

**Exemptions to Policy
In Response to COVID-19**
(all exemptions expire 31 Aug 2020)

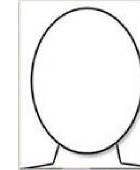
1. Expiration dates: USID cards will remain valid that expired on or after January 1, 2020 through August 31, 2020.
 - a. This does not apply to children turning age 21. If your child is attending college full-time, contact your local ID card issuance site. For secondary dependency information for incapacitated 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.
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.
 - a. No re-issuances on all ID cards to reflect new promotion (grade/rank), including
 - b. Last names changes due to marriage or divorce.
3. Increased minimum age for all ID card issuances requirement from age 10 to ~~16~~ 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
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 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 cert & SSN card, Birth certificate, 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% do 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.

**ID card requests remotely for dependents &
retirees (renewals only accepted if USID expired
prior to 1 Jan 2020 or lost)**

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.
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://rsl.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 the customer's DEERS record
2. Scan/upload documents into RAPIDS
3. Overwrite fingerprint capture if needed
4. Use photo to re-capture for RAPIDS
5. Manually 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

412th Force Support Squadron

CAC/DEERS

Appointments Only – No Walk Ins

Currently due to COVID-19 we are accepting appointments only. **Please use West Gate to enter Edwards AFB** They will have a copy of our appointment schedule. Sign in when you arrive. If over 10 minutes late, you will need to reschedule.

Military Retirees/Retiree Dependents/DAV and DEP

Please call 661-277-4281, Option 3 to schedule your appointment. Appts will be scheduled on Wednesdays only.

5 N Seller Ave
Bldg 3000 412 FSS/FSP
Edwards AFB, CA 93524
412.fss.customer.service@us.af.mil

Useful Websites & Contact Information

DoD Reference Center

- Information on all ID cards, 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

ID Card Site Locator

<https://rsl.dmsc.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

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

This trifold expires 31 Aug 2020, and may warrant additional modifications without notice based on DoD policy.



Trifold current as of 1 April 2020
(expires on 31 Aug 2020)

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