

182d Airlift Wing Members

Printed Name _____

Signature _____

Date Read the Following Info _____

_____ **Prior** to being issued a new CAC, you must contact your CSA to assist you with running the Mail Crypt program. This will ensure you are able to access all your encrypted and digitally signed e-mails received prior to receiving your new card. **If this is not done, you may no longer be able to access these e-mails.**

_____ **After** receiving your new card, you will be required to load your new certificates on to your computer. Again, contact your CSA to assist you with this. If you are a fulltime technician, you must re-register with AKO. This is required because the Army Benefits Center builds the Access Control List (ACL) for EBIS accounts from a feed from AKO of registered users.

_____ **Customer Service Hours of Operation for ID's and Other Pertinent Information:**

182d members are asked to call 633-5181, any day of the workweek, **EXCEPT Thursday**, to make an appointment. Thursday's are reserved for retirees and other branches of service from 0800 – 1500.

UTA weekends are walk in days for 182d members ONLY.

Other RAPID sites to update DEERS or obtain a new ID can be found at <http://www.dmdc.osd.mil/rsl/owa/home>. Ensure you contact them first to see what is required for your situation and if you need to make an appointment.

_____ To verify your address, telephone number, e-mail address or dependants listed in DEERS, go to MilConnect <https://www.dmdc.osd.mil/milconnect/faces/index.jspx> Address changes can be accomplished right on this website.

_____ **A dependant CANNOT make additions or changes to a member's DEERS record or be issued a dependant ID without either the military member being present, dependant having a Power of Attorney or a signed DD1172. If you are deployed, ensure you have taken precautions to cover your dependant in the event that they lose their card, give birth to a child, etc.** (Ref Table 8.1 for removal of dependent without sponsor consent.)

_____ Dependent ID's are good for 4 years or until the end of the sponsor's ETS.

When receiving a new ID all military members and spouses are required to provide two forms of ID such as, but not limited to:

Driver's License	Expired Military ID	Birth Certificate (Not a copy)
Social Security Card	Passport	FOID Card

ONLY ORIGINAL SOURCE DOCUMENTS WILL BE ACCEPTED, NO COPIES!!!!!!!

_____ If you lose your Common Access Card (CAC), you must first go to Security Police to complete an AF 1168.

- Children 10 – 17 years of age can provide one form of ID such as a report card.
- Children under the age of 10 that live with the sponsor will not be given an ID unless unique circumstances exist.
- Unmarried children under the age of 21 years that are fulltime students must provide a letter from the Registrar's Office of their College/University. The ID card will only be valid thru the projected graduation date specified on the letter or the 23rd birthday whichever is sooner. The update can only be made in DEERS when the student is present and receiving a military ID card. Sponsor's DO NOT drop off student letters to the MPF, we cannot make any updates unless the student is present.

_____ ADDING A DEPENDENT CHILD:

If you are adding a dependent child, you will need to bring the official birth certificate. The social security card can be brought in at a later date when you receive it but not to exceed 90 days or benefits will automatically be suspended for the child. To add a **STEP CHILD** an official birth certificate, Social Security card and marriage certificate are required to be presented.

_____ ADDING A SPOUSE:

You must provide the official marriage certificate (not the initial souvenir certificate given at the wedding), your spouse's SSAN card, spouse's birth certificate and a photo ID. System restrictions do not allow us to add a spouse without all four items. If obtaining an ID at a later time, they will need to bring two forms of ID.

Note: 182 AW members will also have to see their CSS to update MILPDS and First Sergeant to discuss if a family care plan is or is not required.

★ WHEN ADDING A SPOUSE TO DEERS YOU WILL AUTOMATICALLY BE ENROLLED IN FSGLI. YOU HAVE TO SEE SrA CLARK IN CUSTOMER SERVICE TO ACCOMPLISH AN SGLV 8286A TO CANCEL THE FAMILY COVERAGE IF YOU DO NOT WANT IT. IF YOU FAIL TO ENROLL THE SPOUSE IMMEDIATELY IN DEERS, FSGLI PREMIUMS WILL BE DEDUCTED RETROACTIVELY ALL THE WAY BACK TO DATE THE MARRIAGE STARTED. ADDITIONALLY, WHEN STARTING OR STOPPING AGR STATUS, CHECK BOTH SGLI AND FSGLI TO RESTORE YOUR PREVIOUS DESIGNATION.

_____ REMOVING A SPOUSE: You must provide the official divorce decree or death certificate to remove a previous spouse, if applicable, ref Note above. You will also have to see your CSS to update MILPDS and First Sergeant to discuss if a family care plan is or is not required.

_____ ADDING A SPOUSE OR DEPENDENT WHILE THE SPONSOR IS DEPLOYED OR NOT AVAILABLE: When adding a dependent without the sponsor, the original DD 1172 MUST be presented to Personnel with the sponsor's original wet signature or digital signature on the form. The DD 1172 is required, in addition, to the other forms addressed above.

_____ MILITARY MARRIED TO MILITARY: Children should be listed under both service members records. Benefits will be assigned under one parent with the consent of both.

_____ It is the member's responsibility to keep track of their CAC's expiration date. We cannot guarantee that we will be able to accommodate you if you call the day that your ID expires.

_____ Military ID cards are government property, therefore, they must be turned in to Security Police or Personnel when they expire or are no longer valid.

TRICARE North	United Concordia	Active Duty Dental Program (ADDP)
Telephone: 877-874-2273	(Dental for Traditional's)	(Dental for AGR's)
Website:	Telephone: 866-984-2337	Telephone: 866-984-2337
www.healthnetfederalservice.com	Website: www.ADDP-UCCI.com	Website: www.addp-ucci.com

_____ AWARDS AND DECORATIONS: If you have missing Federal awards and decorations from your vMPF print out, please scan your supporting documentation and send it through vPC-GR to ARPC directly. Changes/Corrections to state awards can be taken care of through your CSS to make the updates in MILPDS with your supporting documentation. Additionally, state awards listed in vMPF are not in the proper order. Ensure you ref the regulation for order of preference.

_____ Each time you have a **name change, change in dependants or e-mail change**, in addition to updating DEERS, you must also go to your CSS to update MILPDS. *Dependant changes may also require Family Care changes through your First Sergeant.*

_____ ADDRESS CHANGES: Ensure you update all of the following;

-vMPF (vMPF link is available on the portal) – Update VRED.

-- Ensure the UDM receives a copy also.

-- The change should automatically flow to MILPDS

-- By the following UTA, the CSS can verify that the change flowed through to MILPDS.

-After updating vMPF, the member should automatically be forwarded to the DEERS link <https://www.dmdc.osd.mil/appj/address/index.jsp> to update it there also.

-MyPay (MyPay link is available on the portal) will also have to be updated.

--When this is updated, changes will automatically be forwarded through the Finance and Thrift Savings Plan.

-Government Travel Card – Contact Citibank directly (800-200-7056)

-If the address change affects billeting, contact Services, MSgt Jackson

***Address changes for fulltime members will automatically flow through MyPay and vMPF to TSP. Finance and TPO have NO CAPABILITY to update this for you!**

-Go to the unit orderly room to update the Recall Roster

-Go to www.dmdc.osd.mil/milconnect to verify any DEERS information!!!!

If you notice any information that has change or have any feedback in regards to this document, please notify MSgt Holly Colby, 633-5214.

All Other Branches and Retirees

After receiving your new card, you will be required to load your new certificates on to your computer in order to access your appropriate military computer systems. We do not have access to change AKO passwords. We only deal with DEERS updates and CAC issues (i.e. certificates, PIN reset, etc.)

182 AW Customer Service Hours of Operation for ID's and Other Pertinent Information:

AVAILABLE:

Thursday - walk in's available from 0800 – 1100 and 1200 – 1500

ADDRESS: 2416 S. Falcon Blvd, Peoria, IL 61607

PHONE: Call 309/633-5181

Navy Operational Support Center (NOSC):

AVAILABLE:

Tuesday and Thursday – by appointment only

ADDRESS: 7117 W. Plank Rd, Peoria, IL 61604

PHONE: Call 309/697-5755

Other RAPID sites for DEERS updates or new ID can be found at <http://www.dmdc.osd.mil/rsi/owa/home>

To verify your address, telephone number, e-mail address or dependents listed in DEERS, go to MilConnect <https://www.dmdc.osd.mil/milconnect/faces/index.jspx> Address changes can be accomplished right on this website.

A dependent CANNOT make additions or changes to a member's DEERS record or be issued a dependent ID without either the military member being present, dependent having a Power of Attorney or a signed DD1172. If you are deployed, ensure you have taken precautions to cover your dependent in the event that they lose their card, give birth to a child, etc. This is the sponsor's responsibility to take care of this prior to departure.

Dependent ID's are good for 4 years or until the end of the sponsor's ETS.

Military members and spouses receiving a military ID card are required to provide two forms of ID such as, but not limited to:

Driver's License	Expired Military ID	Social Security Card
Birth Certificate (Not a copy)	Passport	FOID Card

ONLY ORIGINAL SOURCE DOCUMENTS WILL BE ACCEPTED, NO COPIES!!!!!!!

Children 10 – 17 years of age can provide one form of ID such as a report card.

Children under the age of 10 that live with the sponsor and parents are married, will not be given an ID unless unique circumstances exist. Unique situations that may require an ID for a child under ten would be; parents never married and sponsor is deploying, grandparent has custody of the child while military member is deployed, etc.

Unmarried children under the age of 21 years that are fulltime students must provide a letter from the Registrar's Office of their College/University. The ID card will only be valid thru the projected graduation date specified on the letter or the 23rd birthday, whichever comes first. Bills and Schedules are not acceptable documentation.

ADDING A DEPENDENT CHILD: If you are adding a dependent child, you will need to bring the official birth certificate (or hospital certificate with attending physician signature) and social security card. For a newborn, the social security card can be brought in at a later date when you receive it but not to exceed 90 days or benefits will automatically be suspended for the child. To add a **STEP CHILD** a certified birth certificate, SS Card and marriage certificate are required.

ADDING A SPOUSE: You must provide the official marriage certificate from the court house with the raised seal, your spouse's SSAN card, birth certificate and a picture ID. System restrictions do not allow us to add a spouse without all of these items.

REMOVING A SPOUSE: You must provide an original divorce decree or death certificate to remove a previous spouse, if applicable.

*** It is the member's responsibility to keep track of their CAC's expiration date. We cannot guarantee that we will be able to accommodate you if you call the day that your ID expires.

*** Military ID cards are government property, therefore, they must be turned in to Security police or Personnel when they expire or are no longer valid.

MILITARY MARRIED TO MILITARY: Children should be listed under both service members' records. Benefits will be assigned under only one parent with the consent of both.

LOSING A CAC/DEPENDENT ID CARD: You will go to security forces and fill out a AF Form 1168 with them. Then come to customer service and hand us the form with two forms of ID to get a new CAC/ID card.

RETIREE'S:

A retiree's ID card will become indefinite at the age of 65. Always look at the back of your ID card to see the medical expiration date!

A retiree's spouse's ID will be good for 4 years or until the end of the sponsor's contract. The card will become indefinite upon reaching age 75 unless the ID you received before will take you past your 75th birthday. At that time, your new ID will be indefinite.

Medicare – in order to process TRICARE for Life, all retirees must accept Medicare A & B in order for your status to be changed and you must have the Medicare card present at the time a new military ID is requested.

DISABILITY-You must bring your packet that states your 100% disabled with the date the disability started and your last DD 214 that states your last pay grade. You will also need two forms of ID and if you are adding dependents you will need the proper documentation (listed on this sheet).

To request a copy of your records you need to use a SF 180, we can print you out a copy of the SF 180 by request or you can use a search engine from your home computer.

ERRORS IN YOUR RECORDS: Please understand that if your status is incorrect in the DEERS system, you must have supporting documentation for us to be able to change it. Example for a promotion not reflected in the system, you must have a copy of your promotion order; Activation status – Copy of your orders, etc . We only have the capability to change certain criteria. The programs do not always interface as they are intended. We are trying to assist you with the capabilities we are given.