

Welcome to the Oklahoma National Guard's 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.

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 Site by Address](#) – 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.

[Alternate Search](#) – this provides the ability to perform alternate searches to locate sites.

Search by Country – this provides the ability to search for all locations within a Country. For the United States the State drop-down is required and City is optional.

NOTE: Non-US Countries cannot search by State or City.

Search by Zip Code – this returns sites that match an exact United States zip code.

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 Existing Appointment](#) – this provides the ability to locate and/or cancel your appointment.

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 your address to locate ID Card Offices nearby matching your search criteria. City and State or Zip Code are recommended for the United States. City and Country for International.
2	Distance	Indicate the acceptable distance from the Enter Location value. Miles or Kilometers can be utilized.
3	Locations Supports	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 have Walk-In Hours set.
4	Date Range	Only for Appointments and Walk-Ins. Indicate a date range for the desired. For a single date search populate both fields.
5	Time Range	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.

Alternate Search

The Alternate Search tab provides three options for performing searches.

1. Search by Country, State, and City
 - a. Country: select the desired country from the drop-down (required)
 - b. State: for United States, enter the desired State from the drop-down (required for United States). This field is grayed out for all other Countries.
 - c. City: for United States, enter the desired City to return only Sites in a single City (optional for United States). This field is grayed out for all other Countries.
2. Search by Zip Code
 - a. Zip Code: enter the United States Zip Code to return sites within that Zip Code.
3. Search by Site Name or ID
 - a. 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	Search Method <ul style="list-style-type: none">- Search by Country/State/City- Search by Zip Code- Search by Site Name or ID	Select one Radio Button
Search by Country/State/City		
2.	Country	Select desired drop-down value for Country
3.	State (United States Only)	If the Country United States was selected the State drop-down must be populated.

4.	City (United States Only)	If the Country United States was selected the City can be populated (optional)
Search by Zip Code		
4.	Zip Code (United States Only)	Enter a United States Zip Code
Search by Site Name or ID		
5.	Site Name or ID	Enter the Site Name or ID to list the matching site(s).

Steps to perform the searches:

1. Click “Alternate Search”
2. Select desired search method by clicking the associated radio button.
3. Populate the value(s) below the selected Radio button.
4. Click “Search”.

NOTE: State and City are only available for United States.

NOTE: for Site Name it is recommended to utilize one known unique word in the Site Name (i.e., Belvoir).

Note: for Site ID enter the 6-digit Site ID.

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. Consider increasing the distance drop-down, eliminating the dates desired, eliminating the time filter, or switch the search to locations supporting Walk-Ins.

Please note that availability of appointments is controlled by the individual RAPIDS ID Card Office, and questions relating to appointment availability should be directed to your local ID Card Office.

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 will only be displayed if Walk-ins hours were provided.

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.

Note: The “Schedule an Appointment” button is only available when the site currently has an active schedule supporting appointments. If no button is present read the displayed Site Information or locate a different site.

A monthly calendar is displayed with daily availability displayed. “No Appointments Available for this Month” will be displayed when there are no appointments available for the displayed month. Click the next month to determine if appointments are available.

7. Select a date with **Available Appointments**.

The desired date can be selected by any of following methods:

- 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.

9. **Read the Site Information details** on the screen to confirm if an appointment is still desired. Click confirm to proceed.

10. Populate the required fields of First Name, Last Name, Phone Number, Email, and Reason for Appointment. 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.

NOTE: Only Appointment Reasons supported by the Site will be displayed. (e.g., If Expired/Renewal (CACs) and Initial Issuance (CACs) are not present then this site does not support those functions).

11. 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:

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.