

ID Card Office Hours of Operation. The Fort Jackson ID Card Offices are located in the Strom Thurmond Building in Rooms 109, 114, and 200. To better serve our customers and reduce wait times, effective 14 Jul 14, the ID Card Office will continue to operate on an appointment-only basis, but with limited walk-in slots available Monday through Friday, 0800-0920 in Room 109. Once walk-in slots are filled, customers will be immediately informed that they have the option of scheduling an appointment or visiting an alternate ID card facility for service. Appointment hours are Monday through Friday, 0940-1600, in 20-minute increments, in Rooms 109 and 200. For customers needing to update/enroll in the Defense Enrollment Eligibility Reporting System (DEERS), reset Personal Identification Numbers (PIN), or complete a DD Form 1172-2, an appointment is not necessary; these services will be conducted on a walk-in basis throughout the duty day. However, customers needing to update DEERS and receive an ID card will need to schedule an appointment. To schedule an ID card appointment, utilize our appointment scheduler at <https://rapids-appointments.dmdc.osd.mil>. Please schedule ONLY one customer per appointment.

- The ID Card Office located in Room 114 provides ID cards to Soldiers-in-Training, Monday through Friday, 0800 until 1630. Soldiers-in-Training do not require an appointment; however, it is highly encouraged to expedite the process. For more information, please call (803) 751-7731.
- The ID Card Office located in Room 109 has walk-in slots available Monday through Friday, 0800-0920, on a first come, first serve basis until all slots are filled. Appointment hours are Monday through Friday, 0940-1610, in 20-minute increments, in Rooms 109 and 200. For more information, please call (803) 751-7731.
- Customers requiring PIN resets can receive service in Room 200. Soldiers-in-Training needing PIN resets can receive service in Room 124.

The ID Card Offices are closed for training every third Tuesday of the month, and all Federal holidays. For more information, please contact the ID Card Office Supervisor, Mr. Lamont Hampton at phone: (803) 751-6024, or email: lamont.b.hampton.civ@mail.mil. Additional information may be obtained by visiting our website at: <http://jackson.armylive.dodlive.mil/units/usag/dhr/>