



# New On-Line Appointment Scheduler for ID Services

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- The ID Facility implemented an on-line web-based appointment scheduler linked to a secure Navy web-site <http://appointments.cac.navy.mil/>. You may make an appointment, cancel one, or find your appointment at your convenience. Begin by pressing the MAKE APPOINTMENT tab on the menu bar, select a state from the drop down menu, “OK” (for Oklahoma), press “GO”, select a city “Fort Sill”, press next and follow the prompts. As a reminder, multiple card issuances require one appointment per two Family Members.
- Call 580-442-5010 for assistance on required documents or if having trouble scheduling an on line appointment. This is a multi-line number that places callers on hold in the order of their call for the next available clerk, so there can be up to 20 minute waits. The line is not staffed during lunch.
- Appointments are available M,T,W, & F: 0830-1130 and 1230-1530, closed from 1130-1230 hrs daily during lunch. Walk-ins are seen on a space available basis and may have extensive wait times or not be seen that day.
- Thursday is walk-ins only but waiting times can be as high as 2 to 2 ½ hrs
- Emergencies are handled case-by-case, routinely with 24 hrs, but often the same day
- The ID Card Facility is closed on all Federal Holidays