

ID Card Requirements

The Fort Jackson ID Card Office is located in the Strom Thurmond Building, room 109. To better serve our customers and reduce wait times, the ID Card Office operates on an appointment-only basis, with walk-in slots available Monday through Friday, 0800-0920. Once the walk-in slots are filled, customers will have the option of scheduling an appointment or visiting an alternate ID card facility for service. Appointment hours are Monday through Friday, 0940-1620, in 20-minute increments. 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 time slot. (Example: if the sponsor and spouse need ID cards, you are required to make two (2) appointment).**

- The ID Card Office located in Room 109 provides ID cards to Soldiers-in-Training, Monday through Friday, 0800 until 1620. Soldiers-in-Training are not required to have an appointment; however, it is highly encouraged to expedite the process. For more information, please call (803) 751-6024.
- Walk-in slots are available Monday through Friday, 0800-0920, on a first come, first serve basis until all slots are filled. Appointment hours are Monday through Friday, 0940-1620, in 20-minute increments, in Rooms 109. **For additional recorded 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 is closed for training every 3rd Tuesday of the month, and all Federal holidays. For more information, please contact the ID Card Office Supervisor at phone: (803) 751-6024, or email: negretta.dennison.civ@mail.mil. Additional information may be obtained by visiting our website at: <http://jackson.armylive.dodlive.mil/units/usag/dhr/>

Department of Defense Employees/Contractors: NOTE: It may take 72 hours or longer to completely process into the RAPIDS/DEERS system. Also, AAFES and DoD School employees are required to present a DD Form 1172-2 for initial issuance of a CAC card.

Initial DEERS Enrollment: The sponsor must be present or a current DD Form 1172-2 signed by the sponsor or a General Power of Attorney must be presented.

* Original or true court certified copies of required documents must be presented.

* Only a DD Form 1172-2 generated from the DEERS/RAPIDS system can be scanned into the DEERS system from another ID Card Issuing Facility; or with a valid Power of Attorney (POA), the family member may sign the DD Form 1172-2 (Application for Uniformed Services Identification Card/DEERS Enrollment).

Enrolling a New Spouse: Please present the following documents, original or true certified marriage certificate, original birth certificate, Social Security Card (with married name), and all divorce decrees for the sponsor/spouse (if applicable) are required.

Enrolling a Newborn: Please present the original birth certificate, and social security card (if received) are required.

Enrolling Stepchildren: Please present the original marriage certificate, birth certificate (showing the names of the mother and Father), and the Social Security card are required.

Enrolling Wards and Foster Children: Please present the original or true certified copy of the court documentation stating legal and physical custody, the child has been placed in the Sponsor's custody for at least twelve consecutive months, birth certificate and social security card are required.

Single Father: Birth certificate showing the sponsor's name, and Voluntary Acknowledgement of Paternity from the state in which the child was born or a completed approved Dependency Package for Children Born out of Wedlock (DD Form 137-4) are acceptable documents.

ID Card Renewal: Sponsor must be present or a current DD Form 1172-2 signed by the sponsor (in the present of a VO or submitted through Milconnect), or a General Power of Attorney (POA) must be presented.

ID Card Issuances for:

Sponsor or Spouse: 2 forms of valid identifications (not damaged), if turning 65 years old, a medical care card is required.

Children (10 yrs to 17 yrs): 1 form of identification (birth certificate, social security card) is required

Children (18 yrs to 23 yrs): 2 forms of valid identification (not damaged), a current letter on the College letter head from the school Registrar's Office stating the individual is a full time student, currently enrolled, and the expected graduation date. Additionally, the child may qualify to purchase TRICARE Young Adult (TYA) coverage if you are:

- * A dependent of an eligible uniformed service sponsor
- * If your sponsor is a non-activated member of the Selected Reserve of the Ready Reserve, your sponsor must be enrolled in TRICARE Reserve Select or TRICARE Retired Reserve for your child to be eligible to purchase TYA coverage.
- * Unmarried
- * At least 21 yrs old but not yet 26 yrs old (Note: If you are not enrolled in a full course of study at an approved institution or higher learning, your eligibility will end at age 23 or upon graduation whichever comes first).
- * Not eligible to enroll in an employer-sponsored health plan
- * Not otherwise eligible for TRICARE program coverage

Active Duty Retirees: Final copy of the DD Form 214 (copy 4), retirement order, and 2 forms of current identification are required.

Reserve Retirees with 20 years of Service: Orders/letter for 20 years retirement and 2 forms of current identification are required.

Dependency Packages: Children born out of wedlock, incapacitated children over the age of 21, and parent or parent-in-law packets are available at 5450 Strom Thurmond Boulevard, room 109.

Disenrollment Types:

- * Death of Sponsor/Spouse: Death certificate required.
- * Divorce: Original or true certified copy of the final divorce decree is required.
Note: Retirees need to bring DD Form 214 (copy 4)
- * Children under the age of 21 years of age: Original or true certified marriage certificate and enlistment contract/oath of office or court order emancipation are required.
- * Ward or Parent-in-Law: Sponsor must request disenrollment