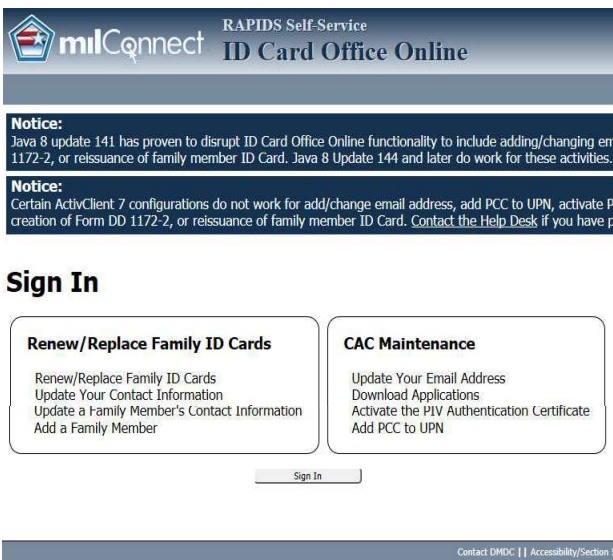


**STEP 1
DD FORM 1172
(Dependents Only)**

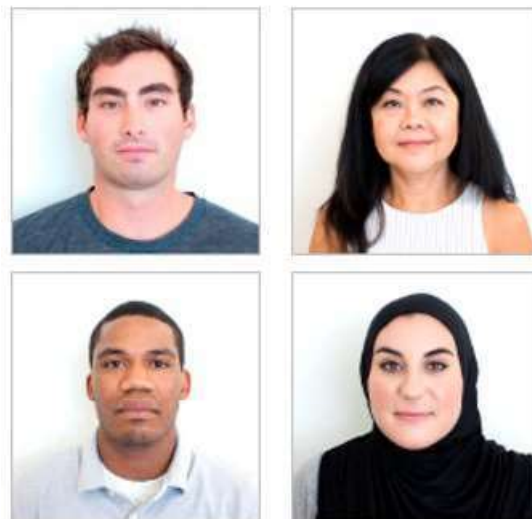
- Sponsor must complete DD Form 1172 online from the following website:
- https://www.dmdc.osd.mil/self_service/rapids/unauthenticated?execution=e1s1
- A DD Form 1172 will need to be completed and submitted for each dependent receiving an ID card.
- *Make sure to save DD Form 1172 for STEP 3*
- Website should look like below



STEP 2 PHOTO

Take and save a photo that is clear with a plain white background.

- MUST BE FROM SHOULDERS AND UP.
- FACE FORWARD WITH NATURAL EXPRESSION OR SMILE.
- MUST BE IN REGS IF IN UNIFORM.
- NO HATS OR PHOTO FILTERS.
- IF WEARING GLASSES, PHOTO MUST NOT HAVE GLARE
- HIGH RESOLUTION-NOT BLURRY OR GRAINY.
SIZE - 5"x7" or 8"x10"



STEP 3 EMAIL DOCUMENTS

Submit the following documents to the 436th FSS org box (436mss.custsvc@us.af.mil) :

- COMPLETED DD FORM 1172
- 2 VALID FORMS OF ID
NOT EXPIRED
- ONE MUST BE A PHOTO ID EG. DRIVERS LICENSE OR PASSPORT
- LIST OF ACCEPTABLE ID'S CAN BE FOUND ON <https://www.cac.mil>
- PHOTO TAKEN IN STEP 2

If you are missing or require additional documents, Customer Support will contact you via email

STEP 4 PICK UP

Please allow 3-5 business days for ID card to be ready for pick up. You will be notified via email when ID is ready.

Sponsor does not need to be present to pick up ID card if DD Form 1172 was completed online.

Dependents over the age of 18 will need to bring the **same 2 forms** of ID that were provided in initial request.



436 FSS Customer Service Office

NOTE: We are currently only processing renewals for dependents and retirees.

Members outside of those mentioned must visit the MPF for service or visit rapids to schedule an appointment:

<https://.rapids-appointments.dmdc.osd.mil>

Contact information: *436th Customer Support*
Email: 436mss.custsvc@us.af.mil Telephone:
302-677-5050/302-677-4585

Additional forms of acceptable ID may include the following but are not limited to:

- US/FOREIGN Passport
- Birth Certificate
- Green Card

Useful Websites & Contact Information

DoD Reference Center

- Information on all ID cards, www.cac.mil

ID Card Online (IDCO)

- Update contact/personal information to include your email address update on your CAC

- Create DD Form 1172-2

https://www.dmdc.osd.mil/self_service

ID Card Site Locator

<https://dmisc.osd.mil/rs1>

ID Card Appointment Scheduler

<https://.rapids-appointments.dmdc.osd.mil>

MilConnect Portal

- Obtain proof of health care coverage

<https://milconnect.dmdc.osd.mil/milconnect/>

DoD DEERS Beneficiary Helpdesk

(800) 538-9552

Air Force Total Force Service Center (TFSC)

(800) 525-0102



436th Force Support Squadron

Online ID Card Renewal

Pamphlet

520 Main Gate Way
Dover AFB, 19902



DOVER

