

## **Instructions if your account has been disabled for either 30 or 45 days of inactivity on the DCII System**

### **1. Your account has been change to "Inactivate" state due to 30 days of inactivity on the DCII system:**

Agency Administrators should contact the DCSA Contact Center (via phone: 1-800-467-5526 or email: [dmdc.contactcenter@mail.mil](mailto:dmdc.contactcenter@mail.mil)). Customer Service Representatives can unlock the account.

**All users should remember to login every 30 days to prevent any interruption with their access to DCII.**

### **2. Your account has been change to "REMOVED" state due to an audit or 45 days inactivity on the DCII system:**

Agency Administrators need to submit a new Letter of Appointment (LOA) to the DCSA Contact Center for review and approval along with a new Personnel Security System Access Form (PSSAR) form and current training certificates. The Contact Center will create your new account including your SSN, DOB and email information.

Agency Users whose account was disabled should submit a new Personnel Security System Access Form (PSSAR) to your Agency Administrator providing proof of eligibility along with current training certificates. Your Agency Administrator will create your new account and include your SSN, DOB and email information.

Please note that a new User ID is required for any newly created account. DCII policy will not allow for duplicate User IDs.