

**Temporary Policy Guidance  
In Response to COVID-19**  
*(all exemptions expire 30 Sep 2020)*

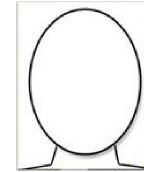
1. Expiration dates: USID cards will remain valid that expired on or after January 1, 2020 through September 30, 2020.
- a. This does not apply to children turning age 21. If your child is attending college full-time, contact your local ID card issuance site. For secondary dependency information for incapacitated children, visit DFAS website at <https://www.dfas.mil/> or call Air Force Secondary Dependency (317) 212-8049.
- b. Common Access Card (CAC) will not be re-issued prior to 30-days of expiration date, or determined locally per installation mission capability. Deviated grooming authorized for photo capture as directed by local Commander (ID expires 1-year from issue for deviated grooming photo)
2. Printed information on all ID cards: CAC or USID card will not be reissued for the purposes of changing information printed on the card. No re-issuances on all ID cards to reflect new promotion (grade/rank), including last names changes due to marriage or divorce.
3. Increased minimum age for all ID card issuances requirement from age 10 to 14.
4. Mobilized Reserves (includes ANG) and their eligible dependents continued use of the Reserve USID card to obtain active duty benefits.
5. DoD civilians transferring between components (i.e., Air Force to Army) will retain existing CAC, no re-issuance.

**Requesting family member DEERS enrollment  
and other DEERS updates remotely by eMail,  
Fax, Online, or Mail**

1. Sponsor completes DD Form 1172-2: <https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf> or [https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service)
2. Provide copies of 2-acceptable identity documents, i.e., Military ID card, Driver's license, and Passport. Refer to "List of Acceptable Identity Documents for ID Card Issuance" at <https://www.cac.mil/>
3. Documents supporting your request to determine eligibility as listed below. For a complete listing of acceptable eligibility documents, refer to AFI 36-3026, Vol 1, Attachment 5, page 310.  
  
Lawful spouse – Photo ID, Marriage certificate & SSN card, Birth certificate (preferred), or court order  
  
Legitimate Child (newborn of marriage) – Birth certificate, SSN card (if available)  
  
Stepchild – Child & Parent Birth certificate, Parent Marriage certificate & SSN card (if available)  
  
Student (age 21-23) – Proof of full-time school enrollment at an accredited college  
  
100 Percent Disabled Veteran – VA letter with 100% disability, DD Form 214 indicating Honorable or General discharge. Less than 100% disability does not warrant Military ID card, unless unemployed due to disability; VA provides VHIC for shopping privileges.  
  
Divorce – Refer to Air Force Former Spouse Eligibility Determination Tri-fold for 20/20/20 or 20/20/15. Call TFSC 1-800-525-0102 for additional information.

**Request ID card remotely for dependents &  
retirees for initial issue or lost/stolen. Otherwise,  
continue to use your expired ID. (All remotely  
issued cards will expire 1-year from issue date)**

1. Print passport type photo  
High resolution – not blurry or grainy  
Size - 5"x7" or 8"x10"



2. Complete DD Form 1172-2: <https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf> or [https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service).
3. Provide copies of 2-acceptable identity documents i.e., Military ID card, Driver's license, or Passport, complete list of acceptable identity documents, visit <https://www.cac.mil/>. Self-sworn statement if replacing lost or stolen card.
4. Contact nearest ID card issuance site for local procedures, visit RAPIDS Site Locator at <https://dmdc.osd.mil/rsl>.

**Note: Logistical processing and availability of services is determined locally per ID card office and installation mission capability.**

**Verifying Official Instructions**

1. Confirm the information matches DEERS
2. Scan/upload documents into RAPIDS
3. Overwrite fingerprint capture if needed
4. Use photo to re-capture for RAPIDS
5. Modify expiration date 1-year from issue date
6. Laminate USID without signature or hand write "unable to sign" on signature block
7. Mail using tracking with signature receipt

**FSS Customer Service Office  
Attention RAPIDS SSM/VO**

**Useful Websites & Contact Information**

**In Response to  
2019 Novel Coronavirus (COVID-19)  
ID Card Services**

Use this area of the Trifold to provide additional information about your local DEERS enrollment and ID card issuance processes:

FSS web site resources can be found at:  
**[www.21FSS.com](http://www.21FSS.com)**

Initial DEERS enrollment (newborn, spouse, etc.)

Online ID Renewal information

Contact information:

Email address: **[21fss.fsmps.cs.wf@us.af.mil](mailto:21fss.fsmps.cs.wf@us.af.mil)**

Mailing address: **135 Dover St. Bldg 350 Ste  
1073, Peterson AFB, CO 80914**

Telephone: **719-556-0008 Option 1**

Questions , contact local ID card issuance site at  
<https://rsl.dmssc.osd.mil/rsl>

DoD Reference Center

- Information on all ID cards, [www.cac.mil](http://www.cac.mil)

ID Card Online (IDCO)

- Update contact/personal information to include your email address update on your CAC

- Create DD Form 1172-2

[https://www.dmdc.osd.mil/self\\_service](https://www.dmdc.osd.mil/self_service)

ID Card Site Locator

<https://dmssc.osd.mil/rsl>

ID Card Appointment Scheduler

<https://.rapids-appointments.dmdc.osd.mil>

MilConnect Portal

- Obtain proof of health care coverage

<https://milconnect.dmdc.osd.mil/milconnect/>

DoD DEERS Beneficiary Helpdesk

(800) 538-9552

Air Force Total Force Service Center (TFSC)

(800) 525-0102

*This trifold expires 30 Sep 2020, and may warrant additional modifications without notice based on DoD policy.*



Trifold current as of 7 April 2020  
(expires on 30 Sep 2020)