



# CAPtions

News Bulletin of the Computer/Electronic Accommodations Program  
U.S. Department of War, Defense Human Resources Activity

## Enhancing Access and Awareness: CAP Advances Technology, Resources, and Customer Support

Throughout the quarter, CAP maintained its commitment to supporting Department of War employees and Service members by enhancing technology resources, improving customer support, and expanding access to information regarding workplace needs assessments and assistive technology (AT). As part of an ongoing initiative to optimize the customer experience, CAP provided essential support for the latest CAPX release of our web portal.

The team monitored account reactivations and completed account mergers to ensure uninterrupted access to CAP services and resources. These actions preserved system integrity and facilitated a seamless experience for customers navigating the accommodation process.

CAP also strengthened its AT resources. The Assessment team reviewed and updated product information and customer communications to ensure customers receive current, relevant information when exploring accommodation solutions. These updates support CAP’s mission to provide effective technologies that address diverse workplace needs.

To enhance outreach and engagement, the Outreach team published updated AT one-pagers and event postings on the website. These resources offer customers, supervisors, Disability Program Managers, and agency partners streamlined access to information about available AT and upcoming engagement opportunities. By maintaining current and accessible content, CAP ensures stakeholders remain informed about the services and solutions provided through the program.

These accomplishments demonstrate CAP’s ongoing focus on delivering responsive customer service, maintaining reliable systems, and equipping customers with the critical information and technologies required for workplace success. Through cross-team collaboration, CAP remains dedicated to advancing accessibility and supporting mission readiness throughout the Department of War.

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## Request an Accommodation

1. Visit cap.mil
2. Log in or register with a CAC card.
3. Click “Accommodations” at the top.
4. Select a disability category and review available accommodations.
5. Add selections to the cart and click “View Cart.”
6. Answer required questions, then click “Request These Accommodations.” The website guides the rest of the process.
7. Need help? Contact CAP at cap@mail.mil.

# FY26 Q3 Event Showcase



AT showcased during a CAPTEC info table.



Jerome Lyons, LaTasha Oglesby, and Grace Hoffman (L to R) at the Military Health Systems Conference in Dallas, Texas.



CAP team demonstrated AT at the CAPTEC open house.

## Request CAP at Your Event



Planning an event or training? Enhance it with CAP's virtual training on assistive technology and accessibility for supervisors, Disability Program Managers, reasonable accommodation coordinators, military health professionals, and more. To request CAP at your event, use the link below.

<https://cap.mil/request-cap-at-your-event>


## Connect with CAP

 **CAP Office**  
T: 703-614-8416  
VP: 571-384-5629  
TF: 833-227-3272


  cap@mail.mil  
cap.mil

 **CAPTEC** cap.captec@mail.mil


 T: CAPTEC 703-693-5160

**Facebook** @DoWCAP1990 

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**X** @DoWCAP1990 

**Computer/Electronic Accommodations Program (CAP)**  
T 833-227-3272 or 703-614-8416, VP 571-384-5629  
Email cap@mail.mil, cap.mil