

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

**Online Services:** The following online services will also resume on 17 May 2021: Dependent/Retiree renewals, initial enrollment in DEERs, Replacement of lost/stolen Dep/Ret ID cards, Changes in affiliation (AD to Retired/Retired to 65/100% DAV/Age 21 to 23 full time student/Age 23 with Tricare young adult. **As a reminder, the extension that was granted as a risk mitigation effort in light of COVID-19 in Sep 2020 to honor dependent/retiree ID cards will EXPIRE on 30 JUN 2021.**

**Additional Services:** Walk-in & appointments are open for ALL services (CAC Services limited to those expiring within 30 days). NOTE: Should the office reach its in-person service capacity for the day, customers will be asked to return at a later date.

**Appointments:** RAPIDS appointment scheduler is open NOW for booking appointments starting on 17 May 2021 at the locations listed below via the following link: <https://idco.dmdc.osd.mil/idco/locator>.

---

### INSTRUCTIONS FOR ONLINE REQUESTS

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](mailto:usaf.jbsa.502-abw.mbx.502-fss-mps-customer-support@mail.mil)

Lackland AFB: [802fss.fsmps.idcard@us.af.mil](mailto:802fss.fsmps.idcard@us.af.mil)

Randolph AFB: [802fssol-b.customersup@us.af.mil](mailto: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](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 35<sup>th</sup> 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.