

Frequently Asked Questions

- **What does DEERS stand for?**

Defense Enrollment and Eligibility Reporting System

- **What is a DD Form 1172 and what is its purpose?**

The DD Form 1172 is an application for uniformed services identification card/DEERS Enrollment. It is used for the application of military ID cards for military dependents.

- **Does my sponsor have to be with me to get an ID card?**

- Yes, with the following exceptions:

- If the sponsor signs DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) in front of a Verifying Official, the family member may bring this form unaccompanied by the sponsor.
- If the sponsor signs DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) and has it notarized, the family member may bring this form unaccompanied by the sponsor.
- The family member may sign the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) using a general power of attorney (POA).
- If none of the above, a 90 day temporary card may be issued depending on the circumstances

- **Once the DD Form 1172 (Application for Uniformed Services Identification Card/ DEERS Enrollment) is signed, how long is it good for?**

Up to 90 days from the date signed by the sponsor and verifying official or notary.

- **Does a child under age 10 need an identification (ID) card?**

A child under age 10 who lives with someone other than the sponsor should have his or her own ID card. Children under age 10 can generally use a parent's or guardian's ID card, but they must be registered in DEERS. At age 10, the sponsor must obtain an ID card for the child. Children under age 10 should have an ID card of their own when in the custody of a parent or guardian who is not eligible for TRICARE benefits or who is not the custodial parent after a divorce. If both parents are active duty service members, then either may be listed as the child's sponsor in DEERS.

- **What documentation is needed to add, remove or make changes to DEERS?**

The sponsor will always need original or a certified true copy of supporting documentation to make any changes, (i.e. Birth, Death, Marriage Certificate, Social Security Cards, Divorce, Adoption, and Custody Decrees)

- **If the sponsor is deployed, how can a family member receive an ID card?**

- The dependent should bring documentation stating deployment, and legal documentation if someone needs to be added to sponsor's record in DEERS.
 - The family member may sign the DD Form 1172 (Application for Uniformed Services Identification Card/DEERS Enrollment) using a general power of attorney (POA).

- **How long may a dependent retain an ID card?**

Up to age 21. At age 21 if the dependent is enrolled FULL TIME in an accredited institution of higher learning, that dependent may have an ID card until the date of graduation or their 23rd birthday, whichever occurs first. EXCEPTION: If the dependent is incapacitated, a child dependency packet needs to be completed. This packet can be obtained from our office and then forwarded to DFAS.

- **What is needed to establish a dependent as a full-time student in DEERS?**

A letter from the school's registrar's office, which indicates that the dependent is enrolled as a fulltime student in an accredited institution of higher learning in pursuit of an Associates or Bachelors degree. In addition, the letter should indicate the student's expected or anticipated graduation dated.

- **What is the Next Generation CAC ID card?**

The "Next Generation" Common Access Card (CAC) contains advanced technology, which will enhance the security of federally controlled facilities and computer systems and ensure a safer work environment for all Service members, Civilian employees and Contractors. If a service member uses a computer at work, the card will let him or her log on to his or her computer, encrypt or encode emails, or electronically "sign" documents. The local command will tell the service member when that will happen and how to do it.

It will facilitate both logical access to computers/networks and physical access to installations and controlled spaces. The local command will tell a service member if that is happening at his or her location.

- **What is the Common Access Card (CAC)?**

The Department is implementing smart card technology as a Department-wide CAC. The CAC will be the standard ID card for active duty members of the Uniformed Services, Selected Reserve, the Department of Defense (DOD) civilian employees, and eligible contractor personnel. The CAC will also be the principal card used to enable physical access to buildings and controlled spaces and for logical access to the Department's computer networks and systems. The CAC platform will contain the mandatory identification, physical and logical access capabilities, Public Key Infrastructure (PKI) authentication, encryption, digital signing certificates, and may also contain Department-wide and/or Component-specific applications such as manifesting, deployment readiness, food service, and medical/dental.

- **Where can a service member go to find out more information about the next generation Common Access Card (CAC)?**

To find out more information about the next generation CAC, please visit the Department of Defense (DoD) official website at <http://www.cac.mil>.

- **What is a smart card?**

The next-generation Common Access Card (CAC)—which is roughly the size of a standard credit card—stores 64KB of data storage and memory on a single integrated circuit chip (ICC). This smartcard technology allows for rapid authentication and enhanced security for all physical and logical access.

Public Key Infrastructure (PKI) certificates embedded in the card enable cardholders to “sign” documents digitally, encrypt emails, and establish secure online network connections.

It contains the following technologies:

- Magnetic stripe;
- Bar codes, linear or two-dimensional;
- Non-contact and radio frequency transmitters;
- Biometric information;
- Encryption and authentication; and/or
- Photo identification

These individuals will continue to receive the current ID card.

- **What does a service member do if he or she misplaces, loses, or their Common Access Card (CAC) is stolen?**

Report the missing card to your supervisor or Information Management Officer (IMO), Military Police or local Police Department as soon as possible, and return to an issuance site to get a replacement card. In addition, you must present a lost statement from your organization or command or police report indicating that the card was lost or stolen.

- **What information does a service member need to provide when requesting a new Common Access Card (CAC) or Teslin Card?**

Two forms of ID in original form. At least one form of ID must be a valid State or federal government-issued picture identification (e.g., passport, driver's license, or current CAC).

A Government ("dot" mil or gov) Email Address. Personal email addresses—such as AOL accounts—will not be accepted. If the wrong email address is entered, an individual will be required to return later to correct it (CAC issuance only). In addition, a six to eight digit number to use as a Personal Identification Number (PIN) is required. All personnel will be asked to create a PIN that can be easily remembered.

Note: Please **do not** use easily traced numbers such as part of an individual's Social Security Number (SSN), birthday, anniversary date, telephone number, or address (CAC issuance only).

- **When is a service member eligible to receive the new Common Access Card (CAC)?**

A service member is eligible to receive a new CAC when they are within 30 days of the expiration of their existing card.

- **Are retirees and family members eligible for the next generation Common Access Card (CAC)?**

Not at this time. Retirees will continue to receive the traditional Retired and Reserve Retired Teslin cards. Family members will continue to be issued the DD Forms 1173, and 1173-1 and other eligible personnel are issued the DD Form 2765 Teslin cards.

- **Is my privacy protected with a Common Access Card (CAC)?**

The next-generation Common Access Card (CAC) meets or exceeds applicable privacy laws and Geneva Convention requirements. More importantly, the data it stores can only be accessed through secure CAC applications.

- **What is the earliest an ID card can be renewed before expiring?**

- 90 days for Common Access Card (CAC)
- 60 days for dependents, with the following exceptions:
 - card is damaged
 - promotion of sponsor
 - significant change in appearance

- **Can a retiring sponsor on terminal leave be issued a retirement ID card before the retirement date?**

Yes, up to 90 days prior to retirement date. Although the system allows for this, it is not recommended due to the possibility of a gap in TRICARE coverage when entering a date before the actual retirement date.