

CAC Cards and Dependent ID Cards

You can now go on line and book an appointment for 673 FSS Customer Service ID Cards on JBER Elmendorf ID Card Section. Please take a look at the information prior to your appointment. Make sure you bring all appropriate items with you so there is no delay during your appointment. An appointment reminder will be sent to you via email.

Appointment Website:

<https://rapids-appointments.dmdc.osd.mil/>

Customer Service Hours (walk-in and appointments)

M-F (0730-1530)

Location: The People Center, 8517 20th Street Suite 111, JBER AK 99506
(907) 552-2276

IAW AFI 36-3026I, can be viewed on <http://www.e-publishing.af.mil/>.

Please bring 2 forms of Identification - Military ID, Driver's License, JBER Pass, SSAN Card, Birth Cert, Passport, Passport...

New Spouse - Please bring in Marriage Certificate (Original or Certified), SSAN, and Birth Certificate.

New Child - Please bring Hospital Birth Certificate (Original or Certified), if you do not have the SSAN yet, you may bring it in at a later date.

Child under age 21 that does not live w/Military Sponsor -

Sponsor must go to nearest DEERS location to provide signed DD Form 1172 for underage children or bring child. Please bring Birth Certificate and SSAN Card.

Children over 10 and children that look over 10 -

Sponsor must bring in child. Please bring Birth Certificate and SSAN Card.

A Full Time Student over 21 and under 23 -

Please bring in your full time student transcripts for verification or a letter from the registers office verifying your status and approximate graduation date.

Adoptions/Court Wards - Please bring Adoption Decree or Court Ward Decree and Birth Certificate, along with SSAN.

Incapacitated Family Member - please refer to AFI 36-3026, page 65, para 4.6.

Promotions - Please bring verification if you are from a different military force, we have limited access to verify your information.

Reenlistments - Please bring your 4/1 to verify your reenlistment or your extension of enlistment.

DOD Civilians - Civilian Personnel will add you into CVS and it will update DEERS. Normally takes 5 days.

Contractors - Please get in contact with your Trusted Agent Security Manager to ensure that you DMDC record has been properly built and updated. The ID card does NOT have the access to build your account.

After you make an appointment, a reminder will be sent to you giving you more information on what you need to bring with you to make your ID card issuance easier.

****Reminder:** Situations that may cause a delay in your apt:

-1st of the Month Promotions

-Base War Exercises

-ID Card system connections to DEERS

*Also check the ID Card appointment system for weather updates or delays prior to your appointment.

Thank you in advance.

V/R

673 FSS Customer Service

(907)552-8080 option 3

For Customer Service Feedback, Please Comment at:

http://ice.disa.mil/index.cfm?fa=site&site_id=284

CAC Card Frequently Asked Questions

I cannot login to my computer – it says my certificates could not be recognized?

This is a Communication's Issue with your computer. You need to call the JBER Communications Focal Point at DSN 552-2666 option 1.

My Card is Locked, Blocked, or it is not recognized, does not fit tight?

Please come to Customer Support to get your CAC unlock or reissued.

When I try and send/open an email, it will not let me and I just got a new CAC card?

You will have to publish your certificates to the Global Access List (GAL). Your new CAC may cause you to have errors with sending and receiving encrypted emails. To correct this problem, visit AF PKI Systems Program Office Website located at: <https://afpki.lackland.af.mil/html/> or call 552-2666 opt 1

LISTS OF ACCEPTABLE DOCUMENTS

LIST A	LIST B	LIST C
Documents that Establish Both Identity and Employment Eligibility	Documents that Establish Identity	Documents that Establish Employment Eligibility
<ol style="list-style-type: none"> 1. U.S. Passport (unexpired or expired) 2. Certificate of U.S. Citizenship (<i>Form N-560 or N-561</i>) 3. Certificate of Naturalization (<i>Form N-550 or N-570</i>) 4. Unexpired foreign passport, with <i>I-551</i> stamp or attached <i>Form I-94</i> indicating unexpired employment authorization 5. Permanent Resident Card or Alien Registration Receipt Card with photograph (<i>Form I-151 or I-551</i>) 6. Unexpired Temporary Resident Card (<i>Form I-688</i>) 7. Unexpired Employment Authorization Card (<i>Form I-688A</i>) 8. Unexpired Reentry Permit (<i>Form I-327</i>) 9. Unexpired Refugee Travel Document (<i>Form I-571</i>) 10. Unexpired Employment Authorization Document issued by DHS that contains a photograph (<i>Form I-688B</i>) 	OR	<ol style="list-style-type: none"> 1. Driver's license or ID card issued by a state or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address 2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color and address 3. School ID card with a photograph 4. Voter's registration card 5. U.S. Military card or draft record 6. Military dependent's ID card 7. U.S. Coast Guard Merchant Mariner Card 8. Native American tribal document 9. Driver's license issued by a Canadian government authority <p style="text-align: center; margin: 5px 0;">For persons under age 18 who are unable to present a document listed above:</p> <ol style="list-style-type: none"> 10. School record or report card 11. Clinic, doctor or hospital record 12. Day-care or nursery school record
	AND	<ol style="list-style-type: none"> 1. U.S. social security card issued by the Social Security Administration (<i>other than a card stating it is not valid for employment</i>) 2. Certification of Birth Abroad issued by the Department of State (<i>Form FS-545 or Form DS-1350</i>) 3. Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal 4. Native American tribal document 5. U.S. Citizen ID Card (<i>Form I-197</i>) 6. ID Card for use of Resident Citizen in the United States (<i>Form I-179</i>) 7. Unexpired employment authorization document issued by DHS (<i>other than those listed under List A</i>)

Illustrations of many of these documents appear in Part 8 of the Handbook for Employers (M-274)