



MAGTFTC, MCAGCC
29 PALMS
DEERS/RAPIDS ID CARD OFFICE



PHONE NUMBERS / LOCATION / HOURS: Please call the DEERS ID card office or visit the websites listed below prior to coming in to make sure you have all the correct personal identification and supporting documentation required for your situation.

- (760) 830-5365
- Bldg. 1459, Combat Center Personnel Office, between 4th & 5th and Sturgis & Griffin streets (parking lot entrance is on 4th St.).
- 0730 to 1600, Mon - Fri. Closed federal holidays and base holiday liberty periods

APPOINTMENTS / WALK-INS: Appointment times are approximate, subject to system availability, take precedence over walk-ins and are strongly encouraged, as wait times for walk-ins could be lengthy or cut off prior to 1600 depending on customer volume and/or system wait time. Even with scheduled appointments, some customers may experience a wait due to high customer volume, system outages or delays. Complexity of service can also delay service for all customers.

- Appointments are highly recommended, and available from 0800-1500.
- Walk-ins are welcome without an appointment on a first-come, first-served basis based on capacity.
- We must reserve the right to stop accepting walk-ins based on customer volume.

- **DEERS/RAPIDS ID Card Office Online appointment:** <https://www.idco.dmdc.osd.mil/idco>

ID CARD ISSUANCE / PKI CERTIFICATES: For family member ID cards, the military sponsor must be present, or the adult family member must provide an original sponsor-signed DD Form 1172-2, a valid General or Special Power of Attorney, or the sponsor-signed DD Form 1172-2 may be scanned into DEERS for ID card issue at alternate RAPIDS sites.

- Two forms of unexpired personal identification are required for ID card issue or renewal from the list below.
- Official documentation (e.g., email from G-6, letter or form from your IT security section) of a government email address must be presented to add PKI certificates to a CAC.

LOST/ STOLEN / CONFISCATED COMMON ACCESS CARD (CAC): Applies only to the CAC, not to family member ID cards. To issue a new CAC to individuals who have lost, stolen, confiscated or destroyed CACs, the DEERS ID card office is required to scan an official report or document into the DEERS database. Acceptable documents are a civilian police report, a report from PMO or a letter or memorandum from either the individual's unit security manager (S2), the individual's supervisor, or for contract employees, the sponsoring Trusted Associate Sponsoring System (TAS) Trusted Agent. For a letter or memorandum, it must be typed, and be prepared on the activity's letterhead and dated and signed via ink or digital signature. Active Duty lost ID Card endorsement must be signed by 1st Sgt, XO or CO.

State issued ID cards displaying the phrase "Not For Federal Identification Use," "Not Acceptable for Federal Purposes," or other similar language, including local military, civilian, or contractor identity/security access badges issued from an agency, installation, or employment credential other than RAPIDS issued cards documentation **cannot be accepted** for DEERS enrollment or initial ID card issuance or renewal.

DoD List of Acceptable Identity Documents

Applicants are required to provide two forms of identity source documents (**only original or certified copy by the document issuer or holder are acceptable**), one of which must be from the PRIMARY list below. Both can be from the primary list, but they must be separate documents (e.g., if the primary source document is a passport from Italy, the second document cannot be a passport from another country). **All Identity source documents must be bound to that applicant and shall be neither expired nor cancelled (including driver's licenses**. If the two identity source documents bear different names, evidence of a formal name change must be provided (e.g., marriage certificate, a divorce decree, judicial recognition of a name change, or other mechanism permitted by State law or regulation). Reference documentation:

- DMDC PKI VOIS (<https://pki.dmdc.osd.mil/appj/vois/policy.do?group=Policy>)
- Federal Information Processing Standards Publication 201-2 (FIPS - <http://csrc.nist.gov/publications/>)
- DoD Common Access Card (<http://www.cac.mil/common-access-card/>)

<u>PRIMARY</u>	<u>SECONDARY</u>
U.S. Military ID card	U.S. Social Security Card issued by the SSA
Military Dependent ID card	Birth certificate issued by a state, county, municipal authority or outlying possession of the U.S. bearing an official seal
Driver's license or ID card issued by federal, state, local, government agency or outlying possession of the U.S. with photo.	ID Card issued by a federal, state, or local government agency or entity, provided it contains a photograph.
U.S. Passport or a U.S. Passport Card	Voter's Registration Card
Foreign Passport	U.S. Coast Guard Merchant Mariner Card
Personal Identity Verification (PIV) Card	Certificate of U.S. Citizenship (Form N-560 or N-561)
U.S. Citizenship and Immigration Services (USCIS) Employment Authorization Document that contains a photo (Form I-766).	Certificate of Naturalization (Form N-550 or N-570)
U.S. Citizenship and Immigration Services (USCIS) Permanent Resident Card or an Alien Registration Receipt Card (Form I-551).	U.S. Citizen ID Card (Form I-197)
"Not For Federal Identification Use", "Not Acceptable for Federal Purposes", or other similar language on a photo ID cannot be accepted.	ID Card for Use of Resident Citizen in the United States (Form I179)
<p>All documents not in English must have a CERTIFIED (not notarized) English translation per DODM 1000.13. Military One Source provides this service free of charge for active duty personnel. 800-342-9647 or on the web at: http://www.militaryonesource.mil/-/document-translation-services-from-military-onesource.</p> <p><u>Customer Service:</u> We welcome your phone calls to better assess your needs. We are dedicated to providing quality customer service to all of our customers while strictly adhering to all pertinent rules and regulations. If you are not satisfied with your service or need assistance with complex issues, please ask for a supervisor. We will do our very best to provide a solution for your situation.</p>	Certificate of Birth Abroad issued by the Department of State (Form FS-545 or Form DS-1350)
	Temporary Resident Card (Form I-688)
	Employment Authorization Card (Form I-688A)
	Reentry Permit (Form I-327)
	Refugee Travel Document (Form I-571)
	Employment Authorization Document issued by DHS.
	Employment Authorization Document issued by DHS with photo (Form I-688B)
	Driver's license issued by a Canadian government entity
	Native American tribal document