

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

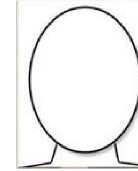
1. Expiration dates: USID cards will remain valid that expired on or after January 1, 2020 through September 30, 2020.
- a. This does not apply to children turning age 21. If your child is attending college full-time, contact your local ID card issuance site. For secondary dependency information for incapacitated children, visit DFAS website at <https://www.dfas.mil/>.
- b. Common Access Cards (CACs) 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).
- b. 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 NG) 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 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 Army Former Spouse Eligibility Determination Table 3-2 thru 3-4 AFI 36-3016 Page 72. All cases are handled at the Army Project Office.

**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](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

## Your DEERS/RAPIDS Contacts for

Fort Stewart, GA

<https://home.army.mil/stewart/index.php>

Initial DEERS enrollment (newborn, spouse, etc.)

Online ID Renewal information (912-767-8674)

USID card Mail-in service

Contact information for Fort Stewart, GA

SSM: Kim Johnson

[Kimberly.s.johnson36.ctr@mail.mil](mailto:Kimberly.s.johnson36.ctr@mail.mil); (912)767-2277

ASSM: Cherie Woods

[Cherie.a.woods.ctr@mail.mil](mailto:Cherie.a.woods.ctr@mail.mil); (912)767-5212

DEERS ID Cards

55 Pony Soldier Rd. Bldg. 253 Room 1103

Ft. Stewart GA 31314

## Useful Websites & Contact Information

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://rsl.dmasc.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

Army Project Office (888) 276-9472 or

[usarmy.knox.hrc.mbx.tagd-ask-hrc@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-ask-hrc@mail.mil)

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

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



Trifold current as of 8 April 2020  
(expires on 30 Sep 2020)

Questions, contact local ID card issuance site at

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