

ID Cards and DEERS Updates (to include CAC Pin resets)

Hours of Operation:
Tuesday thru Friday
0900-1100
1300-1600
By Appointment Only

- To **obtain an ID** dependents must either:
 - Be accompanied by their military member
 - have an **original** DD Form 1172 not more than 90 days old and signed by the sponsor and his/her servicing ID Card/DEERS Office or
 - have a specific Power of Attorney that gives permission to make changes to military records
- To **make changes or updates to DEERS** dependents must either
 - be accompanied by their military member or
 - have a specific Power of Attorney that gives permission to make changes to military records
- Anyone over the age of 20 must have 2 forms of identification, including one photo I.D:
 - Acceptable forms of photo I.D.
 - Military I.D. (Must not be expired)
 - Driver's license
 - Passport
 - State, federal, or local government I.D. card
 - Acceptable for secondary form of identification :
 - Social security card
 - Birth certificate
 - Voter's Registration Card
 - Permanent resident card
- Document Requirements - Two forms of valid identification, as listed above, in addition to the annotated documents are required:
- **MILITARY MEMBER ID CARD** –
 - Renewal/Expired Cards: Previously issued ID Card and extension or Reenlistment documents (if applicable).
 - Grade Change: Previously issued ID Card and Promotion Order
 - Lost/Stolen ID Cards
 - First visit the Security Police office and file a lost/stolen ID card report
 - Bring report to ID card section to obtain new ID
 - For the purpose of reissuance of a CAC to military, civilian and DoD contract personnel who are victims of stolen ID cards and have no form of picture ID the second document must be an official report or letter from the Military Provost Marshal or Civilian Police Department indicating the CAC was stolen.
 - Eligible dependents of military sponsors whose military ID card has been lost or stolen, must obtain a valid photo ID and a second form of identification as proof of identity prior to reissuance of a new ID card.
- **RETIREE** - Retirement order or DD Form 214
- **INITIAL ISSUE (SPOUSE/CHILD):**
 - A photo ID, marriage certificate, birth certificate, Social Security Card, and DD Form 214, if prior military.

- **SPOUSE, CHILD UNDER 21 YRS OF AGE (RENEWAL) - card can be renewed within 90 days of expiration**
 - Children must be 10 years of age to be issued an identification card with the exception of dual military or single military service members
 - For renewal, the sponsor must be present to sign DD Form 1172 (ID Card Application) or the spouse must have the sponsor's Power of Attorney to sign for the sponsor in his/her absence or the spouse must have a DD Form 1172

- **CHILD, AGE 21-23**
 - Must be enrolled in an accredited college as a full-time student leading to an associate's degree or higher.
 - Requires a letter from the school Registrar's office certifying:
 - full-time enrollment
 - anticipated date of graduation
 - must be on school letterhead.

- **100% DISABLED VETERAN**
 - Require a letter from the Veterans Administration stating he/she is 100 percent disabled service-connected. The letter must state whether the DAV is scheduled for future exams.
 - A DD 214 and two forms of ID are also required.
 - If enrolling a spouse or child, please bring documents required in Initial Issue requirements as listed above.

- **INDIVIDUAL READY RESERVE**
 - Enlistment contract, Assignment Commissioning Oath and/or DD Form 214.

- **CIVILIAN CONTRACTOR**
 - Civilian Contractors must be entered into, and verified by, the Contractor Verification System prior to receiving an ID card.

- **INCAPACITATED CHILD OVER AGE 21, PARENT/PARENT-IN-LAW DEPENDENCY**
 - Dependency determination can be done for a child 21 years of age who is incapacitated
 - parents, and parent-in-laws, provided the sponsor is supporting these dependents with at least 50% of their living expenses
 - All packets must be renewed every 4 years or as required by the approving authority

- **INCAPACITATED CHILD 21 YEARS OF AGE:**
 - DD Form 137-5 which can be obtain from the ID Card Section
 - birth certificate
 - medical statement verifying the dependent's medical incapacitation is permanent or temporary
 - Retirement order (if sponsor is retired)
 - letter from the Social Security office verifying whether the child is receiving social security benefits, and if so, whose social security number the benefits are being received under

- **NEWBORNS**
 - All newborns must be added to DEERS within 30 days of birth
 - A Birth Certificate or Certificate of Live Birth is required
 - Social Security Card (if already received by Social Security Administration).

****SEE PAGE 3 FOR RAPIDS SELF SERVICE ONLINE INFORMATION ****



Do you need a DD Form 1172-2, Email Update or need to Update Contact Information?

Save Time -- Do These Actions Yourself Using the RAPIDS Self Service (RSS) Website!

Just visit https://www.dmdc.osd.mil/self_service to get started.

You Can Use this Self-Service Website if:

1. You are a Sponsor.
2. You have a CAC.
3. You use a CAC-enabled personal computer.
4. You want to perform the actions below.

For You the Sponsor:

For Your Dependents:

Add/Change Data to DEERS (<i>update your Contact Info including home/work address, phone numbers, email, etc.</i>)	Verify Your Dependents. Once verified with RSS, you no longer need to accompany your dependents to get an ID card
Add/Change Work Email Address to Receive Initial or New Work Email Certificates	Generate a DD Form 1172-2 Print it or save it to DEERS!
Add a Personnel Category Code (PCC) to Your CAC (<i>for those with dual-personnel categories - e.g., Civilian and Reservist</i>)	Add/Change Dependent Contact Information in DEERS (<i>update Contact Info including home/ mailing address, phone numbers, personal email, etc.</i>)
Activate the PIV Authentication Certificate	
Add the JDM Applet to Your CAC	

Questions or Problems?

- Issues with the Website Itself? Contact the DMDC Support Center (DSC) Help Desk available 24x7 at: 1-800-372-7437
- Do You Require DoD Beneficiary Information or Assistance on Your Personnel Record? Contact the DMDC/DEERS Support Office (M-F, 0600-1530 PST) at: 1-800-538-9552 or TTY/TDD: 1-866-363-2883