

I.D. Cards

APPOINTMENTS FOR CAC/ID CARDS OR DEERS ENROLLMENT

CAC/ID Card services at PSD will be provided by appointment only. Walk-in exceptions will be made for PIN resets and/or lost/stolen CAC/ID Cards; however, those will be handled in between appointments, as possible. To make an appointment online, please visit <https://rapids-appointments.dmdc.osd.mil/default.aspx> or use the following steps:

- 1) Go to the website <http://www.google.com>.
- 2) Search for "Rapids Appointment Scheduler" then click the first search result.
- 3) Click "Make an Appointment". Under the "Find an OCONUS Identification Card Issuance Office" drop tab, select Spain and press the GO button.
- 4) Press the Select button of the PSD with the Rota, Cadiz Spain address.
- 5) Choose an available date on the calendar that is marked in green; then choose an available time.
- 6) Fill out the information for the customer - it is imperative that you provide contact information in the event the machine crashes, and we need to notify you.

IMPORTANT INFORMATION

Appointment slots are designed for ONE PERSON PER APPOINTMENT TIME. For families that need multiple ID cards and/or enrollments, select a separate time slot for each family member. *If you are unable to locate multiple time slots, please contact us via phone for assistance. **DSN: 314-727-3011**.

All customers need to bring two valid forms of identification (passport, driver's license, etc.). Copies of photo ID cards are not acceptable. Reference <http://www.uscis.gov/sites/default/files/files/form/i-9.pdf> for a list of acceptable items.

Dependents must bring their sponsor to sign a DD Form 1172-2 (PSD will assist family members with filling out this form on site). The sponsor must be physically present to sign for each family member to receive their ID cards. If the sponsor is deployed, dependents may enroll family members into DEERS and be issued ID cards with a valid Power of Attorney. Sponsors may also digitally sign the DD Form 1172-2 with a CAC-enabled computer found at https://www.dmdc.osd.mil/self_service. By this method, the dependent can come without the sponsor. *One-Net users may experience Java issues with this method and may not be able to use this service. Alternatively, in cases of geographically separated sponsors and dependents, sponsors may sign the DD Form 1172-2 at another RAPIDS site and have it scanned into the system. The dependent may then be helped at any RAPIDS site for an ID card.

DD Form 1172-2 is valid for 90 days.

Civilians must have a DD Form 1172-2 completed and signed by their Human Resource Office (HRO) prior to issuance of a CAC ID, additionally the HRO representative issuing the 1172-2 must have a signed DD 577 on file with PSD Rota. The HRO representative does not have to be present at the time of CAC ID issuance.

Children are no longer considered dependents at the age of 21 unless enrolled as a full-time student by a learning facility. Once a child turns 21, an Enrollment Verification Form issued by the learning institute must be provided at the site where the child's ID card is issued. It must include the place of study, indicate that the dependent is a full-time student, and provide the projected graduation date. A child is no longer eligible to be a dependent at the age of 23, even if still enrolled in school. ** TRICARE Young Adult Program enrollees may be issued an ID card up to the age of 26. Certain restrictions apply.

Active duty military shall be in the uniform of the day when taking a photo for an ID card.

If ANY DOD ID card is lost or stolen, a Voluntary Statement issued by local security is required per COMNAVACTSPAININST 1170.1A. There is no appointment necessary to be issued a Voluntary Statement. Additionally, lost CACs by Military personnel require a special request chit signed by their CO/OIC/Department Head, regardless of paygrade or service.

Adding a spouse into DEERS requires a certified original or copy of the marriage certificate and spouse's birth certificate, both items must be in the English language. Adding a child into DEERS requires a certified original or copy of birth certificate in the English language.

CAC/ID Lab Normal Hours of Operation: 9 a.m. - 5 p.m.; appointments are in 30-minute increments – last appointment is at 4:30 p.m. Summer hours (mid-June through mid-August): 7:30 a.m. - 4 p.m. – last appointment is 3:30.

CAC holders needing to update their email can do so with a CAC-enabled computer at https://www.dmdc.osd.mil/self_service/.

For all other inquiries, please contact the CAC/ID Card Services Section at 314-727-3011.