

Frequently Asked Questions (FAQs)

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QUESTION 1: What does the “W” or “G” mean on the front of my card?

Answer: Since July 2015, all CACs have been issued with an affiliation color code in a white circle under the expiration date, including “W” for white, “G” for green, and “B” for blue. These changes are meant to make it easier for visually color-impaired security officials to identify bearers who are military, government, contractor civilians, or foreign nationals. DoD employees with up-to-date CACs do not need to get new cards. The new format will only be issued for new and expiring cards.

QUESTION 2: How do I replace my CAC?

Answer: If you need a new CAC because your card was lost, stolen, confiscated, or destroyed, you shall be required to provide (1) a valid (unexpired) State or Federal Government-issued picture ID, and (2) documentation from the local security office or CAC sponsor confirming that the CAC has been reported lost or stolen. All documentation must be scanned and stored in the Defense Enrollment Eligibility Reporting System (DEERS).

If you are unable to present the required identity documentation, a biometric verification shall be used as proof of identity. The VO shall verify the cardholder’s identity against the biometric information stored in DEERS and confirm the expiration date of the missing ID card.

References

- [DoDM 1000.13, Volume 1, “DoD Identification \(ID\) Cards: ID Card Life-Cycle,”](#) Enclosure 2, Section 5.c.
 - [DoD to Mandate Documentation for Lost, Stolen CAC Cards](#) (February 11, 2014)
 - [CAC Replacement Rules Changing](#) (February 12, 2014)
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QUESTION 3: I found a lost DoD ID card. How do I return it?

Answer: All DoD ID cards may be turned into your nearest ID card issuing facility which can be found by using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/>.

The ID card may also be mailed to the following address:

DMDC - DSC
ATTN: CAC Returns
1600 N. Beauregard St., Suite 100
Alexandria, VA 22312

QUESTION 4: How do I schedule an appointment to get a new ID Card?

Answer: Your nearest ID card issuing facility can be found by using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/>.

Once you have located your nearest Site, if the Site accepts appointments, the Site's web page should include a link to an appointment scheduler. If a link for the scheduler cannot be located, please contact the Site using the contact phone number provided on the web page for assistance.

QUESTION 5: I am a contractor working overseas. My employer is collecting my CAC prior to my leaving for R&R and holding it until I return. My understanding is that the CAC is my government ID and I need to ensure it is in my possession at all times. Please advise.

Answer: Contractor CAC eligibility is specifically dependent on the mission and the DoD contract being supported. In accordance with current DoD ID card policy, “ID cards shall be used as proof of identity and DoD affiliation to facilitate access to DoD facilities and systems” required by the contract. Additionally, “ID cards shall represent authorization for entitled benefits and privileges in accordance with DoD policies.” The physical and logical access requirements are particular to your place of duty as identified by the contract, and the benefits conveyed by the ID card, if any, are particular to your place of duty. While on R&R, you do not have physical or logical access requirements, nor are you entitled to the benefits identified on the CAC.

Current policy also states: “ID cards shall be retrieved by the sponsor or sponsoring organization when the ID card has expired, when it is damaged or compromised, or when the card holder is no longer affiliated with the DoD or no longer meets the eligibility requirements for the card.”

These policy statements provide the authority for your company to hold the CAC when you are no longer directly supporting DoD functions. This practice ensures that the CAC is available to resume contract support upon the contractor’s return from R&R, eliminates unauthorized use of benefits while on R&R, and ensures the company has a CAC to turn in should the contractor not return from R&R.

References

- [DoDM 1000.13, Volume 1, “DoD Identification \(ID\) Cards: ID Card Life-Cycle.”](#)
Enclosure 2, Sections 6, 7.

QUESTION 6: The Personal Identification Number (PIN) on my CAC is locked, how do I unlock it?

Answer: Currently, there is no way to reset your CAC PIN remotely. Resetting your PIN requires confirmation of your biometrics by matching your fingerprints against the fingerprints stored in DEERS when you were issued the card. Any RAPIDS Site can reset a CAC PIN. Please visit your nearest RAPIDS Site, which can be located using the RAPIDS Site Locator at <http://www.dmdc.osd.mil/rsl/>.

QUESTION 7: I was told that retired DoD civilians could obtain a CAC as an ID card. Is that true? What is the policy guidance?

Answer: Retired DoD civilians are eligible for the DoD Civilian Retiree ID Card, which is not a CAC. This trusted credential for civilian retirees can be used at DoD base installations at the discretion of installation commanders. Although it is DoD policy to issue ID cards to retirees, installation commanders retain the authority to deny access to base installations. The policy authorizing issuance of the DoD Civilian Retiree ID Card is contained in the Under Secretary of Defense for Personnel and Readiness (USD(P&R)), Memorandum, “Department of Defense (DoD) Civilian Retiree Identification (ID) Cards.”

To be eligible for card issuance, you must have received and be able to provide to a RAPIDS Site a copy of your retirement Standard Form 50 (SF-50), “Notification of Personnel Action.” You will also need to bring two forms of ID, one of which is a government issued picture ID, to receive your ID card. To locate your nearest RAPIDS Site, please use the RAPIDS Site Locator, at <http://www.dmdc.osd.mil/rsl/>. These cards are valid for 8 years.

Resources

- Under Secretary of Defense, Personnel and Readiness Memorandum, “Department of Defense (DoD) Civilian Retiree Identification (ID) Cards”
- [Civilian Retiree Informational Trifold](#)

QUESTION 8: I am a Veteran. How do I get a DoD ID Card?

Answer: The Department of Defense issues ID cards to those individuals authorized to receive medical care and other benefits provided by the uniformed services in accordance with Federal law. Federal law at section 1074 of title 10 of the United States Code describes the persons entitled to receive medical and dental care, specifically: active duty uniformed service members; certain reserve uniformed service members; and retired military members of the uniformed services or those who are entitled to receive retainer or equivalent pay. Veterans with disability ratings must be rated 100% disabled by the Department of Veterans Affairs from a Uniformed Service-connected injury or disease to receive DoD benefits and the authorizing ID card.

If you are not within any of the categories of persons authorized by law to receive care or other benefits from the Department, you are not entitled to a DoD ID card. To provide evidence of veteran's status, you may use a Veteran Proof of Service card or your DD Form 214, Certificate of Release or Discharge from Active Duty. Honorably separated members of the uniformed services have been able to obtain a Veteran Proof of Service card, similar to a proof of insurance card, through the joint DoD-DVA eBenefits web portal: <https://www.ebenefits.va.gov/ebenefits/manage>. If you do not have your DD Form 214 but would like to request a copy, you may use the following website: <http://www.archives.gov/veterans/military-service-records/>. Additionally, DMVs in 49 states and the District of Columbia offer a veteran ID card. This card is not associated with DoD nor does it convey any DoD benefits or privileges. If you are interested in a DMV-sponsored ID card, you may contact your local DMV for more information.

Please contact the CAC.mil Support Team at dhracacpolicy@mail.mil for additional assistance.

QUESTION 9: Why does RAPIDS Site Locator give me a warning banner when I go to the website?

Answer: This is related to your personal computer settings. To add RAPIDS Site Locator and other DoD ID Card-related websites to your trusted sites in Internet Explorer, please follow the steps below:

1. In Internet Explorer, click “Tools”, click “Internet Options”, and then click the “Security” tab.
 2. In the “Select a zone to view or change security settings” box at the top of the tab, click the “Trusted Sites” icon, and then click the “Sites” button.
 3. In the “Add this website to the zone:”, type in “*dmdc.osd.mil”, click the “Add” button, then click the “Close” button.
 4. In the “Security level for this zone” box, set to “Medium”.
 5. Click the “OK” button to close out of the “Internet Options” window.
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