

# Hanscom AFB Online ID Card Renewal for Dependents & Retirees

*Please refrain from sending requests until your ID card is within 30 days of expiration. Also, please allow up to 14 business days for your ID Card to be processed.*

*Underlined text is links and can be clicked. Upon clicking you will be redirected to an external website or form. All sites are safe.*

## WHAT'S CHANGING?

Sponsors can request card renewals online through ID Cards Online at <https://idco.dmdc.osd.mil/idco/>. Cards will be printed by the Government Publishing Office and mailed to the card recipient via U.S. Mail.

## REQUIREMENTS:

Sponsor must be a Common Access Card (CAC) holder and requesting a renewal of an active USID card.

The Sponsor and the card recipient must have email addresses listed in the Defense Enrollment Eligibility Reporting System (DEERS) that they have authorized DoD to use for contacting them.

Authorization to use email for official contact can be made under "My Profile" on the IDCO website ID Card Office Online.

The Sponsor's personnel status must extend at least 30 days in the future from the renewal request date.

The card recipient has a photo saved in DEERS taken in the last 12 years.

The card recipient's mailing address is present in DEERS and in the continental United States, Hawaii, or Alaska.

Cannot be a Post Office (PO) Box.

## PROCESS FOR RENEWING A USID CARD

1. The sponsor will request a USID card renewal in ID Card Office Online, continuing through "Family ID Cards" with the "Renew Family Member ID Card" listed as an option.
2. Once the request is successfully processed, the card will be created and mailed to the card recipient via U.S. mail.
3. An email will be sent to the sponsor and card recipient once the card is shipped directing the sponsor to acknowledge the receipt of the card via IDCO.
4. Once the sponsor acknowledges receipt of the card, the new USID card will be activated and the prior card will be terminated.
5. The prior card should then be returned to the government.
6. If the renewal request is not approved or fails, the card recipient will receive an email.
7. Depending on the reason for the failure the sponsor will be instructed to submit a new request in IDCO or to visit a RAPIDS site for issuance of the card.

## Dependent/Retiree ID Card Renewal Application

Complete a separate application for each dependent requesting new card

### Reason for new ID card:

Damaged  Expired/Expiring  Lost/Stolen (If lost or stolen, complete memo.)

### Sponsor Information (Mandatory for all applications)

First Name:  Last Name:   
E-mail Address:  Phone Number:   
SSN/DoD ID #:  Completed 1172-2 online  Yes  No (if no, please ensure DD1172 is attached via email)  
ID Expiration Date (mm/dd/yyyy):  (<https://www.dmdc.osd.mil/milconnect>)  
*Sign in > more goals > view ID card info > select "Replace ID Card" under applicable dependent(s) > go through final process.*  
Alternate site: [https://pki.dmdc.osd.mil/self\\_service](https://pki.dmdc.osd.mil/self_service)

### Dependent Information (N/A for Retiree ID Renewal)

First Name:  Last Name:   
ID Expiration Date (mm/dd/yyyy):

### Dependent Child Information (If Applicable)

1. Is the child 21 yrs or older?
- Yes, enrolled in a full time accredited institution of higher learning (Proceed to Question #2)  Yes, letter is attached
- Yes, not enrolled as a full time student (not eligible for ID Card)
- No

### Address of member getting the ID Card:

Street Address:   
City:  State:  Zip Code:

Photo was taken within last 7 days:

### Two forms of identification submitted (select from drop-down menus):

**Note:** Names must match and not be expired. Copies of both must be submitted with application. The same forms must be presented to the customer support technician at the MPF by the dependent picking up the card.

#1 -

#2 -

Comments:

**NEXT STEPS:** Upload this completed renewal application with 2 forms of identification, a photo of dependent (taken on white/off-white background, shoulders up) to AMRDEC SAFE at <https://safe.apps.mil/> and e-mail to 66th FSS Customer Support Section at [66FSS.FSPS.MILCUSTOMERSUPPORT@us.af.mil](mailto:66FSS.FSPS.MILCUSTOMERSUPPORT@us.af.mil) An encrypted message can also be sent to our e-mail address above. Please allow up to 7 business days before emailing the org box to check on the status. An e-mail will be sent to the provided e-mail address when card is ready for pick up. The Sponsor does not need to be present for pick up. The member(s) receiving the card will need to sign the ID at pick up. **ACTIONS to be completed by the MPF ONLY:** (enter date & initials of customer service technician completing action)

Request received:

Card was created:

E-mail was sent for pick up:

Dependent picked up card: