



JBSA Dependent and Retiree ID Card Renewal Instructions

NOTE: Initial dependent, initial retiree, initial widower, or any CAC card application does not fall under the Online ID card process at this time. We are currently only processing renewals for dependents and retirees. Members outside of those mentioned must visit the MPF for service or visit Rapids to schedule an appointment: <https://rapids-appointments.dmdc.osd.mil/>

802d FSS Customer Support website: <http://www.jbsa.mil/Resources/802d-Manpower-and-Personnel-Flight/ID-Cards/>

Step 1. Sponsor must complete DD Form 1172 online and the electronic renewal application or attached copy; **sponsor must certify 1172 with electronic signature** (there are separate options for CAC submission and non-CAC submission). **Save the document.** To fill out the 1172, access the DMDC website:

(https://www.dmdc.osd.mil/self_service/rapids/unauthenticated?execution=e2s1) or by clicking on the "Online Form 1172" on the JBSA Customer Support website.

There is an SITE SECURITY message that pops up when you encounter the site seen below. It is not a scam! Please proceed to the site.



This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

[Details](#)

*****The site is SECURE!! It is NOT a scam. There is just a certificate error. Please click "Details" then "Go to the webpage" to navigate to the site.**

JBSA Dependent and Retiree ID Card Renewal Instructions



This site is not secure

This might mean that someone's trying to fool you or steal any info you send to the server. You should close this site immediately.

[Go to your Start page](#)

Details

Your PC doesn't trust this website's security certificate.

Error Code: DLG_FLAGS_INVALID_CA

[Go on to the webpage](#) (Not recommended)

Non-CAC holder or Retirees can create a DS Self Service log-on. Click on "Sign In" >"More DS Log-on Options", then "Need a DS log-in?" to create account.

Once logged into DMDC, under Family Members (right side), click "Replace ID Card" under appropriate Family Member. **Sponsor must fill out and sign the DD Form 1172 for dependents, and retirees must sign for themselves.** The system will inform you once the DD Form 1172 has been successfully submitted. **DD FORM 1172s MUST BE electronically signed using either CAC or DS LOGON.**

***If it has been more than 60 days since the ID card expired, you do not have to complete the 1172 online; you can do it in person but the sponsor must be present to sign.**

milConnect RAPIDS Self-Service ID Card Office Online

Notice:
Java 8 update 141 has proven to disrupt ID Card Office Online functionality to include adding/changing email 1172-2, or reissuance of family member ID Card. Java 8 Update 144 and later do work for these activities.

Notice:
Certain ActivClient 7 configurations do not work for add/change email address, add PCC to UPN, activate P creation of Form DD 1172-2, or reissuance of family member ID Card. [Contact the Help Desk](#) if you have p

Sign In

Renew/Replace Family ID Cards
Renew/Replace Family ID Cards
Update Your Contact Information
Update a Family Member's Contact Information
Add a Family Member

CAC Maintenance
Update Your Email Address
Download Applications
Activate the PIV Authentication Certificate
Add PCC to UPN

DS LOGON ?
Department of Defense Self-Service

DS Logon Username

DS Logon Password

Forgot DS Logon Username?
Forgot DS Logon Password?

Login

CAC ?
Common Access Card

Do NOT select the DoD EMAIL-CA-XX certificate if prompted for a certificate.

Login

[More DS Logon Options](#)

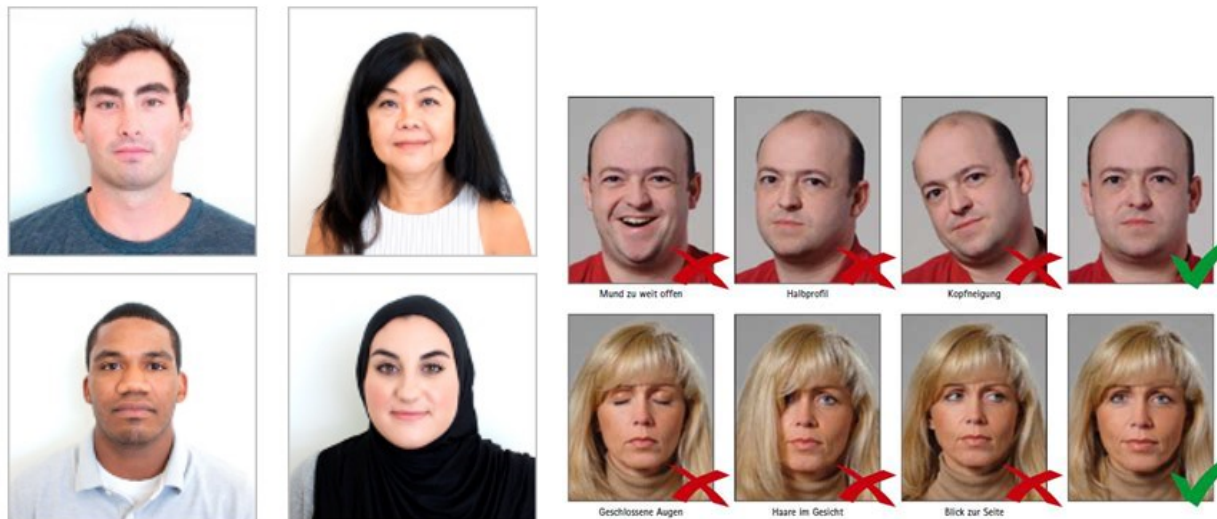
Contact DMDC | Accessibility/Section 508

After the 1172, complete the Renewal Application: ensure you include a personal number for contact, like a cellphone number to ensure we can reach you with any questions. Please fill out an application for each person needing an ID Card.

Ensure you complete and save the Renewal Application. All information must be clearly typed. If scanning a copy, please write legibly in blue or black ink.*

JBSA Dependent and Retiree ID Card Renewal Instructions

Step 2. Take and save a photo. The photo must be a clear, forward headshot taken on a **plain white background** with nothing in the background, with the full face in view. You should have a neutral facial expression or natural smile, with both eyes open. Photo must be taken in clothing normally worn on a daily basis (no hats or sunglasses). **NOTHING CAN BE IN THE BACKGROUND!! NO PHOTO FILTERS! The photo should not be older than six months.**



Step 3. Upload application and supporting documentation into an encrypted email and send to your respective MPS OR drop off documents to your local MPS.

Make sure all documents are completed and saved to your computer prior to uploading. Save the following documents to a file on your computer:

1. Two supporting forms of identification (primary must be an **UNEXPIRED** federal/state issued photo ID) **Ex:** Driver's license, passport, state ID, birth certificate, social security card, voter's registration, passport) *NO SCHOOL IDs.
2. A clear focused photo. Must be from the shoulders up, with a white background, similar to current ID card.
3. Completed "Dependent Renewal Application" form for each ID card applicant.
4. If ID card was lost or stolen, you must also upload a memorandum from Security Forces stating the lost/stolen ID card was reported. This form may be picked up at any JBSA Visitors Center.

Submit the documents to the 802d Force Support Squadron using the email addresses below. **Be sure to select the appropriate location that meets your customer service needs; this will be the pickup location for your ID card.** If you are missing documents, or if there are errors on your application, we will contact you. If there are documents missing, we will ask that you resend. **Please do not contact us to check the status of your card until 7 days have passed.**

JBSA-Randolph: 802FSSOL-B.CUSTOMERSUP@US.AF.MIL

JBSA-Lackland: 802FSS.FSMPS.IDCARD@US.AF.MIL

JBSA-Fort Sam Houston: USAF.JBSA.502-ABW.MBX.502-FSS-MPS-CUSTOMER-SUPPORT@MAIL.MIL

JBSA Dependent and Retiree ID Card Renewal Instructions

FAQs

1. Does the sponsor need to be present to pick up the ID?

- No, the sponsor does not need to be present, as long as the DD Form 1172 was signed online in DEERS. If it was not signed online with CAC or DOSLogon, the sponsor will need to be present.

2. Will the dependent(s) need to be present to pick up the ID?

- Dependents age 10 and older **do** have to be present to sign for their ID Cards, unless they are incapacitated, in which case the technician will annotate “unable to sign.”

3. How long will it take to create my ID card?

- Please allow 7 business days for your card to be processed before contacting the requested pickup location. You will receive an email when it is ready for pick up or if there are any issues.

4. What should I bring when picking up my ID card(s)?

- You **MUST** bring both forms of identification you provided when completing the renewal application, and any dependents over the age of 18.