

ID Card Office Online - Data Update




Step-by-Step Instructions

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**** Note: Utilize Microsoft Edge web browser to complete each part ****

STEP 1: Navigate to <https://idco.dmdc.osd.mil/idco/> via Microsoft Edge web browser. Select “Continue” located within the ‘My Profile’ box.

The DD 1172-2 feature is not functioning and most users must schedule a RAPIDS appointment to add a family member or request reissuance of a family member ID card. New Extension for USID Credentials approved. Visit www.cac.mil/coronavirus for details. No CACs have been extended. If you are unable to find an available RAPIDS ID Card Office appointment, please contact your local RAPIDS ID Card office for assistance.



Home Help Feedback

ID Card Office Online

Welcome to the RAPIDS ID Card Office Online. Select an option below to update your CAC, manage sponsor or family member ID card information, or find a RAPIDS ID Card Office.

ID Card Office Locator & Appointments Find a RAPIDS ID Card Office Make an Appointment CONTINUE	Common Access Card Update Email Address Activate PIV Authentication Certificate Add Joint Data Model Applet Add Personnel Category Code CONTINUE	Family ID Cards View Sponsor/Family ID Card Add Family Member Renew Family Member ID Card Print Family List CONTINUE	My Profile Update Contact Information Update GAL Information Opt-in TSA PreCheck (DoD Civilians Only) CONTINUE
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ID Card Office Online - Data Update

STEP 2: Select the “CAC” tab

STEP 3: Select “Login”

The screenshot shows the 'ID Card Office Online' website. At the top left is the Department of Defense seal. The title 'ID Card Office Online' is centered. To the right is a link for 'Frequently Asked Questions'. A large orange-bordered box contains the following text:

ATTENTION ALL USERS: PLEASE READ THE BELOW INFORMATION IN ITS ENTIRETY

ACTION NEEDED: Phone Numbers can be updated by yourself by logging into your DS Logon account and going to "UPDATE CONTACT INFORMATION." This will take you to a screen to update your own phone number and email. Please ensure your phone (e.g., cell, landline) and email address is accurate as future security features will be enabled soon and you won't have access to your DS Logon account if the phone number is not one you can access.

IMPORTANT: After visiting DS Logon or one of our partner sites, CLOSE your browser window AND all open tabs. This will help protect your information and privacy. If you choose not to close your browser and all open tabs, this can enable third parties access to your PRIVATE HEALTH and BENEFIT INFORMATION.

Below the text box are two tabs: 'DS Logon' and 'CAC'. The 'CAC' tab is highlighted with an orange border. Below the tabs is a section titled 'CAC' featuring a sample ID card for 'DOE JOHN C' with a QR code and a gold chip. Below the sample card is a 'Login' button, which is also highlighted with an orange border. At the bottom of the page are three dark blue buttons: 'Need An Account?', 'Activate My Account', and 'Upgrade To Premium Account'.

ID Card Office Online - Data Update




STEP 4: When prompted, select the “Authentication” certificate

STEP 5: Select “OK”

STEP 6: You will be prompted again to select a certificate, select the “Authentication” certificate again.

Select a certificate for authentication

Site pki.dmdc.osd.mil:443 needs your credentials:

	THOMAS.GREGORY.SCOTT DOD EMAIL CA-59 Signature 9/14/2020
	THOMAS.GREGORY.SCOTT DOD ID CA-59 Authentication - 9/14/2020
	THOMAS.GREGORY.SCOTT DOD ID CA-59

[Certificate information](#)

OK

Cancel

DMDC

Serving Those Who Serve Our Country

DEERS ID Card Office Online

Self-Service Consent to Monitor

You are accessing a U.S. Government (USG) Information System (IS) that is provided for USG beneficiary self-service-authorized use only.

By using this IS (which includes any device attached to this IS), you consent to the following conditions:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- While all personal identifying information (PII) data stored on this IS is protected under the Privacy Act of 1974, all communications using this IS, and the data captured to support this IS, are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests—not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

[Contact DMDC](#) || [Accessibility/Section 508](#) || [USA.gov](#) || [No Fear Act Notice](#)

CC

ID Card Office Online - Data Update

Please note that Legacy RSS version (i.e., MS IE and Java) will no longer be available after 9/30. Please utilize the "Common Access Card" tab that requires web-browser extension instead (2nd box).



My Profile

[Help](#)

[Feedback](#)

[Logout](#)

Update and View My Profile

Edit your **personal** information on your Personal tab and your work information on your work tab (for example, **MIL**, **CIV**, or **CTR**), so that you receive communications promptly. [Tips](#)

Family Members

(Sponsor)

(Spouse)

(Child)

(Child)

(Child)

STEP 7: Select the "MIL" tab

Personal

MIL

The "Personal" tab contains your personal data, home mailing address, phone numbers, personal email address etc... Update personal data as needed.

The "MIL" tab contains your duty location and associated information.

ID Card Office Online - Data Update

STEP 8: Update the fields identified below. Fields must be updated in order as some fields are reliant on previous data input. The information provided must be current and accurate, many Army systems “pull” data from the ID Card Office database.

Personal

MIL

Personnel Status

Persona Type

Military

DoD Association

Active Duty member

Administrative Association

USA

Duty Organization

United States Army

1

Duty Sub Organization

2

Office Symbol

3

Job Title

4

Duty Install Location

5

Building

6

Room

7

Begin Date

Can contain maximum 2/100 characters.
Projected End Date

Pay Grade

Enlisted (uniformed service only)

Rank

Primary Occupation

Duty Occupation

Persona User Name

Persona Display Name

- 1) **Duty Organization:** Select DOD agency from the drop down menu
- 2) **Duty Sub Organization:** Select Sub organization from the drop down menu
- 3) **Office Symbol:** List Unit office symbol
- 4) **Job Title:** List official job title

- 5) **Duty Installation Location:** Select duty installation from the from down menu
- 6) **Building:** List building number that you are located in
- 7) **Room:** List the room number that you are located in

ID Card Office Online - Data Update

STEP 9: Update Duty Address IAW your current duty station.



Addresses

MIL Duty Address

Address Line 1

Address Line 2

City

FIND RAPIDS LOCATION

State *

Zip *

-

Extension

Country

ID Card Office Online - Data Update

STEP 10: Update duty phone numbers with respective information.



The screenshot shows a form titled "Phone/Fax Numbers" with several input fields. An arrow points from the "STEP 10" instruction to the "Duty" field. The fields are arranged in two columns: "Duty" and "Extension" at the top, followed by "DSN", "Duty Mobile", "TTY/TDD", "Relay", "Fax", "Secure", and "Pager" on the left, and "Extension" on the right.

Duty	Extension
DSN	
Duty Mobile	
TTY/TDD	
Relay	
Fax	
Secure	
Pager	



The screenshot shows two buttons: "SUBMIT" and "RESET". The "SUBMIT" button is highlighted with an orange border. An arrow points from the "STEP 11" instruction to the "SUBMIT" button.

SUBMIT **RESET**

Updates will be published to the GAL

STEP 11: Click "Submit" save and publish the updates.