STEP 1 **DD FORM 1172** (Dependents Only)

- Sponsor must complete DD Form 1172 online from the following website:
- https://www.dmdc.osd.mil/self service/ rapids/unauthenticated?execution=e1s1
- A DD Form 1172 will need to be completed and submitted for each dependent receiving an ID card.
- *Make sure to save DD Form 1172 for **STEP 3***
- Website should look like below



Java 8 update 141 has proven to disrupt ID Card Office Online functionality to include adding/changing er

1172-2, or reissuance of family member ID Card. Java 8 Update 144 and later do work for these activities

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

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

Sign In

STEP 2 PHOTO

Take and save a photo that is clear with a plain white background.

- MUST BE FROM SHOULDERS AND UP.
- FACE FORWARD WITH NATURAL EXPRESSION OR SMILE.
- MUST BE IN REGS IF IN UNIFORM.
- NO HATS OR PHOTO FILTERS.
- IF WEARING GLASSES, PHOTO MUST NOT HAVE GLARE
- HIGH RESOLUTION-NOT BLURRY OR **GRAINY.** SIZE - 5"x7" or 8"x10"









STEP 3 EMAIL DOCUMENTS

Submit the following documents to the 436th FSS org box (436mss.custsvc@us.af.mil):

- **COMPLETED DD FORM 1172**
- 2 VALID FORMS OF ID *NOT EXPIRED*
- ONE MUST BE A PHOTO ID EG. DRIVERS LICENSE OR **PASSPORT**
- LIST OF ACCEPTABLE ID'S CAN BE FOUND ON https://www.cac.mil/
- PHOTO TAKEN IN STEP 2

If you are missing or require additional documents, Customer Support will contact you via email

STEP 4 PICK UP

Please allow 3-5 business days for ID card to be ready for pick up. You will be notified via email when ID is ready.

Sponsor does not need to be present to pick up ID card if DD Form 1172 was completed online.

Dependents over the age of 18 will need to bring the same 2 forms of ID that were provided in initial request.





436 FSS Customer Service Office

NOTE: 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

Contact information: 436th Customer Support Email: 436mss.custsvc@us.af.mil Telephone: 302-677-5050/302-677-4585

Additional forms of acceptable ID may include the following but are not limited to:

- US/FOREIGN Passport
- Birth Certificate
- Green Card

Useful Websites & Contact Information

DoD Reference Center

- Information on all ID cards, 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

ID Card Site Locator https://dmsc.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

Air Force Total Force Service Center (TFSC) (800) 525-0102



436th Force Support Squadron

Online ID Card Renewal

Pamphlet

520 Main Gate Way Dover AFB, 19902



