



Online Uniform Services Identification (USID)

Card Issuance

Frequently Asked Questions (FAQ)

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The Defense Manpower Data Center (DMDC) is developing new self-service capabilities that do not require in-person visits to a Real-time Automated Personnel Identification System (RAPIDS) ID Card Office, including implementation of an online USID card issuance capability. With this new capability, sponsors can request their or their dependents' USID card online, via ID Card Office Online (IDCO) and have the new card mailed directly to them. After approving online requests from eligible card recipients (see Question 1 below), DMDC will produce the USID card and mail it to the card recipient.

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Question 1: Who is eligible for Online USID Card issuances?

Answer: The online process can be utilized to request issuance of a USID card for sponsors and dependents that meet the following requirements:

Sponsor Requirements

- Able to log on to IDCO using a Common Access Card (CAC) or DoD Self-service Logon (DS Logon) credential
- Has an email address listed in the Defense Enrollment Eligibility Reporting System (DEERS) with permission to allow DoD correspondence

- *Note: Foreign Affiliates and Foreign National Employees are not currently supported by this capability. These card recipients must visit a RAPIDS ID Card Office for USID card issuance*

Card Recipient Requirements

- Card recipient is eligible for a USID Card with benefits that extend more than 30 days in the future
- Card recipient has a photo saved in DEERS taken in the last 12 years
- Card recipient has an email address in DEERS with permission granted to allow DoD correspondence
- Card recipient has an address present in DEERS that is in the U.S. or is an Army Post Office, Fleet Post Office, or Diplomatic Post Office address

Eligibility Notes

- Sponsor and card recipient records which are locked or restricted are not eligible for the online issuance process
- Lost or stolen sponsor USID cards are not currently eligible for online issuance at this time; however, a dependent's lost or stolen USID card can be requested online
- Changes in status and age may make children ineligible for online USID issuances (e.g., children are not eligible after age 21 unless they are a full-time student or incapacitated)
- Enrollment in Tricare Young Adult does not by itself make a child eligible for a USID card

Question 2: What is the process for Online USID Card Issuances?

Answer:

1. The sponsor will request a USID card issuance in IDCO (see Question 3 for more information)
2. Once the request is successfully processed, the card will be created and mailed to the card recipient via U.S. mail
3. An email will be sent to the sponsor and card recipient once the card is shipped directing them to acknowledge receipt of the USID card via IDCO
4. Once the sponsor or card recipient acknowledges receipt of the card, the new USID card will be activated and prior card terminated, if applicable. Prior card(s) should be destroyed similar to a credit card (shredded or cut up into small unrecognizable pieces and thrown away) (see Question 8 for more information)

If the issuance request is not approved or fails, the sponsor and card recipient will receive an email. Depending on the reason for the failure the instructions will be provided to submit a new request in IDCO or to visit a RAPIDS ID Card Office for issuance of the card.

Question 3: Where do I request an online issuance for a USID card?

Answer: Sponsors login to the IDCO "Family ID Cards" functionality using their CAC or DS Logon credential - <https://idco.dmdc.osd.mil/idco/>

Once in the "Family ID Cards" functionality, select the "Request ID Card" link for the appropriate family member.



Welcome to the RAPIDS ID Card Office Online. Select an option below to update your CAC, manage sponsor or family member ID card information, or find a RAPIDS ID Card Office.

ID Card Office Locator & Appointments Find a RAPIDS ID Card Office Make an Appointment More Info CONTINUE	Common Access Card Update Email Address Add Joint Data Model Applet Extend Academy Student Certificate More Info For CAC Issuance/Renewal select ID Card Office Locator & Appointments CONTINUE	Family ID Cards View Sponsor/Family ID Card Nominate Family Member Request Family Member ID Card Online USID Card Renewal Print Family List More Info CONTINUE	My Profile Update Contact Information Update GAL Information Opt-in TSA PreCheck (DoD Civilians Only) More Info CONTINUE
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Question 4: How will I receive my USID card?

Answer: New cards will be mailed directly to the card recipient's address on file in DEERS via U.S. mail.

Question 5: How do I update the mailing and email address when requesting a USID card online?

Answer: Prior to submitting an online USID Card request, visit the IDCO “My Profile” function to review and update mailing address, email address, and email correspondence permissions. The requested card can only be mailed to the card recipient’s residential or mailing address saved in DEERS. Email correspondence related to the request will be sent to the sponsor and dependent email addresses in DEERS. Note that permission must be granted for DoD to correspond with both the sponsor and card recipient email address to be eligible for the online USID issuance process.

Question 6: How do I activate my USID card?

Answer: Both the sponsor and the card holder will receive an email notifying them that DMDC has mailed the card. Upon receipt of the card, the sponsor or card recipient must log into IDCO to acknowledge receipt and activate the new USID card. Once this is done, the prior card (if applicable) will be terminated and should be destroyed (see Question 8).

Note: Receipt of the USID card MUST be acknowledge via IDCO, a RAPIDS ID Card Office will NOT be able to activate the card; the new USID card will be inoperable until activated in IDCO.

Question 7: What if I do not receive my USID card in the mail?

Answer: The sponsor and card recipient can track the status of the request at any point via the IDCO website and will receive an email notification when the card is mailed. If the card recipient does not receive the card within 15 days of notification that it was mailed, please report the card as “lost in transit” in IDCO.

Individual judgement should be used on reporting a card as “lost in transit” because it cannot be reversed if the card subsequently arrives. If the card recipient’s mail typically takes longer to arrive it may be advisable to wait extra time before reporting the card as “lost in transit.”

Once the card is reported as “lost in transit:”

- A new issuance request can be submitted via IDCO, or the card recipient may visit a RAPIDS ID Card Office for in-person issuance
- The lost USID card will be terminated and cannot be used if subsequently received
- A notification email will be sent to the sponsor and card recipient, the card should then be destroyed, similar to a credit card; by cutting it into small, unrecognizable pieces and disposing of them in the trash
- If the “lost in transit” card arrives it should be destroyed (see Question 8)

Question 8: What do I do with my old/expired USID card?

Answer: Your old card should be destroyed similar to a credit card; by shredding or cutting it into small, unrecognizable pieces and disposing of them in the trash.

Question 9: How do I know if my record is locked?

Answer: Sponsors will see a message in the “Family ID Cards” section on IDCO if a record is locked and not eligible for update or online USID issuance action.

Question 10: Where can I find additional support for Online USID Card Issuance?

Answer: Additional information on Online USID Card Issuance is available at:

- The DoD ID Card Reference Center: <https://www.cac.mil>
- ID Card Office Online (IDCO): <https://idco.dmdc.osd.mil/idco/>
- DoD Self-service Logon: <https://www.dmdc.osd.mil/identitymanagement/app/login>
- For Questions about DoD ID Card and Benefits Policy: contact DMDC Support Center at (800) 477-8227