

## **Need Assistance?**

[www.cap.mil](http://www.cap.mil)

Contact us from 8am-5pm Eastern Time by phone at (703) 614-8416, (571) 384-5629 VP, or anytime by email at [cap@mail.mil](mailto:cap@mail.mil).

# **Contact CAP**

## **Computer/Electronic Accommodations Program (CAP) Main Office**

If you have general questions about CAP and how we can help you, please contact us at:

1700 N. Moore Street, Suite 1000  
Arlington, VA 22209  
(703) 614-8416 (Voice)  
(571) 384-5629 (Videophone)  
(703) 697-5851 (Fax)  
[cap@mail.mil](mailto:cap@mail.mil) (Email)

## **Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC)**

If you'd like to speak to someone at CAPTEC to schedule an appointment, please contact us at:

The Pentagon  
Room 2D1049  
(703) 693-5160 (Voice)  
(703) 693-6189 (TTY)  
[cap.captec@mail.mil](mailto:cap.captec@mail.mil) (Email)

Directions to the Pentagon can be obtained by visiting  
<https://pentagontours.osd.mil/directions.jsp>

## **CAP Teams**

Do you need information on assistive technology? Do you have questions about your needs assessment? Contact the Assessment Team at [CAP.Assessment@mail.mil](mailto:CAP.Assessment@mail.mil) (Email) for assistance.

Are you interested in the current status of your accommodation request? The Acquisition Team can answer your questions at [CAP.Acquisitions@mail.mil](mailto:CAP.Acquisitions@mail.mil) (Email). Would you like to request CAP to present at your agency or event? Email the Outreach Team at [CAP.Outreach@mail.mil](mailto:CAP.Outreach@mail.mil) (Email).

**Q: What is CAP?**

A: Established by the Department of Defense (DoD) in 1990, the Computer/Electronic Accommodations Program (CAP) is a centrally funded program that provides assistive technology (AT) and reasonable accommodations to people with disabilities and wounded Service members. CAP's mission is to ensure that people with disabilities and wounded Service members have equal access to the information environment and opportunities in the DoD and throughout the Federal government.

**Q: What is a reasonable accommodation?**

A: Reasonable accommodation is any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in employment equal to those of employees without disabilities. The provision of reasonable accommodations is the responsibility of the employing agency. CAP serves as a resource to our DoD and partner agencies.

**Q: What is assistive technology?**

A: The Assistive Technology Act of 1998 defines Assistive or Adaptive Technology as: products, devices, or equipment, whether acquired commercially, modified or customized, that are used to maintain, increase or improve the functional capabilities of individuals with disabilities.

**Q: What Executive Orders, publications, or initiatives exist that provide guidance and direction for managers?**

A: Here are the Executive Orders:

- Executive Order 13164:  
Requiring Federal Agencies To Establish Procedures To Facilitate the Provision of Reasonable Accommodation
- Executive Order 13518:  
Employment of Veterans in the Federal Government
- Executive Order 13548:  
Increasing Federal Employment of Individuals With Disabilities
- Executive Order 13583:  
Establishing a Coordinated Government-Wide Initiative to Promote Diversity and Inclusion in the Federal Workforce

Also see:

- DoDI 6025.22: August 2008 the Department of Defense Instruction, Assistive Technology (AT) for Wounded Service Members was signed, establishing policy for AT programs in the Military Health System. The DoDI further enhances and institutionalizes CAP's role in the rehabilitation process.

Related Links:

- Office of Disability Employment Policy

- [Job Accommodation Network](#)
- [Equal Employment Opportunity Commission](#)
- [Office of Personnel Management](#)
- [EEOC Annual Report on Employment of People with Disabilities](#)
- [Workforce Recruitment Program](#)

**Q: Can I request a CAP representative to present at an event?**

A: Yes, please visit our [Event Request Form](#) and tell us about your event. We will review your submission and respond within 2-3 weeks. For any additional questions, you may contact the Training and Outreach Team at: [CAP.Outreach@mail.mil](mailto:CAP.Outreach@mail.mil).

**Q: How can I receive updates about CAP and other disability related information?**

A: Sign up for CAP [emails](#), visit the CAP website frequently, download the [CAP Mobile App](#), follow CAP on [Facebook](#) and [Twitter](#) and subscribe to CAP's [YouTube Channel](#).

**Q: Does CAP provide materials for distribution or training?**

A: Yes, depending on the types of events, training and awareness materials are available and will be provided to agency representatives. CAP recommends accessing our [CAP downloadable files](#) as a first step in the provision of electronic files to increase awareness of CAP services.

## How to Make a Request

Prior to submitting an accommodation request to CAP, you should determine which assistive technology you will need. If you are unsure or are unfamiliar with assistive technology, there are a few options you should consider:

1. Browse some of the most frequently requested [assistive technology](#) on the CAP website;
2. Use the [CAP Online Needs Assessment](#) to answer questions about your job duties and functional limitations. The online needs assessment tool will be able to make recommendations based on your responses;
3. Contact [CAPTEC](#) to schedule an onsite or VTC needs assessment, or with any general questions about your assistive technology; or,
4. Submit an accommodation request an on-site needs assessment – CAP will contract a local consultant to visit your workstation to perform a needs assessment.

Once you are ready to submit your accommodation request to CAP, you can do so in one of three ways:

1. Online – complete and submit a [CAP Accommodation Request](#) using our easy to follow, step-by-step online request module;
2. Email – complete a [CAP Accommodation Request form](#) in either .DOC or .PDF format and [email the request to CAP](#); or,

3. Fax – print out and complete a CAP Accommodation Request form and fax the request to CAP at 703-697-5851.

Certain accommodation requests will require you to provide the CAP staff with required additional information or documentation:

1. Computer Specifications Form – the CAP Speech Form is required for all requests for speech recognition software. Prior to submitting the form to CAP, make sure that the entire form is complete and a member of your HelpDesk or IT Department has signed the form.
2. Video Communication Devices Information Form – the CAP Videophone Additional Information Request Form provides the CAP staff with information about the customers essential job functions and technical environment to ensure that the correct videophone is received.
3. Personal Assistant Information Form – any request submitted to CAP for a personal assistant must be accompanied by a completed Personal Assistant Information Form.
4. Telework Agreement – customers requesting a laptop computer, printer, fax machine, scanner, or all-in-one machine for their telework location must provide the CAP staff with a copy of their accepted Telework Agreement which states that they are teleworking “as a form of reasonable accommodation.”
5. Medical Documentation\* – any person who submits a CAP Accommodation Request and does not have a targeted disability must provide CAP with supporting medical documentation which cites their disability or disabling condition. There is no timeframe for when the documentation must be from since the disabilities CAP accommodates are considered to be permanent. Medical documentation is kept on-file with CAP for seven years from the date it is received.

\*CAP adheres to HIPAA privacy laws and regulations, and any Personal Identifying Information (PII) on medical documentation that is received is immediately removed. Any documentation that is not needed is destroyed.



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