

FAQs

For the Navy's Volunteer Logical Access Credential (VOLAC) Program

Question: If I have questions about the Navy's VOLAC Pilot Program, after reading this Document, who can I call?

Answer: You should contact your Trusted Agent Security Manager (TASM) for assistance. If you do not have a TASM, you can email Navy CAC PMO at CACPMO.fcm@navy.mil .

Question: If the Volunteer program is a DoD program why is the program administered differently among the services?

Answer: The DoD memo of 14 August 2008 announcing the pilot program set the "basic" parameters for the program. As with many DoD memos, individual services are allowed to include service specific requirements to meet their service's unique mission. These changes can strengthen the basic requirements, but cannot weaken them. The Navy released NAVADMIN 196/09 to explain its requirements for VOLAC issuance. A copy of that NAVADMIN is posted on the CAC PMO website at http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/CommonAccessCardProgram/ContractorVerificationSystemCVS/index.htm

Question: My command is not on a Navy network so we cannot get a Navy email account. Are we still eligible to issue VOLACs to our Volunteers?

Answer: Yes. Although the wording in NAVADMIN 196/09 states a Navy email account is required, the meaning behind the policy is that (1) we process Volunteers sponsored by the Navy and (2) an official DoD/government email addresses be required. It is understood that Navy commands located on non-Navy/Joint-Service installations can have non-Navy email addresses (e.g. such as .army.mil, .af.mil, uscg.mil, usmc.mil, .gov and .edu). Having these types of email addresses is acceptable. What are not acceptable are non-government email addresses such as .com, .us, .net, and other commercial email addresses.

Question: Where can I find a copy of the policy document that list the requirements for VOLACs for the Navy (NAVADMIN 196/09)?

Answer: A copy of NAVADMIN 196/09 is posted on the CAC PMO website at http://www.cnic.navy.mil/CNIC_HQ_Site/WhatWeDo/AdministrativeServices/CommonAccessCardProgram/ContractorVerificationSystemCVS/index.htm

Question: I have a Volunteer who is a Foreign National. Can they get a VOLAC?

Answer: No. Foreign Nationals are not eligible to be issued VOLACs. One of the basic eligibility requirements for VOLAC issuance is the Volunteer must be a U.S. citizen. Eligibility requirements can be found in NAVADMIN 196/09.

Question: What does a VOLAC look like?

Answer: A VOLAC looks like a Common Access Card (CAC) but without a picture. No picture is present because a VOLAC is designed to only be used as a logical credential for logging onto DoD networks and not as a physical access ID card.

Question: How do I get a VOLAC for my Volunteer?

Answer:

1st: The Volunteer applicant must first meet the basic eligibility requirements as defined in NAVADMIN 196/09.

2nd: The Volunteer's Government Sponsor must work with a Trusted Associate Sponsorship System (TASS) Trusted Agent (TA) to get the Volunteer entered into TASS. A TASS Registration Request Form must be completed and submitted to the TA for processing. If an organization doesn't have an assigned TASS TA, one will need to be designated, an account created in TASS and TASS online training completed "before" access to TASS is granted to the new TA.

3rd: After being successfully entered into TASS the Volunteer applicant will be directed to go to a DEERS/RAPIDS ID card issuance facility for VOLAC issuance. VOLAC credentials are issued by the same system that issues CACs. Proper identification documents must be presented at the time of issuance, just as you would for a CAC to be issued. If you do not know who your TA is or you do not have one, you can email Navy CAC PMO at CACPMO.fcm@navy.mil for assistance.

Question: How long are VOLACs issued for?

Answer: All VOLACs should be issued for a period of 3 years **or** the projected end date of the Volunteer's mission, whichever occurs first (see paragraph 8 in NAVADMIN 196/09).

Question: What is a Government Sponsor and who can be one?

Answer: A Government Sponsor is normally the government employee or active duty military member who is in the direct line of supervision over the Volunteer. A contractor, non-DoD government employee, non-active duty military member or a volunteer are not eligible to be

assigned as a Government sponsor. The eligibility requirements Government Sponsors must meet are listed in NAVADMIN 196/09.

Question: Would you please define who an eligible (Navy) Volunteer is?

Answer: Eligible Navy Volunteers are those personnel who provide voluntary services that support a Navy organization or an eligible student who will be working with the Navy. A list of eligible volunteer services can be found [here](#) and the eligibility requirements students must meet can be found [here](#).