

Token Redemption:

You will be receiving EMMA token email messages from the no_reply@dmdc.osd.mil address in the very near future. The tokens will be active only for a limited period of time; if you do not perform the token redemption procedure prior to their expiration date, then arrangements will have to be made to manually resend them to you from within EMMA. It is important that you redeem your tokens as soon as possible after you receive them.

These emails will contain instructions for how to redeem your EMMA tokens in order to accept your assigned roles in the PCOLS system. There are two ways to accomplish this task. The first one involves clicking the provided token link, which will look like this: (https://pki.dmdc.osd.mil/emma-web/token.html?TOKEN_ID=xxxxxxx). The string of x's represents an 8 character code composed of letters and numbers that makes up the token. Your other option is to navigate to the EMMA Redeem Token page using this URL (<https://www.dmdc.osd.mil/emma-web/token.html>) and then to follow the instructions on the page for redeeming the token with your CAC.

If you choose the latter option, after clicking the link, you will have to click the OK button to move past the "Consent to Monitor" banner. Afterwards you would select the Common Access Card (CAC) logon method and then click the Continue button to proceed. When you reach the Redeem Token page in EMMA, locate this statement in the token email message: "When prompted for the Token, enter the following into the Token field: xxxxxxxx." Copy the 8 character token string and paste it into the Token field, or you may just type the characters manually. Click the Submit button, and the system should return a message indicating that your token was successfully redeemed. A hyperlink to EMMA User Manual is provided for your reference; more detailed instructions for the steps outlined above are located under Section 3.1.1, Option 1, complete with screen shots: <https://acc.dau.mil/CommunityBrowser.aspx?id=239853&lang=en-US>.

If you need help or support, please contact the PCOLS help desk at the following phone numbers or by email at dlacontactcenter@dla.mil.

- . US (CONUS) - Commercial (toll-free): 1-800-376-7783
- . OCONUS - DSN: 661-7307
- . Direct dial: 269-961-7307