dependent family member needs a unique email on file in DEERS (meaning an email that no one else in the family has on file in DEERS). After you register them, they will receive an email with instructions.

#### For the Military Sponsor:

1. Log into DS Logon using your CAC.



2. Click **Register DS Logon for my Dependents** under **Relationships** on your Profile page.
3. Select the dependent(s) who needs a DS Logon account. Only eligible dependents will appear as options.  
An activation email will be sent within 24 hours to the dependent's email on file in DEERS. Once this option has been selected, the dependent must wait for the activation code or 20 days before trying any other registration method.

**For the dependent:**

1. Use the link provided in the email or go directly to the DS Logon homepage and click **Activate Account**.
2. Enter the required personal information and activation code from the email. The system will display your username.
3. Click **Continue** to activate your account.

**Where can I go for additional remote proofing assistance?**

See C.2 Remote Proofing FAQs.

## C.2 Remote Proofing FAQs

**What is remote identity proofing?**

Remote proofing allows DS Logon to verify that you are who you say you are. The process involves uploading specific documentation, submitting a selfie, entering partial credit card/loan account numbers, and/or answering knowledge-based questions. The process takes approximately 10 minutes and must be completed at a single time, within the time limit provided.

Your financial information is not stored or saved and is used only for one-time identity verification. Your credit rating is not affected.

**What items and information do I need to complete the remote proofing process?**

Be sure to have the following items available BEFORE the process begins:

- Driver's license
- Computer with a web camera or cell phone with a camera
- Phone associated with the phone number on your DEERS record (to receive a one-time PIN)
- Accepted credit cards and/or loan documents
  - You are not required to enter the full credit card number, expiration date, or CVV
  - You will not be charged

**Note:** Not all credit cards can be verified by the proofing vendor. Refer to the full list in the Financial Information section of the ["What does the remote identity proofing process look like?"](#) FAQ.

**What devices can be used for the process?**

If using a mobile device, it is recommended the device be no older than five (5) years old, for example:

- iPhone 8 on iOS 12 or above
- Android OS9 or above



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## Is there an expedited process if I need access for enrollments?

To maintain the level of security mandated, there is not an expedited process. If you have a limited timeframe to enroll or submit documents on a partner website, be sure to read the entire identity proofing section so that you can be prepared with everything you need.

## How is my credit information used?

The information used in remote identity proofing is pulled using a soft inquiry on a user's credit report. This means it does not impact your credit score and is not used for any purpose except to verify identity at a single point in time. The data, identity documents, and information provided are not used in data mining or for any other purpose except one-time identity verification.

## Will my information be secure during registration?

DS Logon has implemented the required policies, procedures and regulations from the National Institute of Standards and Technology (NIST), which provides instruction and standards for remote verification. All information sent to the data vendor is encrypted.

## What does the remote identity proofing process look like?

You may be asked to complete one or more of the following identity proofing steps. Not all users will have to complete every section.

### Knowledge-Based Questions

You may be prompted to answer multiple choice questions regarding your background or information that only you will know.

### Financial Account Information

You may be prompted to enter the last 8 digits of a credit card or an entire loan account number for verification of a credit card or loan in your name.

Credit card expiration date and security code are NOT required and there is NO hold or charge placed on the credit card. This is for identity verification only.

### Document and Selfie Upload

You may be prompted to upload a U.S. identity verification document and take a selfie (a selfie is a picture of your full face with nothing else in the picture).

If you are on a computer, you may be prompted to select an image stored on your device instead of taking a picture. You may need to seek assistance from a friend or family member when capturing documents and/or selfies.

If you are having trouble with any of these steps, please check the ["How can I make sure my document uploads are accepted?"](#) and ["Why is my selfie not being accepted?"](#) FAQs.

## What documents are accepted for verification?

The system will show you a list of accepted documents, including U.S. Driver's License and U.S. Passport. Any document you upload must meet the following criteria:

- U.S.-issued
- Valid (Unexpired)
- Clear, easy to read



- Entire document is visible
- Document is on a solid color surface
- Original copy

Documents with the following issues **CANNOT** be used for verification:

- Military- or VA-issued
- Photocopy
- Damaged or altered
- Expired
- Foreign-issued
- Poor photo capture (glare, parts cut off, or partially hidden)

### Why are my documents not uploading?

1. Your photos may be the wrong format or size. Photos should be:

- In .jpg format
- Size 480x640 or greater, 24-bit color and at least 250 dpi

**Note:** If the photo takes several minutes to upload, the photo may be too large.

2. Your documents may not be a type that is accepted for verification. The following documents cannot be used:

- Military ID
- Veteran/Disabled American Veteran (DAV), Dependent ID card
- PIV card (CACs are the exception)
- Expired ID card
- Foreign-issued documents

### How can I make sure my document uploads are accepted?

Make sure to use the following guidelines for taking clear photos that get accepted:

1. Use a smart device (e.g., cell phone) with a camera.
2. Lay the document on a flat surface with a dark, solid background. Do not hold the document when taking the picture or place the document on your lap.
3. Take the pictures from directly above and not at an angle.
4. Avoid glass tables or mirrors that reflect camera flash.

### Why is my selfie not being accepted?

It is very important that your face can be clearly seen and is not covered. Use the following guidelines:

1. Use a solid background - similar to a driver's license or passport photo.
2. Look straight into the camera.



3. Include your face only, not your whole body.
4. Ensure your face fills most of the photo.
5. Check that the photo is clear and not blurry before uploading.

Watch out for these issues that make it hard to verify your selfie.

- **Do not** upload a photo of a photo or a professional portrait.
- **Do not** take a picture of a phone screen or upload a photo of an ID saved on a phone.
- **Do not** wear glasses, hairstyles that cover the face, hats, or face masks.
- **Do not** use a "busy" background (posters, framed photos, bookcases with lots of items).
- **Do not** use a filter. Don't use a mirror. They can cause glare issues.
- **Do not** turn your head sideways.
- **Do not** include pets or other people - even partial faces or framed photos in the background can result in a failure to verify.

### **I received an error. What can I do?**

Follow any instructions in the error message. The error code will include information on what to do next.

### **My credit report is frozen. What can I do?**

Unfreeze your account temporarily with the credit reporting agency, then re-add the freeze when proofing is completed successfully.

### **My address is not being accepted. What can I do?**

1. Ensure your address is updated on your DEERS record.
2. Update your address on your credit card(s) so accurate information is being reported to credit agencies.

### **I received an Identity Proofing (“i”) error. What can I do?**

If you are not able to remote identity proof, you may still be able to register through email or complete in-person proofing. Review the alternate methods available to you in the ["What registration method should I use?"](#) FAQ.

Please note that too many failed attempts at remote identity proofing will result in a 31-day lockout that cannot be removed by the CCC. Additional attempts will restart the 31-day period. If you are not having success, consider trying another method to avoid the lockout.

### **Why is my credit card information not being accepted?**

Some cards are **NOT** accepted for identity proofing: American Express, Debit, Barclays, Kohl's, Utility, Cash Back, Student, Balance Transfer, and Travel Rewards Cards.

Check for the following:

- The credit card is not in dispute, suppressed, frozen, or expired
- The credit card is in your name
- The credit card is on your credit report



**Note:** If you need to unfreeze a credit card for verification, you are responsible for reestablishing the credit card freeze.

### **I do not have any credit card accounts or loans. What can I do?**

You can click the option for "I do not have a Credit Card or Loan" to continue the process without entering credit card or loan information.

### **I cannot pass the remote proofing process. Can I register in person?**

You can register in-person when a DoD ID card is being issued.

1. Make an appointment at a RAPIDS station ([RAPIDS station locator](#)).
2. Bring all necessary identifying documents. Typically, two (2) 1-9 documents are required. Contact the site to confirm what documents are needed. Documents cannot be expired. Acceptable 1-9 documents that may be requested are:
  - a. **Primary:** Picture ID issued from Federal or State Government (e.g., driver's license, valid passport, ID card, Military Dependent card, DoD ID card, Permanent Resident Card, State DMV-issued ID card, etc.)
  - b. **Secondary:** SSN card, non-picture ID card, birth certificate, citizenship or naturalization certificate, ID card by local government with date of birth (DOB), sex, height, eye color, and address
3. At your appointment, notify the Verifying Official (VO) that you would like a DS Logon account.
4. Provide the VO with your unique email address and follow the steps they provide. Users will receive an activation code via email within 24 hours.

**Note:** If you do not receive the email, check your junk/spam folder.

5. Use the link provided in the email or go directly to the [DS Logon homepage](#) and click **Activate Account**.
6. Enter the required personal information and requested activation code. The system will display the unique username assigned to you.
7. Click **Continue** to activate your account.