

Q: How early prior to expiration can I get a new CAC or ID card?

A: Normally, CACs are renewed when they are within 60 days of expiration. Dependent/Retiree ID cards are renewed when they are within 30 days of expiration.

Q: As the sponsor do I have to be physically present for my dependents to get an ID?

A: The sponsor is required to sign a DD Form 1172 produced from the DEERS system. This can be done by coming in with your dependents, or by obtaining a DD 1172 from DEERS and either signing it in front of a DEERS Verifying Official or Notary Public. The sponsor may then give the DD1172 to the dependents to obtain the ID without the sponsor. The DD1172 is good for only 90 days from issuance.

Q: I'm in the Individual Ready Reserve (IRR), but never got an IRR ID card. Do I need an IRR ID card and if so, what documents are required?

A: If you have an IRR agreement then you need to get an IRR card. You can either bring in your Part IV of your DD 214 **OR** your separation orders **AND** IRR agreement.

Q: The Gate guards tell me that my card needs to be replaced because the plastic is frayed or peeling. Is that a valid reason to get a new CAC or ID card?

A: Yes.

Q: I just got a new CAC card, but it won't allow me to look at my old emails, or open new emails that are encrypted?

A: You need to publish your certificates. A step by step guide is provided below:

Republish certificates due to new CAC card or invalid certificates

- close Outlook
- go to Internet Explorer, click on Tools, Internet Options, Content Tab, Certificates button
- highlight and remove all certificates (except for ones used for organizational mailbox), click ok, close
- double click on ActivClient Agent icon in the system tray (bottom right corner)
- let the certificates load then click on Tools, Advance, Make certificates available to windows, click ok, close
- take the CAC card out and open Outlook
- go to Tools, Trust Center, Email Security, click on the Settings button, then click on delete, hit OK. Then click on Publish to Gal. This will remove all old your certificates. Click OK
- in the Trust Center window, (slide your CAC card in) and click on the Settings button under Encrypted Email make sure the fields are populated with your information. See picture
- if not click on Choose and choose id certificate for first field and email certificate for second.
- click OK
- near the bottom of the window, you will see a button that says "Publish to GAL...", click it.
- a window will pop up saying you're about to publish your certificates, click OK
- a window will pop up saying your certificates were published successfully, click OK
- click OK to close the Options window

Now you may send an encrypted test email to yourself or neighbor to see if it worked. It can however take up to 3 days for replication of certificates in GAL. Normally though only a few

seconds or minutes. Sometimes if there are other issues involved these steps may not work and we will troubleshoot further with you at your workstation.