

RAPIDS-DEERS (CAC) Frequently Asked Questions

Updated: July 5, 2022

The Anthony J. Celebrezze (AJC) Federal Building reopened to the public on April 7, 2022. Some agencies are again taking walk-in service, while others remain appointment only.

The Cleveland RAPIDS-DEERS (CAC) Office in the AJC Federal Building (room 2671) remains **APPOINTMENT ONLY**; personnel needing service **MUST** call **216-204-6702**. This location has not used the DMDC On-Line RAPIDS Scheduler for over 2 years. ALL personnel must call to make an appointment.

Callers must leave their name, phone number, and the type of ID card or service they need (retirees, dependents, 100% disabled veteran, etc.). If the appointment is for a CAC, please leave the exact date your CAC expires (to the right of the name). A RAPIDS technician will call back within 2 business days to schedule the appointment; calls are usually made much earlier. If the caller does not answer, the technician will leave a message to call back to the RAPIDS-DEERS appointment line **216-204-6702**. Some reasons personnel do not notice the phone call from RAPIDS is the number sometimes comes across as "Spam Risk", "US Government" or "Restricted".

To prevent loss of access, it is recommended all DOD personnel create a calendar invite/reminder to call the RAPIDS-DEERS Office 35-40 calendar days prior to the CAC expiration date. The RAPIDS-DEERS Office cannot make new CAC more than 30 days prior to expiration; the system will put the original expiration on the new card.

After reading these FAQs and you still have questions, please contact the RAPIDS-DEERS Office at 216-204-6702.

1. Do I need to make an appointment? YES!

You can schedule your appointment up to **35-40 calendar days** prior to the cards expiration for:

- DoD common access card (CAC)
- DoD Identification Cards (not CACs) (eligible veterans, retirees, and family members).

2. What if I just need a CAC PIN reset?

CAC PIN resets, updates to CAC certificates, and updates to email addresses require you to go to a RAPIDS-DEERS location; these actions cannot be done remotely or online. Personnel do not have to call for these actions; they are the **ONLY** walk-in services provided at the Cleveland RAPIDS-DEERS Office. If you are not close to the RAPIDS-DEERS Office in Cleveland you must locate and call the site closest to you to determine their procedures (see next question).

3. How do I find the nearest RAPIDS-DEERS location to me?

If the RAPIDS-DEERS Office in Cleveland is not the closest location, you can search for the closest location by going to "ID Card Office Online" at: <https://idco.dmdc.osd.mil/idco/>.

- Click "Continue" under "ID Card Office Locator & Appointments"
- Enter the closest big city and state only; i.e., "Dallas, Texas"
- Expand radius to "50 miles", then click "Search"

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- This creates a listing of DOD RAPIDS-DEERS Stations. You must call before attempting to make an appointment or going to that location. Each location is different in how they make appointments or allow entry. Some locations are closed to non-assigned personnel.

4. What do I need to bring in for my appointment?

For NEW / RENEWED CACs:

- BEFORE receiving a new CAC, personnel should check with their supervisor or IT department to determine what must be done AFTER a new CAC has been issued.
- See paragraph "5. "What documents do I need to bring to my appointment?" below for acceptable forms of identity documents.

For CAC PIN Resets:

- Bring your CAC and Driver's License.

5. What documents do I need to bring to my appointment?

You must provide two (2) forms of identity source documents in original form, not copies or emails. The identity source documents must be in your name and cannot be expired or cancelled. If the two (2) identity source documents bear different names, you must provide evidence of a formal name change.

Primary Identity Source Documents

- Driver's license or Identification (ID) card issued by a state or possession of the United States provided it contains a photograph
- US Passport or a US Passport Card
- Permanent Resident Card or an Alien Registration Card (From I-551)
- Foreign Passport
- Employment Authorization Document that contains a photograph (Form I-766)
- US Military ID Card (includes valid Common Access Card (CAC))
- US Military dependent's ID Card
- Personal Identity Verification (PIV) Card

Secondary Identity Source Documents: The secondary identity source document may be from the list above, but cannot be of the same type as the primary identity source document.

- US Social Security Card issued by the Social Security Administration
- Original or certified copy of a birth certificate issued by a state, county, municipal authority, possession, or outlying possess of the US bearing an official seal
- ID card issued by a federal, state, or local government agency or entity, provided it contains a photograph
- Voter's registration card
- US Coast Guard Merchant Marine Card
- Certificate of US Citizenship (Form N-560 or N-561)
- Certificate of Naturalization (Form N-550 or N-570)
- US Citizen ID Card (Form I-197)
- Identification Card for Use of Resident Citizen in the United States (I-179)
- Certification of Birth Abroad or Certification of Report of Birth issued by the Department of State (Form FS-545 or Form DS-1350)

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6. What if I have AJC building or garage access?

DFAS Security completes the GSA form for DFAS personnel authorized parking in the AJC and provides the necessary instructions. If you are not assigned to DFAS, please check with your agency to determine the proper procedures.

9. Can my CAC be extended online or remotely? NO!

No RAPIDS-DEERS location can do online or remote extension for CACs or CAC certificates. You MUST physically go to a RAPIDS-DEERS location.

9. I received an email from my agency or Defense Manpower Data Center (DMDC) stating my “PKI certificates” expire before my CAC...what do I do?

Determine if your certs do expire before your CAC expires:

- Click “Active Client” (blue “CAC-looking” icon in lower right of your home screen.
- Click “Open”
- Click “View My Certificates” to see all 4 certs.
- Right click on each cert, then “View This Certificate” to display the valid period for the cert
 - If the valid period is on or after when you CAC expires, then you are good
 - If the valid period is BEFORE your CAC expiration date see the instructions below

If your certs do expire before your CAC; make yourself a calendar reminder to call the nearest RAPIDS-DEERS (CAC) Office about 60 days prior to the “PKI expiration” (not the CAC expiration) to make an appointment.

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10. Does the Cleveland RAPIDS-DEERS (CAC) Office offer any walk-in services? Yes, see below; please call 216-204-6702 or 216-204-5135 for hours of operation.

The only authorized walk-in services allowed:

- CAC PIN reset (locked or blocked CAC)
- Certificates missing (you must contact your IT department to ensure this is the issue)
- New/Updated Service directed email address change