Frequently Asked Questions (FAQs)

QUESTION 1: What does the "W" or "G" mean on the front of my card?

Answer: Since July 2015, all CACs have been issued with an affiliation color code in a white circle under the expiration date, including "W" for white, "G" for green, and "B" for blue. These changes are meant to make it easier for visually color-impaired security officials to identify bearers who are military, government, contractor civilians, or foreign nationals. DoD employees with up-to-date CACs do not need to get new cards. The new format will only be issued for new and expiring cards.

QUESTION 2: How do I replace my CAC?

Answer: If you need a new CAC because your card was lost, stolen, confiscated, or destroyed, you shall be required to provide (1) a valid (unexpired) State or Federal Government-issued picture ID, and (2) documentation from the local security office or CAC sponsor confirming that the CAC has been reported lost or stolen. All documentation must be scanned and stored in the Defense Enrollment Eligibility Reporting System (DEERS).

If you are unable to present the required identity documentation, a biometric verification shall be used as proof of identity. The VO shall verify the cardholder's identity against the biometric information stored in DEERS and confirm the expiration date of the missing ID card.

References:

- [DoDM 1000.13, Volume 1, "DoD Identification (ID) Cards: ID Card Life-Cycle,"](#) Enclosure 2, Section 5.c.
- [DoD to Mandate Documentation for Lost, Stolen CAC Cards](#) (February 11, 2014)
- [CAC Replacement Rules Changing](#) (February 12, 2014)

QUESTION 3: I found a lost DoD ID card. How do I return it?

Answer: All DoD ID cards may be turned into your nearest ID card issuing facility which can be found by visiting ID Card Office Online at https://idco.dmdc.osd.mil/idco/.

The ID card may also be mailed to the following address:

CAC Consumables Team
Defense Manpower Data Center
2102 E 21st Street N
Wichita, Kansas 67214

QUESTION 4: How do I schedule an appointment to get a new ID Card?

Answer: Your nearest ID card issuing facility can be found by visiting ID Card Office Online at https://idco.dmdc.osd.mil/idco/.

Once you have located your nearest Site, if the Site accepts appointments, the Site's web page should include a link to an appointment scheduler. If a link for the scheduler cannot be located, please contact the Site using the contact phone number provided on the web page for assistance.

QUESTION 5: I am a contractor working overseas. My employer is collecting my CAC prior to my leaving for R&R and holding it until I return. My understanding is that the CAC is my government ID and I need to ensure it is in my possession at all times. Please advise.

Answer: Contractor CAC eligibility is specifically dependent on the mission and the DoD contract being supported. In accordance with current DoD ID card policy, "ID cards shall be used as proof of identity and DoD affiliation to facilitate access to DoD facilities and systems" required by the contract. Additionally, "ID cards shall represent authorization for entitled benefits and privileges in accordance with DoD policies." The physical and logical access requirements are particular to your place of duty as identified by the contract, and the benefits

conveyed by the ID card, if any, are particular to your place of duty. While on R&R, you do not have physical or logical access requirements, nor are you entitled to the benefits identified on the CAC.

Current policy also states: "ID cards shall be retrieved by the sponsor or sponsoring organization when the ID card has expired, when it is damaged or compromised, or when the card holder is no longer affiliated with the DoD or no longer meets the eligibility requirements for the card."

These policy statements provide the authority for your company to hold the CAC when you are no longer directly supporting DoD functions. This practice ensures that the CAC is available to resume contract support upon the contractor's return from R&R, eliminates unauthorized use of benefits while on R&R, and ensures the company has a CAC to turn in should the contractor not return from R&R.

Reference:
- DoDM 1000.13, Volume 1, "DoD Identification (ID) Cards: ID Card Life-Cycle," Enclosure 2, Sections 6, 7.

QUESTION 6: The Personal Identification Number (PIN) on my CAC is locked, how do I unlock it?

Answer: Currently, there is no way to reset your CAC PIN remotely. Resetting your PIN requires confirmation of your biometrics by matching your fingerprints against the fingerprints stored in DEERS when you were issued the card. Any RAPIDS Site can reset a CAC PIN. Please visit your nearest RAPIDS Site, which can be located using the Site Locator on ID Card Office Online at https://idco.dmdc.osd.mil/idco/.

QUESTION 7: I was told that retired DoD civilians could obtain a CAC as an ID card. Is that true? What is the policy guidance?

Answer: DoD has stopped issuing DoD Civilian Retiree ID cards in accordance with Under Secretary of Defense for Personnel and Readiness (USD(P&R)) memorandum dated and effective February 17, 2023. Although it is no longer DoD policy to issue ID cards to retirees, access to base installations remains under the dirscretion of the installation commander. The policy terminating issuance of the DoD Civilian Retiree ID Card is contained in the Under Secretary of Defense for Personnel and Readiness (USD(P&R)), Memorandum, "Department of Defense (DoD) Civilian Retiree Identification Card Termination." Previously issued DoD Civilian Retiree ID cards will be terminated effective August 31, 2023.

If you use your DoD Civilian Retiree ID Card for access to any DoD installation, you must make alternative arrangements for access as that card will no longer be accepted. Pursuant to DoD Memorandum (DoDM) 5200.08, the Department's approved alternative is a REAL ID Act-compliant ID or driver's license. You will also need your retirement Standard Form (SF)-50 or other official DoD civilian retirement document. Installation access is at the discretion of the installation commander. Please consult your local installation for installation-specific access procedures and policies.

Resources:
- [Under Secretary of Defense, Personnel and Readiness Memorandum, "Department of Defense Civilian Retiree Identification Card Termination"](#)
- [Termination of Civilian Retiree ID Card Fact Sheet](#)

QUESTION 8: I am a Veteran. How do I get a DoD ID Card?

Answer: The Department of Defense issues ID cards to those individuals authorized to receive medical care and other benefits provided by the uniformed services in accordance with Federal law. Federal law at section 1074 of title 10 of the United States Code describes the persons entitled to receive medical and dental care, specifically: active duty uniformed service members; certain reserve uniformed service members; and retired military members of the uniformed services or those who are entitled to receive retainer or equivalent pay. Veterans with disability ratings must be rated 100% disabled or 100% unemployable by the Department of Veterans Affairs from a Uniformed Service-connected injury or disease to receive DoD benefits and the authorizing ID card.

If you are not within any of the categories of persons authorized by law to receive care or other benefits from the Department, you are not entitled to a DoD ID card. To provide evidence of veteran's status, you may use a Veteran Proof of Service card or your DD Form 214, Certificate of Release or Discharge from Active Duty. Honorably separated members of the uniformed services have been able to obtain a Veteran Proof of Service card, similar to a proof of insurance card, through the joint DoD-DVA eBenefits web portal: https://www.ebenefits.va.gov/ebenefits/manage. If you do not have your DD Form 214 but would like to request a copy, you may use the following website: http://www.archives.gov/veterans/military-service-records/. Additionally, DMVs in 49 states and the District of Columbia offer a veteran ID card. This card is not associated with DoD nor does it convey any DoD benefits or privileges. If you are interested in a DMV-sponsored ID card, you may contact your local DMV for more information.

Please contact the CAC.mil Support Team at dodhra.mc-alex.dmdc.mbx.dod-id-card-policy@mail.mil for additional assistance.

QUESTION 9: Why does RAPIDS Site Locator give me a warning banner when I go to the website?

Answer: This is related to your personal computer settings. To add RAPIDS Site Locator and other DoD ID Card-related websites to your trusted sites in Internet Explorer, please follow the steps below:

1. In Internet Explorer, click "Tools", click "Internet Options", and then click the "Security" tab.
2. In the "Select a zone to view or change security settings" box at the top of the tab, click the "Trusted Sites" icon, and then click the "Sites" button.

3. In the "Add this website to the zone:" type in "*dmdc.osd.mil", click the "Add" button, then click the "Close" button.
4. In the "Security level for this zone" box, set to "Medium".
5. Click the "OK" button to close out of the "Internet Options" window.

QUESTION 10: How old does my dependent have to be in order to be issued a DoD ID Card?

Answer: Dependents of members and former members of the uniformed services are eligible for benefits in accordance with Federal law. The definition of dependent is driven by Section 1072 of Title 10, United States Code, and is codified in DoD policy at DoDM 1000.13, Volumes 1 and 2. Dependents include a spouse, unmarried children under 21 (including wards and adopted children), unmarried children aged 21-23 who are attending school as full-time students, unmarried children over age 21 who are mentally or physically incapacitated and incapable of self-support, and parents who are reliant on the sponsor for over 50% of their support.

In accordance with the Under Secretary of Defense for Personnel and Readiness Memorandum, "Extended Policy Guidance for Identification Card Operations During the Coronavirus Disease 2019 Pandemic," dated June 2, 2021, the minimum age for initial ID card issuance is increased from 10 to 14.

AFI 36-3026, which is a joint Service policy, sets guidelines for the issuance of an ID card to a child under age 10, which now should be considered for children under age 14. Chapter 4.4 and Table 4.3 lists 5 instances where an ID would be issued to a child under age 10, which should now be considered for children under age 14:

1) The child's temporary guardian lives away from the parent's duty station and must use a medical facility other than the one keeping the child's records; or the child resides temporarily away from the sponsor and there is no eligible spouse.
2) The child is of a joint service couple or a single parent.
3) The child's physical appearance warrants issue
4) The child does not reside in the household of an eligible adult family member.
5) Under unique circumstances and the Super Verifying Official/Site Security Manager authorizes.

References:
- https://www.cac.mil/Portals/53/Documents/DODM-1000.13_vol1.pdf
- https://www.cac.mil/Portals/53/Documents/DODM-1000.13_vol2.pdf

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QUESTION 11: I'm applying for a Department of Defense contract position. How do I obtain a Common Access Card (CAC)?

Answer: The CAC is the DoD ID card issued to eligible personnel, including military members, civilian employees, and contractors, to facilitate physical access to installations and facilities, and

logical access to DoD networks and systems. Contractors must be sponsored by a DoD civilian or military member who verifies that they satisfy the eligibility, background vetting, and identity vetting requirements identified in DoDM 1000.13, Volume 1.

If hired to work on an active DoD contract, the Contracting Officer's Representative (COR) and Trusted Associate Sponsorship System (TASS) Trusted Agent (TA) assigned to your contract will provide specific guidance regarding CAC issuance. Additional information is available on our website at, https://www.cac.mil/Common-Access-Card/Getting-Your-CAC/.