

# FREQUENTLY ASKED QUESTIONS (FAQs)

## Appointments

- 1. How do I make an appointment?** Go to our website at [gopatrickfl.com](http://gopatrickfl.com). Navigate to Force Support (top heading), select ID Card Section, then click on 'Book Your In-Person Appointment'.
- 2. How often do new appointments become available?** Appointments are released one month in advance (i.e. November appointments are released in October).
- 3. Can I book one appointment for me and my spouse/family?** No. To ensure the appropriate amount of time is booked and to maintain the integrity of the lobby wait time, an appointment is required for everyone receiving an ID card/service. For example: A family of 3 requesting 3 ID cards will require 3 separate appointments.
- 4. What services do not require an appointment?** The following services do not require an appointment: Lost or stolen CAC/USID, CAC pin resets, and CAC email/certificate updates.
- 5. What if I am unable to make an appointment online?** If you are unable to make an appointment online, please feel free to visit us on Walk-in Wednesdays. We are open from 8:00am to 3:00pm.
- 6. Does this office take walk-ins?** Yes. We take walk-ins every Wednesday from 8:00am to 3:00pm. Walk-ins any other day of the week are reserved for emergency situations only (Lost or stolen CAC/USID, CAC pin resets, and CAC email/certificate updates causing a work stoppage).
- 7. How does Walk-in Wednesday work?** Walk-ins are assisted on a first come, first served basis every Wednesday from 8:00am to 3:00 pm. Please be advised only a certain number of customers can be accommodated every Wednesday. Make sure to bring all required documentation, as failure to do so may result in being asked to leave, removing you from the queue.
- 8. What days are you closed?** We are closed every 3rd Friday of the month, Family Days, holidays and weekends.
- 9. Does the sponsor have to be present?** For ALL dependent ID cards, the sponsor is required to be present for signature of the DD Form 1172. All dependents visiting the ID Card Office without a sponsor present must have a valid DD form 1172-2. The DD Form 1172-2 may be completed online at <https://www.dmdc.osd.mil/milconnect> or printed at any ID Card Office (at the request of the sponsor). The form may be wet signed (MUST be notarized and presented in original format) or digitally signed with a CAC by the sponsor. All dependents unable to provide a valid DD Form 1172-2 will be turned away and must reschedule their appointment.
- 10. How do I cancel my appointment?** You can cancel your appointment by visiting the link in your confirmation email and requesting to cancel the appointment. You may also call us at (321) 494-6144.
- 11. How do I reschedule my appointment?** You can reschedule your appointment by visiting our website at [gopatrickfl.com](http://gopatrickfl.com). Navigate to Force Support (top heading), select ID Card Section, then click on 'Book Your In-Person Appointment'.

## Required Documents for ID Cards

- 1. What are the *basic* requirements for a USID?** Two forms of identification (18 yrs+). One form of ID must be an unexpired and valid state or federal government-issued picture identification (Passport, Driver's or State license, VAHIC, Concealed carry, military ID). The second form of ID may be a Social Security card, birth certificate, voter's

registration card, etc. All documents must be original or certified true copy, no photocopies. Additional documentation may be required and varies per service type.

**2. Can I use photos of documents that I have saved on my phone?** No. All documents must be printed out prior to your appointment. If you do not have all the require documents, you will be turned away and must reschedule your appointment.

**3. Can you print my required documents for me?** No. All documents must be printed out prior to your appointment. If you do not have all the require documents, you will be turned away and must reschedule your appointment.

**4. Where can I go to print my required documents?** You may visit the Library (Bldg 722) or Military & Family Readiness Center (Bldg 722B) to print your documents.

**5. Do I have to translate foreign documents?** Yes. All foreign documents MUST have a certified English translation (if applicable) AND an Apostille or Consular certification. Contact the document issuing facility to obtain authentication certification.

**6. Can I use my unexpired CAC or USID as a form of ID?** Yes, if the ID has not expired it may be used as a form of ID.

**7. Incapacitated child over 21 years of age?** Approved and current medical sufficiency statement from a military treatment facility and an approved and current DFAS dependency determination letter. For an ID card renewal, the dependent is required to have two forms of valid ID, one being an unexpired photo ID.

**8. 100% DAV USID?** DD Form 214 (Honorable Discharge), VA Benefits Summary Letter or VA Commissary Letter (100% P&T), and 2 forms of unexpired ID.

**9. Full-time College Student?** Letter from the school registrar certifying full-time course of study leading to an associate's degree or higher and anticipated graduation date and 2 forms of unexpired ID.

**10. Agent Letter?** Power of Attorney (if sponsor is not present), Current medical letter from attending physician (stating sponsor's incapacitating condition, sponsor's name, & patron's name), Sponsor's military ID, 2 forms of unexpired ID from the authorized patron, Copy of Family Care Plan (AD only).

**11. Lost/Stolen CAC?** Lost/Stolen ID Form (AGO KY FORM 1000-13) and 2 forms of unexpired ID.

**12. Lost/Stolen USID?** Two forms of unexpired ID.

**13. Former Spouse?** Former Spouse application, Marriage Certificate (original or certified true copy), Divorce Certificate (original or certified true copy), Service Member's DD Form 214, and 2 forms of unexpired ID from the former spouse.

**14. Secondary Dependency?** Documents required vary based on branch of service of sponsor. Air Force: DD Form 137-3, AF/SF Form 594, and DFAS Form 1856, additional documents may be required based off the dependency category (i.e. parent, unmarried child, legal custody ward, etc.). Additional information may be found at <https://www.dfas.mil/MilitaryMembers/SecondaryDependency/SDC/>.

**15. Newly Retired?** DD Form 214 and 2 forms of unexpired ID.

**16. TRICARE Young Adult?** Two forms of unexpired ID and proof of enrollment in TRICARE Young Adult.

## CAC & USID Cards

**1. When am I eligible for an INDEF card?** You may receive your INDEF card on or after you 65th birthday (not sooner). You must also be enrolled in Medicare Part A & B.

**2. When can my child receive an ID card?** The age requirement for dependent children is 10 years old. Exceptions apply for dual military and single families.

## Required Documents for DEERS Updates

**1. Marriage?** Marriage Certificate (original or certified true copy), Social Security card, and 2 forms of unexpired ID \*names on all documents must match\*.

**2. Divorce?** Divorce decree, not consent decree (original or certified true copy).

**3. Newborns/Children?** Birth Certificate (original or certified true copy) and Social Security card.

**4. Stepchildren?** Birth Certificate (original or certified true copy), Social Security card, and parent's Marriage Certificate (original or certified true copy).

**5. Adopted Children?** Birth Certificate (original or certified true copy), Social Security card, and Adoption Decree (original or certified true copy).

**6. Death Notification?** Death Certificate (original or certified true copy).

## Quick Fix & Self-Help

**1. 'Credentials could not be verified'** - Hot Issue for new USSF CAC which should resolve itself in less than four hours. Contact local Client Support Technician or IT/Administrator at (321) 494-2666.

**2. 'Account Disabled'** - Common issue for account security compliance. Contact local Client Support Technician or IT/Administrator at (321) 494-2666.

**3. 'Account Locked'** - Network Account is Locked. Contact local Client Support Technician or IT/Administrator at (321) 494-2666.

**4. 'CAC Blocked'** – Entering PIN 3x incorrectly will block CAC. Pay close attention when entering PIN and ensure you are typing it in the correct window. Visit your nearest RAPIDS/ID Card Office to unblock your CAC.

**5. 'Key is not Recoverable (NIPR)'** – Hot issue for new USSF CAC. Association change policy prevents automated key recovery. Confirm 'Key Usage' is 'Key Encipherment'. Complete [Manual Key Recovery Form](#) and send a digitally signed Email to: [afpki.ra@us.af.mil](mailto:afpki.ra@us.af.mil).