

DEPENDENT IDENTIFICATION CARD ON-LINE RENEWAL PROCESS

Must have a CAC to accomplish this process.



Sponsor fills out renewal application and attach form in Step 3.



Sponsor certifies DD Form 1172-2 online:

- a. Access the DMDC website (Retiree sponsors can create a DS log-on) via https://www.dmdc.osd.mil/self_service/rapids/home?execution=e5s1
- b. Click "Renew/Replace Family ID Cards" next to each dependent name.
- c. Certify the DD Form 1172-2 for each dependent renewing an ID. If the DD 1172-2 is not automatically signed, please save as a PDF and digitally sign prior to sending to the MPF for review.

If a dependent has Power of Attorney, please attach that with documents for MPF review.



Sponsor submits all required documentation on DoD Safe <https://safe.apps.mil/>

- a. Log-On to DoD Safe via your CAC (Choose Authentication Certificate)
- b. Click "Drop Off"
- c. Complete requested information as follows:
 1. NAME: 81 FSS/MPF ID
 2. EMAIL: 81fss.fsmps@us.af.mil
 3. NOTE: "Dependent ID Card Request: Jane Doe, John Doe, etc.
Please put your contact information (phone number and email) in the Note Section so we can contact you if there are any questions/issues with your request.
- d) Add all applicable documents
 1. Picture of dependent: passport style, from shoulders up, no filters, white background, full face forward, natural smile or neutral expression, both eyes open, no hats or head covers (exception: religious head coverings authorized). Must be 5 x 7 or bigger and good quality.
 2. Photocopy of two forms of identification (If 18 years or older): ID's must be valid/unexpired with the EXACT name (front and back). Current dependent ID can be used if still Valid. One form required for dependents 17 years or younger. Must match forms selected on Renewal Application.
 3. Completed renewal application (accomplished in step 1).



Pick up ID card at Keesler AFB Customer Support Office Room 125.

Once the MPF creates the ID card, you will receive an email from a Customer Support representative to the email you put on your renewal application. If you do not receive an email within 14 duty days from submission, please contact us at 228-376-8357. Families may make a single appointment to pick up all dependents IDs. Dependents should make an appointment via email or phone call to pick up finished ID cards NLT 5 duty days after mail confirmation.



Bring the following with you to retrieve you dependent ID:

- a. Current ID needs to be turned in.
- b. ORIGINAL Form(s) of ID used in Step 4b ??
- c. Dependents must be present to sign for ID card and for verification.
The sponsor does not have to be present for ID card pick-up.

Call or email 81fss.fsmps@us.af.mil to schedule an appointment. For any questions, concerns, or feedback, please contact Customer Support at COMM: 228-376-8347, Opt 1, Opt 1.

DEPENDENT IDENTIFICATION CARD ON-LINE RENEWAL FAQs

Must have a CAC to accomplish this process.

1

Does my sponsor need to be present to pick up ID?

No, as long as the 1172-2 was signed online. If it was not signed using CAC or DSLogon, the sponsor will need to be present.

2

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

Dependent 10 years and older will have to be present to sign their ID.
Does not apply for incapacitated members.

3

How long will it take to create my ID card?

Please allow 5-7 duty days for your ID card to be ready for pickup.
An email will be sent when the ID is ready.

4

What documents are needed when picking up my ID?

Please bring the two original Forms that was submitted online for verification.
Dependents 17 years and younger will only need to provide one.

5

Am I able to add a spouse/dependent online?

No, you are required to visit your nearest DEERS location to add any new dependents.

6

What if I walk in after I make an appointment for online renewal?

You must cancel your online dependent ID prior to walking in for an in-person ID card at any DEERS location. If your online ID card is not canceled, the ID card that was submitted online will be printed off and your current ID will be terminated.

Dependent/Retiree ID Card Renewal Application

Complete a separate application for each dependent requesting new card

Reason for new ID card:

Damaged
 Expired/Expiring
 Lost/Stolen (If lost or stolen, complete memo.)

Sponsor Information (Mandatory for all applications)

First Name: Last Name:
 E-mail Address: Phone Number:
 DoD ID # Completed 1172-2 online Yes No (if no, please ensure DD1172 is attached via email)
 ID Expiration Date (mm/dd/yyyy):
 <https://www.dmdc.osd.mil/milconnect>
Sign in > more goals > view ID card info > select "Replace ID Card" under applicable dependent(s) > go through final process.
 Alternate site: https://pki.dmdc.osd.mil/self_service

Dependent Information (N/A for Retiree ID Renewal)

First Name: Last Name:
 ID Expiration Date (mm/dd/yyyy):

Dependent Child Information (If Applicable)

1. Is the child 21 yrs or older?
- Yes, enrolled in a full time accredited institution of higher learning (Proceed to Question #2)
 Yes, letter is attached
 Yes, not enrolled as a full time student (not eligible for ID Card)
 No
2. Full time students MUST have a letter from the school's registrar

Address of member getting the ID Card:

Street Address:
 City: State: Zip Code:

Photo was taken within last 7 days:

Two forms of identification submitted (select from drop-down menus):

Note: Names must match and not be expired. Copies of both must be submitted with application. The same forms must be presented to the customer support technician at the MPF by the dependent picking up the card.

#1 -

#2 -

Comments:

NEXT STEPS: Upload this completed renewal application with 2 forms of identification, a photo of dependent (taken on white/off-white background, shoulders up) to [DoD Safe](#) and e-mail to 81st FSS Customer Support Section at 81fss.fsmps@us.af.mil. Please allow up to 7 business days before emailing the org box to check on the status. An e-mail will be sent to the provided e-mail address when card is ready for pick up. The Sponsor does not need to be present for pick up. The member(s) receiving the card will need to sign the ID at pick up.

ACTIONS to be completed by the MPF ONLY: (enter date & initials of customer service technician completing action)

Request received: Card was created:

E-mail was sent for pick up: Dependent picked up card: