Defense Manpower Data Center (DMDC)

ID Card Office Locator & Appointments User Guide

August 2020 - Version 1.5

Table of Contents

Overview

This document provides step-by-step instructions for using the RAPIDS ID Card Office Online (IDCO) Site Locator & Appointment Scheduling tool to locate the desired RAPIDS ID Card Office. Located Sites details will include their address, operating hours, and pertinent site information. An appointment can be scheduled at a specific RAPIDS site, if utilizing online appointment scheduling, to ensure you will be seen and minimize your wait time. Additionally, walk-in hours are provided in cases the desired appointment cannot be scheduled.

Contact Us

For additional assistance or to report problems, please call:

Toll Free: 800-538-9522

Commercial: 505-335-9980

When requesting support, reference the ID Card Office Online (IDCO) application. If receiving an error message please provide the entire error message.

To provide feedback on system functionality and performance, please utilize the Feedback button in the top right corner. Please refer to the frequently asked questions for details on being unable to locate appointments and errors.

Search for an ID Card Office

1. Open an internet browser to https://idco.dmdc.osd.mil/idco
2. Click the "Continue" button within the ID Card Office Locator & Appointments box.
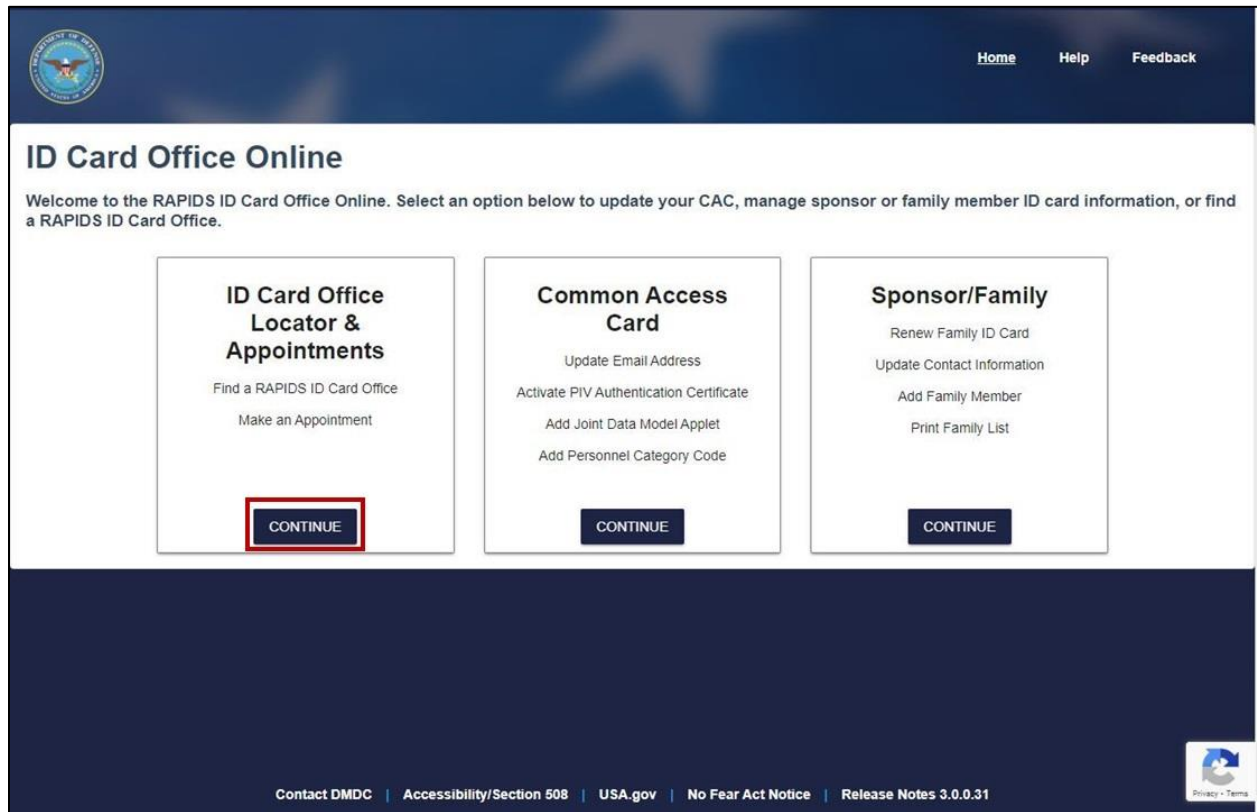
Display Overview

From the main screen the Site Locator & Appointments screen provides the ability to:

- **Search for Existing Appointment** – this provides the ability to locate and/or cancel your appointment.
- **Search for Site by Location** – this provides the ability to enter an address (Zip Code or a City is recommended) and locate nearby Sites that match the entered search criteria.
- **Search for Site by Site Name or ID** – this provides the ability to search by a Site ID or search for a specific name.

Search for Site by Location

From the main screen the Site Locator & Appointments section provides the ability to utilize search parameters and search for sites. All sites are displayed by default, including sites that do not support online appointment scheduling or walk-ins.

1. Populate the desired search parameters then click "Search". The search parameters provide the ability to search by location, date and time ranges, and distance. For more details on a search parameter locate the number (#) in the image below and matching number in the table below.

When populating the site locator search parameters, only the "Enter Location" field is required. The additional search parameters can be utilized to locate the ideal ID Card Office for your needs.

#	Search Parameters	Details
1	**Enter Location** Enter Location City, State, Zip, Country	Enter your address to locate ID Card Offices nearby matching your search criteria. City or Zip Code are recommended.
2	Radius 10 miles ▼ miles km **Radius**	Indicate the acceptable distance from the Enter Location value. Miles or Kilometers can be utilized.
3	**Locations Supports** Search For ◉ All ○ Appointments ○ Walk-Ins	All = Retrieves all Sites including those that do not support online appointments or walk-ins. **Appointments = will only return sites with open appointments.** Walk-Ins = will only return sites that support Walk-Ins.
4	**Date Range** Date Range Begin Date 🗓 End Date 🗓	Only for Appointments and Walk-Ins. Indicate a date range for the desired. For a single date search populate both fields.
5	**Time Range** Time Begin Time End Time	The Time Range Field can only be utilized for Appointments. Indicate a time range for the desired Appointment to occur.

If searching by location skip to the Site Selection section.

Search for Site by Site Name or ID

The Site Name or ID is a stand-alone field that allows the ability to search by Site Name or ID to display matching ID Card Office site(s).

#	Search Parameters	Details
1	**Site Name or ID** Site Name or ID	Enter the Site Name or ID to list the matching site(s).

To search by Site Name or Site ID perform the following steps:

1. Click "Search for Site by Name or ID"

2. Type in a Site Name or ID:
    a. Site Name: Enter part of the Site Name. When searching for a Fort location it is recommended to search for just the name of the Fort.

    b. Site ID: Enter the 6 digit Site ID.


3. Click "Search".

Site Selection

After performing the search, the sites matching the search criteria are displayed. If no results were returned consider changing the search parameters and try again. If searching for an appointment consider expanding the distance of travel (radius), the dates desired, eliminate the time filter, or switch the search for locations supporting Walk-Ins.

1. Utilize the map and list of sites on the right panel to locate the desired location. The bottom right of the map contains zoom functions to adjust for a better view if necessary.
2. On the right panel click "Select" to view more information on the selected Site.
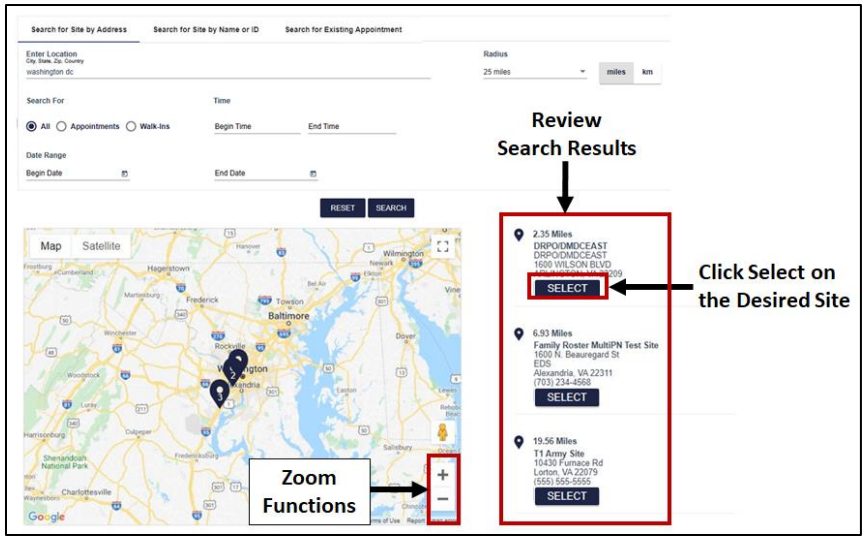
3. Additional site information based on your selection is displayed at the bottom of the screen.
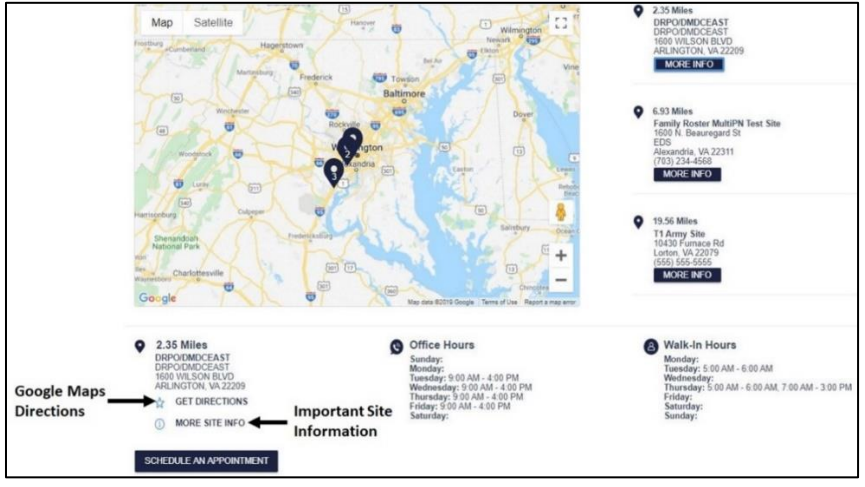
The site address, office hours, and walk-in hours are now displayed. The Office Hours are referencing hours open and are not associated with appointment hours. The Walk-In hours are present if Walk-ins are supported.

4. **Click "More Site Info" to view important information provided by the site.**
5. To obtain directions to the Site click "Get Directions". A new tab will be opened in Google Maps with the destination pre-populated. Add your starting location to receive directions.
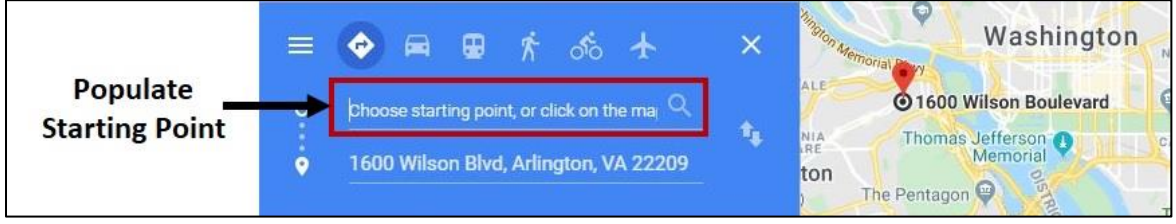
Schedule Appointment

6. If an appointment is desired click the "Schedule an Appointment" button.

A monthly calendar is displayed with daily availability displayed. If the calendar is blank there are no available appointments for the displayed month and a message is displayed on the screen. Click the next month to determine if appointments are available.
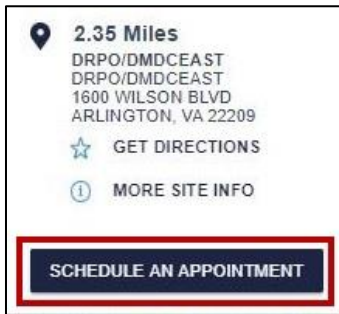
7. Select a date with available appointments.

The desired date can be selected by either:

A. Selecting the Calendar icon at the top of the screen and selecting the desired date.
B. Clicking on the Available Dates drop-down, which filters to only days with available appointments, and selecting the desired date.
C. Click on a date box from the large calendar populated with "# Available Appointments"
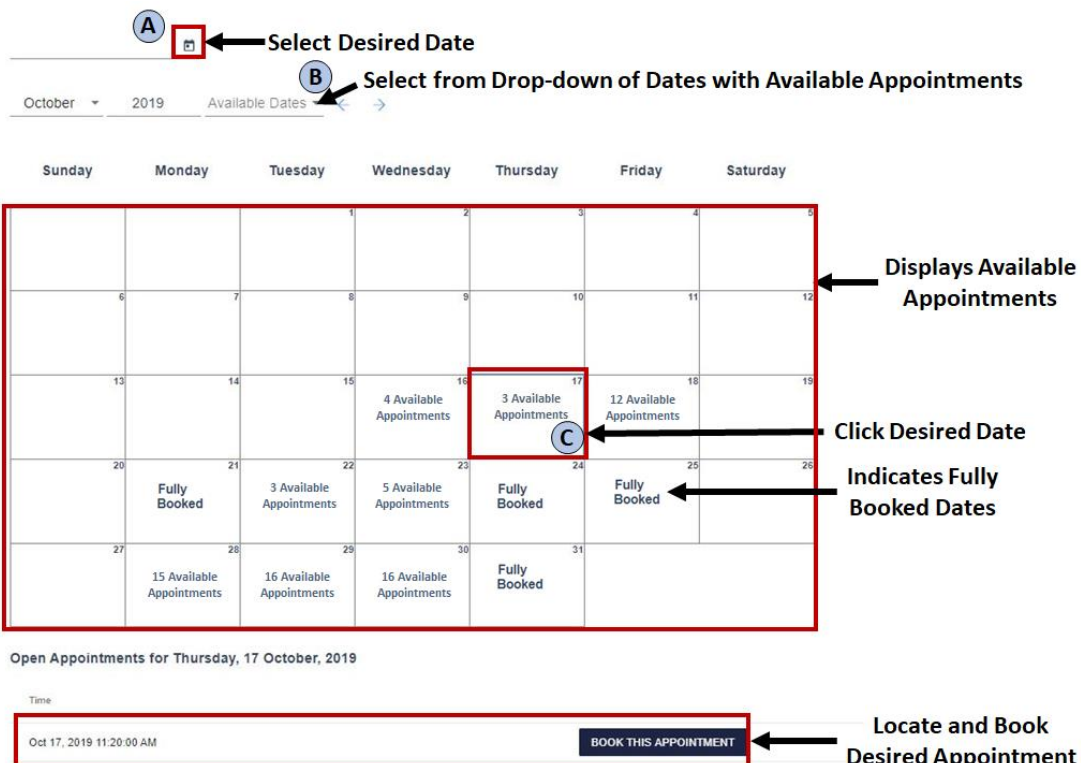
The available appointments for the selected day are now displayed at the bottom of the screen

8. Locate the desired appointment slot, then click the "Book this Appointment" button.

Open Appointments for Thursday, 19 September, 2019

Time

Sep 19, 2019 10:40:00 AM	BOOK THIS APPOINTMENT
Sep 19, 2019 11:20:00 AM	BOOK THIS APPOINTMENT	← Click Desired Appointment
Sep 19, 2019 11:40:00 AM	BOOK THIS APPOINTMENT

9. Populate the required fields of First Name, Last Name, Phone Number, and Email. Populate the optional drop-downs for Sponsor's Personnel Type and Sponsor's Branch of Service if desired, then click "Save". The email address entered is used for appointment confirmation and reminder emails only and is not associated with a CAC.

10. Your appointment is all set. Make sure to read the site information to properly prepare for your appointment. It is recommended to record your confirmation number.


A confirmation email will be received from RAPIDS_APPOINTMENT_NO_REPLY@mail.mil with a subject similar to:

> ID Card Office Appointment Confirmation #: First Name Last Name (Monday, October 17, 2019, 11:20 AM)

Please add this email address to your contacts to make sure the email is not blocked. If you do not receive a confirmation email within 15 minutes please check your spam folder.

Locate or Cancel Scheduled Appointment

1. To locate or cancel an appointment open an internet browser to https://idco.dmdc.osd.mil/idco
2. Click the "Continue" button within the ID Card Office Locator & Appointments box.
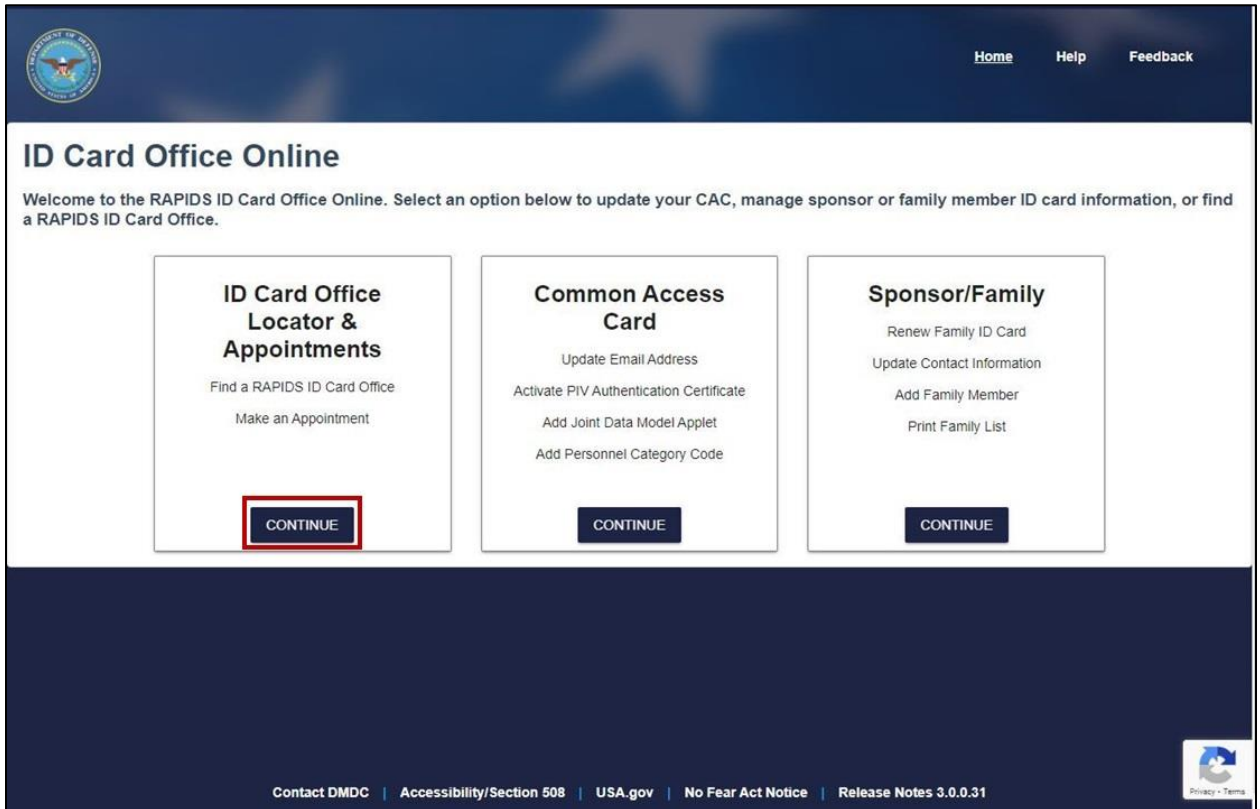
3. Click the "Search for Existing Appointment" button at the top of the screen.

4. Populate the "Last Name" and "Appointment Confirmation Number" fields then click "Search". The appointment confirmation number was provided in the confirmation email sent by RAPIDS_APPOINTMENT_NO_REPLY@mail.mil

5. If desired, click Cancel Appointment.

6. When the pop-up window appears click "Confirm Cancel Appointment."

7. A cancellation email will be sent to the email address for the appointment from RAPIDS_APPOINTMENT_NO_REPLY@mail.mil.
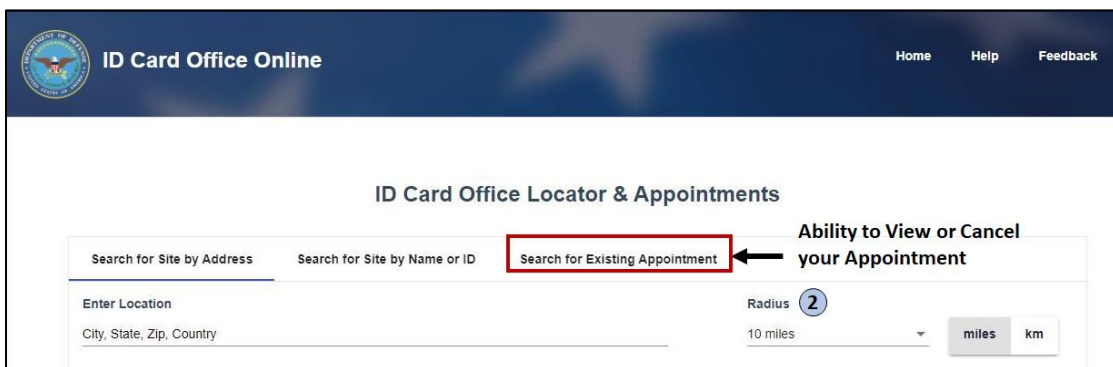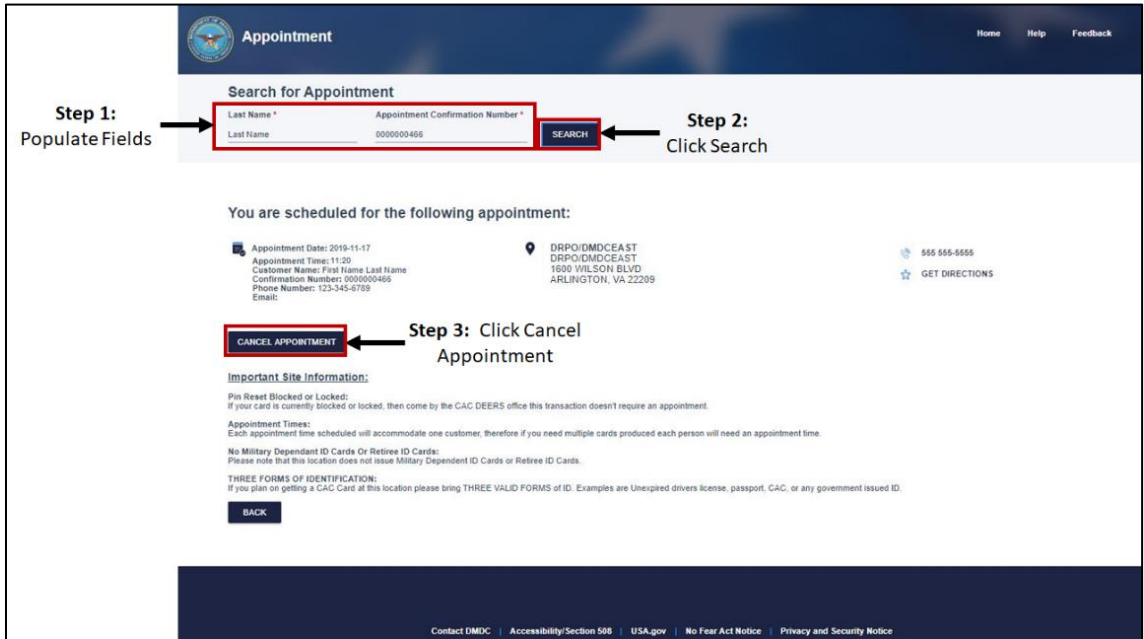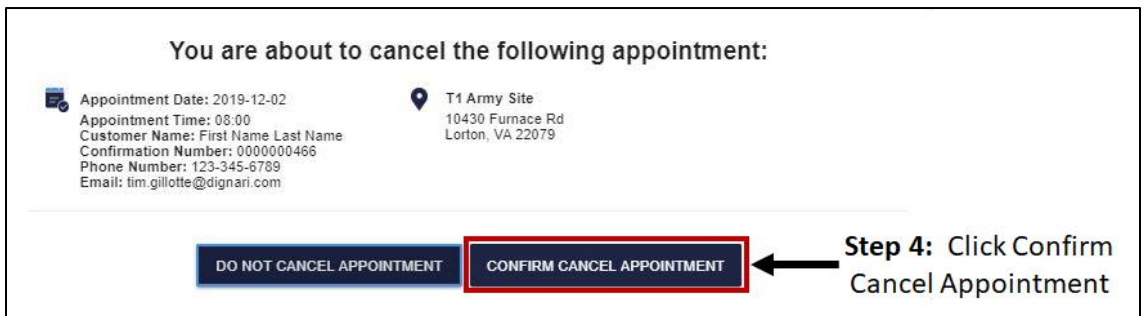Please add this email address to your contacts to make sure the email is not blocked. If you do not receive a confirmation email within 15 minutes please check your spam folder.

Appendix A – Frequently Asked Questions (FAQs)

Who do I contact for help?

For additional assistance or to report problems, please call the Help Desk:

Toll Free: 800-538-9522

Commercial: 505-335-9980

No appointments are available for several months or years.

Unfortunately not all sites will have available appointments online (fully booked, not accepting new appointments at this time, or restricted). If you enter your location (zip code recommended), radius willing to travel, and select Search For "Appointments" radio button selected then only sites with appointments will be returned.

If too many results are returned you also can select a date and/or time ranges to locate the exact appointment you would like.

If no results were found then change the Search For to "Walk-Ins".

reCAPTCHA error occurs when scheduling or cancelling an appointment.

Google reCAPTCHA thought that you were a robot. Attempt to move the mouse around the screen or retype some values then attempt again. If it still fails it is recommended to avoid utilizing VDI and/or Edge then try again.

"Appointment Already Exists" occurs when scheduling an appointment.

In both the Site Locator & Appointment site and SMT an error message "Appointment Already Exists" can occur. This occurs when someone scheduled the appointment right before you and that appointment slot is no longer available.

Known Sites Missing from Searches

When searching for Appointments only sites with open appointments will be returned. When searching for Walk-Ins only sites with Walk-In hours listed will be returned.

I do not know my Confirmation Number

Contact the help desk with the Site ID, Your Name, and Date of your Appointment to receive your confirmation number.

Searching by Site Name - Not Finding Desired Site

When searching by Site Name it is recommended to search by one unique word associated with the site. Since sites with Fort in their name might be Ft., Ft, or Fort including this in the search is not recommended. Example: Instead of Fort Belvoir search for Belvoir.