



## Navy Project Office | CAC and USID Online Services

POC: MyNavy Career Center  
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### BLUF

**Sailors, veterans, and families** who need a new or renewed Common Access Card (CAC) or Uniformed Services Identification Card (USID) **can avoid wait time at a RAPIDS Site** by renewing their USID or scheduling in-person CAC appointments online **using the ID Card Office Online**.

### Who needs to know?

- **Sailors, veterans, and families** who require CAC or USID services
- **Retirees, Reservists, dependents** and others eligible for USID online renewal
- Command triads and CPPAs
- RAPIDS Site employees

### Sample POD/POW/Bulletin Notes

**Online USID Renewal:** Skip the line – renew online! If you sponsor a family member or other eligible USID holder, you can request online renewal and avoid a visit to the ID lab. Access the ID Card Office Online at <https://idco.dmdc.osd.mil/idco/> (Family ID Cards / Online USID Card Renewal) to get started, or visit <https://www.cac.mil/Next-Generation-Uniformed-Services-ID-Card/Renewing-Online/> for more information. Questions? Contact MNCC at (833) 330-6622 or askmncc@navy.mil.

**Online USID Renewal (Sponsors):** Sponsors! If your dependent needs their USID renewed, you can go to the ID Card Office Online at <https://idco.dmdc.osd.mil/idco/>. They'll receive their new card via USPS at their address in DEERS, so ensure DEERS is up to date. Questions? Contact MNCC at (833) 330-6622 or [askmncc@navy.mil](mailto:askmncc@navy.mil).

**Online USID Renewal (Retirees):** Retirees! If you need your USID renewed, you can go to the ID Card Office Online at <https://idco.dmdc.osd.mil/idco/>. You'll receive your new card via USPS at your address in DEERS, so ensure DEERS is up to date. Questions? Contact MNCC at (833) 330-6622 or askmncc@navy.mil.



## What You Need to Know

Retirees and sponsors may request USID renewal online. If approved, the USID is mailed directly to the card recipient – no in-person appointment necessary.

To renew a USID online:

- Sponsor may be a CAC holder or DOD Self-Service Logon credential holder requesting renewal of an active USID card, necessary to access the [ID Card Office Online \(IDCO\)](#).
- Sponsor's and card recipient's contact information in the Defense Enrollment Eligibility Reporting System (DEERS) must be up to date. You can check this under IDCO's "My Profile".
- Sponsor's duty status (e.g., active) must extend at least 30 days past the renewal request date.
- Card recipient's photo in DEERS must have been taken in the last 12 years.
- Card recipient's mailing address in DEERS must be in the U.S., or an APO/FPO/DPO.

Here's the process:

1. The sponsor requests USID card renewal in IDCO, clicking Continue under "Family ID Cards" with the "Renew Family Member ID Card" listed as an option.
2. Once the request is 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 receipt of the card via IDCO.
4. Once the sponsor acknowledges receipt of the card, the new USID card will activate, and the prior card will deactivate.
5. The card recipient should return the old card to their nearest RAPIDS Site, which can be found using the IDCO ID Card Office Locator, or mail it to DMDC<sup>1</sup>.
6. If the renewal request is not approved or fails, the card recipient will receive an email.
7. Depending on the reason for disapproval or failure, the sponsor will be instructed to submit a new request in IDCO or visit a RAPIDS Site.

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<sup>1</sup> DSC, ATTN: CAC Returns, 2102 E 21st Street N, Wichita, KS 67214



## Questions and Answers

### **Q: What's the difference between a CAC and a USID?**

**A:** The Common Access Card (CAC) is for active duty and Selected Reserve (SELRES) military personnel, Defense Department (DOD) civilian employees, and eligible contractors. The Next Generation Uniformed Services Identification Card (USID) is for military family members and retirees to access benefits and privileges, featuring an updated design and security features to deter counterfeiting and fraud.

Find CAC types, affiliation, color coding, and eligibility criteria at <https://www.cac.mil/Common-Access-Card/>.

Find USID types, affiliation, color coding, and eligibility criteria at <https://www.cac.mil/Next-Generation-Uniformed-Services-ID-Card/>.

### **Q: Am I a sponsor? If not, who's my sponsor?**

**A:** A sponsor is the person affiliated with the DOD or other federal agency who takes responsibility for verifying and authorizing the applicant's need for an ID card. Your sponsor registers you in the Defense Enrollment Eligibility Reporting System (DEERS). Most CAC holders (military or DOD civilian) are sponsors.

Detailed sponsorship and eligibility information can be found at <https://www.cac.mil/ID-Card-Lifecycle/#sponsorship>.

### **Q: Where can I find more information?**

**A:** You can find more information about USID online renewal capability, eligibility, and more at <https://www.cac.mil/Next-Generation-Uniformed-Services-ID-Card/Renewing-Online/>.

## References & Resources

- [Renewing Your USID Card Online | \(CAC.mil\)](#)
- [ID Card Office Online | \(idco.dmdc.osd.mil/idco\)](#)
- [DOD expands pilot program to renew USID cards online | \(defense.gov\)](#)
- [Uniformed Services Identification Card \(USID\) Information | \(CAC.mil\)](#)
- [USID Frequently Asked Questions | \(CAC.mil\)](#)
- [Common Access Card \(CAC\) Information | \(CAC.mil\)](#)