

Defense Manpower Data Center Servicemembers Civil Relief Act (SCRA)

SCRA Website User Guide

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1. Welcome to the SCRA Website

Overview

The Servicemembers Civil Relief Act (SCRA) (50 USC App. § 3901 et seq, as amended) – formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940 – provides members on active-duty status with important safeguards in areas of financial management that include rental agreements, security deposits, evictions, installment contracts, credit card interest rates, mortgages, civil judicial proceedings, income tax payments, etc.

The SCRA website enables financial service providers to determine if an individual is/was actively serving on active duty, or received a notice to serve, on a given date so as to determine if they are eligible for the provisions of SCRA.

If you need to determine if an individual is 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 activeduty status date and the website will provide the information you need.

How to Use This Document

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

The website enables 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.
- Has been notified of call-up to active duty before the date in question.

In this guide, you will learn how to:

- 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 single and multiple record requests)
- Retrieve information on one individual, in real-time (single record request).
- Obtain an individual's SCRA certificate.
- 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.

Army

Army Human Resource Service Center 1-888-ARMYHRC (1-888-276-9472) Email: askhrc.army@us.army.mil

Navy

Navy World Wide Locator Navy Personnel Command PERS 1 5720 Integrity Drive Millington, TN 38055 1-866-U-ASK-NPC (1-866-827-5672)

Marine Corps

Headquarters U S Marine Corps Personnel Management Support Branch (MMSB-17) 2008 Elliot Road Quantico, VA 22134-5030 Phone number: 703-784-3941 / 3942 / 3943

Air Force

HQ AFPC/DS1W 550 C St West Suite 50 Randolph AFB, TX 78150-4752 Total Force Service Center (800-525-0102)

Coast Guard

Commander CG Personnel Service Center PSC ATTN: PSC-BOPS-C-MR US Coast Guard Stop 7200 2703 Martin Luther King Jr Ave SE Washington, D.C. 20593-7200

Space Force

HQ AFPC/DS1W 550 C St West Ste 50 Randolph AFB, TX 78150-4752 Total Force Service Center (800-525-0102)

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. § 3931(c).

Consent to Monitor and Privacy Act Statement

The SCRA website is a U.S. Government (USG) Information System (IS). As such, users must accept the Consent to Monitor terms and Privacy Act Statement to access the website. Upon entering the website, users will be prompted to click the Accept button. If users do not click the Accept button, they will not be able to access the site or its contents.

The terms for the Consent to Monitor are as follows:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests-not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or Cl investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

The Privacy Act Statement is as follows:

- AUTHORITY: 50 U.S. Code §§ 501 et seq, DoD Instruction 1341.2
- PRINCIPAL PURPOSE: Information you provide is used to verify an individual's record of enrollment in Defense Enrollment Eligibility Reporting System, (DEERS), for the purpose of furnishing certification or information of active duty status, left active duty within 367 days, or of a notification to report to active duty for a given active duty status date.
- ROUTINE USES: To financial institutions, collection agencies and others engaged in financial and legal transactions with eligible service members for the purpose of communicating with those members and/or determining eligibility for student loan forgiveness, ensuring those service members receive SCRA protections in accordance with 50 U.S.C. Chapter 50 and other similar benefits.
- DISCLOSURE: Voluntary. However, if you fail to provide information, DMDC will be unable to attempt verification on an individual's record, and subsequently unable to furnish a certification or information of active duty status.

Useful Terms

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 this field was previously called the "Date of Interest.")
- **Certificate**. A document used as 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.

- **Title 10**. 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. Outlines the role of the United States Coast Guard.
- Title 32. Outlines the role of the United States National Guard which is established under Title 32, but members are frequently activated to support the DoD, in which case their orders are covered under Title 10.

IMPORTANT – Check the **News and Alerts** portion of the home page for the latest information about website issues and releases.

2. Manage Your Account

Create a New Account

General visitors to this web site do not need an account to access the Home, User Guide, FAQs, News, Contact Us, and My Accounts pages. However, for security purposes and the protection of servicemember personal information, an account is required to access the Single and Multiple Records Requests pages.

To create an account:

- 1. Choose **My Account** on the navigation bar of the home page.
- 2. Click Create an Account.

[50 USC Appx	: §3901 et seq. as amended]	The services provide	d on this site are FREE				
	Welcome to the Official Servicemembers Civil Relief Act (SCRA) Website						
Home	Single Record Request	Multiple Record Requests	User's Guide	FAQs	News	Contact Us	My Account
My A Your acc access th	Account ount management options var ne Single Record Request and e an Account) Go to Logi	y depending on whether or not I Multiple Record Request func n Page	you are logged in. Ar tions.	account is nee	eded to	Tips & Not • You must username retrieve it • An accour Record Re Requests, Certificate	ICS remember your . There is no way to from this site. It is needed for Single equests, Multiple Record and ECA Identity Login.

Figure 1. Select My Account

- 3. You can also click Single Record Request or Multiple Record Request on the navigation bar.
 - The Login screen will appear and you can select the Create an Account button on the right side under Need an Account?.
 - NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the frequently asked questions (FAQS) on the website.
- 4. The 'Create an Account' screen will appear.

<u>Home</u>	Single Record Re	equest	Multiple Record Requ	<u>uests</u>	<u>User's Guide</u>	<u>FAQs</u>	<u>News</u>	Contact Us	My Account
Crea	Password*	Challe Passw ✓ 1. Mu ✓ 2. Mu ✓ 2. Mu ✓ 4. ✓ 1. ✓ 3. Mu 	enge Questions vord Requirement st include at least 15 an st include at least 15 an st include at least one or owercase Letter lumber is pecial character only f is & * <> ? st not repeat any character 	Addt'l In ts and no more of each of from the li cters more	formation e than 26 characters the following: ist below: e than twice consect	Verification s in total.	Nevt	 Tips & Note A system-g will be sent entered on email addresselecting 'N not receive email, chec You need th without it yy new accour All fields in required. Company in company in 'Self if not company. POC Title: for your cor not affiliate Your brows configured before you account. You need th before required. 	S enerated username to the email address this page. Be sure the sss is correct before lext'. NOTE: If you do your username via ky our SPAM folder. hat username to log in; ou will have to create a nt. red boxes are nformation here. Enter affiliated with a Enter point of contact mpany. Enter 'Self' if d with a company. er settings must be to enable Javascript can log in or create an o create an account jesting single-record
								and multiple Warning	e-record requests.

Figure 2. New Account - Password

- 5. Password: Enter password and confirm password (same as password).
- 6. **Challenge Questions:** Click the buttons to select three different security questions from the dropdown list and provide answers.

Create Account	. +			Tips & Notes
	-0		~	 A system-generated username will be sent to the email address entered on this page. Be sure the email address is correct before selecting 'Next'. NOTE: If you do
Password	Challenge Questions	Addt'l Information	Verification	not receive your username via email, check your SPAM folder.
Question 1:	Select One		\bigcirc	You need that username to log in; without it you will have to create a new account.
Answer 1:				 All fields in red boxes are required. Company information: Enter
Question 2:	Select One		·	company information here. Enter 'Self' if not affiliated with a
Answer 2:				 POC Title: Enter point of contact for your company. Enter 'Self' if
Question 3:	Select One		\sim	 Your browser settings must be configured to enable Javascript
Answer 3:				before you can log in or create an account. • You need to create an account
		Ca	ncel Back Next	before requesting single-record and multiple-record requests.

Figure 3. New Account - Challenge Questions

- 7. Click Next.
- 8. Additional Information: Enter the required user information.

Required information will be outlined in red. Once you input a valid entry, the field box will change to green outlining.

NOTE: To create an account and run a single or multiple record request, you must complete all fields. The DUNS field is optional but helpful for company identification.

Home

City*

Anywhere

ange Necold Neque				- mas	190993	Contact 05	My Mocoom
Create Account						Tips & Notes • A system-gen will be sent to	erated username the email address
O	Challenge Questions		mation	Varification		entered on thi email address selecting 'Nex not receive yo	is page. Be sure the s is correct before d'. NOTE: If you do our username via
Jser Info	chailenge wuestions	Addentition	mation	Veniloabon		email, check y You need that without it you	your SPAM folder. t username to log in will have to create a
irst Name*		Last Name*				 All fields in re required. 	d boxes are
Jane		Doe				 Company info company info 	ormation: Enter rmation here. Enter
mail Address*		Email Address	Confirmation*			'Self' if not aff company.	iliated with a
Sample@email.com		Sample@e	mail.com			 POC Title: En for your comp 	ter point of contact any. Enter 'Self' if
'hone #*		Purpose of Us	e*			 Not affiliated v Your browser 	vith a company. settings must be
9999999999		Check eligi	ibility for X			configured to before you ca	enable Javascript In log in or create ar
Address* 123 Main St						 You need to or before request and multiple-r 	reate an account sting single-record record requests.
76.A	State*		Zin*			Warning	
Anywhere	CA		99999			Keep your system username in a sec no way to retrieve	-generated cure place. There is it from this site. If
Company Info						you lose or forget will have to create	your username, you a new account.
Company Name*		DUNS#					
ABC Company		99-999-999	99				
OC First Name*		POC Last Nar	ne*				
Jane		Doe					
POC Title*		POC Phone #	•				
Manager		999999999	99				
Company Address*							
Company Home St							

Figure 4. New Account - Required Information

- 9. Click Next.
- 10. Verification: Click the Terms of Use Agreement link to view the terms of use.

State*

CA

Zip*

99999

Cancel

Back

Next

11. Click **X** or **Close** to return to the verification screen.

[50 USC Appx. §3901 et seq. as ame	ended] The services provided on this site			
Welcon	Terms of Use Agreement	×		
Relie	Permissible Uses: Access to this website is restrii and others with financial and legal transactions w of ensuring that those service members receive S protections in accordance with 50 U.S.C. Chapte	cted to financial institutions, collection ager the ligible service members for the sole pu servicemembers Civil Relief Act (SCRA) er 50. All other use is strictly prohibited.	rpose	
Home Single Record F	VIOLATIONS OF THESE TERMS OF USE MAY I ACCESS TO THE SERVICES OF THIS WEBSIT	RESULT IN IMMEDIATE TERMINATION O E WITHOUT PRIOR NOTICE.	F <u>ct Us</u>	My Account
Create Accou	UNAUTHORIZED ACCESS MAY SUBJECT YOU POTENTIAL FINES AND IMPRISONMENT IF YO GAIN ACCESS TO THE SERVICES OFFERED O UNDER FALSE PRETENSES. 18 U.S.C. § 1001	I TO CRIMINAL PENALTIES INCLUDING JU MAKE A FALSE REPRESENTATION TO IN THIS WEBSITE OR OBTAIN INFORMA	S N D TION l be s tered ail a ectin	otes m-generated username sent to the email address on this page. Be sure the ddress is correct before g 'Next'. NOTE: If you do
Password		С	lose li rece ail, c	eive your username via theck your SPAM folder. ed that username to log in;
Terms of Use Agreen By clicking the box marked " agree to the Terms of Use at you are only using this webs Agreement.	ment 'I Accept," you indicate that you have read and nd that you certify, under penalty of perjury, that ite for the permissible uses identified in this		without new ac All field require Compa Self if compar POC Ti for your not affil	It you will have to create a count. s in red boxes are d. ny information: Enter ty information here. Enter not affiliated with a ty. tle: Enter point of contact r company. Enter 'Self' if iated with a company.
		Cancel Back Submit	Your brick configu before account	owser settings must be red to enable Javascript you can log in or create an t.

Figure 5. New Account - Verification

12. Click the box marked I Accept to indicate you have read and agree to the terms of use.

NOTE: You cannot create a new account until you have accepted the terms of use.

- 13. Click Submit.
- 14. After creating a new account, the system will send your system-generated username to the email used to create your account.

NOTE: If you forget your username you will need to create a new account.

Home	Single Record R	<u>equest</u>	Multiple Record Requests	<u>User Guide</u>	FAQs	<u>News</u>	Contact Us	My Account
Lo Logir multi	gin n is required in order to ple record inquiry. If you	request info u do not hav	rmation on multiple individual e an account, you may Creat	ls, or to check on the	status of a pre	vious	Need an A	Account?
	Account created. Che logging into your acc	eck your em ount.	ail for your system-generated	l username which yo	u will need whe	en 🗙	Resources User Guid Privacy N	s le Docuest File
	Username	Forgot Lo	<u>gin?</u>				Annotated Annotated Help with Error?	<u>I Request File</u> <u>I Result File</u> Browser Certificate
	Password	Forgot Pa	issword?			Login		

Figure 6. New Account - Success

User Account Guidelines	
System-Generated Username	 System will provide user with system-generated username. User must log in with system-generated username.
Password	 Must be at least 15 and not more than 26 characters in total. Must include a minimum of: One upper case letter One lower case letter One number One special character from this list: ! # \$ % & * <> ? No character can be repeated more than twice in a row. Password lifetime minimum: 24 hrs. Password lifetime maximum: 60 days. Password must be changed every 60 days or account will be locked. At least 8 of the total number of characters must change. The previous 5 passwords cannot be used. The account is locked after 3 failed attempts.
Confirm Password	Repeat exactly the information you entered into the Password field.
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. Must only contain alphanumeric, space (), dash (-), forward slash (/), and/or apostrophe ('). No other special characters. Minimum length of answer: 1 character. Maximum length of answer: 100 characters. If resetting an account password, all answers must be correctly provided.
Required User Information	 User is required to fill out the following fields: First Name Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes ('). No other special characters. Must have at minimum one alphabetic character. Maximum 20 characters in length. Last Name Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes ('). No other special characters. Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes ('). No other special characters. Must have at minimum one alphabetic character. Must have at minimum one alphabetic character. Must have at minimum one alphabetic character.

User Account Guidelines	
	Email Address
	 Must contain 3 to 80 characters.
	 Must be in the following format: characters@characters.
	- Can include only the following characters: letters, numbers, periods,
	dashes, underscores, and @ symbol.
	Email Address Confirmation
	- Must match Email address.
	- Copy/paste not allowed.
	Phone Number
	- Must contain only numeric (0-9) and plus (+) for international numbers.
	- No other special characters.
	- Maximum 16 characters in length (including the +).
	 Purpose of Use
	 Must be in accordance with the permissible uses of the application detailed in the Terms of Use Agreement.
	 Can contain only alphabetic (A-Z and a-z) plus space ().
	 No other special characters.
	 Address (line 1 and 2)
	- Must contain only alphanumeric (A-Z, a-z, and 0-9) plus space (), period
	(.), dash (-), and/or apostrophes (').
	- No other special characters.
	 Maximum 100 characters in length.
	• City
	 Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (').
	- No other special characters.
	- Maximum 50 characters in length.
	 State
	 Must be a valid U.S. state/territory abbreviation (2 characters). (see table below for abbreviations).
	■ Zip Code
	- Must contain only numeric (0-9).
	- Minimum 5 digits in length.
	- Maximum 9 digits in length.
Required Company	Company Name
Information	 This is the name of company, organization, or other entity submitting the requests.
	 Even if you are requesting information on behalf of another company,
	you must enter the name of your company.
	- Must only contain alphanumeric (A-Z, a-z, and 0-9) plus space (), dash (-)
	- No other special characters
	- Maximum 100 characters in length

User Account Guidelines	
	 DUNS Number (recommended but not required) The Data Universal Numbering System (DUNS) created by Dun & Bradstreet is a unique nine-digit identifier for business: Maximum of 11 characters. Minimum of 9 characters. Must contain only numeric (0-9) and dashes (-)
	 Point of Contact (POC) First Name The POC is the person within the company who can be contacted to verify usage of the application. Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes (').
	 No other special characters. Must have at minimum one alphabetic character. Maximum 20 characters in length.
	 POC Last Name Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes ('). No other special characters. Must have at minimum one alphabetic character. Maximum 26 characters in length
	 POC Title Must contain only alphabetic (A-Z and a-z) plus space (), dash (-), and/or apostrophes ('). No other special characters. Maximum 50 characters in length.
	 POC Phone Number Must contain only numbers (and plus (+) sign if needed) Minimum of 10 characters. Maximum of 16 characters. Company address
	- See 'Required User Address' guidelines above.

NOTE: If you encounter any errors/issues, refer to the FAQs on the website.

U.S. States and Territories – Abbreviations

	State/Territory		State/Territory		State/Territory
AL	Alabama	КҮ	Kentucky	ОН	Ohio
AK	Alaska	LA	Louisiana	ОК	Oklahoma
AZ	Arizona	ME	Maine	OR	Oregon
AR	Arkansas	MD	Maryland	PA	Pennsylvania
AS	American Samoa	MA	Massachusetts	PR	Puerto Rico
CA	California	МІ	Michigan	RI	Rhode Island
со	Colorado	MN	Minnesota	SC	South Carolina
СТ	Connecticut	MS	Mississippi	SD	South Dakota
DE	Delaware	MO	Missouri	TN	Tennessee
DC	District of Columbia	MT	Montana	ТХ	Texas

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FL	Florida	NV	Nebraska	TT	Trust Territories
GA	Georgia	NV	Nevada	UT	Utah
GU	Guam	NH	New Hampshire	VT	Vermont
HI	Hawaii	NJ	New Jersey	VA	Virginia
ID	Idaho	NM	New Mexico	VI	Virgin Islands
IL	Illinois	NY	New York	WA	Washington
IN	Indiana	NC	North Carolina	wv	West Virginia
IA	lowa	ND	North Dakota	WI	Wisconsin
KS	Kansas	MP	Northern Mariana	WY	Wyoming
			Islands		

System-Generated Username

When you create a new account, the SCRA system will generate a username and send it to the email you provided when creating your account. You will need this username each time you log into your account.

Log In

Once you have created an account and retrieved your system-generated username, you can log In in to make single record request, multiple records requests, or download results that have finished processing.

NOTE: If you forget your username you will need to create a new account.

To Log In:

 Choose Single Record Request or Multiple Record Request in the navigation bar to log in. You can also access the login screen by selecting My Account on the top navigation bar and select Go to Login Page.

	Welcome Servi Relie	e to the Off cemer f Act (^{ficial} mbers Civil SCRA) Websit	e				
<u>Home</u>	Single Record Re	quest	Multiple Record Requests	<u>User Guide</u>	FAQs	<u>News</u>	Contact Us	My Account
Log Login is previous	in required in order to re s multiple record inqui	equest inforn iry. If you do i	nation on multiple individuals o not have an account, you may	r dates, or to check Create an Account	c on the status o	ofa	Need an Ac Create an Ac	count?
	Username	Forgot Logi	in?				Resources User Guide Privacy Noti Example Re	ice auest File
	Password	Forgot Pase	sword?			_	Annotated F Annotated F Annotated F Help with Bi Error?	Request File Result File rowser Certificate
						Login		

Figure 7. Login Screen

2. Once the login screen appears, enter your username and password.

NOTE: If you forget your username you will not be able to access your account and you will need to create a new account.

- NOTE: If this is your first time requesting single or 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
- 3. Click Login.
- 4. You can now make a single record request, multiple records request, check file status, or download results.
 - NOTE: If you have not updated your account with the required user information you will be redirected to the Manage Account page until all required fields have been completed. For instructions on how to update your account information, see 'Edit User or Company Information'.

Last Login

Each time you log into your account, the system will display in the footer of all web pages the date and time of your previous login. The 'Last Login' information will display for the duration of your session.

NOTE: The first time you log in after creating an account the date and time will not be displayed in the footer.



Figure 8. Last Login Display in Footer

Manage Your Account

Once you have logged into your account, a Manage Account tool bar will appear in the upper right corner of all screens. The tool bar will allow you to manage your account and log out.

To manage your account:

- 1. Log into your account.
- 2. Click Manage on the upper right corner of the screen.

Home	Single Record Rec	uest Multiple Re	cord Requests	User's Guide	FAQs	News	Contact Us	My Account
Man User I First Nai Jane Email Ac	nage Accou	nt	Last Name Doe				Tips & Notes All fields in r completed. Company info "Self if not af company. POC Title: El for your com not affiliated Warning	ad boxes must be ormation: Enter ormation here. Enter fillated with a nter point of contact pany. Enter 'Self' if with a company.
Address 123 N City Any T	iain St. State	2ip (99999	Phone # 9999999 Purpose of 1 Must not letters, p	Use Use t exeed 100 character veriods, and spaces.	s. Can include	: only	 If you do not at least once be disabled a create a new Keep your sy username in There is no v this site. If you username, you a new accourtion 	log into your account every 35 days, it will ind you will have to account. rstem-generated a secure place. vay to retrieve it from u lose or forget your ou will have to create nt.
Comp Compan ABC C POC Fin Jane	any Info ny Name company st Name le		DUNS# 99-999-9 POC Last N Doe POC Phone	999 Name				
Manag Compan 123 Ma City Any To	ier ny Address ain St. State wwn XX	e Zip 99999	9999999	999	Edit Con	npany		

Figure 9. Manage Account

Edit User or Company Information

Upon creating an account, you are asked to enter your user and company information. You can edit and update your information in the Manage Account page.

To edit your user or company information:

- 1. Log into your account.
- 2. Click **Manage** on the upper right corner of the screen.
- 3. You will be directed to the Manage Account page.
- 4. Click Edit User or Edit Company.
- 5. Update the fields you want to change.
- 6. Click **Save User** or **Save Company** to accept the changes.
- 7. You may click **Cancel** to go back to the Manage Account page.

Manage Acco	unt			
User Info				
First Name			Last Name	
Jane			Doe	
Email Address				
Address			Phone #	
123 Main St.			9999999999	
City Sta Any Town	ate Zip XX 99	9999	Purpose of Use Financial check	
				Cancel Save User
Company Info				
Company Name			DUNS#	
ABC Company			22-222-2222	
POC First Name			POC Last Name	
Jane			Doe	
POC Title			POC Phone #	
Manager			3333333333	
Company Address 123 Main St.				
City Sta	ate Zip			
Any Town XX	< 999	99		
				Edit Company

Figure 10. Manage Account - Edit User Information

Reset Password

- 1. Log into your account.
- 2. Click Manage on the upper right corner of the screen.
- 3. You will be directed to the Manage Account page.
- 4. Click Reset Password.
- 5. Type your current password in the Current Password field.
- 6. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.
- 7. Type your new password again in the Confirm New Password field.
- 8. Click Submit.
- 9. If the new password is not accepted, a message displays indicating that your password was not changed.
- 10. If the new password is accepted, a message displays indicating that the password change was successful.

Reset Passwo	ord
Reset your password.	
	Password Requirements
	 X 1. Must include at least 15 and no more than 26 characters in total. X 2. Must include at least one of each of the following: X Lowercase Letter X Uppercase letter X Number X A special character only from the list below: !#\$ % & * <> ? ✓ 3. Must not repeat any characters more than twice consecutively. X 4. Must contain at least 8 characters that are different from your current password.
Current Password*	
New Password*	
Confirm New Password*	
	Cancel Submit

Figure 11. Manage Account - Reset Password

If You Forget Your Password

If you forget your account password, you can reset it if you remember your username and the answers to the questions you selected during 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. Select **Single Record Request** or **Multiple Record Request** on the navigation bar or click Manage account. You can also access the login screen by selecting My Account on the top navigation bar and selecting Go to Login Page.

Welcom Servi Relie	ie to the Official icemembers Civil of Act (SCRA) Website	•		
Home Single Record Re	equest Multiple Record Requests	User Guide FAQs	News	Contact Us My Account
Login Login is required in order to r previous multiple record inqu	request information on multiple individuals or 	dates, or to check on the status Create an Account now.	of a	Need an Account? Create an Account
Username	Forgot Login?			Resources User Guide Privacy Notice Example Request File
Password	Forgot Password?		Login	Annotated Request File Annotated Result File Help with Browser Certificate Error?
			Login	

Figure 12. Login Screen

- 2. Once the Login screen appears, enter your username and click **Forgot password?** beneath the Password field.
- 3. The Reset Password screen will appear with the challenge questions you selected during account creation and their corresponding entry fields.

Please answer th account creation)	e security questions below to reset your password. Answers are case-sensitive (as entered	I during After three unsuccessful attempts to
Indicates a requ	uired field	answer your Challenge Questions, your account will be disabled.
Question 1	What was the first name of your man/maid of honor?	
*Answer 1	SampleAnswer1	
Question 2	What is the name of the college your spouse attended?	
*Answer 2	SampleAnswer2	
Question 3	What is your favorite fictional character?	
*Answer 3	SampleAnswer3	

Figure 13. Forgot Your Password - Challenge Questions

 Enter the answers to the questions and click Submit. The New Password screen will appear.

Reset Passw	ord
Reset your password.	
	Password Requirements
	 1. Must include at least 15 and no more than 26 characters in total. 2. Must include at least one of each of the following: Lowercase Letter Uppercase letter Number A special character only from the list below: !#\$ % & * <> ?
	3. Must not repeat any characters more than twice consecutively.
New Password*	
Confirm New Password*	
	Cancel Submit

Figure 14. Forgot Your Password - Reset

5. Enter and confirm a new password.

NOTE: Your 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. To change your password, go to the Manager Account page and click 'Reset Password'.



Figure 15. Password Expiration

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

Lo	gin		
Logir previ	n is required in order to ous multiple record inqu	request information on multiple individuals or dates, or to check on the status of a iry. If you do not have an account, you may Create an Account now.	
	Your password has ex	xpired.	×
	Click here to reset pa	issword	
	Username	SystemGeneratedUsername Forgot Login?	
	Password	Forgot Password?	

Figure 16. Expired Password - Reset

- 1. Select Click Here to Reset Password.
- 2. Answer your three previously set challenge questions.

ccount creation)	ie security questions below to reset your password. Answers are case-sensitive (as entered duri).
*Indicates a req	uired field
Question 1	What was the first name of your man/maid of honor?
*Answer 1	Type a response
Question 2	In which city was your first elementary school?
*Answer 2	Type a response
Question 3	When is your youngest sibling's birthday (MM/DD)?
*Answer 3	Type a response

Figure 17. Expired Password - Reset: Challenge Questions

3. Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.

Reset Password						
Reset your password.						
	Password Requirements					
	 1. Must include at least 15 and no more than 26 characters in total. 2. Must include at least one of each of the following: Lowercase Letter Uppercase letter Number A special character only from the list below: !#\$ % & * < > ? 					
New Password*						
Confirm New Password*						
	Cancel Submit					

Figure 18. Expired Password - Reset: New password

- 4. Type your new password again in the Confirm New Password field.
- 5. Click Submit.
- 6. If the new password is not accepted, a message displays indicating that your password was not changed.
- 7. If the new password is accepted, you will be redirected to the Login page.
- 8. Login in with your username and new password.

Disabled Accounts

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

Terminated

If you have not logged into the system within the last 35 days, the system will automatically terminate your account and you will no longer have access to the file(s) you uploaded using that account.

Closed

If you opt to close an account, that account cannot be re-opened.

Locked

If you have too many incorrect login attempts, your account will be locked and you will be required to answer the Challenge Questions to move forward.

Incorrect Challenge Question Answers

If you cannot answer the challenge questions after three attempts during an incorrect login attempt or "Forgot Your Password" process, your account will be terminated and all the information associated with your account will no longer be accessible. To request single or multiple records again, you must create a new account. Any requests, regardless of status, made from a previous account will need to be re-requested after your new account is created.

Session Timeout

SCRA will automatically log you out of a session after a set period of inactivity. Once you have logged in, if there is no activity for 10 minutes or more, the session will be terminated. A warning banner will display with a countdown, letting you know when the session will be terminated. You may choose to continue with the session, logout of the session, or let the timer run out and be automatically logged out of the session.

NOTE: Set period of inactivity and warning timer lengths may be subject to change.

Your session will expire in 01:34 of inactivity. To continue with your session, click 'Continue' button. To logout, click '	Logout' button.
	continue logout

Figure 19. Warning banner-Session Timeout

Session Timeout Options:

- Click **Continue** before the timer expires in order to continue with the session.
 - The banner will be removed and user may continue as normal.
- Click **Logout** before the timer expires.
 - The system will log the user out.
 - You will be returned to the Login page.
- Remain inactive and allow timer to expire.
 - The system will log the user out.
 - You will be returned to the home page.

3. Request a Single Record

You can request a certificate verifying the active duty status for an individual on a specified date.

To perform a Single Record Request:

- 1. Select Single Record Request from the navigation bar on the home page.
 - NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the FAQs on the website.



2. Click Single Record Request.

3. Log into your account.

NOTE: For instructions on how to log into an account go to 'log in'.

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

- 4. Once the SCRA Single Record Request screen appears, 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.
 - NOTE: SSN is NOT required. Unless you are a financial institution or otherwise required to collect SSNs, you should not require individuals to provide you with their SSN for the purpose of conducting a query on this website. Searches can be conducted using Name and Date of Birth alone. Providing additional details such as First Name, Middle Name, or SSN, if already known, will increase the accuracy of the match.

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).

•	Welcome to the C Serviceme Relief Act	o ^{mficial} embers Civil (SCRA) Wel	bsite			
Home Single	e Record Request	Multiple Record Reques	ts <u>User Gu</u>	ide <u>FAQs</u>	News	Contact Us
Single Re Use this page to re "SSN is NOT req require individuals Searches can be o Name, Middle Nar of Birth is not requ	ecord Reque equest a Certificate ve uired. Unless you are to provide you with th conducted using Last nonducted using Last ne, or SSN, if already ired, however includir	Iest a financial institution or oti veir SSN for the sole purpo Name and Date of Birth al known, will increase the a og it can further improve th	for an individual on herwise required to use of conducting a one. Providing addi occuracy of the mat e accuracy of the n	a specified date. collect SSNs, you sho query on this website. tional details such as F tional details such as F hatch.	uld not First SN, Date	Tips & Notes • Without a Social Security Number, DMDC 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. • Check your data entry before submitting it.
SSN			•			 Response may take up to 15 seconds after clicking "Submit".
Repeat SSN	Show					Resources Download Adobe Reader Unexpected Results?
^{**} Date of Birth	MM/DD/Y	YYY				
*Last Name						
First Name						
Middle Name						
*Active Duty Status Date	11/18/202	4	Θ			
Terms of Use Permissible Uses: financial and legal members receive other use is strictly VIOLATIONS OF 1 SERVICES OF TH UNAUTHORIZED IMPRISONMENT ON THIS WEBSIT By clicking the box certify, under pena Agreement.	Agreement Access to this websit transactions with elig Servicemembers Civil y prohibited. THESE TERMS OF U IIS WEBSITE WITHO ACCESS MAY SUBJ IF YOU MAKE A FAL E OR OBTAIN INFOP c marked "I Accept," y ity of perjury, that you	e is restricted to financial i ible service members for t Relief Act (SCRA) protect SE MAY RESULT IN IMM UT PRIOR NOTICE. ECT YOU TO CRIMINAL F SE REPRESENTATION TO RMATION UNDER FALSE ou indicate that you have r are only using this websit	nstitutions, collections he sole purpose of ions in accordance EDIATE TERMINAT PENALTIES INCLU D GAIN ACCESS T PRETENSES. 18 (read and agree to the for the permissible	on agencies, and others ensuring that those set with 50 U .S.C. Chapt TION OF ACCESS TO DING POTENTIAL FIN O THE SERVICES OF J.S.C. § 1001 he Terms of Use and th le uses identified in this	s with rvice er 50. All THE IES AND FERED hat you s	

Figure 21. Single Record Request

5. Click the box marked I Agree to indicate that you have read and agree to the terms of use.

NOTE: You must agree to the terms of use to run a single record search.

- 6. Click **Submit**.
- 7. 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, however some searches may take longer. If you encounter any errors/issues, refer to the FAQs on the website.

8. 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.
 - All fields on the screen will be cleared of previously entered text.

Single Record Request Field Descriptions

- SSN.
 - SSN must be entered without spaces or dashes (e.g., 000223334).
 - SSN must be nine digits long and include leading zeros, if necessary.
 - SSN will display as: ******** or ••••••• unless the 'Show' box is checked.
- Repeat SSN.
 - The repeat social security number must match the SSN numbers entered above.
 - Repeat SSN will display as: ******** or ••••••• unless the 'Show' box is checked.
- Birth Date. The birth date must be numeric in the following format: MM/DD/YYYY.
 - No dates before 01011900.
 - No future dates allowed.
 - Birth Date will display as: ******* or •••••• unless the 'Show' box is checked.
- Last Name. This is the last name of the person of interest.
 - Entries in this field must be alphabetic (A-Z or a-z).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
 - Do not include suffixes (Jr., Sr., III, etc.).
- First Name. This is the first name of the person of interest.
 - Entries in this field must be alphabetic (A-Z or a-z).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
- Middle Name. This is the middle name of the person of interest.
 - Entries in this field must be alphabetic (A-Z or a-z).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
- Active Duty Status Date. The date queried to determine the status of the individual; to check whether the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not.
 - Date can be the loan origination, foreclosure, etc.
 - Date must be numeric in the following date format: YYYYMMDD.

- Date must be on or after 19850930 and cannot be a future date.
- A future date is equal to the current date plus 1 day.

View/Print Certificate for 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:

- Status Report (single match found).
- 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:

Department of	Defense Ma	npower Data Center		Results as of : Aug-06-2024 06:08:42 PM EDT
				SCRA 5.21
ANT ST OF O				
	Status Repo	ort		
	Pursuant to	Servicemembers Civil	Relief Act	
	i urbuuni io	burneennenneens errin		
Charge of L				
SSN:	XXX-XX-12	234		
Birth Date:	Jan-XX-19	90		
Last Name:	DOE			
First Name:	JOHN			
Middle Name:	SMITH			
Status As Of	Aug-23-20	23		
Certificate ID:	02 IDS01N	TWYG2XT		
Certificate ID.	02303011	TWIGZAT		
		On Active Duty On Act	ive Duty Status Date	
Active Duty Sta	rt Date	Active Duty End Date	Status	Service Component
NA		NA	No No	NA
		This response reflects the individuals' active dut	y status based on the Active Duty Status Date	
			11//2019	
Active Duty Sta	rt Date	Left Active Duty Within 367 De Active Duty End Date	ys of Active Duty Status Date	Service Component
NA	n Long	NA	No	NA
	This respo	nse reflects where the individual left active duty sta	atus within 367 days preceding the Active Duty S	tatus Date
		1 4 1 1 29		
	Th	e Member or His/Her Unit Was Notified of a Future	Call-Up to Active Duty on Active Duty Status Da	ate
Order Notification	Start Date	Order Notification End Date	Status	Service Component
NA	This me	NA	No.	NA
	This rea	ponse renects whether the individual or his her un	is has received early notification to report for act	ve duty
Upon searching the dat	ta banks of the Der	artment of Defense Manpower Data	Center, based on the information that	t you provided, the above is the status of
the individual on the ad	tive duty status dat	e as to all branches of the Uniformed	Services (Army, Navy, Marine Corps	s, Air Force, Space Force, NOAA, Public
Health, and Coast Gua	rd). This status inc	ludes information on a Servicemember	er or his/her unit receiving notification	n of future orders to report for Active Duty.
Sam	class.	. In lak		
Sam	yous	egzaaen		
/	/	\mathcal{A}		
Som Vousefredeb Die	o otor	-0		
Department of Defense	ector - Manpower Data	Center		
4800 Mark Center Driv	e, Suite 04E25			
Alexandria, VA 22350				

Figure 22. Status Report (Single Match)

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.

NOTE: For the best results when submitting a request, enter as much information as possible.

Example:

Status Report Pursuant to Servicemembers Civil Relief Act SSN: XXX-XX-1234 Birth Date: Jan-XX-1990 Last Name: DOE First Name: JOHN Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT Image: Antre Dug Bind Date Tame Dug Bind Date Antre Dug Bind Date Mathematication and Date Bindow Antre Dug Bind Date Antre Dug Bind Date Antre Dug Bind Date Mathematication and Date Bindow Middle On the Endown and Bindow and Bindo	Department of	Defense Manpower Da	ta Center		Results as of : Aug-06-2024 08:08:42 PM EDT SCRA 5.21
SSN: XXX-XX-1234 Birth Date: Jan-XX-1990 Last Name: DOE First Name: JOHN Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT Certificate ID: 02JDS01NTWYG2XT	\bigcirc	Status Report Pursuant to Servicem	embers Civil Rel	lief Act	
Birth Date: Jan-XX-1990 Last Name: DOE First Name: JOHN Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT	SSN:	XXX-XX-1234			
Last Name: DOE First Name: JOHN Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT Con Active Duty On Active Duty On Active Duty Batus Date Active Duty Start Date Active Duty Active Duty Active Start The Start Active Duty Active Start That This IS The Start Individual That You R QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY DENTIFY AN INDIVIDUAL Active Date Active	Birth Date:	Jan-XX-1990			
First Name: JOHN Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT On Active Duty On Active Duty Status Date Active Duty Stat Date Based on The PERSONAL INFORMATION YOU PROVIDED. THERE ARE MULTIPLE RECORDS, ADCORDINGLY, DADO CANNOT DEPINITIVELY DENTRY THE INDIVIDUAL. AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU ACLIVE IS BRIVED IGENOR DEPINITIONAL VERIFICATION. A URL FOR THE BERVICE SCAP POINT OF-OCTATION PROVIDED THESE AND THE SERVICE SCAP POINT OF-OCTATION PROVIDED THESE AND THE SERVICE SCAP POINT OF-DEFINITIONAL VERIFICATION. A URL FOR THE BERVICE SCAP POINT OF-OCTATION PROVIDED THESE AND THE SERVICE SCAP POINT OF-OCTATION PROVIDED BELOW. HOWEVER, WITHOUT A SOCIAL SECURITY NUMBER. THE DEPARTMENT OF DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVE ASSERT THAT THIS IS THE SAME INDIVIDUAL THAT YOUR QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY DENTIFY AN INDIVIDUAL. Same Jandway Jandada	Last Name:	DOE			
Middle Name: SMITH Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT On Active Duty On Active Duty Status Date Active Duty Status Date Active Duty Status Date Active Duty Status Date Based on The PERSONAL INFORMATION YOU PROVIDED. THERE ARE MULTIPLE RECORDS, ACCORDINALY, DADE CANNOT DEFINITIVELY IDENTIFY THE INDIVIDUAL AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CARE MULTIPLE RECORDS, ACCORDINALY, DADE CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL. AND IS UNABLE TO RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THE CARE MULTIPLE RECORDS, ACCORDINALY, DADE CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL. AND IS UNABLE TO OF-CONTACT IS PROVIDED BELOW. HOWEVER, WITHOUT A SOCIAL SECURITY NUMBER. THE DEPARTMENT OF DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVE ASSERT THAT THIS IS THE SAME INDIVIDUAL THAT YOUR QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY DENTIFY AN INDIVIDUAL. Same Jacuty Jacuty Jacuty Department of DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVE DENTIFY AN INDIVIDUAL. Same Jacuty Jacuty Department of DEFENSE MANPOWER DATA CENTER CANNOT UNIQUELY DENTIFY AN INDIVIDUAL.	First Name:	JOHN			
Status As Of: Aug-23-2023 Certificate ID: 02JDS01NTWYG2XT On Active Duty Status Date On Active Duty Status Date On Active Duty Status Date Active Duty		SMITH			
Certificate ID: 02JDS01NTWYG2XT On Active Duty On Active Duty Status Date Active Duty Status Date Status Status Active Duty Status Date Status Status Status BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS, ACCORDINGLY, DMCC CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL AND IS UNABLET Status Status BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS, ACCORDINGLY, DMCC CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL AND IS UNABLET Status Status BASED ON THE PERSONAL INFORMATION YOU PROVIDED, THERE ARE MULTIPLE RECORDS, ACCORDINGLY, DMCC CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL AND IS UNABLET Status Control Control Definition, A URL FOR THE SERVICE SCRA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION. A URL FOR THE SERVICE SCRA FOR TOTIONAL VERIFICATION TOTIONAL VERIFICATION TO	Middle Name:				
CIN Active Duty Cin Active Duty Cinaus Date Active Duty Starts Date Batus Benvice Component EASIED ON THE PERSONAL INFORMATION YOU PROVIDED. THERE ARE MULTIPLE RECORDS; ACCORDINGLY, DATOC CANNOT DEFINITIVELY IDENTIFY THE INDIVIDUAL AND IS UNABLE TRELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU CALL THE SERVICE SCRA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERV	Status As Of:	Aug-23-2023			
Active Duty Start Date Active Duty End Date Active Duty End Date Blacks Service Component Service Social INFORMATION YOU FROMDED. THERE ARE MULTIPLE RECORDS, ADCORDINGLY, DADO CANNOT DEFINITIVELY DENTIFY THE INDIVIDUAL AND IS UNABLE IN RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU ACLIVE SERVICE SOCIA FOR ADDITIONAL VERIFICATION. A URL FOR THE SERVICE SOCIA FORM OF-CONTACT IS PROVIDED BELOW.	Middle Name: Status As Of: Certificate ID:	Aug-23-2023 02JDS01NTWYG2XT	r		
BABED ON THE PERSONAL INFORMATION YOU PROVIDED. THERE ARE MULTIPLE RECORDS, ACCORDINGLY, DADIC CANNOT DEPINITIVELY DENTIFY THE INDIVIDUAL AND IS UNABLE? RELEASE ANY INFORMATION. WE STRONGLY RECOMMEND IN THIS CASE THAT YOU CALL THE SERVICE IS AN OTHER PROVIDED BELOW. OF-CONTACT IS PROVIDED BELOW. HOWEVER, WITHOUT A SOCIAL SECURITY NUMBER. THE DEPARTMENT OF DEFENSE MANPOWER DATA CENTER CANNOT AUTHORITATIVE ASSERT THAT THIS IS THE SAME INDIVIDUAL THAT YOUR QUERY REFERS TO. NAME AND DATE OF BIRTH ALONE DO NOT UNIQUELY DENTIFY AN INDIVIDUAL. Same Gauge Gaug	Middle Name: Status As Of: Certificate ID:	Aug-23-2023 02JDS01NTWYG2XT	On Active Duty On Active D	July Status Date	
	Active Duty Sta	Aug-23-2023 02JDS01NTWYG2XT	On Active Duty On Active D Duty End Date ARE MULTIPLE RECORDS, ACC	Nuty Status Date Status ORDINOLY, OMOC CANNOT DEFIN	Service Component
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Figure 23. 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. § 3931(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.

4. 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.
 - NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the FAQs on the website.



Figure 24. Select a Multiple Record Request

- 2. Click the Multiple Record Request tab.
- 3. Log in to your account.
 - NOTE: For instructions on how to log in to an account go to log in. If this is your first time requesting single or multiple records, you must create a new account. If you've forgotten your password, please refer to Forgot Your Password for instructions on how to reset your password.
- 4. 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).

NOTE: Refer to the Download Results section of this guide for more information.

<u>Home</u>	Single Record Rec	quest Multiple Rec	cord Requests	User Guide	FAQs	News	Contact Us
Multip Use this pa • Reques • Downlo •SSN is NO require indi Searches c Middle Nam	le Record ge to: at the status of mul- vad the results of a IT required. Unless viduals to provide y an be conducted u se, or SSN, if alrea	d Requests tiple individuals and/or of status inquiry. you are a financial institi you with their SSN for the sing Name and Date of E dy known, will increase th	a single individual fo ution or otherwise re- sole purpose of con irth alone. Providing re accuracy of the m	ior multiple dates equired to collect nducting a query g additional detai natch.	SSNs, you sho on this website Is such as First	uld not Name,	 Steps to Make a Request Check request file format (see Resources below). Click Choose Files to select a file. Answer certificate question(s). Accept Terms of Use Agreement. Click Upload. Verify that the files uploaded successfully.
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Figure 25. Upload File for Multiple Record Request

5. Click **Choose Files** to add a new file to the upload list.

NOTE: If this is your first time at this website, it is imperative that you review Formatting the Request File prior to uploading a file.

- 6. A window displays allowing you to browse your computer's directory and select the request file.
- 7. Once you locate and select the file, the filename will appear in the Files for Upload list. Review 'Guidelines for File Names' prior to uploading file.

8. If certificates are required for the uploaded files, click **Yes** to the prompt to have a certificate file generated.

NOTE: The default is set to **No**, meaning the certificate file is not required and will not be created.

Home	Single Record Rec	quest Multiple Re	cord Requests Us	er Guide	FAQs	News	Contact Us	
Multi	ple Record	d Requests					Steps to M	ake a Request
Use this p Requ Down *SSN is N require inc Searches Middle Na	est the status of mul iload the results of a IOT required. Unless dividuals to provide y can be conducted u ime, or SSN, if alrea	tiple individuals and/or of status inquiry. ; you are a financial instit you with their SSN for the sing Name and Date of E dy known, will increase t	a single individual for m ution or otherwise requir sole purpose of conduc Sirth alone. Providing add he accuracy of the match	ultiple dates ed to collect ting a query litional deta I.	s. SSNs, you sho on this website Is such as First	uld not Name,	Check req Resource: Click Choo file. Answer ce Accept Ter Agreemen Click Uplo Verify that successful	uest file format (see s below). use Files to select a rtificate question(s). ms of Use t. ad. the files uploaded ly.
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you cer this Ag I Ace	rtify, under penalty o reement. cept	f perjury, that you are on	y using this website for t	he permissi	ole uses identifi	ed in		
Files Uplo	aded in Last 24 Hou	ırs (0 files)		Download	Results (Displa	ay all files)		
File ID	Filename	Upload Status	Date Uploaded	Size	Certs Require	d		

Figure 26. File Selected for Upload

- 1. 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.
- 2. Click I Accept to indicate that you have read and agree to the terms of use.

NOTE: You must agree to the terms of use to run a multiple record search.

- 3. After making your certificate selection and agreeing to the terms of use, click Upload.
- 4. 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.

NOTE: A file will not be processed unless it is validated.

The uploa Resource	ided request file must be a .txt file in s and the complete descriptions in t	a very specific fo he User's Guide.	rmat (fixed format). Please	e see the	sample files under
Certific	ation Request Files for Upload 🥹				
+ 0	hoose Files				
Do you Fa	require certificates for the uploaded or what population(s) do you want the Certificate(s) for Individuals in Activ Certificate(s) for Individuals not in A	d files? ? Ye e certificates? (Se e Duty Status active Duty Status	es (
P\$ u	pload				
Files Uplo	aded in Last 24 Hours (2 files)		Downlo	ad Resul	ts (Display all files)
File ID	Filename	Upload Status	Date Uploaded	Size	Certs Required
A1274	SCRA_ExampleRequestFile.txt	*	06/26/2019 12:12 PM	364 B	Yes (AD)

Figure 27. Files Uploaded

- 5. Return to the website in 24 hours to check the status of the file under the **File Status** portion of the screen.
 - NOTE: The results file and the certificate file will not necessarily be ready to download at the same time.

	огога дрине, к мигноск	present if certificates v	were not requested.
	-	CRefr	esh List Rows Per Page 10
Jpload Filename	Date Uploaded	Result File Status	Certificate File Status
Sample_File.txt	07/21/2017 2:28 PM	Download	Download
	lpload Filename ample_File.txt	Ipload Filename Date Uploaded ample_File.txt 07/21/2017 2:28 PM	CReft Ipload Filename Date Uploaded Result File Status ample_File.txt 07/21/2017 2:28 PM Download

Figure 28. Files Complete, Ready for Download

- 6. 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.
- 7. Click **Download**. A window displays and you can browse your computer's directories and select where to save the results file.
- 8. 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 (^E) and the Download link.
- 9. Selecting the certificate file **Download** button will display a dialog box prompting you to select ZIP or PDF download format. Make a selection.



Figure 29. Certificate Format

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

NOTE: If you encounter any errors/issues, refer to the FAQs on the website.

File Status

- The SCRA Multiple Record Request Upload File(s) tab will display the file id, file name, upload status, upload date, size, and certificate required.
- The 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.
- 15 days after the upload date, the file expires and is no longer available for download.
- 30 days after the download date, the historical record of this file is no longer visible.
 - NOTE: If you are returning to the website after an extended period of time (i.e., the minimum 24hour processing time) you must log In before you can check the status of a file.

File Names of Multiple Record Requests

- Allowed:
 - Upper and lower letters: a-z
 - Numbers 0-9
 - The underscore character (_)
- Not Allowed:
 - Spaces
 - Additional periods before the extension

- Any special symbols or characters not mentioned above
- File names must include the extension .txt
- Maximum length of name (without file extension) is 30 characters.

Format of 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 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:

- Format must be 'fixed width' (See Request File Layout/Format table for positions/lengths).
- Can contain numbers (0-9), letters (A-Z or a-z), and spaces (). The use of any other characters not
 previously listed will result in an Error Uploading File message.
 - NOTE: Name fields (last, first, and middle) are exceptions as they cannot contain numbers (0-9) but can include dashes (-) and apostrophes (').

NOTE: The customer record ID can also include dashes (-) and apostrophes (').

- Must be saved as a .txt (text only) file type.
- Must be UTF-8 encoded flat text.
- 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.



Figure 30. Request File

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

Figure 31. Request File Format Guidelines

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.
 - No dates before 19000101 and no future dates are allowed.
- Last Name. This is the last name of the person of interest.
 - Entries in this field must be alphabetic (A-Z or a-z).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
 - Do not include suffixes (Jr., Sr., III, etc.).

- Entries in this field must be alphabetic (A-Z or a-z).
- No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
- **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.
 - Entries in this field must be alphanumeric (A-Z, a-z, 0-9).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.
- Active Duty Status Date. The date 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 on or after 19850930 and cannot be a future date.
 - A future date is equal to the current date plus 1 day.
- Middle Name. This is the middle name of the person of interest.
 - Entries in this field must be alphabetic (A-Z or a-z).
 - No special characters, other than the blank space "", the dash "-", and the apostrophe "", are allowed.

Download Results

Once a request file has been completed, a result file will be available to download.

- NOTE: The result file contains the SCRA version number in the prefix of the filename, e.g., scra4_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 to obtain the result file(s).

To download a result file:

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

150 USC Appr.	§3901 et seq. as am	ended)	The services provide	d on this sile are FREE		Minige Logout
	Welcon Serv Relie	ne to the Offici vicemem ef Act (S	₃ bers Civil CRA) Webs	site		
						Stees to Patriava Pasulta
Multi	ple Reco	rd Reque	ests			Steps to Retrieve Results
Use this p	age to:					 Locate correct upload hie in the table. If output is ready, click the
Requ	est the status of n	nultiple individuals	and/or of a single indivi	dual for multiple dates	a.	2. Open and/or save results
"SSN is N	OT required. Unit	ess you are a fina	icial institution or otherw	(se required to collect	SSNs, you should not	 Interpret the results file For examples, see Resources
require in Searches	dividuals to provid can be conducted	le you with their S d using Name and	SN for the sole purpose Date of Birth alone. Pro	of conducting a query viding additional deta	on this website. Is such as First Name,	 For complete descriptions, see
Middle Na	ame, or SSN, if alr	eady known, will i	ncrease the accuracy of	the match.		the <u>User Guide</u>
16	nigad Requests	Download Rev	o illo			Tips & Notes
<u></u>	and the particular		in the second			 Allow up to 24 hours for results to be reache for download.
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Cile Siste				CiRoboot	ListRows Per Prov	 8 days (Certificate files)
File diale				0 5 8	10 0 15 0 20 0 25	Resources
File ID	Upload Filenam	10	Date Uploaded	Result File Status	Certificate File Status	User Guide
A2660	SCRA_Example	eRequestFile.bt	08/06/2024 3:58 PM	Ξ	Ξ	Privacy Notice Example Request File
First	Previous 1	Next Last			Go To Page 1	Annotated Request File Annotated Result File
						Download Adobe Reader
						Legend
						✓Upload Download complete
						Results ready
						Certificate ready
						2 Processing
						AWarning (various types)
						Error (various types - files will not be processed)
						N/A Certificates not requested

Figure 32. 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 33. Open or Save File

🖑 Save As	make if a little mark						
SCRA				- 4 9	Search SCRA		Q
Organize 🔻 New folder						800 -	0
 ★ Favorites Desktop Downloads Documents Recent Places My Pictures My Pictures 	Name	Date modified No items n	Type hatch your search.	Size			
File name: SCRA_4_0_SC	RA_4_0_SAMPLE_BATCH.txt						•
Save as type: TXT File (*.txt)						_	•
) Hide Folders					Save	Cance	

Figure 34. 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

Each result file will be in a 'fixed width' format. See the examples below.



Figure 35. Result File

VD.24

Position	Length	Туре	Field Name	Format
1-9	9	Numeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphabetic plus Dash (-) and Apostrophe (')	Last Name	Left Justified
44-63	20	Alphabetic plus Dash (-) and Apostrophe (')	First Name	Left Justified
64-91	28	Alphanumeric plus Dash (-) and Apostrophe (')	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	Left Justified
102	1	Alphanumeric	Left Active Duty <=367 Days from the Active Duty Status Date	Left Justified
103	1	Alphanumeric	Notified of Active Duty Recall on Active Duty Status Date	Left Justified
104-111	8	Numeric	Active Duty End Date	Left Justified
112	1	Numeric	Match Result Code	Left Justified
113	1	Numeric	Error	Left Justified
114-121	8	Numeric	Date of Match	Left Justified; 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	Left Justified
148-149	2	Alphanumeric	EID Service Component	Left Justified
150-169	20	Alphabetic plus Dash (-) and Apostrophe (')	Middle Name	Left Justified
170-184	15	Alphanumeric	Certificate ID	Left Justified

Figure 36. Result File Format Guidelines

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 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.
 - No dates before 19000101 and no future dates are allowed
- 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 the date provided in the request file.
- On Active Duty on the 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**: There was 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 servicemember 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.

IMPORTANT. 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</p>

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 an issue with the data input.

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 servicemember'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.

- **Z**: Not applicable or error. There was an issue with the data input.

Active Duty End Date

The active duty end date will be populated if the servicemember left active duty under two conditions:

- The individual was on active duty on the active duty status date, and that active duty period has subsequently ended.
- 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.
 - NOTE: 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

This field is no longer in use. All result files will return a '0' value in the 112th position of each record, regardless of match parameters.

For active duty status determination, refer to the results in the following fields:

- Active Duty on the Active Duty Status Date.
- Left active duty <= 367 days from the active duty status date.
- Notified of a Future Call-Up to Active Duty on the Active Duty Status Date.
- Active Duty End Date.

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

SSN is invalid. It must be 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 on or 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 servicemembers can and does change daily, so it's important to record when the SCRA match was completed.

Active Duty Begin Date

The date the servicemember 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. AJ—Army Cadet
- 3. AR—Army Active Duty
- 4. AV—Army Reserve
- 5. AZ—Army affiliate
- 6. CJ—Coast Guard Cadet
- 7. CR—Coast Guard Active Duty
- 8. CV—Coast Guard Reserve
- 9. CZ—Coast Guard affiliate
- 10. FG-Air National Guard
- 11. FJ—Air Force Cadet
- 12. FR—Air Force Active Duty
- 13. FV—Air Force Reserve
- 14. HR—Public Health Services
- 15. MR—Marines Corps Active Duty
- 16. MV—Marine Corps Reserve
- 17. MZ—Marine Corps affiliate
- 18. NJ—Navy Cadet
- 19. NR—Navy Active Duty
- 20. NV—Navy Reserve
- 21. OR-National Oceanic & Atmospheric Administration Active
- 22. SR—Space Force Active Duty

- 23. SV—Space Force Reserve
- 24. ZZ-Other
- EID Service Component
 Used by the DoD to classify service positions.
 - 1. AG-Army National Guard
 - 2. AJ—Army Cadet
 - 3. AR—Army Active Duty
 - 4. AV—Army Reserve
 - 5. AZ—Army affiliate
 - 6. CJ—Coast Guard Cadet
 - 7. CR—Coast Guard Active Duty
 - 8. CV—Coast Guard Reserve
 - 9. CZ—Coast Guard affiliate
 - 10. FG—Air National Guard
 - 11. FJ—Air Force Cadet
 - 12. FR—Air Force Active Duty
 - 13. FV—Air Force Reserve
 - 14. HR—Public Health Services
 - 15. MR—Marines Corps Active Duty
 - 16. MV—Marine Corps Reserve
 - 17. MZ—Marine Corps affiliate
 - 18. NJ-Navy Cadet
 - 19. NR—Navy Active Duty
 - 20. NV-Navy Reserve
 - 21. OR-National Oceanic & Atmospheric Administration Active
 - 22. SR—Space Force Active Duty
 - 23. SV—Space Force Reserve
 - 24. ZZ-Other
- 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.

- NOTE: The certificate 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 closed your 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.

150 USC Appr.	§3901 et seq. as ame	ndid)	The services provide	ed on this site are FREE		Minige Logou
6	Welcom Serv Relie	e to the Offici icemem ef Act (S	⊧ bers Civil CRA) Webs	site		
Home	Single Record R	tequest 1	Autiple Record Requests	Liser Guide	FAOs News	Contact Us
Multij Use this p • Requi • Down "SSN is N require ino Ssarches Midde Na	ple Record age to: est the status of m load the results of OT required. Unle tividuals to provide can be conducted me, or SSN, if also	rd Reque utiple individuals a status inquiry. as you are a finar a you with their S you with their S ady known, will i	endior of a single indivi- relal institution or otherw SN for the sole purpose. Date of Birth alone. Pro norease the accuracy of	dual for multiple date (se required to colled of conducting a query viding additional deta the match.	s. : SSNs, you should not yon this website. ils such as First Name,	Steps to Retrieve Results 1. Locate correct upload file in the table. If output is ready, click the Download link. 2. Open and/or save results 3. Interpret the results file • For examples, see Resources below • For complete descriptions, see the <u>User Guide</u>
Up There are • The ri • The o	load Requests two types of dowr esuits file is a text entificate file is eith	Download Res Iloadable files: file. her a PDF or a Zj	auts o file. It will not be preser	nt if certificates were	not requested.	Tips & Notes Allow up to 24 hours for results to be ready for download. Results are available for only a limited time: 15 days (Results files) 8 days (Certificate files)
File otata				0 5 8	10 0 15 0 20 0 25	Resources
File ID A2660 First	SCRA_Example Previous 1	e RequestFile.bd Next Last	08/06/2024 3:58 PM	Result File Status	Contribute File Status	User Guide Privacy Notice Example Request File Annotated Request File Annotated Result File
		_				Lowritian readie readie Legend ✓Upload Download complete Results ready Cartificate ready EProcessing
						AWarning (various types) Gener (various types - files will not be processed) NA Certificates not requested

Figure 37. File Status

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

Would you like your Certificate file in a PDF or Zipped format?				
Compressed (.zip) Format				
PDF Format				
Please note the PDF Format may be 50% larger than the Compressed format and may take longer to download				
Cancel Continue				

Figure 38. 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.

View/Print Certificates for Multiple Record Request

Certificates are provided as a result of a multiple record request inquiry, if they are requested. Depending on the number of records returned from the search, one of the following certificates will be provided for each individual:

- Status Report (single match found)
- Status Report (multiple matches found)
- NOTE: These certificates are the same format as the single record request inquiry, see the sections linked above for samples of those certificates.

If you select the option for receiving only all positive matches OR only all negative matches, and there are no matches in your file, you will receive a Status Report (No Matches Found) certificate. The Status Report (No Matches Found) is provided for informational purposes only and will not include any names or active duty status dates that were provided in the file (see example below).

Department of Defense Manpower Data Center	Results as of : Aug-06-2024 07:23:54 PM					
SCRA 5.21 Status Report Pursuant to Servicemembers Civil Relief Act						
On Active Duty On Active Duty Status Date						
Active Duty Start Date Active Duty End Date Status	Service Component					
There are no results matching the population for which you requested	ed certificates.					
Surface of the control of the contro						
file: A3137379						

Figure 39. Status Report (No Matches Found)

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. § 3931(c).

To print the Multiple Record Request Certificates file:

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

5. Contact Information

For questions regarding information you have received from SCRA, call:

Customer Data or Certificate Questions

For questions related to DEERS data, the information on SCRA certificates, a service member's status, or military service contacts, call the DMDC Contact Center Tier 1 Web Services 1-800-368-3665.

Technical Issues/Web Site Issues

For technical questions about site connectivity concerns, access to site, error codes, Multiple Record Requests, or general website assistance, call the DMDC Technical Support Center (DSC) 1-800-477-8227.