



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. DoD ID Cardholders can now take advantage of the online USID Card issuance capability.

With this capability, sponsors can request their or their dependents' USID Card online and have the new USID Card mailed directly to them.

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Questions and Answers

Question 1: Who is eligible for online USID Card issuance?

Answer 1: The online process can be used by sponsors and dependents who 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

Answer 1 (continued):

Card Recipient Requirements

- Is eligible for a USID Card with benefits that extend more than 30 days in the future
- Has a photo saved in DEERS taken in the last 12 years
- Has an email address in DEERS with permission granted to allow DoD correspondence
- Has an address present in DEERS that is in the United States or US Territories. This includes those overseas with an Army Post Office (APO), Fleet Post Office (FPO), or Diplomatic Post Office (DPO) address

Eligibility Restrictions

The following are not eligible for the online process at this time and should visit a RAPIDS ID Card Office in person for USID Card needs:

- Sponsors and card recipients whose records are locked or restricted
- Foreign Affiliates, OCONUS Local Hires, and other sponsors who are not U.S. Citizens
- Sponsors and dependents who need to present documentation to update their status or eligibility
- Children who are enrolled in Tricare Young Adult (TYA) but not eligible for a USID Card

Question 2: What is the online process?

Answer 2:

1. The sponsor requests USID Card issuance via IDCO (see Question 3 for more information)
2. Once the request is successfully processed, the USID Card is created and mailed to the card recipient via U.S. mail
3. Once the card is mailed, DMDC sends an email to the sponsor and card recipient with directions on how 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 is activated and prior card is 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 10 for more information)

If the issuance request is not approved or fails, DMDC will send an email to the sponsor and card recipient with direction to submit a new request in IDCO or 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 3:

1. The sponsor should visit IDCO - <https://idco.dmdc.osd.mil/idco/>
2. The sponsor should select “Continue” under “Family ID Cards” (see image below) and follow on-screen prompts to login using their CAC or DS Logon credential
3. Once logged in, select the “Request ID Card” link for the appropriate intended card recipient and follow on-screen prompts to submit request

Answer 3 (continued):

The screenshot shows the 'ID Card Office Online' homepage. At the top, there is a dark blue header with the ID Card Office logo on the left, the text 'ID Card Office Online' in the center, and 'Help' and 'Feedback' links on the right. Below the header, a white banner contains the text: '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.' Below this banner are four white boxes, each representing a different service. The first box is 'ID Card Office Locator & Appointments', the second is 'Common Access Card', the third is 'Family ID Cards', and the fourth is 'My Profile'. Each box lists several options and has a 'CONTINUE' button at the bottom. The 'CONTINUE' button for the 'Family ID Cards' section is circled in red.

Question 4: How will I receive my USID Card?

Answer 4: 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 my mailing and email address?

Answer 5: 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.

This screenshot is identical to the one above, showing the 'ID Card Office Online' homepage. However, in this version, the 'CONTINUE' button for the 'My Profile' section is circled in red, indicating the correct path to update mailing and email information.

Question 6: Can I cancel my online request?

Answer 6: No, once an online request is submitted, there is no way to cancel the request. The card applicant must wait for the USID Card to arrive by mail. The card applicant cannot visit a RAPIDS ID Card Office to receive their USID Card faster.

Question 7: How do I activate my USID Card?

Answer 7: 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 10).

Question 8: What if I don't activate my USID Card?

Answer 8: Receipt of the USID Card MUST be acknowledged via IDCO; it cannot be done at a RAPIDS ID Card Office. The new USID Card will be inoperable until activated in IDCO.

Question 9: What if I do not receive my USID Card in the mail?

Answer 9: The sponsor and card recipient can track the status of the request at any point via IDCO and will receive an email notification when the card is mailed.

For those in the Continental United States (CONUS), 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. For those Outside the Continental United States (OCONUS), additional time should be given to allow the USID Card to be received.

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
- If the “lost in transit” card arrives, it should be destroyed (see Question 10)

Question 10: Should I do anything different if I am overseas with an APO/FPO/DPO address?

Answer 10: The process is the same, but sponsors should consider the following when requesting a new USID Card online:

- Sponsors should submit their online USID Card requests at least 30-60 days before the current USID Card expires, but requests can be submitted earlier (up to 120 days)
- New USID Cards are mailed from CONUS using USPS
- Sponsors and dependents should allow additional time for mailing before reporting a USID Card as “lost in transit”
- Once a USID Card request is submitted online, you cannot visit a local RAPIDS ID Card Office for in-person issuance

Question 11: What do I do with my old/expired USID Card?

Answer 11: 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 12: How do I know if my record is locked?

Answer 12: 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 13: Where can I find additional support for Online USID Card Issuance?

Answer 13: 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