

Hawaii State ID

Frequently Asked Questions

Topics

CARD APPEARANCE	1
DOCUMENTATION	2
ISSUANCE PROCESS	3
RENEWAL-BY-MAIL.....	4
WEB APPLICATION/PROCESSING	4
OTHER	5

CARD APPEARANCE

1. I have an old State ID card that does not have an expiration date, is this still valid?

These cards are no longer valid as of December 31, 1999.

2. What does it mean when a State ID card displays a non-Hawaii address?

Whenever a non-Hawaii address is on the card that means the person is **NOT** a resident of Hawaii. The card is still a valid State ID card.

3. What do I do if I notice an error on my card?

Bring the same documentation back to our office and we will issue a new card. If done within 30 days of original issue date, the new card will be free of charge. However, after 30 days, same fees will apply. Some restriction will apply.

4. Do you still display Social Security numbers on the State ID cards?

State ID no longer displays the Social Security number on the cards; it has been replaced by an alternate ID number.

5. Why does my new State ID display a single digit for my weight?

The single digit is a number that corresponds with your weight within a range. Please see

http://hawaii.gov/ag/hcjd/main/hawaii_id_cards/newcard_feature_page2 for the complete range scale.

6. Why is my card vertical and not horizontal like others?

Anyone under the age of 21 gets a vertical card. Once you turn 21, you may re-apply for a new horizontal card, and pay the applicable fee.

7. What is the “Advanced Healthcare Directive”?

A cardholder who has an advance health-care directive may choose to have the state identification card issued with a symbol or abbreviation indicating that the cardholder has an individual instruction in writing, a living will, or a durable power of attorney for health care decisions. [Eff Feb 09, 2006] (Auth: HRS §846-28) (Imp: HRS §846-28)

8. What is “Organ Donor”?

Organ donation is the gift (after death) of a kidney, heart, liver or other vital organs as well as bone, heart valves and corneas for medical transplantation to others in serious need. By checking YES, you are expressing your wish to donate organs and tissues upon your death to save or enhance someone's life through transplantation.

After reviewing the FAQ in its entirety, and your question is not answered, email us at StateIDQnA@hcjd.hawaii.gov.

DOCUMENTATION

1. Why do I need to bring my US Citizenship/Naturalization certificate or marriage or divorce decree?

Anytime there is a possibility of a name change, we need to verify that your name did or did not change.

2. I am a non-Hawaii resident, can I get a State ID card?

As long as you provide the required documentation listed on our website and on the back of our application form, you may be issued one.

3. I am a foreign citizen, can I get a State ID card?

As long as you provide the required documentation listed on our website and on the back of our application form, you may be issued one. The expiration date for foreign citizens will be based on the document issued by immigration/INS. For Canadian citizens, it will be six months from date of entry to the United States.

4. Can I use my birth document that the hospital gave me?

No, State ID only accepts certified copies of the birth certificates from the state (repositories) in which you were born. For more information on State of Hawaii birth certificates, go to <http://hawaii.gov/health/>

5. Can I use my marriage document that I received from the church/judge?

State ID only accepts certified copies of the marriage certificates from the state (repositories) where the marriage took place. For more information on State of Hawaii marriage certificates, go to <http://hawaii.gov/health/>

6. Is it sufficient if I bring a re-issued Social Security card from the Social Security Administration, I don't have my "original" Social Security card?

Yes, as long as it is not a photocopied card. We need to see the "official" SSA card.

7. Can a birth registration card issued by the State of Hawaii be used in place of a birth certificate?

Yes, we do accept the State of Hawaii birth registration card.

After reviewing the FAQ in its entirety, and your question is not answered, email us at StateIDQnA@hcjdc.hawaii.gov.

ISSUANCE PROCESS

1. Can I request to renew my ID card without coming into your office?

All applicants must do an initial in-person issuance. Only renewing applicants 65 years old and over who have previously submitted their documentation can be processed without an in-person issuance. This service is called Renewal-By-Mail (RBM).

2. My State ID card was lost/stolen. How can I get another one?

If you are not eligible for RBM, you must come in to do an in-person issuance. We recommend that you bring all documentation again. The applicable fee will apply.

3. How far in advance of my expiration date can I renew my ID card?

You can re-apply for another card at any time. Applicable fees will apply.

4. Do I need to inform State ID, if I changed my address/emergency contact?

You are not required to notify us of address changes or changes to emergency contact. Your card is still valid until its expiration date; however, if you would like a new card to reflect your new address or emergency contact and to update your record with us, then you must re-apply for a new card and pay the applicable fee.

5. Do I need to inform State ID, if I changed my last name and/or citizenship?

You are not required to inform us; however, your State ID card will not be current and may not be accepted when needing to prove identity, if your name or citizenship has changed. If you would like a new card to reflect your new name or citizenship, then you must re-apply for a new card. Documentation showing the change will need to be presented, and applicable fees apply.

6. Do I need to inform State ID, if I get a divorce or become a widow?

You are not required to inform us; however, your State ID card will not be current and may not be accepted when needing to prove identity, if your name has changed. If you would like a new card to reflect your new name, then you must re-apply for a new card. Documentation showing the name change will need to be presented, and applicable fees apply.

7. If my State ID card is lost/stolen, do I need to report it to the police or to the State ID office?

You may report it is stolen to the police. However, the State ID office does not need to be informed of lost or stolen State ID cards.

After reviewing the FAQ in its entirety, and your question is not answered, email us at StateIDQnA@hcjdc.hawaii.gov.

8. Can I request the State ID application?

A “fillable” version is available online at our website

http://hawaii.gov/ag/hcidc/main/application_forms/stdfillapp0709.pdf. You may also just print it and hand write the information on the application.

RENEWAL-BY-MAIL

1. I am over 65 and have had a State ID card issued after 11/1/98, but I have not received my renewal form in the mail.

The State ID office mails out renewal forms to people who are 65 and over, have been issued a card after 11/1/98, and have **no** stipulations on their record. You may call our office at 587-3112 to rectify the issue and come in to renew your card. If your name or citizenship status has changed since your last card was issued, then you must come to the office with the applicable documentation. Renewal forms are mailed up to three months prior to the expiration date on the card.

2. I mailed my Renewal-By-Mail form in, when will I get my card?

If everything submitted was correct, you should receive your card within 10 business days.

WEB APPLICATION/PROCESSING

1. I need to reschedule my appointment time, how do I do this?

Go to <https://stateid.ehawaii.gov/stateid/reschedule.xhtml> to reschedule your appointment.

2. What is a web confirmation number?

This number is displayed on the confirmation page once you have completed the entire web application. It is required to complete your issuance process; it starts with a ‘W’.

3. How do I get back to the confirmation page?

There is a link on your confirmation email that will take you back to the payment complete page. At the bottom select ‘continue’ and this will take you back to the confirmation page.

4. Can I come in to process my web application at the Kauai, Maui, Hilo, or Kona office?

Currently, only Oahu (main office) and wherever the Oahu staff goes to outreach locations can process web applications.

5. Can I apply online from a neighbor island if I plan on coming to Oahu (main office)?

Yes, where you apply from is not a factor.

After reviewing the FAQ in its entirety, and your question is not answered, email us at StateIDQnA@hcidc.hawaii.gov.

6. Do I have to re-apply and pay again if I applied online and missed the outreach event?

You have one year from the online payment date to complete the issuance process. You can always come to our main office or to another outreach event. Refer to our website for locations.

http://hawaii.gov/ag/hcjdc/main/hawaii_id_cards/index_html#outreach

7. What happens if I pass the one year period for my web application?

After one year, your web application will be purged and you would need to re-apply and pay again.

OTHER

1. Am I required to obtain a State ID card?

No, it is a voluntary program. The State ID card is a government issued identification and an alternative to the Hawaii driver license, for those who are do not drive a vehicle.

2. Is the State ID related to the “Kama`aina cards” that I have seen online;?

No, “Kama`aina cards” are not related to a Hawaii State ID card and is not associated with any government agency.

3. When are you the busiest?

We are busy whenever schools are not in session. Generally, Mondays and Fridays are busy especially before or after a holiday.

4. Can I get my State ID card at a satellite City Hall? Driver Licensing office? Where else can I get my State ID card?

No, Satellite City Halls and Driver licensing offices issue only driver licenses. State ID issuance on neighbor islands are handle through the Governor’s Liaison offices. Please refer to

http://hawaii.gov/ag/hcjdc/main/hawaii_id_cards/index_html#locations for them.

5. If I am homeless, what address will be displayed on my State ID card?

Homeless applicants, applying for a State ID for the first time, may use the address of their current shelter agency. If they are not staying at a shelter, they may use the general delivery of the post office nearest where they spend most of their time as long as they can show proof of Hawaii address. An acceptable document to prove residence can be a letter from Hawaii State Department of Human Services dated no more than 90 days prior to the application for State ID, certifying that the applicant is receiving state welfare assistance.

After reviewing the FAQ in its entirety, and your question is not answered, email us at StateIDQnA@hcjdc.hawaii.gov.