

As of 5 May 2021

Process for Obtaining a New Military ID card for Retirees, Widows/ Widowers and their Dependents

Effective immediately, Joint Base San Antonio is suspending its electronic application for ID cards (instructions described below) until further notice due to the high volume of online ID card applications received.

However, the following list of online services are continued: Initial enrollment in DEERS (NOTE: Initial issuance age increased from 10 to 14); Medicare Part B applicants (age 65); Replacement of lost/stolen Dep/Ret ID card.

An ID card technician will call/email to schedule pickup. All dependents must be present to pick up and sign new ID card. **NOTE: Expired ID card benefits/privileges are extended through 30 June 2021.**

Joint Base San Antonio is comprised of three military bases and locations to get your ID card.

- 1) Fort Sam Houston, 2410 Jessup Road, San Antonio, TX 78234 – (210) 221-0415 or 0892
- 2) Lackland AFB, 1561 Stewart Street, Lackland AFB, TX 78236 – (210) 671-6006 or 7741
- 3) Randolph AFB, 550 D Street East, Randolph AFB, TX 78150 – (210) 652-3036

Step One: choose which base you will want to work through. You will need to do this because you will have to upload and email documents to the individual office of your choosing.

Step Two: print, fill out and sign the DD Form 1172 via this website:

<https://www.cac.mil/Portals/53/Documents/dd1172-2.pdf>

Step Three: Take a photo with your phone. The photo **MUST** be:

- 1) Forward facing
- 2) From head to shoulders
- 3) 8 X 10 size

*please note: nothing can be in the background, no photo filters can be used, and no photo should be older than 6 months.

Step 4: Email the following to the office you would like to pick up from:

Fort Sam Houston: usaf.jbsa.502-abw.mbx.502-fss-mps-customer-support@mail.mil

Lackland AFB: 802fss.fsmps.idcard@us.af.mil

Randolph AFB: 802fssol-b.customersup@us.af.mil

Within the email you must include: signed DD Form 1172, photo, and two forms of ID (ex: Driver's License, Passport, Birth Certificate, Social Security Card) * No School ID's accepted *

Other examples of acceptable forms of ID can be found at:

https://www.cac.mil/Portals/53/Documents/List_of_Acceptable_Documents.pdf

** If the reason in obtaining a new ID is due to a Veteran's death, please also provide a copy of the death certificate.

** If the reason in obtaining a new ID is due to retirement from active duty, please also provide a copy of your DD Form 214, Discharge Paperwork.

Please do not contact us to check the status of your ID card until at least 7 business days have passed.

Camp Mabry in Austin, TX

Camp Mabry is also offering ID card services. They are a **walk-in office only, no appointments**. Their office hours are 0800-1500 Monday-Friday.

Address: 2200 West 35th Street, Bldg. 34, Austin, TX 78703

Phone: (512) 782-6841

They require the same as other ID card offices. You need to bring two forms of ID with you, Driver's License, Passport, Birth Certificate, Social Security Card, etc.