



# Online Uniform Services Identification (USID)

## Card Renewal Pilot

### Frequently Asked Questions (FAQ)

Version: 1.0

Last Updated: 2/23/2023

The Defense Manpower Data Center (DMDC) is piloting new services that do not require in-person visits to Real-time Automated Personnel Identification System (RAPIDS) sites, including implementation of an online USID card renewal capability. With this new capability, select card recipients will have the ability to request renewal of their 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.

Phase 1 will be a limited pilot capability available starting in February 2023. The pilot period will be February 2023 – September 30, 2024. Additional expansions of the pilot to additional USID card holders (e.g., to DS Logon users, see Question 1 below) during the pilot period will be announced as they are implemented.

## List of Questions

Question 1: Who is eligible for Online USID Card renewals? .....	1
Question 2: Where do I request an online renewal for a USID card? .....	2
Question 3: What is the overall process for Online USID Card Renewals? .....	2
Question 4: How will I receive my USID card? .....	3
Question 5: How do I activate my USID card? .....	3
Question 6: What if I do not receive my USID card in the mail? .....	3
Question 7: What do I do with my old/expired USID card? .....	3
Question 8: Where can I find additional support for Online USID Card Renewals? .....	4

### Question 1: Who is eligible for Online USID Card renewals?

**Answer:** During the pilot program, online USID card renewal is limited to active duty, retired, reserve, and dependent family members of uniformed Service members that meet the following criteria:

#### Sponsor Requirements

- Possess and able to log on to the IDCO site using an active Common Access Card (CAC)
- Personnel status is active and extends at least 30 days past the date of the online renewal request

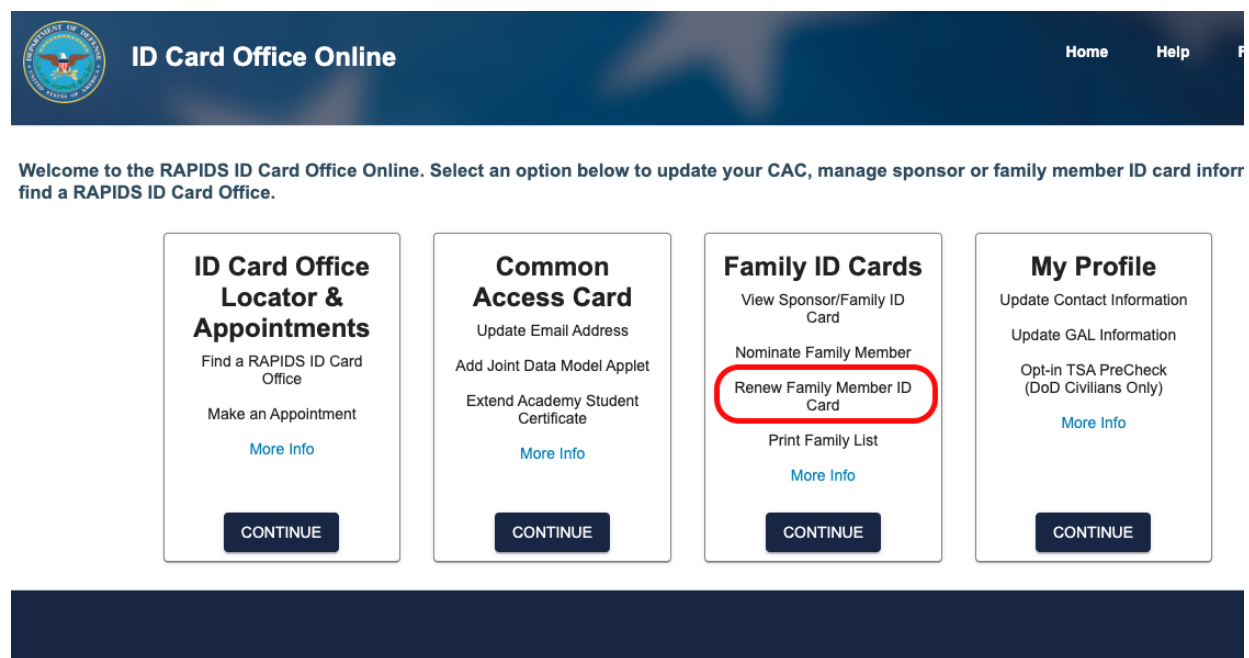
- Has an authorized DoD email address listed in the Defense Enrollment Eligibility Reporting System (DEERS)
- *Note: Foreign Affiliates and Foreign National Employees are not currently supported by this pilot. These cardholders must visit RAPIDS sites to renew their USID cards*

### Card Recipient Requirements

- Is requesting renewal of an active USID card
- Has a photo saved in DEERS taken in the last 12 years
- Has been verified by the sponsor on the IDCO website in the last 90 days
- Has an active email address in DEERS that the card recipient has authorized DoD to use for communications (Check your email address authorization under “My Profile” at the IDCO website, under “Email Addresses”)
- Has a mailing address present in DEERS that is in the continental US, Hawaii, or Alaska. *Note: USID cards cannot be mailed to Post Office Boxes*

### Question 2: Where do I request an online renewal for a USID card?

**Answer:** Sponsors must login using their CAC and submit requests via ID Card Office Online clicking the “Family ID Cards” tab from the landing page via <https://idco.dmdc.osd.mil/idco/>



### Question 3: What is the overall process for Online USID Card Renewals?

**Answer:**

1. The sponsor will request a USID card renewal in IDCO (see IDCO site instructions and Question 2 above 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 the sponsor to acknowledge the receipt of the card via IDCO

4. Once the sponsor acknowledges receipt of the card, the new USID card will be activated and the prior card will be terminated. The prior card should then be returned to the government (see Question 7 below)

If the renewal request is not approved or fails, the card recipient will receive an email. Depending on the reason for the failure the sponsor will be instructed to submit a new request in IDCO or to visit a RAPIDS site for issuance of the card.

#### **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 activate my USID card?**

**Answer:** Both the sponsor and the card holder will receive an email notifying them that GPO has successfully processed the card. It is then the sponsor's responsibility to acknowledge the receipt of the card in IDCO. Once the card is activated, the prior card will be terminated and should be returned to the government (see Question 7 below).

#### **Question 6: What if I do not receive my USID card in the mail?**

**Answer:** The sponsor can track the status of request at any point via the IDCO website. If the card recipient does not receive the card within 15 days of notification that it was mailed, please contact the DMDC Support Center at (800) 477-8227 and 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 renewal request can be submitted via IDCO or the card recipient may visit a RAPIDS site for issuance of the card
- 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 including the process for returning the card if subsequently received

#### **Question 7: What do I do with my old/expired USID card?**

**Answer:** All ID cards are property of the U.S. Government and shall be returned upon separation, resignation, firing, termination of contract or affiliation with the DoD, or upon any other event in which the individual no longer requires the use of an ID card. The ID card may be returned to your nearest RAPIDS site, which can be found using the [ID Card Office Locator](#), or via U.S. mail to:

DMDC – DSC  
Attn: USID Card Returns  
2102 E 21<sup>st</sup> Street N

### **Question 8: Where can I find additional support for Online USID Card Renewals?**

**Answer:** Additional information on the Online USID Card Renewals pilot is available at:

- ID Card Office Online (IDCO): <https://idco.dmdc.osd.mil/idco/>
- The DoD ID Card Reference Center: <https://www.cac.mil>
- For Questions about DoD ID Card and Benefits Policy: contact [dodhra.mc-alex.dmdc.mbx.dod-id-card-policy@mail.mil](mailto:dodhra.mc-alex.dmdc.mbx.dod-id-card-policy@mail.mil)