DoD Response to Coronavirus/COVID-19 – DoD ID Cards and Benefits Frequently Asked Questions (FAQ)

The Department is committed to the safety of our personnel and beneficiaries, including retirees and other high-risk populations. This includes ensuring continued access to healthcare and other benefits during this time of increasing precaution and restrictions in response to coronavirus/COVID-19. The following FAQs are provided to assist DoD ID card holders. **These procedures will remain in place until June 30, 2021 for Uniformed Services ID (USID) cardholders only.**

List of Questions

QUESTION 1: My DoD ID card has expired or is expiring soon; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow Uniformed Services ID cardholders to use an expired DoD ID card to access bases and benefits.

Uniformed Services ID Cards
USID cards that expire on/after January 1, 2020 may continue to be used to access military bases and benefits. In order to use the expired USID card, the cardholder must have a current affiliation with DoD and must be eligible for benefits. For example:

- An ID card issued to a spouse typically expires every four years; however, as long as the spouse remains married to the Service member, the spouse continues to have a current affiliation and is eligible for benefits.
    - As a result, a spouse MAY use the expired DoD ID card to access benefits.

- An ID card issued to a child of a Service member expires when the child turns 21 years old. Unless attending school as a full-time student, approved as an incapacitated dependent, or enrolled in TRICARE Young Adult, the child's affiliation ends when the ID card expires and is not eligible for continued benefits.
    - As a result, a child who has turned 21 and is not eligible for continued benefits MAY NOT use the expired DoD ID card to access benefits.
  NOTE: A child under age 21, or who is eligible for continued benefits, MAY use the

expired DoD ID card to access benefits.

USID cards are issued to retirees, family members, and other eligible individuals. If you have questions about whether you have, or are eligible for, a USID card, visit the following website: https://www.cac.mil/Next-Generation-Uniformed-Services-ID-Card/.

If you have questions about the status of your benefits, please use DoD's online self-service resources before contacting DoD and Uniformed Service help desks by telephone. You can login to milConnect, https://milconnect.dmdc.osd.mil/milconnect, using the DoD Common Access Card or DS Logon account. TRICARE coverage is found within the "Medical, Dental and Pharmacy" drop-down under "the Benefits" tab.

Common Access Cards
DoD has enabled a temporary capability to allow cardholders to update their certificates on soon-to-expire Common Access Cards (CAC) and Volunteer Logical Access Credentials (VoLAC). **This capability will not be extended beyond September 30, 2020; cardholders with an expiring CAC will need to visit their local RAPIDS site for card reissuance.**

In order to be eligible to update certificates on a CAC or VoLAC through September 30, 2020, all of the following must be true:
1. **The CAC or VoLAC must expire within 30 days.**
   - For example, you can update a CAC that expires on 30 May 2020 no sooner than 1 May 2020.

2. **The CAC or VoLAC must be unexpired when attempting to update the certificates.**

3. **The CAC or VoLAC holder must have an active Affiliation which extends beyond the ID card expiration date.**
   - You can follow instructions in the guide to check your "Affiliation" end date using ID Card Office Online (IDCO) – https://idco.dmdc.osd.mil/idco.

4. **The CAC or VoLAC holder must use a computer that is properly configured to support IDCO certificate updates.**
   - All operations that update your CAC or VoLAC require ActivClient 7.1 or higher, Java 8 update 144 or higher, and Internet Explorer version 7 or higher. Please ensure your computer meets these minimum requirements.

View our detailed guide at CAC.mil.

QUESTION 2: I need to enroll a new family member; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow new family members to be enrolled by mail or fax. Family members over age 14 will also be eligible for DoD ID card issuance by mail. All ID cards will be issued for up to 1 year, and original documents must be provided to a DoD ID card issuance facility before the card expires in order for the cardholder to

remain eligible for benefits.

View our detailed guide at CAC.MIL.

QUESTION 3: I need to update my status; what do I do?

Answer: Through June 30, 2021, DoD will temporarily allow updates by mail or fax. This includes updates such as enrolling a child turning age 21 as either a full-time student or an incapacitated dependent.

Updates to personnel segments, such as the status of a Service member, civilian, or contractor, will continue to be provided by the authoritative systems, like MilPDS, DCPDS, and TASS.

View our detailed guide at CAC.MIL.

QUESTION 4: Is my local ID card issuing facility open?

Answer: You can find your nearest ID card issuing facility and schedule appointments at https://idco.dmdc.osd.mil/idco. Some sites are only allowing appointments and increasing the time between customers to support social distancing measures. DoD ID card issuing facilities are keeping their hours and availability up to date on this resource, as well as local phone lines and websites.

QUESTION 5: My local ID card issuing facility is closed; what do I do?

Answer:

Common Access Cards
Transactions related to the CAC must be performed in person, including PIN resets and renewal/reissuance. Please visit ID Card Office Online at https://idco.dmdc.osd.mil/idco to find your nearest ID card issuing facility and schedule an appointment.

Uniformed Services ID Cards
Please see questions 1-3 about alternatives to visiting a DoD ID card issuing facility in person. If you have a question not addressed by these FAQs, please contact us at dhracacpolicy@mail.mil.

QUESTION 6: I'm a civilian transferring from Army to Air Force; can I keep my CAC?

Answer: Yes! DoD policy allows DoD civilians who are transferring between DoD Components (e.g., from Army to Air Force; from OSD to Navy) to retain their CAC through its expiration date.

References:
- https://www.cac.mil/Portals/53/Documents/DODM-1000.13_vol1.pdf
- DoD Memorandum, "Common Access Card Retention for Department of Defense Civilian Personnel Transferring Between Department of Defense Components"