

Military Personnel Flight – CAC/USID Scheduling Change

Due to system issues and limitations, DMDC/RAPIDS site is no longer being updated / monitored and we will not be taking anymore appointments through that option.

In order to comply with office teleworking guidance for KAFB under HPCON Charlie, and to reduce the risk of COVID exposure to our customers and team, the Kirtland MPF will be setting future appointments by **email or phone only**. If you want to set an appointment, please email 377FSS.FSPS.Workflow@us.af.mil or call (505) 846-2017 and one of our team members will work with you. This email is being actively monitored by our team, to include leadership, and we will get back to you as soon as we can. We are also maintaining a minimal in-office presence to answer calls and handle emergency situations; however, for all other concerns, email will be the preferred method of contact. We will continue to provide all possible services that do not require an in-office presence remotely.

For the foreseeable future, we are only making appointments for the following:

- Passports:** Official Passports only (Email MSgt Bland or TSgt Phillip Prather at phillip.prather@us.af.mil or ieisha.bland@us.af.mil)
- CACs:** Renewals/New hire/Initial/Lost or Stolen
- Retiree:** Initial Issue/Members turning 60 or 65
- Dependent:** Initial Issue/Members turning 60 or 65/Former Spouse/Age 21 & full-time student

NOTE: Defense Department dependent and retiree ID cards that expired Jan. 1, 2020, or later will be extended until June 30, 2021, and do not require renewal. In order to use the expired ID card, the cardholder must have a current DOD affiliation and be eligible for benefits.

January 22, 2021