DEFENSE MANPOWER DATA CENTER

SERVICEMEMBERS CIVIL RELIEF ACT WEBSITE

USERS GUIDE

VERSION 3.0

AS OF

NOVEMBER 20, 2014

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Welcome to SCRA 1

The SCRA website will help you determine if an individual is/was actively serving on active duty, or received a notice to serve, on a given date.

If you need to learn if an individual was actively serving, received a notice to serve, or was serving 367 days prior to a given date (e.g., loan date, default date, foreclosure date, etc.), you can specify the 'Active Duty Status Date', and the website will provide you with the information you need as to the status of the individual on that date.

Overview

The Servicemembers Civil Relief Act (SCRA) (50 USC App. §§ 501 et seq, as amended), formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940, provides important safeguards to members on active duty status in the area of financial management, including rental agreements, security deposits, evictions, installment contracts, credit card interest rates, mortgages, civil judicial proceedings, income tax payments, etc. As a financial service provider, this website will help you verify if an individual is eligible for the provisions of SCRA.

This document is intended to be used with the Defense Manpower Data Center (DMDC) SCRA website. The website supports laws and privileges related to active duty Service members and are free to the public.

The website will enable you to input identifying information along with a specific Active Duty Status Date and determine if the individual:

- Is on active duty on the date in question,
- Has left active duty within 367 days of the date in question, or
- Has been notified of call-up to active duty before the date in question.

What You Will Learn

In this guide, you will learn how to:

- ☑ Retrieve information on one individual, in real-time (Single Record Request).
- ☑ Obtain an individual's SCRA Certificate.
- ☑ Create and manage an Account (create an account, reset a forgotten password, a disabled account, etc.) with which you can retrieve information on multiple individuals at once (known as a Multiple Record Request, or "batch" request).

- ☑ Log In (for Multiple Record Requests)
- ☑ Format/Upload 'Request' files for Multiple Record Request(s).
- ☑ Download 'Result' file(s).
- ☑ Download Certificates for Multiple Record Request(s).
- ☑ Troubleshoot errors received while navigating through the site.

DoD Support

The Department of Defense (DoD) strongly supports the enforcement of the Servicemembers Civil Relief Act. Information provided is in support of Title 10 and a part of Title 14 for Army, Navy, Marine Corps, Air Force, NOAA, Public Health and Coast Guard. The data is extracted from DMDC's Defense Eligibility and Enrollment Reporting System (DEERS) database, which is the official source of data regarding eligibility for uniformed services medical care and other benefits and entitlements.

DMDC has issued thousands of "*does not possess any information indicating that the individual is currently on active duty*" responses and has experienced a very small error rate. Nevertheless, if you receive the above response and a family member, friend, or representative asserts that the individual is or was on active duty status for the active duty status date, or is otherwise entitled to the protections of the SCRA, you are strongly encouraged to obtain further verification of the person's status by contacting the associated Service, Service contact information can be found at: http://www.defenselink.mil/faq/pis/PC09SLDR.html. If you have evidence the individual is or was on active duty on the active duty status date provided and you fail to obtain this additional Service verification, punitive provisions of the SCRA may be invoked against you. See 50 USC App. § 521(c).

Useful Terminology

Below are some brief definitions of terms you will see as you navigate through the SCRA website:

Active Duty Status Date	The active duty status of the individual will be determined for this date. SCRA only reports on active duty dates from September 30, 1985 to present. (Note: SCRA 2.0 referred to this field as the "Date of Interest.")
Certificate	A document used as apparent evidence of the active duty status of the specified individual.
DOB	Date of birth
EID	Early Identification Date of notification, a notice for Reserve and Guard members to report to active duty at a future date. SCRA only reports on EID dates from October 2003 up to the current date.
SSN	Social Security Number

- **Title 10** — Title 10 of the United States Code outlines the role of Armed Forces and the legal basis for the roles, missions and organization of each of the Services as well as the United States Department of Defense.
- **Title 14** — Title 14 of the United States Code outlines the role of the United States Coast Guard.
- **Title 32** — Title 32 of the United States Code outlines the role of the United States National Guard. The National Guard is established under Title 32, but members are frequently activated to support the DoD, in which case their orders are covered under Title 10.

Look for this icon throughout the Guide for more useful tips and/or suggestions

IMPORTANT! – Please watch the "News" portion of the Home Page DAILY for the latest information on known website issues as well as information on future and current releases!

Single Record Request 2

Request a Single Record

Authentication is not required in order to use the system when performing a Single Record Request. There is no need to log in or create an account if the information you need is only for one individual at a time.

To perform a Single Record Request:

1. Choose Single Record Request from the navigation bar on the Home Page (https://www.dmdc.osd.mil/appj/scra/).
   Note: if this is your first time accessing the website and you receive a Security Certificate error message, see: Q1 in the Troubleshooting and FAQs section of this Guide.

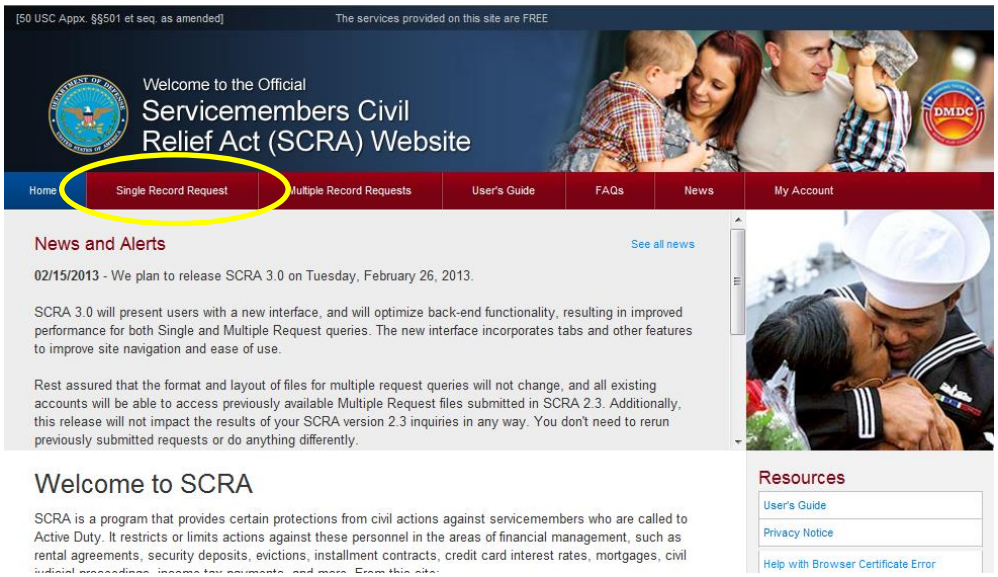


Figure 1. Select Single Request/Home

2. Click Single Record Request tab.
3. Once the SCRA Single Record Request screen appears (see Figure 2), complete the required fields. If the individual's SSN is unavailable, you can also obtain information by providing a Last Name and Date of Birth.

   Note: To confirm the accuracy of the information provided, please repeat the SSN (if available) in the corresponding duplicate field on the right-hand side of the form.

   Important: If the Active Duty Status Date *is not entered, the search will be based on the 'Default Active Duty Status Date' (today's date).*

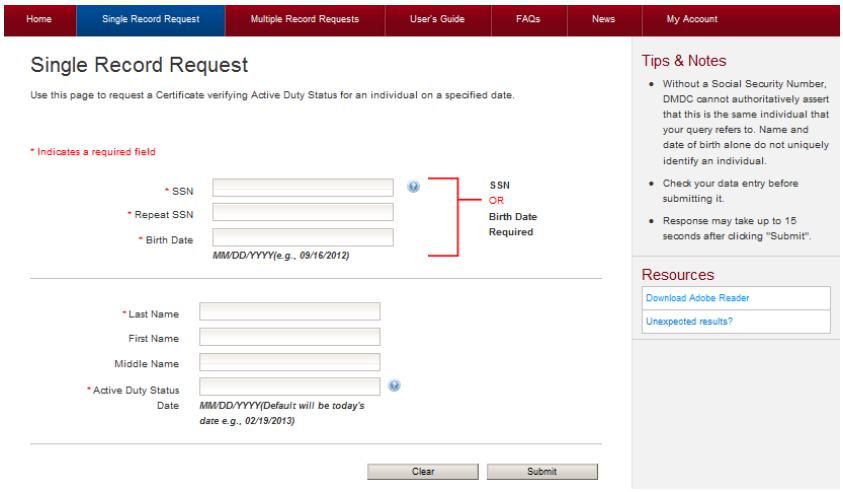


Figure 2. Single Record Request

Responses to your inquiries are based on the information you provide to DMDC.

Providing erroneous information will not provide you with the information you seek.

4. Click the Submit button.
5. The website will process the request to search for the individual's active duty status (if any) based on the information provided.
   Note: A search typically takes 10-15 seconds, but can be over 30 seconds. See the Troubleshooting and FAQs section of this Guide if you encounter any errors/issues.
6. Once the request has been processed, the website will provide a SCRA Certificate reporting the active duty status for the individual, in PDF format. See View/Print the Certificate for additional information about the Certificate provided.

To clear the Single Request screen:

1. On the SCRA Single Record Request screen, click Clear.
2. All fields on the screen will be cleared of previously entered text.

View/Print the Certificate for a Single Record Request

Certificates are provided as a result of a Single Request inquiry. Depending on the number of records returned from the search, one of the following Certificates will be provided:

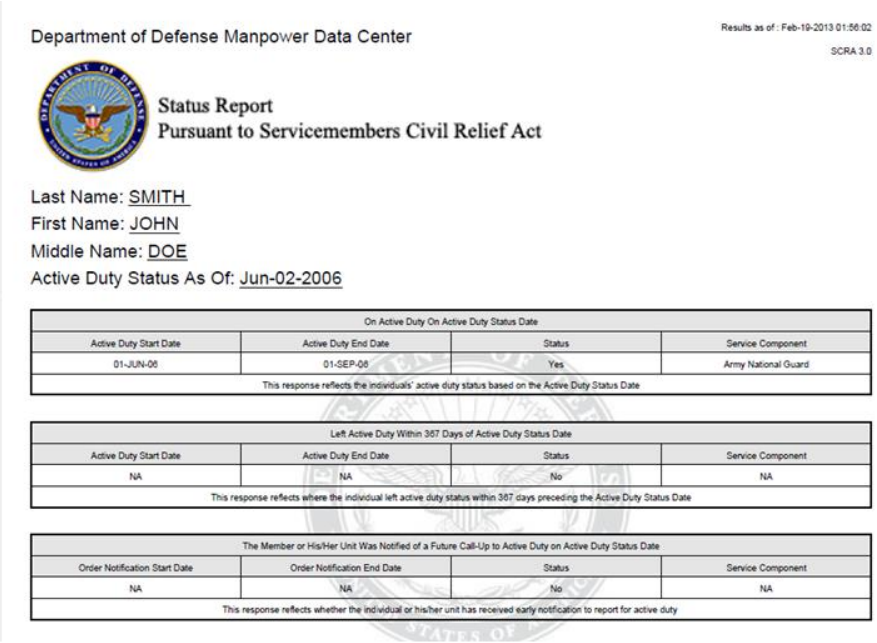
1. Status Report (single match found)
2. Status Report (multiple matches found)

The Status Report (single match found) will include the name provided on the Single Request Screen, the Active Duty Status Date, the Active Duty Start Date, the Active Duty End Date, the Active Duty Status, and the Service Component for each of the following conditions:

- On Active Duty On Active Duty Status Date
- Left Active Duty Within 367 Days of the Active Duty Status Date
- The Member or His/Her Unit Was Notified of a Future Call-Up To Active Duty on the Active Duty Status Date

Example:

To obtain certificates on multiple indiviuals at one time, you must use Multiple Record Request.



Department of Defense Manpower Data Center

Results as of : Feb-19-2013 01:56:02
SCRA 3.0

Status Report
Pursuant to Servicemembers Civil Relief Act

Last Name: SMITH
First Name: JOHN
Middle Name: DOE
Active Duty Status As Of: Jun-02-2006

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
01-JUN-06	01-SEP-06	Yes	Army National Guard
This response reflects the individuals' active duty status based on the Active Duty Status Date			

Left Active Duty Within 367 Days of Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects where the individual left active duty status within 367 days preceding the Active Duty Status Date			

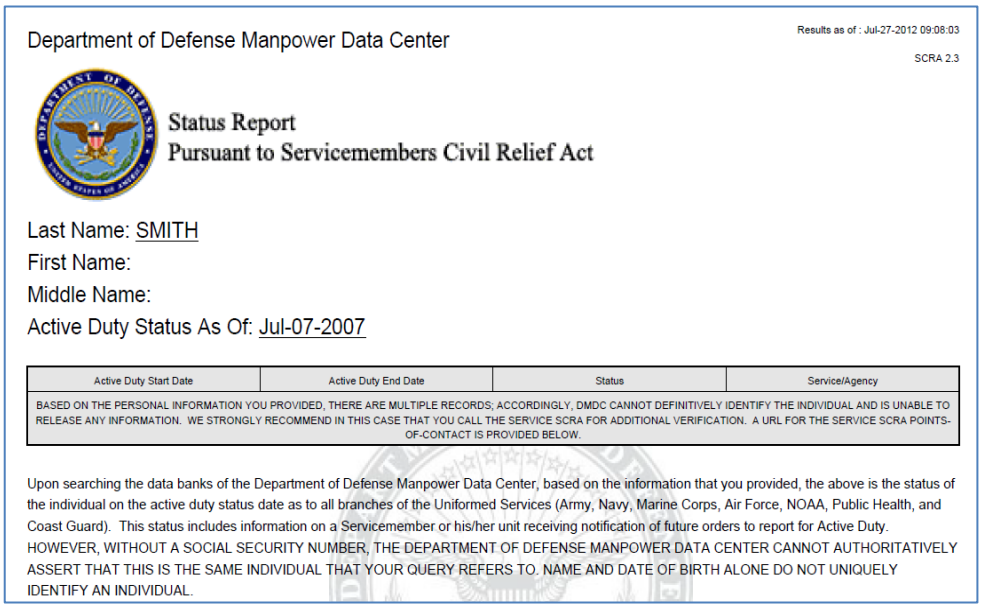
The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Active Duty Status Date			
Order Notification Start Date	Order Notification End Date	Status	Service Component
NA	NA	No	NA
This response reflects whether the individual or his/her unit has received early notification to report for active duty			

Figure 3. Status Report (Single Match)

To improve the quality of the match results, DMDC recommends that you enter as much known information as possible.

The Status Report (multiple matches found) is provided for informational purposes only and will include the Name and Active Duty Status Date based on the information provided; however since multiple records were found, DMDC cannot definitively identify the individual and therefore cannot release any information.

Example:



Department of Defense Manpower Data Center

Results as of : Jul-27-2012 09:08:03

SCRA 2.3

Status Report
Pursuant to Servicemembers Civil Relief Act

Last Name: SMITH
First Name:
Middle Name:
Active Duty Status As Of: Jul-07-2007

Active Duty Start Date	Active Duty End Date	Status	Service/Agency
BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS; ACCORDINGLY, DMDC CANNOT DEFINITIVELY IDENTIFY THE INDIVIDUAL AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU CALL THE SERVICE SCRA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERVICE SCRA POINTS-OF-CONTACT IS PROVIDED BELOW.			

Upon searching the data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the status of the individual on the active duty status date as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, NOAA, Public Health, and Coast Guard). This status includes information on a Servicemember or his/her unit receiving notification of future orders to report for Active Duty. HOWEVER, WITHOUT A SOCIAL SECURITY NUMBER, THE DEPARTMENT OF DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVELY ASSERT THAT THIS IS THE SAME INDIVIDUAL THAT YOUR QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY IDENTIFY AN INDIVIDUAL.

Figure 4. Status Report (Multiple Match)

WARNING

If you receive a response indicating DMDC *"does not possess any information indicating that the individual is currently on active duty"*, yet you have evidence the individual is or was on active duty for the Active Duty Status Date, and you fail to obtain additional Service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 521(c).

To print the Single Record Request Certificate:

1. From your browser menu bar choose *File > Print*.
2. Select the destination printer.
3. Click Print.

Multiple Record Requests 3

Request Multiple Records

You can request information on multiple individuals for current and historical Active Duty Status Dates.

To request information for multiple individuals:

1. Choose Multiple Record Request from the navigation bar on the Home Page (https://www.dmdc.osd.mil/appj/scra/).
   Note: if this is your first time accessing the website and you receive a Security Certificate error message, please see: Q1 in the Troubleshooting and FAQs section of this Guide.

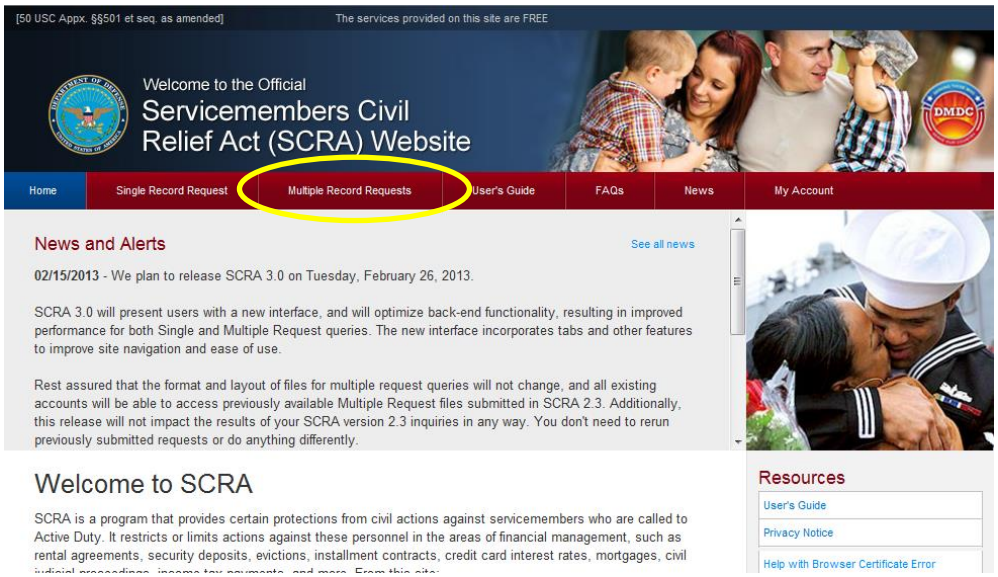


Figure 5. Select a Multiple Record Request

2. Click Multiple Record Request.
3. Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and Password.

Usernames are not case-sensitive.

If you forgot your password, see Reset Password. If you forgot your Username, you must create a new account.

Note: If this is your first time requesting multiple records, you must create a new account. If you've forgotten your password see Forgot Your Password for instructions on how to reset your password.

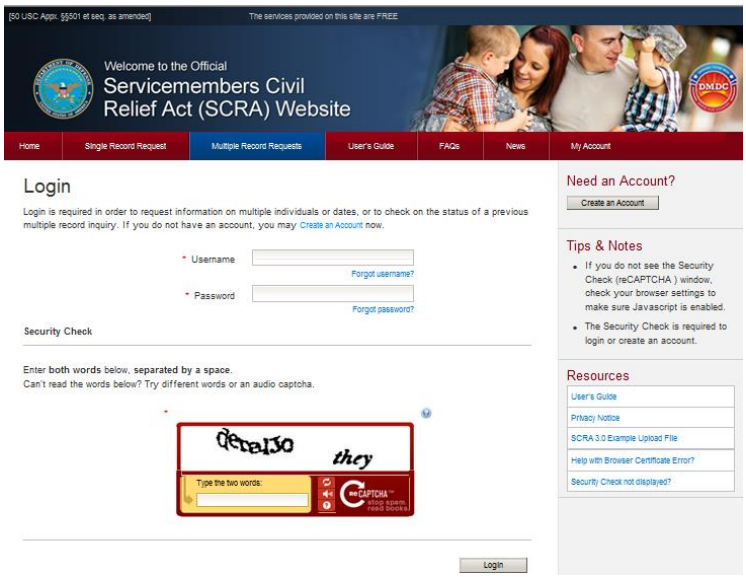


Figure 6. Login for Multiple Record Request

4. Type the text you see in the box below Username and Password.
   This security check has been added to protect the privacy of the Service members. Type the words that appear in the *Captcha* challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the *Captcha* box to get a new challenge.
5. Click Login.
6. Once the SCRA Multiple Record Request – Upload File(s) screen appears you are presented with the ability to upload request files and view the File Status of any previously uploaded files (if applicable).
   See Download Results in a separate section of this Guide for more information.

Certificates are not provided by default on individuals when requesting multiple records at a time.

If you require a certificate for reference, you must select the option to generate certificates.

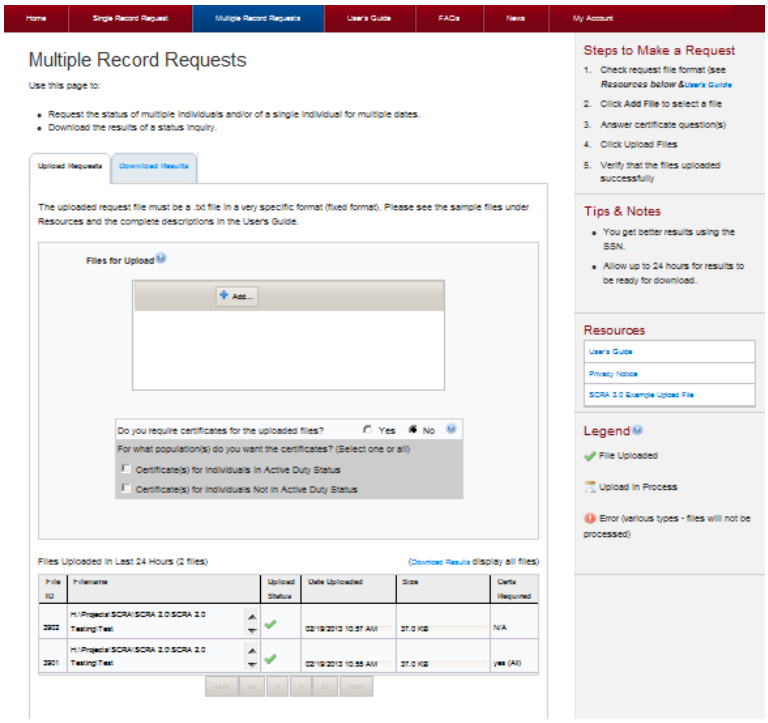


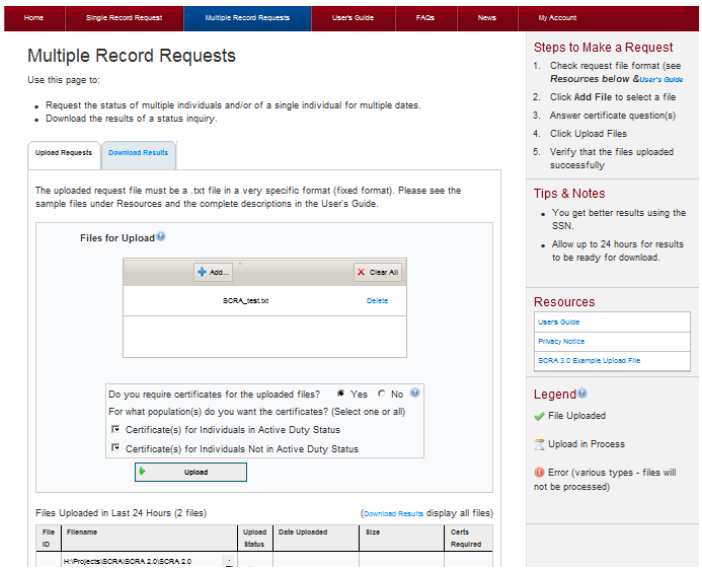
Figure 7. Upload File for Multiple Record Request

7. Click Add to add a new file to the upload list.
   If this is your first time at this website, it is imperative that you review Formatting the Request File prior to uploading a file.

8. A window displays allowing you to browse your computer's directory and select the Request file.

9. Once you locate the file, select the file, the filename will appear on the form.

10. If Certificates are required for the uploaded files, answer 'Yes' to the prompt. The default is No, the Certificate file is not required and will not be created.



For each account, a maximum of 50 Request files can be uploaded within a 24 hour period.

Each Request file cannot contain more 250,000 records.

Figure 8. File Selected for Upload

11. If you select Yes, you are prompted to select the population you want the certificates for, individuals on active duty service and/or individuals not on active duty service.
12. After making your certificate selection, click Upload.
13. The system will validate your file to ensure it is in a useable format. If it is, the file will be uploaded. If it is not in the correct format, you will be notified immediately. A file will not be processed unless it is validated.

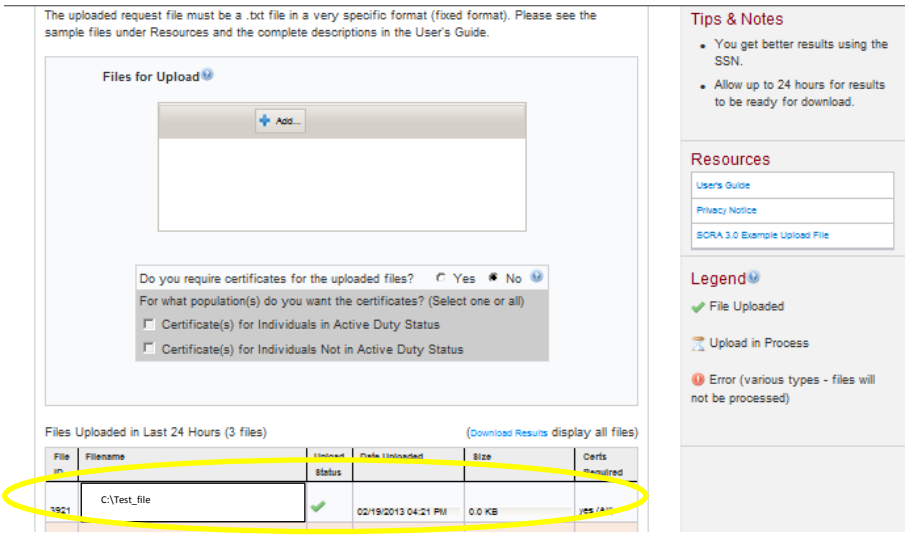


Figure 9. *Files Uploaded*

14. Return to the website in 24 hours to check the status of the file under the File Status portion of our screen. The Results file and the Certificate file will not necessarily be ready to download at the same time.

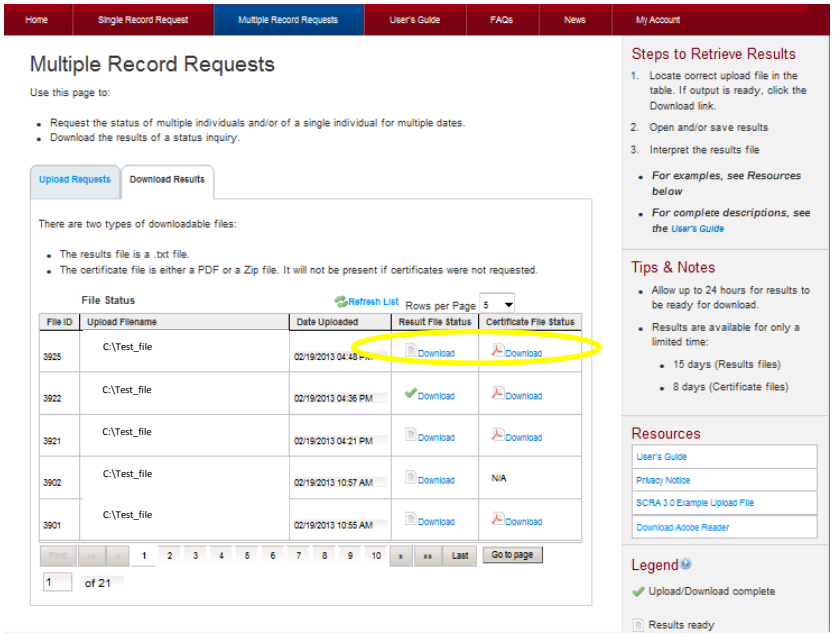


Figure 10. *Files Complete, Ready for Download*

15. If the results file has completed processing, the Result/Certificate File Status field,on the Download Results tab, will display the Results Ready Icon ( ) and a *Download* link.
16. Click the *Download* link. A window displays and you can browse your computer's directories and select where to save the Results file.
17. If you selected Yes, to the "Do you require certificates" option, the Certificate File Status field will display the certificate status. If the certificate file has finished processing, the status field will display the Certificate Ready Icon ( ) and the *Download* link.
18. Selecting the Certs Download button will display a dialog box prompting you to select ZIP or PDF download format. Make a selection.

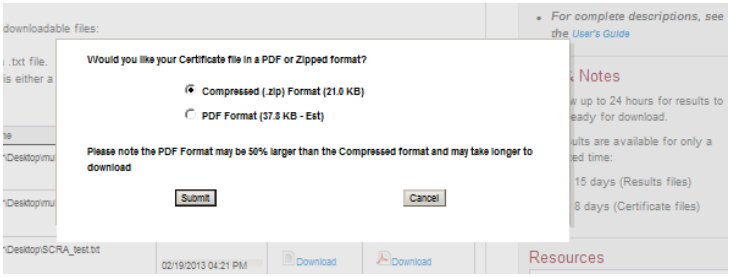


Figure 11. Certificate Format

19. Click Submit. A window displays and you can browse your computer's directory and select where to save the Certificate file.

See the *Troubleshooting and FAQs* section of this Guide if you encounter any errors/issues.

File Status

1. *All records in error*
   File processed but no records to process further as all records errored out.
2. *File Uploaded*
   File uploaded with at least one record to process in batch.
3. *Processing*
   Requests being processed.
4. *Complete*
   Requests processing complete.
5. *Download Complete*
   You have downloaded the result file. No error encountered during download.

6. *Upload stopped due to system error*
   Error encountered in the web application during upload. Please try your upload again.
7. *Download stopped due to system error*
   Error encountered in the web application during download. Please try your download again.
8. *System error*
   Please upload your file again, an error occurred during processing.
9. *File size too big*
   File exceeds the maximum size allowed. Please ensure your file is no more than 250,000 records.
10. *Exceeded limit of 50 Files within 24 hours*
    File exceeds the limit of 50 files submitted within a 24 hour period.
11. *Upload in process*
    The file is in the process of being uploaded.
12. *No Rows Uploaded*
    No records from the file were uploaded. Please ensure your file conforms to the file format in this document.
13. *Only Non-Affiliated Records Uploaded*
    All records in the file were Non-Affiliated Records.
14. *Download Period Expired*
    The File was uploaded more than 15 days in the past and the download period has expired. The records are no longer available. Please resubmit your file if you need these results.
15. *Certificates Requested*
    User has requested certificate generation.
16. *Certificates In-Progress*
    The Certificate File is being generated.
17. *Certificates Completed*
    The Certificate file has completed.
18. *Certificates Failed*
    The Certificate file generation failed.

The SCRA Multiple Record Request – Upload File(s) tab will display the File ID, File Name, Upload Status, Upload Date, Size, and Certificate Required. Download Request(s) tab will display File ID, Upload Filename, Upload Date, Results File Status, and Certificate File Status for each file that has been uploaded. The Upload Date displays the date and time the file was uploaded. Fifteen days after the upload date, the file expires and is no longer available for download. Thirty days after the download date, the historical record of this file is no longer visible.
Note: If you're returning to the website after an extended period of time (i.e., the minimum 24 hour processing time) you must first Log In before you can check the status of a file.

Formatting the Request File

A Request file contains information on multiple (up to 250,000) individuals and can be used to retrieve all associated status information at one time. The Request file must be formatted correctly to allow the DMDC database to read and process the information in it (see Request File Example for a visual reference).

Criteria for Matching an Individual

While *every field* must be accounted for, the three fields that are most important for validating a match are:

- Social Security Number (SSN)
- Last Name
- Active Duty Status Date

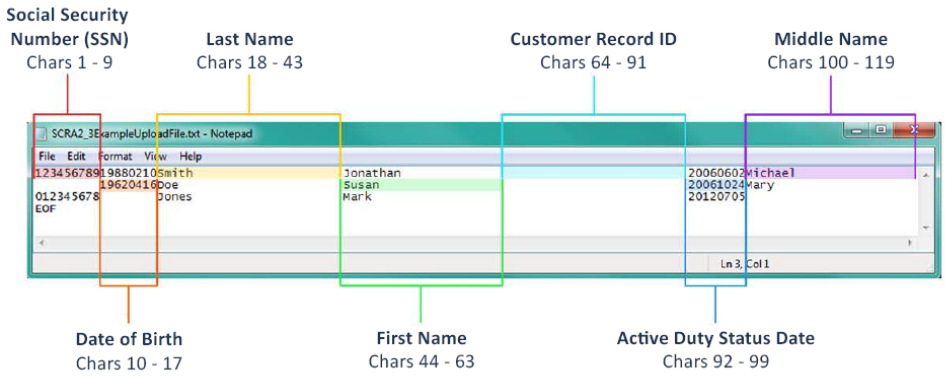
Note: Entries that are not valid will be represented in the Result file with an Error code.

File Information/Limitations

The Request file must be provided as follows:

- The file format must be 'fixed width' (See Request File Layout/Format table for Positions/Lengths)
- The file must be saved as a .txt (text only) file type
- The file must contain an End Of File (EOF) line as the last record in each file (see Request File Example for reference)
- The file cannot contain more than 250,000 records. The maximum number of records in a file will be enforced; this number is displayed on the SCRA Batch Request Upload File screen and may change for performance reasons.
- No more than 50 files can be uploaded in a 24 hour period

Request File Example



Request File Layout/Format

Position	Length	Type	Field Name	Format
1-9	9	Alphanumeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphanumeric	Last Name	Left Justified
44-63	20	Alphanumeric	First Name	Left Justified
64-91	28	Alphanumeric	Customer Record ID	Left Justified
92-99	8	Numeric	Active Duty Status Date	Left Justified; YYYYMMDD
100-119	20	Alphanumeric	Middle Name	Left Justified

Field Descriptions

- **SSN**
  The Social Security Number must be entered without spaces or dashes (e.g., 00022333). It must be nine numbers long and include leading zeros, if necessary.
- **Date of Birth**
  The Date of Birth must be numeric in the following format: YYYYMMDD. No spaces, dashes, or slashes in the date of birth. If a date of birth is not used you may substitute 8 blank spaces.
- **Last Name**
  This is the last name of the person of interest.
- **First Name**
  This is the first name of the person of interest.
- **Customer Record ID**
  This is an optional field for your personal use. It could be a loan ID or any other identifier you would like to link with the record.
- **Active Duty Status Date**
  The date queried to determine the status of the individual – to check whether or not the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not. The date can be the loan origination, foreclosure, etc. It must be numeric in the following date format: YYYYMMDD. The date must be after 19850930 and cannot be a future date.
- **Middle Name**
  This is the middle name of the person of interest.

Download Results

Once a Request file has been successfully completed, a Result file will be available to download to your computer. The result file contains the SCRA version number in the prefix of the filename, e.g., scra3_0_*myfilename.txt*. When upgrades to SCRA occur,

this allows you to identify the version of SCRA that processed the file.

Note: If you have left the SCRA website, you must Log In again to obtain Result file(s).

To download a Result file:

Responses to your inquiries are based on the information provided to DMDC.

Providing erroneous or improperly formatted information will not provide you with the information you seek.

1. Once logged in, the SCRA Multiple Record Request – Download Results(s) screen provides a list of files available for downloading.

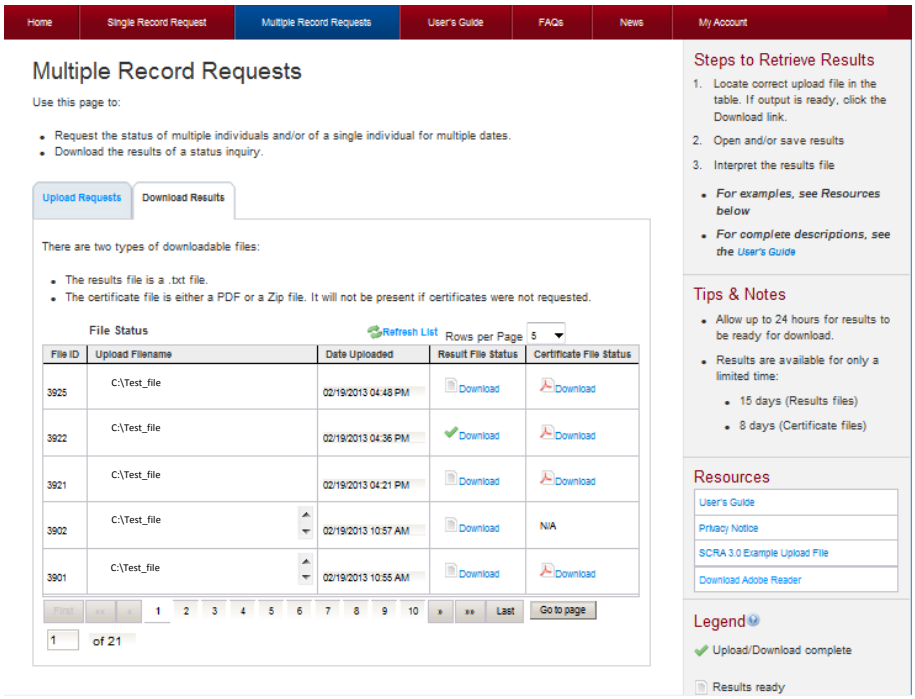


Figure 12. File Status

2. Locate the desired Result file in the list and click Download in the Results File Status column associated with that file.

3. A window will appear so you can navigate to the location on your computer where you want to save the file.

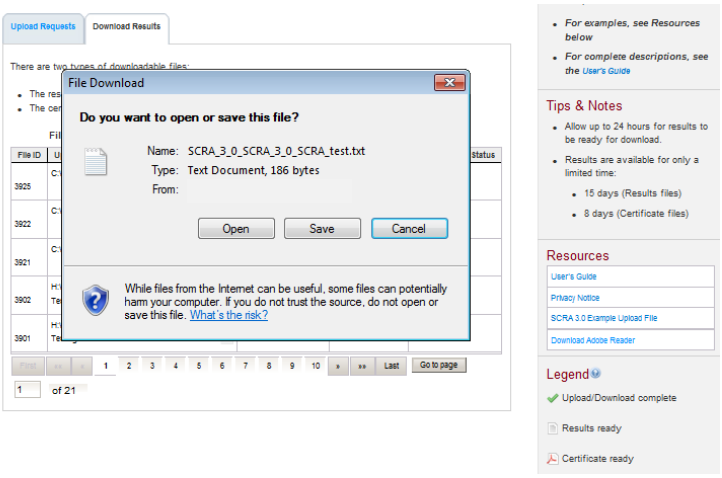


Figure 13. Open or Save File

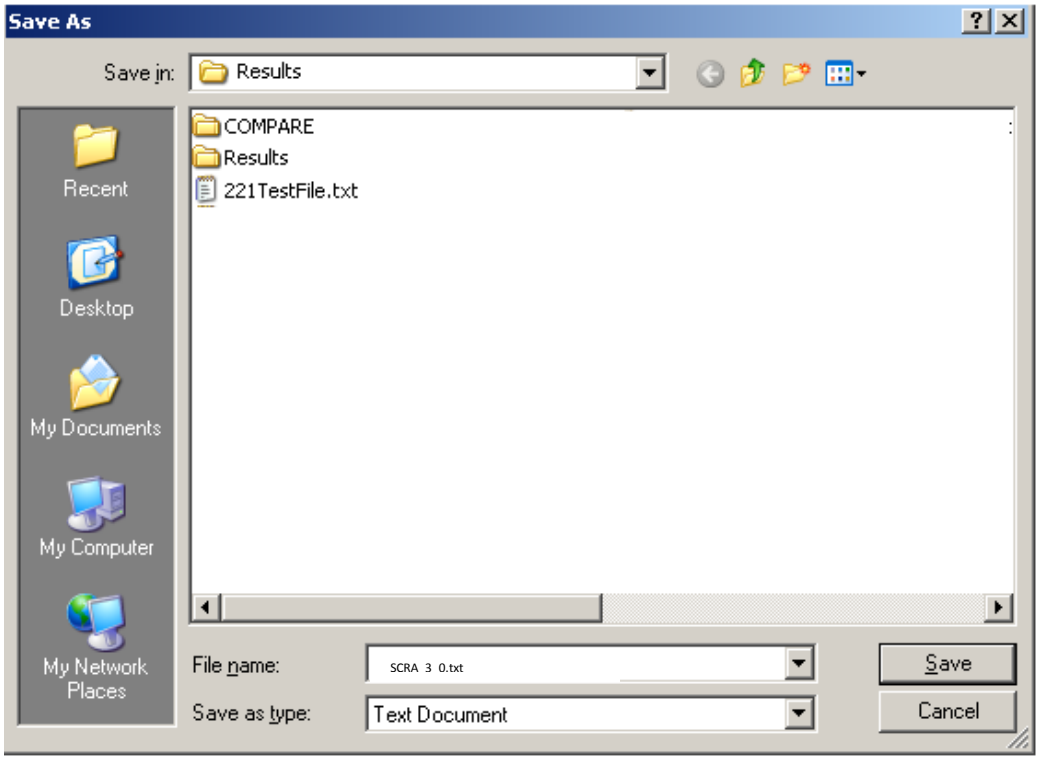


Figure 14. Save File

4. After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

Interpreting the Result File

A Result file includes the original information (from your Request file) and additional information added to the end; these characters are the results for each individual.

File Information

Like your Request file, each Result file will:

- Be in a 'fixed width' format
- Result File Layout/Format table below
- Contain an End of File (EOF) line as the last line in the file

Result File Example

Result File Layout/Format

Position	Length	Type	Field Name	Format
1 - 9	9	Alphanumeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphanumeric	Last Name	Left Justified
44-63	20	Alphanumeric	First Name	Left Justified
64-91	28	Alphanumeric	Customer Record ID	Left Justified
92-99	8	Numeric	Active Duty Status Date	Left Justified; YYYYMMDD
100	1	Alphanumeric	Blank	Left Justified
101	1	Alphanumeric	On Active Duty on the Active Duty Status Date	See Active Duty on Active Duty Status Date description below
102	1	Alphanumeric	Left Active Duty <=367 Days from the Active Duty Status Date	See Left Active Duty <=367 Days from the Active Duty Status Date description below
103	1	Alphanumeric	Notified of Active Duty Recall on Active Duty Status Date	See Notified of a Future Call-Up to Active Duty on the Active Duty Status **Date** description below
104-111	8	Numeric	Active Duty End Date	See Active Duty End Date description below
112	1	Numeric	Match Result Code	See Match Result Code description below
113	1	Numeric	Error	See Error description below
114-121	8	Numeric	Date of Match	YYYYMMDD
122-129	8	Numeric	Active Duty Begin Date	Left Justified; YYYYMMDD
130-137	8	Numeric	EID Begin Date	Left Justified; YYYYMMDD
138-145	8	Numeric	EID End Date	Left Justified; YYYYMMDD
146-147	2	Alphanumeric	Service Component	See Service Component Codes
148-149	2	Alphanumeric	EID Service Component	See Service Component Codes
150-169	20	Alphanumeric	Middle Name	Left Justified
170-184	15	Alphanumeric	Certificate ID	Left Justified

Field Name Descriptions

For every individual in the Request file, their personal information and the Active Duty Status Date is returned for reference. Match results are added to the end of each record.

- **SSN**
  The Social Security Number of the person of interest as provided in the Request file.
- **Date of Birth**
  The Date of Birth is numeric in the following format: YYYYMMDD.
- **Last Name**
  The last name of the person of interest as provided in the Request file.
- **First Name**
  The first name of the person of interest as provided in the Request file.
- **Customer Record ID**
  This is an optional field, and is the same value as provided in the Request file, if any.
- **Active Duty Status Date**

  This is the Active Duty Status As Of date as provided in the Request file.
- **Active Duty on Active Duty Status Date**
  This indicates if the person was on active duty on the Active Duty Status Date. The values returned describe the following (See Active Duty Definition below for further information on what qualifies as Active Duty):
  - **Y**: Yes, On Active Duty on the Active Duty Status Date and that period of Active Duty has ended
  - **X:** Yes, On Active Duty on the Active Duty Status Date and is still on Active Duty
  - **N:** No, Not on Active Duty on the Active Duty Status Date (see Left Active Duty <=367 Days from the Active Duty Status Date for additional information in this file)
  - **Z:** No Active Duty Uniformed Service affiliation or an issue with the data input. (See Error section for further information)

Active Duty Definition:
Active Duty status, as reported in this file, is defined in accordance with 10 USC § 101(d) (1). Prior to 2007, DMDC only received information on active duty periods of more than 30 consecutive days. In the case of a member of the National Guard, Active Duty includes service under a call to active service authorized by the President or the Secretary of Defense under 32 USC § 502(f) for purposes of responding to a national emergency declared by the President and supported by Federal funds. All Active Guard Reserve (AGR) members must be assigned against an authorized mobilization position in the unit they support. This includes Navy Training and Administration of the Reserves (TARs), Marine Corps Active Reserve (ARs), and Coast Guard Reserve Program Administrator (RPAs).

Active Duty status also applies to a Uniformed Service member who is an active duty commissioned officer of the U.S. Public Health Service or the National Oceanic and Atmospheric Administration (NOAA Commissioned Corps).

Coverage under the SCRA is broader in some cases and includes some categories of persons on active duty for purposes of the SCRA who would not be reported as on Active Duty in this file.

Many times orders are amended to extend the period of active duty, which would extend SCRA protections. Persons seeking to rely on the data in this file should check to make sure the orders on which SCRA protections are based have

not been amended to extend the inclusive dates of service. Furthermore, some protections of the SCRA may extend to persons who have received orders to report for active duty or to be inducted, but who have not actually begun active duty or actually reported for induction. The Last Date on Active Duty entry is important because a number of protections of the SCRA extend beyond the last dates of active duty.

- **Left Active Duty <=367 Days from the Active Duty Status Date**
  This indicates if the person left active duty within 367 days prior to the Active Duty Status Date, and is only applicable if the On Active Duty on Active Duty Status Date field is 'N'.
  - **Y:** Yes
    This person left active duty within 367 days prior to the Active Duty Status Date.
  - **N:** No
    This person did not leave active duty within 367 days prior to the Active Duty Status Date.
  - **Z:** Not Applicable or Error
    There was either no active duty Uniformed Service affiliation found, or there was an issue with the data input. (See Error section for further information)

- **Notified of a Future Call-Up to Active Duty on the Active Duty Status Date**
  This indicates the Active Duty Status Date is within the uniformed service member's notification period to report for active duty. The values returned describe the following:
  - **Y:** Yes
    Active Duty Status Date falls within the future call-up to Active Duty period.
  - **N:** No
    Active Duty Status Date does not fall within the future call-up to Active Duty period.
  - **Z:** Not Applicable or Error
    There was either no active duty uniformed service affiliation found or an issue with the data input. (See Error section for further information)

- **Active Duty End Date**
  The Active Duty End Date will be populated if the Service Member left active duty under two conditions.
  1. The individual was on active duty on the Active Duty Status Date, and that active duty period has subsequently ended.
  2. The individual was not on active duty on the Active Duty Status Date, but left active duty within 367 days prior to the Active Duty Status Date.

  If there is no Active Duty End Date, it will be returned as '00000000'. When the individual was on Active Duty on the Active Duty Status Date and that period of Active Duty has ended, the Active Duty End Date (positions 104-111) will be populated as formatted in the Result File Layout/Format table above.

- **Match Result Code**

When matching an individual's information from the Request file against the individual in the DMDC database, the result of the match will be indicated by a Match Result Code value. The values are as follows:

- **1:** Match - SSN, Date of Birth, Last Name, and First Name
  There was a record match on SSN, Last Name, First Name, and Date of Birth.
- **2**: Match - SSN, Date of Birth, and Last Name
  There was a record match on SSN, Last Name, and Date of Birth.
  If you obtain additional information about the person (e.g., First Name), we encourage you to submit your request again to improve the quality of this match.
- **3:** Match - SSN, Last Name, and First Name
  There was a record match on SSN, Last Name, and First Name.
  If you obtain additional information about the person (e.g., a Date of Birth), we encourage you to submit your request again to improve the quality of this match.
- **4:** Match – SSN and Last Name
  There was a record match on SSN and Last Name.
  If you obtain additional information about the person (e.g., a First Name and a Date of Birth), we encourage you to submit your request again to improve the quality of this match.
- **5:** Not Affiliated Individual
  According to our records, we could not determine that this person is or ever was affiliated with the uniformed services.
- **6:** Last Name and Date of Birth
  There was a record match on Last Name and Date of Birth.
- **7:** No Match
  According to our records, the information you provided failed to match to a Service member in our database. This could be because the SSN and Name you provided do not match to any Service member in our database, or the Last Name and Date of Birth you provided do not match to any Service member in our database.
- **9:** Insufficient information to perform a match
  There was not enough information to attempt a match. Check the Error field for more information. Ensure all required fields are populated.

- **Error**

This field is used to indicate possible errors. The values are as follows:

- **1:** Missing required field
  A required field is missing. See Criteria for Matching an Individual for further information.
- **2:** Invalid SSN
  The social security number given is invalid. It must be a 9 digits and alphanumeric. There cannot be dashes or spaces. Letters (e.g., alpha characters) are invalid. Leading zeros are required.
- **3:** Invalid date

The date must have the following format, YYYYMMDD. The Active Duty Status Date must be after 19850930 and none of the dates can be in the future. There cannot be dashes (-), slashes (\ /), periods (.), or spaces.

- **4:** Multiple Records
  DMDC cannot definitively identify the individual because multiple records were found based on the information you provided. More information may be required to confirm the correct record.
- **9:** No Errors
  No errors were found.
- **B:** Invalid date of birth
  The date of birth must have the following format, YYYYMMDD.
- **D:** Invalid first name
  The first name is an optional field for the customer's use. This error may occur if the first name does not appear in the file in the correct location.
- **E:** Invalid customer ID
  The customer ID is an optional field for the customer's use. It could be a loan ID or any other identifier the customer would like to link with the record. This error may occur if the first name does not appear in the file in the correct location.
- **G:** Invalid middle name
  The middle name is an optional field for the customer's use. This error may occur if the middle name does not appear in the file in the correct location.

- **Date of Match**
  This field is used to record the date that DMDC completed the SCRA match. It is effectively the “as of” date of the match. The current active duty status of Service members can and does change daily, so it’s important to record when the SCRA match was completed.

- **Active Duty Begin Date**
  The date the service member entered active duty

- **EID Begin Date**
  The start date of the order notification

- **EID End Date**
  The end date of the order notification

- **Service Component**
  Used by the DoD to classify service positions. The values are as follows:
  - **1:** AG
    Army National Guard
  - **2:** AR
    Army Active Duty
  - **3:** AT
    Army Temporary
  - **4:** AV
    Army Reserve
  - **5:** AZ
    Army Unknown

- **6:** CR
  Coast Guard Active Duty
- **7:** CV
  Coast Guard Reserve
- **8:** FG Air
  National Guard
- **9:** FR
  Air Force Active Duty
- **10:** FT
  Air Force Temporary
- **11:** FV
  Air Force Reserve
- **12:** HR
  Public Health Services
- **13:** MR
  Marines Corps Active Duty
- **14:** MT
  Marine Corps Temporary
- **15:** MV
  Marine Corps Reserve
- **16:** MZ
  Marine Corps Unknown
- **17:** NR
  Navy Active Duty
- **18:** NT
  Navy Temporary
- **19:** NV
  Navy Reserve
- **20:** NZ
  Navy Unknown
- **21:** OR
  Nat'l Oceanic & Atmospheric Administration
- **22:** ZZ
  N/A (Unaffiliated)

- **EID Service Component**
  Used by the DoD to classify service positions
  - **1:** AG
    Army National Guard
  - **2:** AR
    Army Active Duty
  - **3:** AT
    Army Temporary
  - **4:** AV
    Army Reserve
  - **5:** AZ
    Army Unknown

- **6:** CR
  Coast Guard Active Duty
- **7:** CV
  Coast Guard Reserve
- **8:** FG Air
  National Guard
- **9:** FR
  Air Force Active Duty
- **10:** FT
  Air Force Temporary
- **11:** FV
  Air Force Reserve
- **12:** HR
  Public Health Services
- **13:** MR
  Marines Corps Active Duty
- **14:** MT
  Marine Corps Temporary
- **15:** MV
  Marine Corps Reserve
- **16:** MZ
  Marine Corps Unknown
- **17:** NR
  Navy Active Duty
- **18:** NT
  Navy Temporary
- **19:** NV
  Navy Reserve
- **20:** NZ
  Navy Unknown
- **21:** OR
  Nat'l Oceanic & Atmospheric Administration
- **22:** ZZ
  N/A (Unaffiliated)

- **Middle Name**
  The middle name of the person of interest as provided in the Request file.
- **Certificate ID**
  The certificate identifier used to locate a certificate in the certificate file. This can also be blank if you did not choose to create a certificate file.

Download Certificates

Once a Certificate file has been successfully completed, a certificate file will be available to download to your computer. The certificate file contains the SCRA version number in the prefix of the filename, e.g., scra3_0_*myfilename.txt*. When

Responses to your inquiries are based on the information provided to DMDC.

Providing erroneous or improperly formatted information will not

upgrades to SCRA occur, this allows you to identify the version of SCRA that processed the file.

Note: If you have closed you browser, you must Log In again to obtain Certificate file(s).

To download a Certificate file:

1. Once logged in, the SCRA Multiple Record Request – Download Request(s) screen provides a list of files available for downloading.

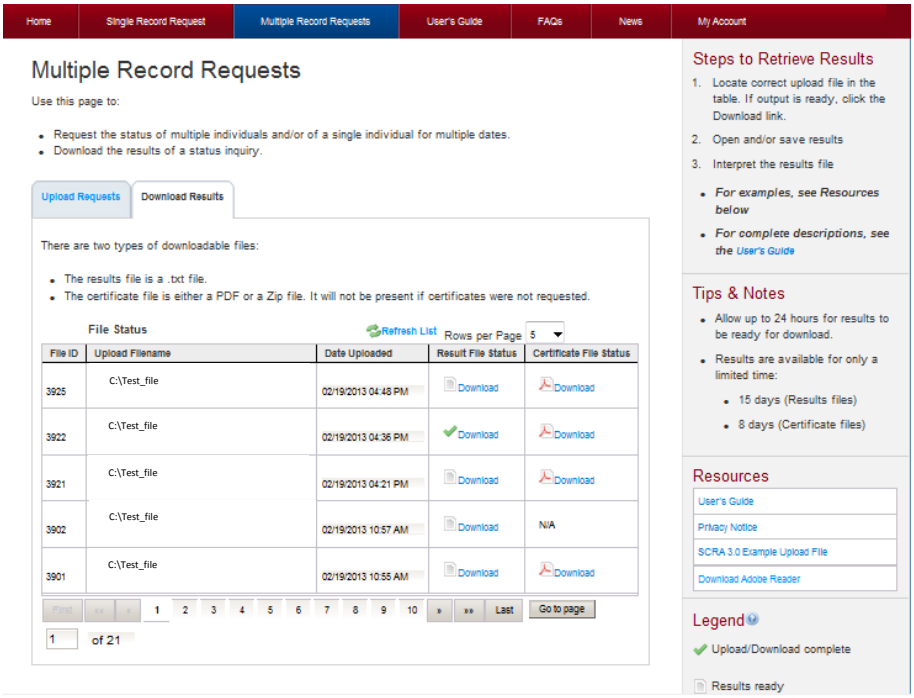


Figure 15. Certificate File

2. Locate the desired Certificate file in the list and click Download in the Results File Status column associated with that file.

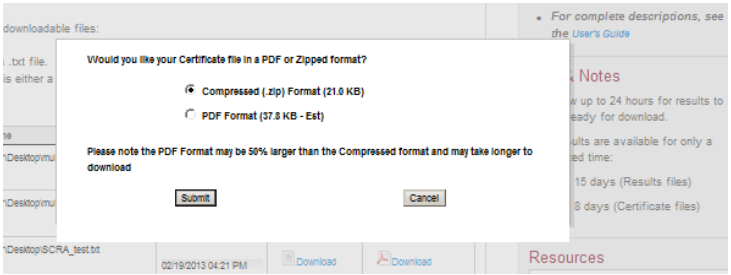


Figure 16. Certificate File

3. A window will appear for you to choose the format type, compressed (ZIP) or PDF format. Note the approximate size of the file is displayed. Click submit to download the file or Cancel to return to the Upload File(s) screen.

4. A window will appear and you can navigate to the location on your computer where you want to save the file.

5. After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

Managing Your Account

4

Need a New Account

Since this is a public website, accessible to anyone at any time, a Username and Password combination is used to ensure that only you can track and recover the file(s) you uploaded.

To create an Account:

1. Choose the My Account tab on the navigation bar on the Home Page (https://www.dmdc.osd.mil/appj/scra/). You can also access account creation from the Multiple Record Request tab in the navigation bar and selecting the Create an Account button on the right side under the 'Need an Account' heading.
Note: if this is your first time accessing the website and you receive a Security Certificate error message, please see: Q1 in the Troubleshooting and FAQs section of this Guide.

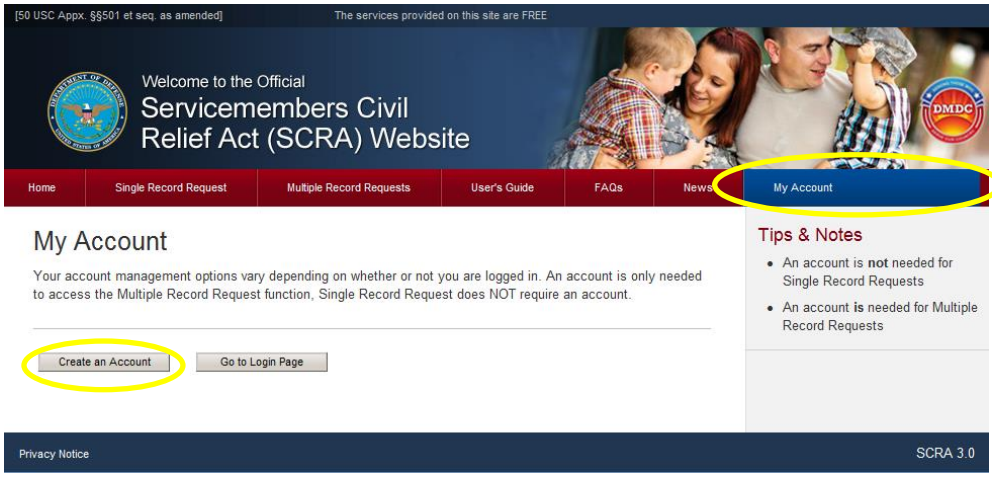


Figure 17. Select My Account

2. Click Create an Account.

3. The Create an Account screen will appear:

Retain your Username, Password, and Challenge Questions/Answers in a safe place for future reference.

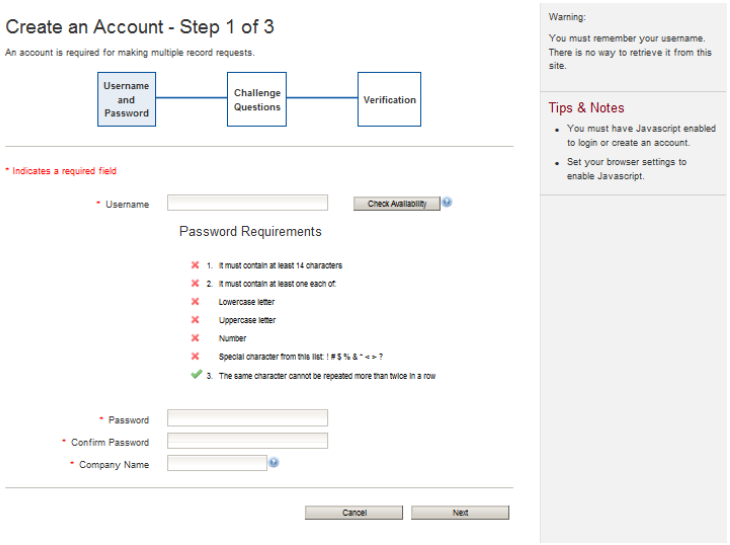


Figure 18. Apply for a new Account

4. Enter a Username, Password, Confirm Password (same as Password), and Company Name, Step 2 of 3 will ask you to answer three different security questions (see Guidelines below).
   Note: To check if the Username is already in use, click Check Availability)

5. Step 3 of 3 is the security check.
   This security check has been added to protect the privacy of the Service members. Type the two words that appear in the ReCaptcha challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the ReCaptcha box to get a new challenge.

Guidelines	
Username	▪ Must be unique
Password	▪ Must be *at least* 14 characters in length ▪ Must include a minimum of: - One upper case letter - One lower case letter - One number - One special character (e.g., # & %, etc.) ▪ The account is disabled if not used within 60 days ▪ The account is locked after 3 failed attempts ▪ The password must be changed every 60 days
Confirm Password	▪ Repeat exactly the information you entered into the 'Password' field.
Company Name	▪ Name of Company submitting the Requests *Even if you are requesting information on behalf of another company, you must enter the name of your company*

Challenge Questions	The Challenge Questions are a security measure to verify you are the legitimate owner of the SCRA account. These are used when requesting to reset an account's password. ▪ Answers are directly associated to adjacent Questions. ▪ Answers are case-sensitive. ▪ Once a Question has been chosen, it cannot be used again for a subsequent Question/Answer combination. *If resetting an account password, all answers must be correctly provided, in addition to the Username (see above).*

See the Troubleshooting and FAQs section of this Guide if you encounter any errors/issues.

Log In

Once you have created an account, you can Log In to Request Multiple Records or Download Results that have finished processing.

To Log In:

1. Choose Multiple Record Request tab in the navigation bar to log in. You can also access log in by selecting the My Account tab on the top navigation bar and select the 'Go to Login Page' button.

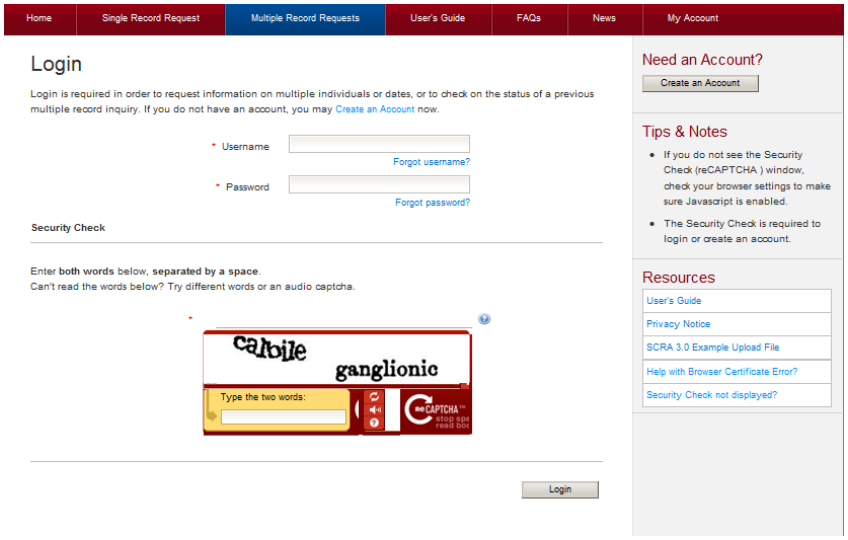


Figure 19. Login To access Multiple Record Request

2. Click Login.
3. Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and Password.

If this is your first time requesting multiple records you must create a new account, Need a New Account. If you've forgotten your password Forgot Your Password.

4. Type the text you see in the box below Username and Password.
   This security check has been added to protect the privacy of our Service members. Type the two words that appear in the ReCaptcha challenge box or click the "speaker" icon to listen to an audio challenge. If you cannot solve the challenge, click the "reload" icon in the ReCaptcha box to get a new challenge.
5. Click **LOGIN.**
6. You can now Request Multiple Records, check File Status, or Download Results as needed.

If you forgot your password, see Forgot Your Password if you forgot your Username, you must Create a New Account

Forgot Your Password

In the event you forget your account password, you can reset it if you remember your Username and the answers to the questions you selected during initial account creation. If you don't remember your username and/or the answers to the questions you selected during account creation, see Need a New Account to create a new account.

To reset your password:

1. Choose Multiple Record Request on the tab on the navigation bar.

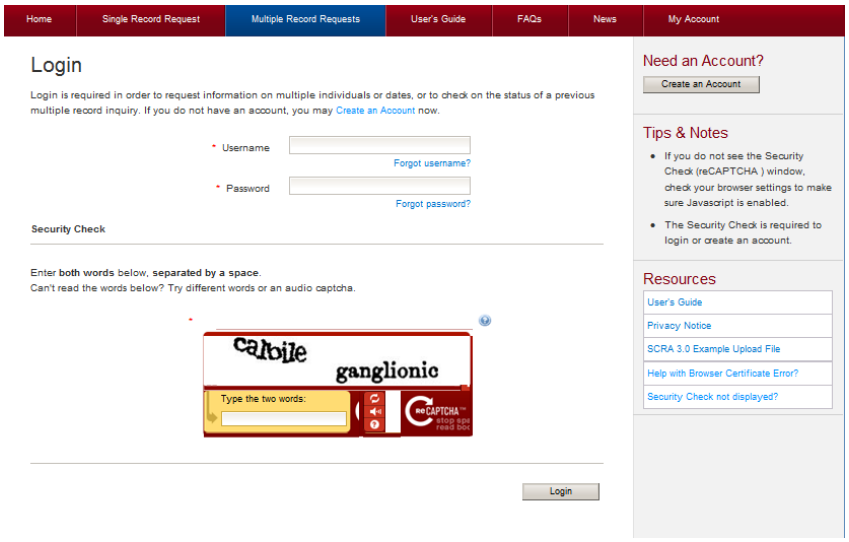


Figure 20. Select a Multiple Record Request

Passwords and Answers are case-sensitive.

You are provided 3 attempts to correctly answer the Challenge Questions. If you fail to answer the questions correctly after 3 attempts, your account will become disabled.

2. Once the SCRA Multiple Record Request – Log In screen appears, enter your Username and then click on the 'Forgot password?' link beneath the Password field.

3. The Reset Password screen will appear with the Challenge Questions you selected during initial account creation and their corresponding entry fields.

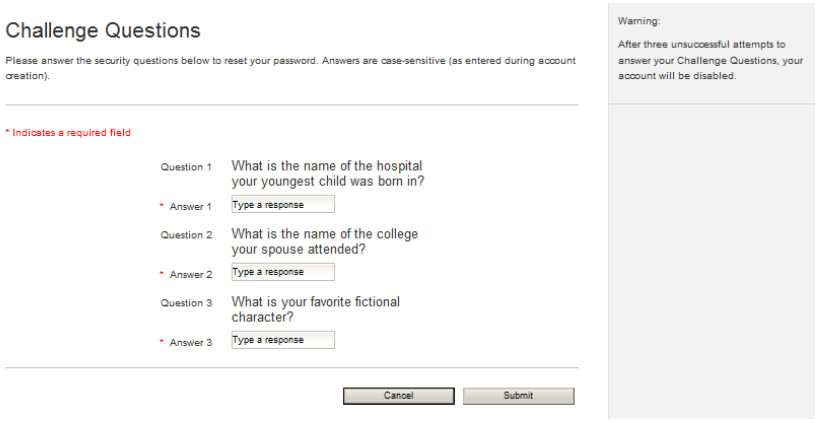


Figure 21. Forgot Your Password?

4. Enter the answers to the Questions and then click Submit.

The New Password screen will appear

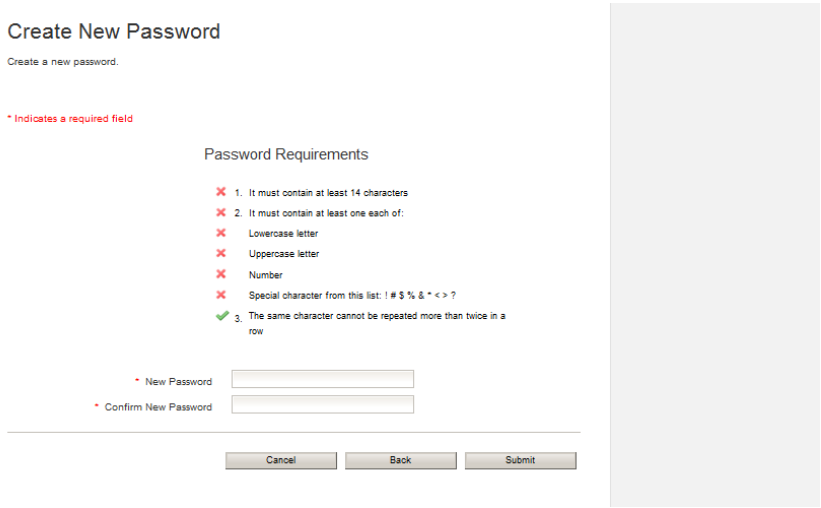


Figure 22. Forgot Your Password?

5. Enter and confirm a new password. You new password cannot be the same as your old password.

6. Click Submit.

Expired Password

SCRA account passwords expire every 60 days. Five days before your password expires, after you have successfully logged in, a message will display

indicating that your password will expire. You may choose to reset your password, or continue without resetting the password.

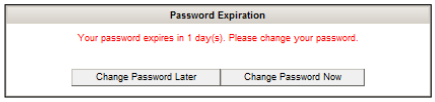


Figure 23. Forgot Your Password?

You may continue without changing your password. However, after you have successfully logged in, if the expiration date is reached, the screen will display a message indicating that your password has expired and you must change your password. The following will display:

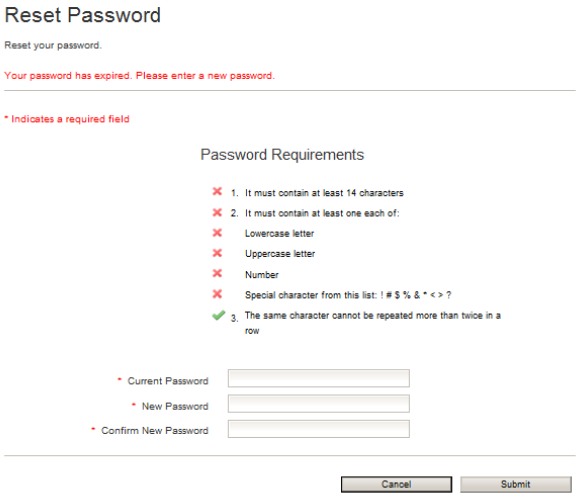


Figure 24. Forgot Your Password?

1. Type your current password in the Current Password field.
2. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
3. Type your new password again in the Confirm New Password field.
4. Click Submit.
5. If the new password is not accepted, a message displays indicating that your password was not changed.
6. If the new password is accepted, the Upload File(s) screen is displayed, a message indicates that the password change was successful.

Disabled Accounts

Since the website is public and accessible to anyone at any time, additional security measures are in place to ensure that that only you are allowed to track and recover the file(s) you uploaded. Below are reasons your account might be disabled:

- **Inactivity**
  If you have not logged in to the system within the last 60 days, the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.

- **Forgotten Username/Password/Challenge Questions**
  If you cannot successfully answer the Challenge Questions after three attempts during the Forgot Your Password process, your account will be immediately disabled and all of the information associated to your account will no longer be accessible.

  In order to Request Multiple Records again, you must create a new account. Any previous requests, regardless of status, will need to be re-requested after your new account is created.

Troubleshooting and FAQs 5

General Questions/Issues

If you're experiencing any problems with the website, please read the information below:

Q1. Why am I receiving a Security Certificate error message (Digital Certification Help)?

Q2. Why can't I get to the website?

Q3. Does the website restrict my access in any way?

Q4. Is the information between my computer and the DMDC database encrypted?

Q5. Who do I contact for general website assistance?

Q6. Does the website maintain cookies?

Q7. Can I use SCRA for employment verification?

Q8. Where does it say Title 32 isn't covered?

Q9. What is Title 32 vs Title 10 with respect to SCRA?

Q10. How do I get rid of the Security error I get on your site?

Q11. Does the Security Certificate error I get on the SCRA website mean the site is not secure?

Q12. How long do you keep the information in the database?

Request(s) Questions/Issues

If you're experiencing any problems with your Requests, please read the information below:

Q13. How do I get an SCRA Certificate?

Q14. Receiving a 'Missing Required Field' error

Q15. Receiving a 'Social Security Number is Invalid' error

Q16. Receiving 'Invalid Date' error

Q17. How many Requests can I make each day?

Q18. What is the maximum number of individuals I can request in one file?

Q19. Can I request multiple dates for one individual?

Q20. Do the Request file filenames need to be unique in order to upload?

Q21. What format does the Request file need to be in?

Q22. Does the SCRA website include ALL active duty periods?

Result(s) Questions/Issues

If you're experiencing any problems with your Results, please read the information below:

Q23. How long do you keep Multiple Record Request Certificate files?

Q24. How long will the website keep my Result files?

Q25. When will my Result file(s) be available?

Q26. I can't find my Result file(s) anymore, why not?

Q27. How can I download multiple Result files at a time?

Account Questions/Issues

If you're experiencing any problems with your Account, please read the information below:

Q28. Where are the Certificates for each individual in the Result file?

Q29. Do I need an Account?

Q30. What if I forgot my Username and/or Password?

Q31. Why is my account disabled?

Q32. How can I get Result file(s) from a disabled account?

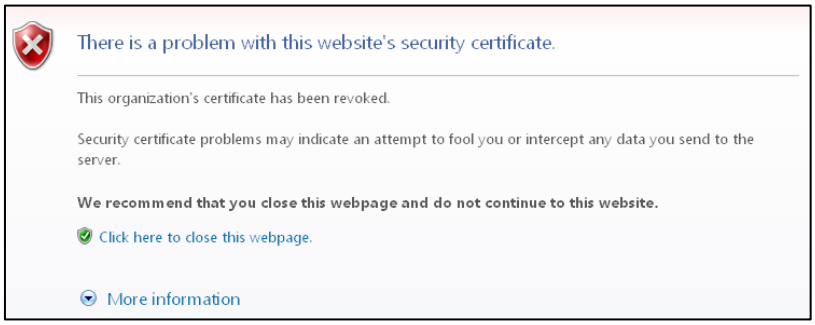
Answers

Below are the answers to the Questions/Issues above:

Q1. Why am I receiving a Security Certificate error message (Digital Certification Help)?

All internet communications between your computer and the DMDC SCRA website are encrypted using SSL standards set by the Department of Defense. Under normal circumstances, web pages are automatically encrypted using a DoD certificate public key, in order to send Privacy Act data in an encrypted form across the Internet. If the certificate is not installed on your computer, you may experience security alerts from your browser.

Example:



Most web browsers don't come with the DoD certificates already installed. The best and most secure solution is for the user to install all of the DoD's public certificates in their web browser. That can be done by following the Public Key instructions at http://dodpki.c3pki.chamb.disa.mil/rootca.html. These are the official instructions provided by the Defense Information Systems Agency (DISA), which handles related security matters for the DoD.

For corporations, businesses or individuals with a local systems administrator, we recommend that installation of the DoD certificate be handled at the IT policy level through coordination with your local systems administrator. Once these certificates are installed, your browser should not display security warnings, as the certificate will be recognized by the browser.

Q2. Why can't I get to the website?

If the hyperlink is valid and you're receiving this error, any of the following could be the reason you're receiving an error:

- Your computer was able to communicate with DMDC, but DMDC is unable to find what you requested.
- You could have followed a broken or dead hyperlink.
- Internet connectivity has been lost.
- The website is temporarily unavailable.
- The Domain Name Server (DNS) is not reachable.
- The Domain Name Server (DNS) does not have a listing for the website's domain.
- There might be a typing error in the address.

- If this is an HTTPS (secure) address, click Tools, click Internet Options, click Advanced, and check to be sure the SSL and TLS protocols are enabled under the security section.

Q3. Does the website restrict my access in any way?

For Single Record Requests there are no restrictions. Anyone can request information about an individual, at any time. The intent of the website is to handle requests to generate individual certificates or perform Multiple Record Requests.

Each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes. The site is not set up to handle automated scripts and you must upload files individually. DMDC identifies automated scripts at a threshold of 1,000 hits per hour and may reserve the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to individual users.

For Multiple Record Requests, a username and password are required.

Q4. Is the information between my computer and the DMDC database encrypted?

All internet communications between your computer and the DMDC SCRA website is encrypted using SSL standards set by the Department of Defense. For additional information see Why am I receiving a Security Certificate error message (Digital Certification Help)?

Q5. Who do I contact for general website assistance?

For general website assistance and/or questions, you may contact DMDC by mail:
DMDC
Attn: SCRA/Active Duty Status
400 Gigling Road
Seaside, CA 93955-6771

Or email the SCRA HelpDesk at dodhra.dodc-mb.dmdc.mbx.scra@mail.mil

Q6. Does the website maintain cookies?

This web site does not use persistent cookies (persistent tokens that pass information back and forth from the client machine to the server). This web site may use session cookies (tokens that remain active only until you close your browser) in order to make the site easier to use. DMDC DOES NOT retain a database of information obtained from these cookies.

Q7. Can I use SCRA for employment verification?

SCRA does not provide past or present employment verification. Information provided by SCRA is only for the purpose of verifying an individual's active duty status for a given active duty status date to determine if they are eligible for protection under the Servicemembers Civil Relief Act.

Q8. Where does it say Title 32 isn't covered?

Title 32 outlines the role of the United States National Guard; normally Title 32 members are not covered under SCRA. Those Title 32 members and others who meet the criteria referenced in Title 50 USC App. §§ 501 below are accurately represented on the SCRA website.

In order to be considered for SCRA coverage a Title 32 member must be called "…to active service authorized by the President or the Secretary of Defense for a period of more than 30 consecutive days under section 502(f) of title 32, United States Code, for purposes of responding to a national emergency declared by the President and supported by Federal funds."

Title 50 USC App. §§ 501 et seq, as amended, states the following:

"TITLE 50, APPENDIX - WAR AND NATIONAL DEFENSE
SERVICEMEMBERS CIVIL RELIEF ACT
ACT OCT. 17, 1940, CH. 888, 54 STAT. 1178
TITLE I - GENERAL PROVISIONS
Sec. 511. Definitions
For the purposes of this Act [sections 501 to 515 and 516 to 597b of this Appendix]:
(1) Servicemember
The term "servicemember" means a member of the uniformed services, as that term is defined in section 101(a)(5) of title 10, United States Code.
(2) Military service
The term "military service" means -
(A) in the case of a servicemember who is a member of the Army, Navy, Air Force, Marine Corps, or Coast Guard -
(i) active duty, as defined in section 101(d)(1) of title 10, United States Code, and
(ii) in the case of a member of the National Guard, includes service under a call to active service authorized by the President or the Secretary of Defense for a period of more than 30 consecutive days under section 502(f) of title 32, United States Code, for purposes of responding to a national emergency declared by the President and supported by Federal funds;
(B) in the case of a servicemember who is a commissioned officer of the Public Health Service or the National Oceanic and Atmospheric Administration, active service; and
(C) any period during which a servicemember is absent from duty on account of sickness, wounds, leave, or other lawful cause."

Q9. What is Title 32 vs Title 10 with respect to SCRA?

The United States Code, under Title 10, outlines the role of the Armed Forces and the legal basis for their responsibilities, missions and organization. Title 10 service is covered by SCRA. The role of the United States National Guard is outlined under Title 32. Title 32 members are normally not covered under SCRA, unless they meet the specified criteria covered in question 8.

- Under authority of Title 32 of the U.S. Code, the National Guard is federally funded but under the command and control of the state's governor even though the Guard is employed "in the service of the United States." The purpose of the service may be either shared state/federal or for a primary federal purpose.
- Title 10 duty—Under authority of Title 10 of the U.S. Code, the National Guard is deployed by the President for a federal purpose; command and control rests solely with the President and the federal government.

Q10. How do I get rid of the Security error I get on your site?

For corporations, businesses or individuals with a local systems administrator, we recommend that installation of the DoD certificate be handled at the IT policy level through coordination with your local systems administrator. Once these certificates are installed, your browser should not display security warnings, as the certificate will be recognized by the browser. See Q1 above for additional information.

Q11. Does the Security Certificate error I get on the SCRA website mean the site is not secure?

The Security Certificate error indicates the digital certificate has not been installed by the manufacturer of your browser. See Q1 above for additional information.

SCRA uses Hyper Text Transfer Protocol Secure (HTTPS), a secure protocol which allows secure transactions to occur on the Internet. Web browsers such as Internet Explorer and Firefox display a padlock icon to indicate that the website is secure, and it also displays https:// in the address bar.

When a user connects to a website via HTTPS, the website encrypts the session with a digital certificate. A user can tell if they are connected to a secure website if the website URL begins with https:// instead of http://.

Q12. How long do you keep the information in the database?

Every result file is retained by the website for 15 calendar days following the Upload date. If you have not downloaded your result file during the 15 day retention period and still wish to retrieve the results, you must upload the file again for re-processing.

Q13. How do I get an SCRA Certificate?

Certificates are provided as a result of a Single Request inquiry or by selecting the certificate option on the Multiple Record Request Upload screen. The certificate is the xx produced via this website. (where xx is memorandum, letter, something)

Q14. Receiving a 'Missing Required Field' error

Indicates the minimum-required Social Security Number and Last Name, or Last Name and Date of Birth, were not entered.

Q15. Receiving a 'Social Security Number is Invalid' error

The Social Security Number must be 9 digits long (e.g., 123456789) and should include only numbers. Do not include dashes (-), periods (.), slashes (\ /), spaces, letters, or any other characters. If you are entering a SSN with less than 9 characters, the number should be preceded with zeros (e.g., 001234567).

Q16. Receiving 'Invalid Date' error

Single Record Request
The Date of Birth and Active Duty Status date must be entered in the following format for a Single Record Request: MM/DD/YYYY, where MM designates the two digits needed for the Month, DD designates the two digits needed for the Day, and YYYY designates the four digits needed for the Year.

Multiple Records Request
The Date of Birth and Active Duty Status As Of date must be entered in the following format for a Multiple Records Request: YYYYMMDD, where YYYY designates the four digits needed for the Year, MM designates the two digits needed for the Month, and DD designates the two digits needed for the Day. Do not include dashes (-), periods (.), slashes (\ /), spaces, letters, or any other characters for Year, Month, or Day.

Q17. How many Requests can I make each day?

Single Record Request
The number of Single Record Requests you can make in a day is limited to 1,000; however, keep in mind that each SSN and last name provided is recorded with your IP address, Report ID, and timestamp for audit purposes and DMDC reserves the right to turn off access to IP addresses generating high traffic levels if these levels would deny access to other users.

Multiple Records Request

The number of files for Multiple Record Requests you can make in a day is limited to 50 files uploaded per day.

Q18. What is the maximum number of individuals I can request in one file?

The maximum number of individuals allowed in a Multiple Record Request can be viewed on the SCRA Batch Request Upload screen. This number may change periodically, so please check the website.

Q19. Can I request multiple dates for one individual?

Yes. Enter the information on the individual as if they were a separate and unique individual in the file, but with a different Active Duty Status As Of date.

Q20. Do the Request file filenames need to be unique in order to upload?

No. The website will consider every file uploaded as a unique file, even if the file from your computer has the same filename as a file previously uploaded to the website.

The Request file must be a TXT (text) file.

Q21. What format does the Request file need to be in?

The Request file must be a TXT (text) file.

Q22. Does the SCRA website include ALL active duty periods?

No. SCRA only reports on active duty status since September 30, 1985. The SCRA website only reports Title 10 active duty (AD) periods. AD periods of less than 30 days of length are not currently included on the SCRA website.

Q23. How long do you keep Multiple Record Request Certificate files?

Every Multiple Record Request Certificate file will be retained by the website for 8 calendar days following the Completed Processing date. If you have not downloaded your Certificate file during the 8 day retention period and still wish to retrieve the Certificates, you must upload the Request file again for re-processing. On average, the website will attempt to deliver a Certificate file within 24 hours following the Upload date/time; however, depending on extenuating circumstances, a Certificate file may be returned after 24 hours has passed. DMDC recommends that you return to the website any time within or after 24 hours from the time you uploaded the Request file to check on the status of your Certificate file(s). See File Status for additional information.

Q24. How long will the website keep my Result files?

Every Result file will be retained by the website for 15 days following the Upload date. If you have not downloaded your Result file during the 15 day retention period and still wish to retrieve the results, you must upload the file again for re-processing.
On average, the website will attempt to deliver a Result file within 24 hours following the Upload date; however, depending on extenuating circumstances, a Result file may

be returned after 24 hours has passed. DMDC recommends that you return to the website any time before or after 24 hours from the time you uploaded the Request file to check on the status of your file(s). See File Status for additional information.

Q25. When will my Result file(s) be available?

On average, the website will attempt to deliver a Result file 24 hours following the Upload Date; however, depending on extenuating circumstances, a Result file may be returned before or after 24 hours has passed. DMDC recommends that you return to the website any time within or after 24 hours from the time you uploaded the Request file to check on the status of your file(s). See File Status for additional information.

Q26. I can't find my Result file(s) anymore, why not?

Result files are only retained by the website for 15 days following the Upload date. If you have not downloaded your Result file during the 15 day retention period, this file has been discarded. You must upload the file again to obtain results.

Q27. How can I download multiple Result files at a time?

The system was designed to only download one file at a time.

Q28. Where are the Certificates for each individual in the Result file?

Certificates are provided if you have requested them on the Upload File(s) screen, see Request Multiple Records.

Q29. Do I need an Account?

If you only need to obtain information on one individual at a time, known as a Single Record Request, then you do not need to create an account; however, if you need to obtain information on multiple individuals at one time, then you must Create an Account.

Q30. What if I forgot my Username and/or Password?

Password

If you forget your account's password, you can reset it if you remember your Username and the answers to the challenge questions you entered during account creation. See Reset Password for instruction on how to reset your account password.

Username

If you don't remember your username and/or the answers to the challenge questions you entered during account creation, you will need to create a new account by clicking Need a New Account on the Multiple Records Request Log-in page.

Q31. Why is my account disabled?

Inactivity

If your account becomes inactive after 90 days, the system will automatically disable your account and you will no longer have access to the file(s) you uploaded under that account.

Forgotten Username/Password/Challenge Questions

If you cannot successfully answer the Challenge Questions after three attempts during the Reset Password process, your account will be immediately disabled.

Q32. How can I get Result file(s) from a disabled account?

If your account becomes disabled, you will no longer have access to the file(s) you uploaded under that account. To Request Multiple Records again, you must create a new account, Need a New Account.

Any previous requests, no matter the status of the request, will need to be re-requested after you create a new account.

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