# NEW Common Access Card (CAC) Procedures

PIV certificates are automatically activated at the time of CAC issuance. However, you will still need to follow the procedures, below, to ensure your new CAC is fully operational.

1. **REBOOT**. If you were logged on when you went to your CAC appointment, you won't be able to unlock your workstation, as it will be looking for your old CAC. If you logged off before you left, proceed.

2. **LOGIN**. Make sure you select the PIV/Authentication certificate for your initial Windows login.

    a. When promoted for CAC PIN, make sure the 10-digit PIV certificate is selected (you will have two certificates available).
    b. Enter the PIN you set when your CAC was issued, and press ENTER.

3. **DO NOT PUBLISH** your new CAC certificates to the **GAL**. This is now done automatically, but may take up to 24 hours to replicate through the system.

4. **CLEAR ActivClient Certificates**. Open ActivClient Console from your system tray or Windows Start menu. Select: Tools>Advanced>Reset Optimization Cache, as shown below.
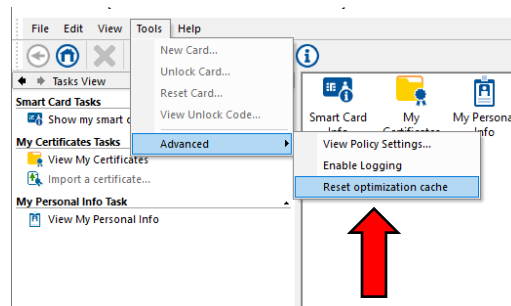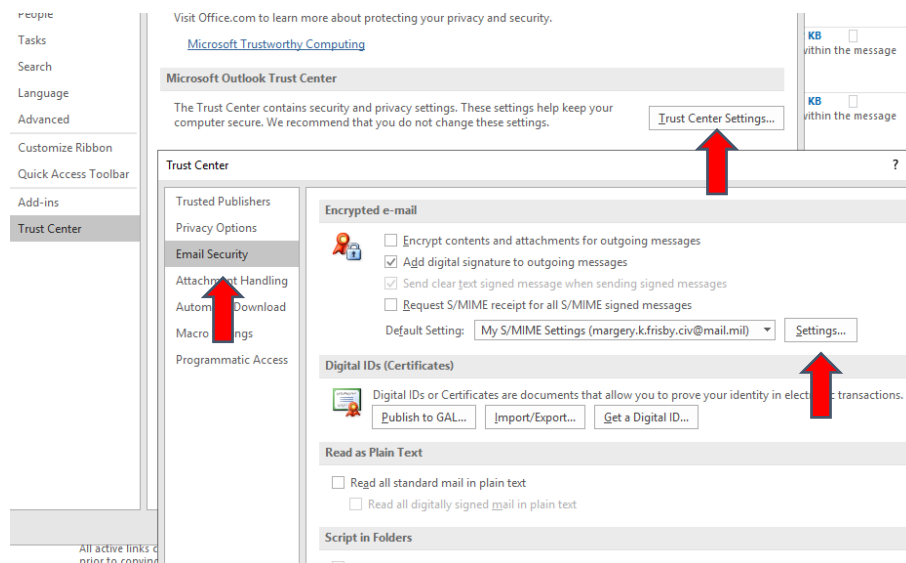
5. After Step 4, **LOGOFF & LOGIN with 10-digit Cert.**

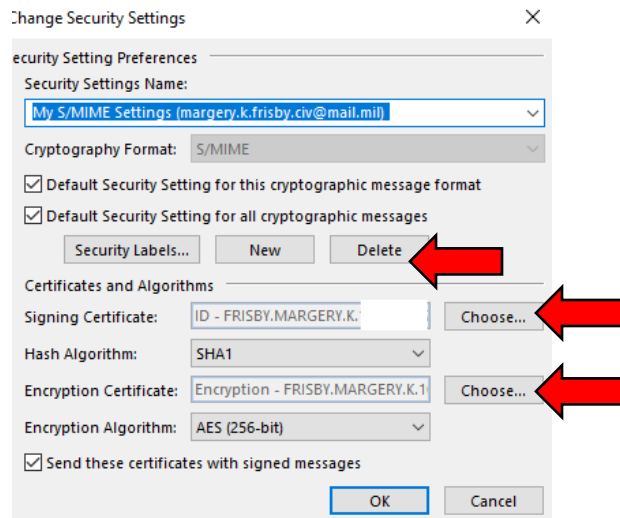6. **UPDATE OUTLOOK**. To update CAC Certificates in Outlook:

   a. Click "File>Options>Trust Center, as shown below:
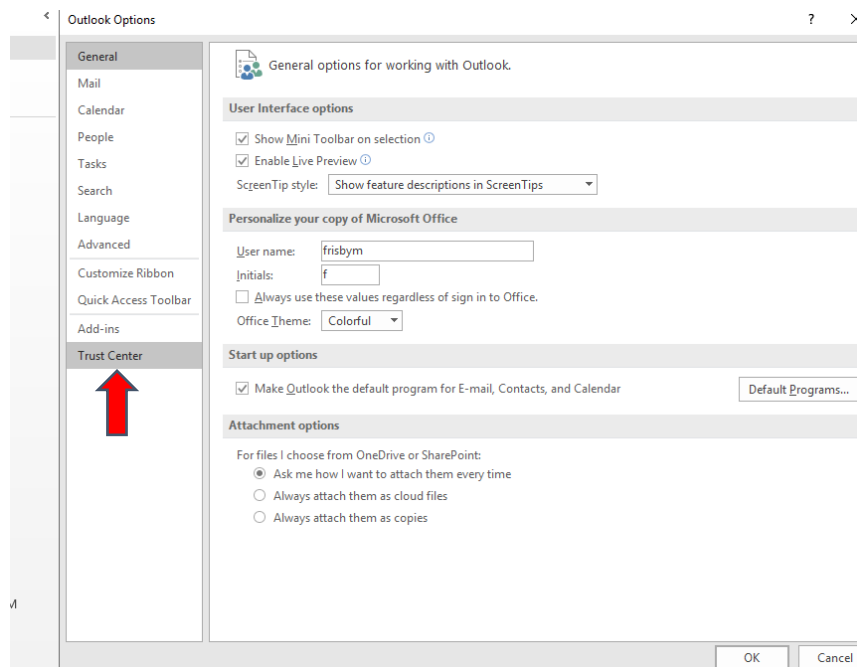
   b. Click Trust Center Settings>Email Security>Settings, as shown here:

c. Click "Choose" to select new Signing (ID) and Encryption (Email) Certificates. NOTE: You may need to "Delete" your old certificates to get this to work.

d. **Close Outlook, Restart Outlook, and test** opening old and new encrypted emails.

7. **KEY RECOVERY**. More than likely, you will be unable to open or forward emails encrypted with your old CAC certs. To recover the previous CAC encryption emails, follow the instructions on the following website. NOTE: You will be given a password for each encryption cert you RESTORE. WRITE IT DOWN before selecting the next encryption cert you want to restore.

   a. Main site: https://ara-6.csd.disa.mil

   b. Alternate site (if your last CAC certs don't have RESTORE option – this is rare, and you may not have access to this site at all): https://ara-5.csd.disa.mil

8. **REMOVE OLD INTERNET EXPLORER (IE) CERTS**. This is unnecessary for other browsers (MS Edge, Google Chrome, etc.). Open IE, and select Tools>Internet Options>Content>Certificates. Select all certificates with dates prior to currently-issued CAC. Do NOT Select any under "Issued To" without your name. Click Remove.

9. **VDI and VPN UPDATES (Telework Capability)**. If you are using IE, Open a Help Desk ticket to get your new CAC certificate ID number entered into the system, if you are using VDI on a home PC or laptop. If you have a government-issued laptop with VPN, Open a Help Desk ticket to get it reconfigured with your new CAC.

10. **iPHONE PUREBRED UPDATE**. If you have a government-issued iPhone, you will need to update it with your new CAC information in order to read, send, or forward encrypted emails.
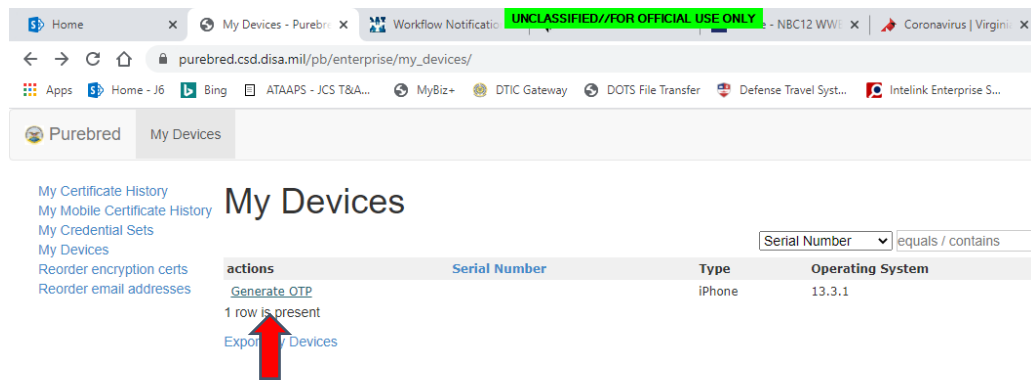
   a. Go to the Purebred Portal: https://purebred.csd.disa.mil/pb/. Click on My Devices, as shown here:
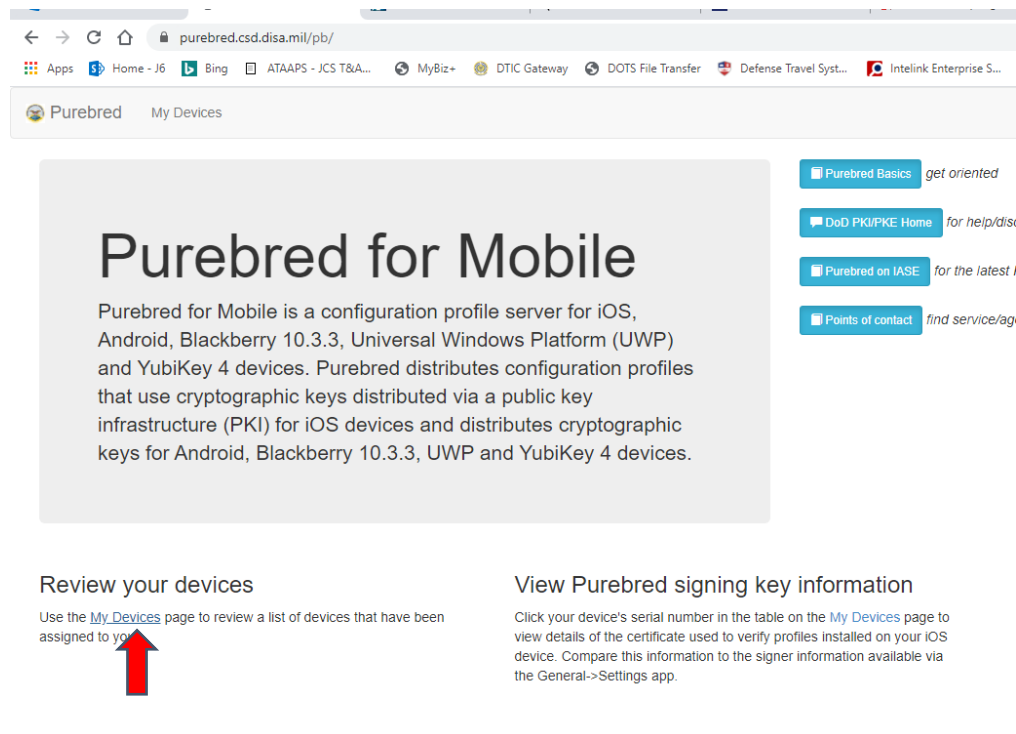

   b. Go your iPhone and open the Purebred App, as shown here:

c. Go back to the Purebred Portal that you logged into with your new CAC, and click "Generate OTP" for your iPhone, as shown here:

d. A one-time password (OTP) with a count-down clock will appear. Go back to your iPhone and enter the OTP generated, using the keypad at the bottom. After entering the number, and Click "Complete Enrollment/Re-Enrollment":
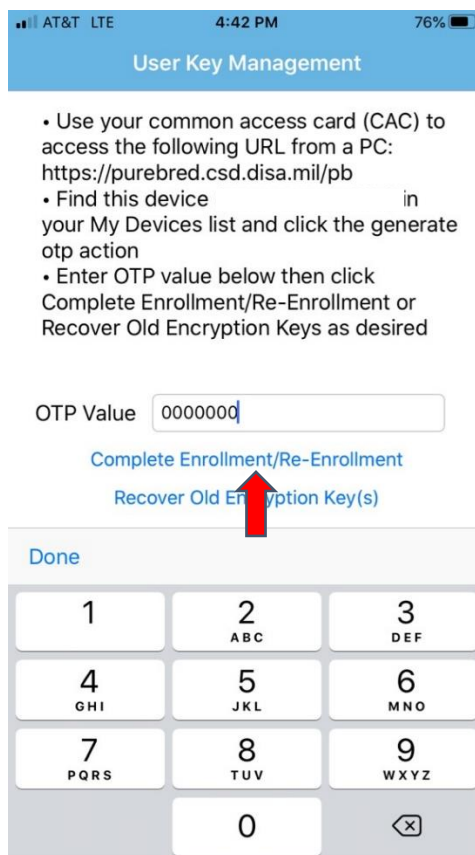
e. You'll receive a message "Downloading and processing configuration payloads. Please wait". If you don't get a message that your encryption key was updated (or you get the Error – Failed to retrieve response during configuration download), the Purebred server may be down. You can try as many times as you like by refreshing the One-Time Password page. If you have any issues, contact the Help Desk.

11. **Dual CAC Holders**. This is rare…normally, these are civilians who also are Reservists or Guard personnel. For more information about Dual CAC Holders' CAC updates, go to: https://dmdc.osd.mil/self_service

12. If you have any issues with your new CAC, contact the JSP Help Desk at:

1-703-571-4481 Option 3
OR

JSP IT Customer Service (Submit Service Ticket):
https://jsportal.sp.pentagon.mil/sites/J6/DDCIOITS/CRD/Ops/CS/default.aspx