



# FACT SHEET

## Common Access Card and USID Card Issuance POLICY GUIDANCE UPDATE

In response to the COVID-19 global pandemic, the Department of Defense issued Common Access Card (CAC) policy that allowed service members, civilians, and family members to continue to use their expired CACs and Uniformed Services Identification (USID) Cards. Updated OSD guidance was issued in August and September and the Navy released NAVADMIN 253/20, which implements the new guidance and updates current Navy policy released in NAVADMIN 114/20. The option to use expired CACs for access to military installations ends Sept. 30, 2020, and CAC-ID certificates will not be extended past this date. All those with expired CACs will need to obtain a new card and certificates prior to Sept. 30. Expired USID cards can be used for access to DoD installations through March 30, 2021.

Beginning Sept. 14, 2020 the Navy ID Card Facility are offering extended hours to meet this need.

### CAC Issuance

Schedule Appointments	ID Card Facilities	Help Us Help You
<ul style="list-style-type: none"> <li>All those with expired CACs need to schedule an appointment with their nearest ID Card Issuing Facility as soon as possible.</li> <li>DO NOT just show up.</li> <li>Find the nearest facility and/or schedule at appointment at <a href="https://idco.dmdc.osd.mil/idco/">https://idco.dmdc.osd.mil/idco/</a></li> </ul>	<ul style="list-style-type: none"> <li>Navy ID Card Facilities will begin offering extended hours to help process all new CACs.</li> <li>The following sites will be open for appointments on Saturdays through Sept 30: Naval Base San Diego, CA; Naval Station Mayport, FL; Naval Air Station Jacksonville, FL; Naval Training Center Great Lakes, IL; Naval Exchange, Norfolk, VA; and Whidbey Island Sea Plane, WA.</li> </ul>	<ul style="list-style-type: none"> <li>ID card site personnel will begin contacting those who have appointments in September to verify the appointment is for CAC issuance. USID appointment will be rescheduled after Oct. 1.</li> <li>Personnel will be screened to ensure they truly need a new CAC.</li> <li>Commands are requested to assist in emphasizing that only those with expired CACs request an appointment through the end of Sept.</li> </ul>

### USID Card Guidance

Expanded Availability	USID Issuance	Dependent/Retiree ID
<ul style="list-style-type: none"> <li>USID Cards that expired on or after Jan. 1, 2020 can be used for installation access through March 30, 2021.</li> <li>USID Cards that expired on or after Jan. 1, 2020, (who affiliation has not changed), can still use their benefits (commissary, Exchanges, etc.) through June 30, 2021.</li> <li>Minimum age for USID issuance is now 14 years.</li> <li>Mobilized Reservists can continue to use the Reserve USID for active-duty benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Newly acquired dependents (spouse, stepchild, adopted child, etc.) can be remotely enrolled in the Defense Enrollment Eligibility System (DEERS).</li> <li>Contact the MyNavy Career Center (MNCC) Contact Center at 1-833-330-6622 or via email at <a href="mailto:askmncc@navy.mil">askmncc@navy.mil</a> for remote DEERS information.</li> <li>USID cards can be reissued via the U.S. Postal Service for service members who are unable to obtain an appointment at a RAPIDS site.</li> <li>Service members must contact their nearest ID Card Issuing Facility prior to mailing documents.</li> <li>Cards issued via USPS will only be valid for up to one year.</li> </ul>	<ul style="list-style-type: none"> <li>Retirees and dependents with ID cards will continue to receive all eligible benefits as long as the military sponsor is entitled to them.</li> <li>An example: the family of an E-6 whose end of active obligated service is in January 2022 will continue to receive all authorized DoD benefits until that date – regardless of the status of their ID cards.</li> </ul>

### Questions and Concerns

Contact the MyNavy Career Center (MNCC) Contact Center at 1-833-330-6622 or via email at [askmncc@navy.mil](mailto:askmncc@navy.mil).



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### ~ Questions & Answers ~

**Q1: Why is the Navy changing their policy about expired CAC use? What is the updated guidance?**

A1: The Department of Defense has issued updated policies for the issuance of Common Access Cards (CAC) and Uniformed Services Identification (USID) cards, and the Navy updating our guidance in accordance with those policies.

Service members were allowed to continue to use expired CACs through Sept. 30, 2020. After Sept. 30, expired CACs cannot be used to access DoD installation, nor will their CAC-ID certifications be extended. This message announces the Navy's efforts to accommodate those who need to acquire new CACs, how they can best obtain service, and additional information for USID card holders (who can continue to use their USIDs for installation access through March 30, 2021).

**Q2: How is the Navy accommodating those who need to updated an expired CAC?**

A2: On Sept. 14, Navy ID Card Issuing Facilities will offer extended hours of operation. Additionally, the following sites are open for appointments on Saturdays through Sept. 30: Naval Base San Diego, CA; Naval Station Mayport, FL; Naval Air Station Jacksonville, FL; Naval Training Center Great Lakes, IL; Naval Exchange at Norfolk, VA; and Whidbey Island Sea Plane, WA.

ID card site personnel will also be contacting those with appointment in September to ensure their appointment is for CAC issuance. Appointments for USID cards will be rescheduled for after Oct. 1, 2020. All those who report to the ID card sites will be screening to ensure service is indeed necessary. Finally, commands are being asked to emphasize that only those who have expired CACs request an appointment through the end of September to prioritize the necessary work at the ID card sites.

**Q3: How do CAC and USID card holders schedule appointments or can they walk-in?**

A3: Personnel are encouraged to contact the ID card site directly prior to arriving at the site as a walk-in. This will enable the site to book appropriate time slots for CAC reissuance. Personnel can find the phone number for their nearest facility or schedule appointments online at <https://idco.dmdc.osd.mil/idco/>.

**Q4: What about USID card holders?**

A4: USID card holders can continue to use their card for installation access through March 30, 2021, and their card is good for benefits (commissary, Exchange, etc.) through June 30, 2021.

Service members can remotely enrollment new dependents (spouse, stepchild, adopted children, etc.) in the Defense Enrollment Eligibility Reporting System (DEERS) to get health coverage. Documentation can be scanned and emailed to approved Navy RAPIDS sites. Contact MyNavy Career Center at 1-833-330-6622 or via e-mail at [askmncc@navy.mil](mailto:askmncc@navy.mil) for specific documentation requirements and POC information.

USID cards can also be reissued via the Postal Service if a service member cannot get an appointment at a RAPIDS location. Those who want to use this option must first contact their nearest facility. Locations and contact information can be found at <https://www.dmdc.osd.mil/>. Cards issued this way will only be good for up to one year.

Retirees and dependent ID card holders will continue to be eligible for authorized DoD benefits as long as their sponsor is eligible.

One final caveat, the minimum age for initial issuance of the USID has been raised to 14.