

DEERS/RAPIDS

ID Card Office Online

Please be aware that, you may schedule a DEERS appointment here at FTIG in one of two ways:

1. Visit RAPIDS Site Locator (ID Card Office Online, <https://idco.dmdc.osd.mil/idco/>), search for Site ID 151187, filter by zip code 17003 and click the link for "Schedule an Appointment."
2. Or call the office at 717-861-8693

Refer to Information listed below from our FTIG DEERS Site page, which is located on ID Card Office Online Website:

Scheduled Appointments (Hours and Contact Information):

1. Scheduled Appointments Hours of Operation: Mon-Fri 0820-1340 and we are closed for lunch from 1200-1230. Last scheduled appointments are at 1340. If you have a DEERS question, please feel free to email us at: ng.pa.paarnng.list.jfhq-g1-deers-tricare@army.mil. If you are unable to make an appointment online, please call our office at (717) 861-8693. 2. Scheduling for Multiple IDs/Transactions: To ensure the appropriate amount of time is booked to complete multiple ID Cards or transactions, please book back-to-back appointments. Please schedule one (1) appointment for every two (2) IDs under the same record. 3. Appointment Late Policy: Please arrive on time for your scheduled appointment.

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Walk-In/Unscheduled Appointments:

Refer to WALK-IN HOURS for those typical times available. Be aware that we are not always able to accommodate walk-ins during non-walk-in hours (APPOINTMENTS ARE PREFERRED), so please call or book online. Additionally, be aware that that the standard walk-in hrs.' can change, we recommend calling to ensure availability. You may also call our DEERS Team @ (717) 861-8693 for additional walk-in hours, unscheduled, and emergency appointments information if needed.

Current Appt Information:

Appointments at this location for: 1. Issuance of CAC with expiration date within 60 days 2. CAC Pin Resets 3. Adding New dependents into DEERS 4. DEERS update due to turning AGE 60 or 65 for retirement IDs 5. FT students turning 21 to provide college memo. 6. All dependent ID cards. Each appointment time scheduled will accommodate one customer; therefore, if you need multiple cards

produced, each person will need an appointment time. IF YOU ARE ACTIVELY SERVING, YOU NEED TO BE WITHIN YOUR MILITARY BRANCHES GROOMING AND APPEARANCE STANDARDS, EVEN IF IN CIVILIAN CLOTHES (For males, that means you must shave, unless you have an exemption/profile. IF YOU HAVE A PROFILE, YOU MUST BRING IT WITH YOU).

Two Forms of Identification ALWAYS Required

1. Acceptable forms of ID that are not expired: Valid Photo IDs: CAC, Driver's License, Passport Book/Card, State Concealed Carry Permit, VISA. (All Photo IDs must be current and can't be expired, expired ID's will NOT be accepted). Secondary IDs: Original Birth certificate, Original Social Security Card, Voter's Registration Card. 2. IDs Not Accepted: Due to a recent system upgrade, ID card offices no longer accept the following (but not limited too): Student ID, Expired IDs, Work Badges, and DMVA badges or locally produced badges.

Identification Requirements for ID Card – 18 Years of Age and Older:

1. Identification Requirements for ID Card 18 Years of Age and Older: All customers 18 years of age and older must have TWO (unexpired) forms of ID to get a new ID card made, regardless of ID type to be issued. The primary ID must be a federal or state government issued photo identification. The secondary ID may also be a different federal or state government issued ID or can be an original SSN card or birth certificate as well as other documents listed on the DoD ID Card Reference Center website. Please refer to http://www.cac.mil/Portals/53/Documents/List_of_Acceptable_Documents.pdf for the most recent identification requirements. 2. All customers under 18 years of age must provide documentation for the initial verification of eligibility/relationship to the sponsor (original birth certificate).

Documents to Bring to Change a Record:

1. ADD SPOUSE: Original or certified copy from the office of the original - Marriage certificate, Spouse Birth Certificate, Spouse SSN Card, Spouse Unexpired Photo ID // REMOVE SPOUSE: Original or certified copy from the office of the original - Divorce Decree. 2. ADD CHILD: Original or certified copy from the office of the original - Birth Certificate, SSN Card. 3. DEERS Enrollment, Child Born Out of Wedlock (Male Members): Required documents: 1) Court order (judicial determination of paternity) or a Voluntary Acknowledgment of Paternity, 2) child's original birth certificate and 3) child's original social security card. 4. Foreign Documentation: All foreign documents MUST have a certified English translation (if applicable) AND an Apostille or Consular certification. Contact the document issuing facility to obtain authentication certification. 5. Full Time College Students: Required documents: 1) Letter from Registrar or National Student Clearinghouse stating enrolled/registered "full time in an accredited college" in pursuit of an "Associate Degree or higher," with a Start date and End Date or Projected End Date listed and 2) Sponsor must also certify on the 1172-2 form they provide over 50 percent support to the child. Full time student IDs are issued to the end of the current semester, graduation date (if information is provided on school letter), or age 23, whichever occurs sooner. 6. Disclosure: This list includes the most commonly encountered scenarios at this facility but is not comprehensive nor all inclusive. If the information above is not clear or if your scenario is not described above, please call the ID Card Office.

Pin Reset Blocked or Locked:

If your CAC card is currently blocked or locked, then call the DEERS/RAPIDS office and we will work to get you in.

For Lost or Stolen CAC/ID Cards:

1. Lost or Stolen CAC's: Complete a Counseling Statement (DA Form 4856). The DA Form 4856 must be brought with to the DEERS site to be uploaded in the system when requesting a new replacement CAC. Example Lost/Stolen CAC counseling forms are also available for pick up at our DEERS location. 2. USID'S: If you lose your Uniformed Services ID Card, you should go to the nearest Real-Time Automated Personnel Identification System (RAPIDS) site and obtain your new card.

AGE 65 ID CARD:

1. Sponsor - If you are close to age 65 and need an ID card with an INDEFINITE expiration date, if you have been signed and enrolled in both Medicare A and B (received the card in the mail) prior to your DEERS appointment, then you will typically be ready to get a new INDEF ID at a DEERS location. DEERS can be updated the month prior to your Medicare start date, but you must provide your original Medicare Cards & required ID. 2. Spouse - If you are close to age 65 and need an ID card with an INDEFINITE expiration date, we recommend you do not schedule an appointment prior to your 65th birthday as the system will not allow a card's expiration to be indefinite until AFTER the 65th birthday.

USID Dependent Cards:

The Next Gen USIDs are more secure and are now the preferred ID Card for the USID populations and all Teslin ID Cards should be replaced with a Next Gen USID when presented or asked by the customer. "At this site" USID cards are issued to retired and reserve members, dependent family members of Uniformed Services members, and other eligible individuals in accordance with DoD policy to facilitate access to benefits, privileges, and DoD bases. Obtaining Your Card: If you are a sponsor, you must bring two forms of ID in original form. At least one form of ID must be a valid (not expired) State or Federal government-issued picture identification (for example, passport, driver's license, or current DoD ID card). THE SPONSOR MUST BE PRESENT FOR A DEPENDENT CARD ISSUANCE - however see INFO listed below: If you are a dependent; you must provide a completed DD Form 1172-2 and two forms of ID in original form. The DD Form 1172-2 must be: (1) Digitally signed and submitted using RAPIDS Self Service (available for sponsors with a CAC). Dependents may bring a printed copy of the digitally signed and submitted form; (2) Signed by your sponsor in front of the Verifying Official at the RAPIDS Site; (3) Signed by your sponsor and notarized. A wet or digital signature is acceptable; or (4) Signed using a general Power of Attorney. A wet or digital signature is acceptable. While at a RAPIDS Site, expect to have your picture taken.

RETIRED vs. RETIRED RESERVE CARD:

If you retired with at least 20 years of ACTIVE FEDERAL SERVICE, your ID card should say "Retired", and not "Retired Reserve". If you retired with at least 20 years in the Guard or Reserve (i.e., non-regular retirement), your ID card will state "Retired Reserve"; at age 60, you will receive your ID card which states "Retired".

DOD Civilian Retiree and ESGR:

DoD Civilian Retiree and Employer Support of the Guard and Reserve (ESGR) Identification Card Issuance Termination: The Under Secretary of Defense for Personnel and Readiness signed memorandums terminating the issuance of the Department of Defense Civilian Retiree and Employer Support of the

Guard and Reserve (ESGR) Field Committee Volunteer uniformed service identification (USID) cards February 17, 2023. Issuance of these two USID card types shall be terminated immediately. Please be aware that, customers seeking issuance of these ID cards are advised that these cards are no longer available.

DAV ID Card Issuance

100 percent DAV ID Cards Only. No ID cards issued for less than 100 percent disabled veterans at DEERS facilities. Honorably discharged veterans rated by the Department of Veterans Affairs (VA) as 100 percent disabled, or 100 percent unemployable, or permanent and total disability, from a Service-connected injury or disease are eligible to receive a Sponsor Identification and Privilege Uniformed Services Identification (USID) Card (formerly DD Form 2765) with commissary; exchange; and Morale, Welfare, and Recreation (MWR) privileges. Eligible family members are entitled to receive a Dependent Identification and Privilege Uniformed Services Identification (USID) Card (formerly DD Form 1173) reflecting base privileges, as well. DEERS must review the following documents to determine eligibility and issue an ID card to the DAV and/or his or her eligible family members: Two valid forms of Authorized identification. DD Form 214, Certificate of Release or Discharge from Active Duty. Veterans whose separation is classified on their DD Form 214 as Honorable, OR, General (Under Honorable Conditions), have been honorably discharged and ARE eligible for an ID card and benefits as a 100 percent DAV. Letter from the VA stating that the honorably discharged veteran is 100 percent disabled or unemployable or permanent and total disability from a Service-connected injury or disease. Additional documents (e.g., marriage certificate, birth certificate, SSN card, and state unexpired ID) may be required if the family member has not been enrolled in DEERS. Note, if you are now divorced and have not brought in your divorce decree, please do so. If you have not received an ID card from a DEERS facility before, expect your appointment to last 60 minutes or longer.

Enrolling in the Trusted Associate Sponsorship Sys:

If you are a contractor, you must have a sponsor who launches the process of obtaining a CAC. To do so, sponsors must work with Trusted Agents (TAs), who are responsible for enrolling contractors in TASS. If approved, the contractor must go to a Real-Time Automated Personnel Identification System (RAPIDS) site for final verification and processing.

Qualifying Life Events:

A Qualifying Life Event (QLE) is a certain change in your life, such as moving, marriage, birth of a child, or retirement from active duty. This means TRICARE health plan options for you and your family may change. A QLE opens a 90-day period for you and your family to make eligible enrollment changes. A QLE for one family member creates a chance for all eligible family members to change their TRICARE health plan during the QLE period. Depending on your eligibility, a QLE may allow you and your family to: Enroll in a new TRICARE health plan, Change your health plan coverage. If you want to enroll in or change your health plan, you must: Update DEERS with the QLE, Make the enrollment changes within 90 days following the QLE. A table that lists TRICARE QLEs can be found at <https://www.tricare.mil/lifeevents>. This includes military and family changes, as well as government-directed changes.

Responsibility:

1. You are responsible for keeping your information current on your record. All Soldiers regardless if on AD or RC are responsible for updating your information in DEERS and keeping your information current on your record. Active-Duty service members are automatically registered in DEERS, but they must take action to register their family members and ensure they are correctly entered into the database. 2. Getting Your Common Access Card (CAC): IAW DMDC each customer must provide a government email address to the DEERS Operator when requesting a new Common Access Card (CAC) and if unknown the DEERS operator will have to accept a default GOV email address within RAPIDS, additionally commercial and private emails are NOT authorized to be applied to the CAC. 3. Keeping Your Uniformed Services ID Card Secure: You are responsible for keeping your ID card in good condition, and you are the only person allowed to use the card. 4. Actively Serving AD or RC Soldiers must meet their military branches' grooming standards to receive a new military CAC.

Severe Weather:

Please be aware that in the event of Hazardous and Severe Weather Conditions including significant accumulations of snow and/or freezing rain, sleet, and ice can possibly generally a DEERS cancellation and closer to this DEERS Site, typically no farther out than 48 hours in advance (can be less). At the time of the known or predetermined and potential Severe and Hazardous Weather Condition, the Fort Indiantown Gap DEERS Team may be required to attempt to reschedule your appointments. "In the case of Severe Weather always call prior to your appointment to ensure DEERS is open."

Office Location:

The main entrance to Bldg. 14-99 faces Asher Miner Road and is in the vicinity of Strickler Parade Field/softball fields and the USO. Visitor parking is located just outside the main entrance to the building. GPS information grid location is 40.429142, -76.591789.

From I-81: Turn left on Asher Miner Road (immediately after you pass the entrance for the National Cemetery and across from Funck's Restaurant), and Bldg. 14-99 will be approximately 1 mile on the left. (If you come to a stop sign, you've gone too far).

If You Feel Sick:

1. DEERS wants to ensure the safety of those whom we serve and our employees. Please do not visit a DEERS office if you are sick or start to feel symptoms of being sick. We will help you reschedule your appointment (if needed), without penalty, when you are better. If you have an illness or are exhibiting symptoms, we recommend you cancel and reschedule your DEERS appointment. Some illnesses and symptoms include: A cold or the flu, Fever or nausea, Severe headaches or body aches, Muscle or stomach pain, chest pain or difficulty breathing, Vomiting or diarrhea, Active tuberculosis (TB), Mumps, measles, chickenpox, and any Other contagious disease. 2. There are additional precautions you can take to prevent spreading some illnesses to others: isolation, masking, and avoiding contact. For COVID-19 mitigation efforts, please self-screen prior to coming to your appointment: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html> Please call our office at (717) 861-8693 for questions.

Refer to additional Information below as needed:

IDs Not Accepted:

Due to a recent system upgrade, ID card offices no longer accept the following: Student ID, Expired IDs, Veterans Identification Card (VIC), DMVA badges or locally produced badges.

90 Day Renewal Policy:

The policy regarding the timeline for renewing your ID is 90 days prior to the expiration date. Exclusions: Tricare Young Adult initial issuance, Medicare (age 65), and contract extensions.

Foreign Documentation:

All foreign documents MUST have a certified English translation (if applicable) AND an Apostille or Consular certification. Contact the document issuing facility to obtain authentication certification.

***Disclosure:**

This list includes the most commonly encountered scenarios at this facility, but is not comprehensive nor all inclusive. If the information above is not clear or if your scenario is not described above, please call the ID Card Office or visit www.cac.mil BEFORE arriving to ensure the DoD requirements will be met for your requested DEERS transaction to take place.

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ONLINE UNIFORMED SERVICES ID CARD (USID) RENEWAL (PILOT PROGRAM BY DEFENSE MANPOWER DEFENSE CENTER(DMDC)

USID CARDS

- Issued to retired and reserve uniformed Service member dependent family members, and other eligible individuals in accordance with DoD.
- Used for access to benefits, privileges, and DoD facilities.

CURRENT RENEWAL PROCESS:

- Must be done in person at a RAPIDS site.
- Often requires an appointment scheduled in advance.

WHAT'S CHANGING:

- Sponsors can request card renewals online, from anywhere.

- Cards will be mailed to the cardholder via US mail.
- No in-person requirement for most renewals.
- Must be done in person at a RAPIDS site.
- Often requires an appointment scheduled in advance.

REQUIREMENTS:

- Sponsor must be a CAC holder and requesting a renewal of an active USID card.
- Sponsor and Cardholder must have email addresses listed in DEERS that they have authorized DoD to use for contacting them.
- Sponsor's personnel status must extend at least 30 days in the future from the renewal request date.
- Cardholder has a photo saved in DEERS taken in the last 12 years.
- Cardholder's mailing address is present in DEERS and is in United States
- USID cards cannot be shipped to PO Boxes

FOR MORE INFORMATION See ID Card Office Online (IDCO): <https://idco.dmdc.osd.mil/idco/>