

# DEERS/RAPIDS ID Card Office

## 1. Scheduled Appointments (Hours and Contact INFO):

1. Scheduled Appointments Hours of Operation: Mon-Fri from 0810-1400, appointments start at 0810 with a last scheduled appointment start time at 1340 and we are closed for lunch from 1200-1230. 2. If you have a DEERS question, please feel free to email us at: [ng.pa.paarng.list.jfhq-g1-deers-tricare@army.mil](mailto:ng.pa.paarng.list.jfhq-g1-deers-tricare@army.mil). 3. Be aware that, you can make an appointment online from any computer you have access to with a WIFI connection or from your smart phone with a WIFI connection, No DS log on or CAC ID is needed. Additionally, please be aware of the following information: a. Our DEERS Operators are typically very busy with many customers and a high amount of phone calls, they do not have the actual capability while logged in their DEERS machines to schedule your appointments for you. b. Typically, you must schedule your own appointment and for any eligible beneficiary you may have. c. Or you can attempt to come in during the typical walk-in hours (refer to #2 para. Walk-in hours INFO below). d. The only other option can be to try to come into our DEERS site during scheduled appointments hours without an appointment however, we can't guarantee during those already scheduled appointments hours that you will be able to be seen in a timely manner due to "schedule appointments during scheduled appointment hours are a priority and typically will come first." If you are willing to wait during the scheduled appointment hours' time frame (wait time amount is to be determined, can be long) we typically (not always) can try to assist at some point during that day to fit you in our schedule. e. For any concerns or emergencies, please feel free to call our DEERS office at (717) 861-8693. 4. 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. 5 Unit Group or Teams scheduling for multiple Soldier timelines needed please call our DEERS office and ask for the DEERS NCOIC, send an email to the DEERS team if needed, or you can leave a message with the DEERS operator. 6. Appointment Late Policy: Please arrive on time for your scheduled appointment or it may be canceled or replaced.

## 2. Walk-In/Unscheduled Appointments:

WALK-IN HOURS are typically during MON-FRI. **Monday:** 2:00 PM - 3:50 PM, **Tuesday:** 2:00 PM - 3:50 PM, **Wednesday:** 2:00 PM - 3:50 PM, **Thursday:** 2:00 PM - 3:50 PM, and **Friday:** 2:00 PM - 3:50 PM. Be aware that we are not always able to accommodate walk-ins during non-walk-in hours (APPOINTMENTS ARE PREFERRED), so please feel free to schedule your appointments online. Additionally, be aware that that the standard walk-in hrs.' can change, we recommend calling to ensure availability.

## 3. Current Appt Information and Services Provided:

ID Card appointments completed at this location are for: 1. Issue CAC Cards for all eligible service members for all the U.S branches of military, DoD employees, contractors, and eligible military affiliates. 2. Issuance of ID cards within 30 days of expiration; be aware that the ID card is normally not reissued

outside 30 days of the expiration date if the information on the ID card is otherwise correct and serviceable however, when needed the Issuance of CAC within 90 days of the expiration date can be done 3. DEERS/RAPIDS support for visiting units at FTIG. 4. CAC Pin Resets and Unlocks 5. Verify CAC certifications and authentication. 6. 100% DAV ID cards. 7 Retired ID cards. 8. DEERS updates due to turning age 60 or 65 for retirement IDs. 9. Eligible Dependent/Beneficiary ID cards. 10. Adding or Removing Beneficiaries in DEERS. 11. DOD civilian ID cards. 12. DEERS update to Sponsor's and Beneficiaries Profile. 13. DD Form 1172 Verification and Creation. 14. Retrieval and Confiscation of all required CAC's and USID's. 15. DEERS/RAPIDS Tickets assistance for PAARNG Soldiers. 16. U.S. Armed Forces DEERS Project Office Contact Information. 17. DEERS Counseling forms for the Soldiers and their Supervisors. 18. DEERS/RAPIDS 20/20/20 support and assistance. 19. FT students turning 21 (must provide college memo). 20. Each appointment time scheduled will accommodate one customer; therefore, if you need multiple cards produced, each person will need an appointment time. 21. 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).

#### **4. \*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.

#### **5. Identification Requirements for ID 18 & 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](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).

#### **6. 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," 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. An Individualized Education Program (IEP) is a program tailored to meet the individual needs of students with disabilities. The program is written in collaboration between a child's school district, their parent or guardian, and sometimes, the student. IEPs are covered by the Individuals with Disabilities Education Act (IDEA). The IDEA allows States to provide a free appropriate public education to all children with disabilities residing in the State between the ages of 3 and 21, including children with disabilities who have been suspended or expelled from school. Most of these incapacitated adults have an IEP that enables them to be enrolled in high school up until their 22nd birthday. Since these dependents are not mentally or physically capable of attending college, these extended years in high school is, in effect, an institution of higher learning for them and is equivalent to college enrollment. In the event an authorized sponsor presents a request to establish their dependent as a full-time student beyond their 21st birthday, the sponsor shall present a copy of the IEP and a letter from the high school stating that the dependent is enrolled full-time. If these documents are presented by the sponsor, then the high school shall constitute an approved institution of higher learning for the enrolled individual. The dependent shall be considered a full-time student, and the dependent's ID card and benefits shall be extended until their 22nd birthday. 7. 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.

#### **7. 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.

#### **8. 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.

#### **9. 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. 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.

#### **10. 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.

#### **11. 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".

#### **12. 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.

### **13. 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.

### **14. Enrollment: MP ICAM or TASS:**

If you are a contractor with MP ICAM or TASS, you must have a sponsor who launches the process of obtaining a CAC. To do so, sponsors must work with MP ICAM Mission Partner Affiliation Sponsor (MPAS) or if using Trusted Associate Sponsorship Sys (TASS) you must work with your Trusted Agents (TAs), who are responsible for enrolling contractors (applicants) in their systems. The Sponsor is responsible for sponsoring the Applicant for issuance of a DoD credential for physical and/or logical access or non-DoD credential use for logical access. The Sponsor is responsible for managing the complete lifecycle of credential sponsorship. If approved, the contractor must go to a DEERS Real-Time Automated Personnel Identification System (RAPIDS) site for final verification and processing.

### **15. 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.

## **16. 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.

## **17. 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."

## **18. 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.

## **19. "Paper Based USID Notification":**

DoD Uniformed Services ID Card Reissuance 06-JUL-23: In July 2020, DoD began the transition from the paper-based Uniformed Services Identification (USID) card to a more secure, Next Generation USID card. Features of the Next Generation USID card include an updated design and security features to deter counterfeiting and fraud and is printed on plastic cardstock. Replacement of all paper based USID cards with 4- or 5-year expiration dates will occur by December 31, 2025. Replacement of paper based USID

cards with extended or INDEFINITE expiration dates, e.g., retirees, permanently incapacitated dependents, must be completed at the customer's convenience prior to the paper-based card forms termination in 2026. Our ID Card Sites does assist Retirees and their dependents with the replacement of their paper based USID card.

## **20. 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 diagonally across the street below the USO. Visitor parking is located just outside the main entrance to the building. GPS information grid location is 40.429142, -76.591789.

## **21. Access to Post Notification #1\_01NOV23:**

Access to Post Notification - Beginning on 01NOV23: On Wednesday, 01 NOV, the FTIG Main Access Control Point (Main ACP) will become operational. It will be the only entry point to the installation starting that day. If you come to FTIG off of I-81 at exit 85 onto Rte 934, you should have no issues. If you come to FTIG off of I-81 at exit 90, you will need to turn left onto Quartermaster Road then right onto Biddle Road then right into the Main ACP. If you come to FTIG on Route 443, you will need to use Boundary Road to Route 934 to get to the Main ACP.

## **22. Access to Post Notification #2\_03JAN24:**

PUBLIC NOTICE: Effective JAN 15, 2024, everyone entering Fort Indiantown Gap through the Main Access Control Point (ACP) must present a compliant identification card. Compliant IDs are: a Department of Defense Common Access Card (CAC) or a valid state-or Federally issued ID that has previously been entered into the ACP's scanning system. Anyone who does not have one of these compliant IDs must go into the visitor's center. The personnel working in the visitor center will scan the bar code on the ID to check identity and background of the individual. Once the visitor is cleared, the visitor center will issue a pass for the individual who will present the pass when they pass through the gate. Also starting on 15 Jan 2024, Fort Indiantown Gap (FTIG) will open a temporary ACP on the east side of post. The temporary East ACP is located on Quartermaster Road near Shuey Lake. The East ACP is only for full time EMPLOYEES ONLY with a Compliant ID - previously scanned ID, or DoD Common Access Card (CAC) holders. East ACP hours of operation: 0600-1800 Monday through Friday only. 0600 through 1500, in and out bound traffic. 1500 through 1800, outbound traffic only. "The East ACP has No Weekend Hours." All deliveries and visitors will continue to utilize the Main ACP to gain access to the post.

## **23. Directions to DEERS from Main ACP:**

Directions to DEERS from Main ACP: Upon entering Fort Indiantown Gap through the Main Access Control Point (ACP) continue straight on Fisher Ave to the first traffic light. Once at the 1st traffic light, turn left onto Service Rd. Continue straight on service road until you reach Ypers Ave (FTIG Billeting is on your right side), turn right onto Ypers Ave then make your first left hand turn of Ypers Ave and onto

Macluskie Ave. Continue straight on Macluskie Ave until you reach Asher Miner Rd. The DEERS BLDG is now visible and is located across the street.

## **24. Online: Renewing Your Uniformed Services ID Card:**

Renewing Your Uniformed Services ID Card: Sponsors may request Uniformed Service ID (USID) Card renewal online, which if approved, are mailed directly to the card recipient, no in person appointments necessary, Sponsors must login using their CAC or DS Logon credential and submit requests via ID Card Office Online clicking the Family ID Cards tab from the landing page via <https://idco.dmdc.osd.mil/idco/>

1. Requirements: Sponsor may be a Common Access Card (CAC) holder or a DoD Self-service Logon credential holder and requesting a renewal of an active USID card. The Sponsor and the card recipient must have email addresses listed in the Defense Enrollment Eligibility Reporting System (DEERS) that they have authorized DoD to use for contacting them. Authorization to use email for official contact can be made under My Profile on the IDCO website ID Card Office Online. The Sponsor's personnel status must extend at least 30 days in the future from the renewal request date. The card recipient has a photo saved in DEERS taken in the last 12 years. The card recipient's mailing address is present in DEERS and in the continental United States, Hawaii, or Alaska. Cannot be a Post Office (PO) Box.

2. Process for Renewing a USID Card: The sponsor will request a USID card renewal in ID Card Office Online, continuing through Family ID Cards with the Renew Family Member ID Card listed as an option. Once the request is successfully processed, the card will be created and mailed to the card recipient via U.S. mail. An email will be sent to the sponsor and card recipient once the card is shipped directing the sponsor to acknowledge the receipt of the card via IDCO. Once the sponsor acknowledges receipt of the card, the new USID card will be activated, and the prior card will be terminated. The prior card should then be returned to the government. If the renewal request is not approved or fails, the card recipient will receive an email. Depending on the reason for the failure the sponsor will be instructed to submit a new request in IDCO or to visit a RAPIDS site for issuance of the card.

3. Eligibility Additional Notes: Children are eligible for online USID renewal if they have an active USID card and their sponsor meet the requirements above. Changes in status and age may make children ineligible for online USID renewals (e.g., children are not eligible after age 21 unless they are a full-time student or incapacitated) o Enrollment in Tricare Young Adult does not by itself make a child eligible for a USID card. Foreign Affiliates and Foreign National Employees are not currently supported by this pilot, these cardholders must visit RAPIDS sites to renew their USID cards. USID cards cannot be mailed to Post Office Boxes.

4. Activation of Online Renewal USID Cards 18-JAN-24: DMDC is aware of an issue with the Identification (ID) Card Office Online (IDCO) website (<https://idco.dmdc.osd.mil/idco/>) that causes the card activation button for uniformed services ID (USID) cards issued through the online USID card reissuance pilot to not appear for some customers. USID cards reissued through this pilot process must be activated through IDCO prior to their use. This activation process also terminates the USID card being replaced. DMDC is investigating the issue and plans to implement a fix in the next IDCO release on January 30, 2024. RAPIDS sites are seeing an increase of customers requesting assistance to activate the USID cards which they can't activate. To activate, Sponsor's must go to IDCO website: <https://idco.dmdc.osd.mil/idco/>. If customers have questions regarding the activation of new USIDs or the return of USID's you can go to <https://www.cac.mil> or the DMDC RAPIDS self-service helpdesk ([dodhra.mc-alex.dmdc.list.rapids-self-service-helpdesk@mail.mil](mailto:dodhra.mc-alex.dmdc.list.rapids-self-service-helpdesk@mail.mil)) for more information. Question: What do I do with my old/expired USID card? Per DoD policy, ID cards are property of the U.S. Government and shall be returned to your nearest RAPIDS site.



**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](http://www.cac.mil) BEFORE arriving to ensure the DoD requirements will be met for your requested DEERS transaction to take place.