## **PIV Certificate Activation Steps**

In order to access DOD Enterprise Portal Service (DEPS) and/or Enterprise Email (EE), you will need to activate your PIV certificate if you are (or were) a dual persona user. The web site to do so is <u>https://www.dmdc.osd.mil/self\_service</u>.

To use functions within RAPIDS Self Service to update your CAC you must have the following installed on your computer:

ActivClient (32-bit), JRE (32-bit) and a 32-bit browser (such as Internet Explorer 32-bit) Or ActivClient (64-bit), JRE (64-bit) and a 64-bit browser (such as Internet Explorer 64-bit)

Step 1 - After entering the link in your browser you should see the following.

	Serving Those Who Serve Our Country RAPIDS Self Service	
Welcome	to RAPIDS Self Service Portal	<u>Help Contact Us Sign On</u>
Available Fe	atures/Actions	
Sponsor:	Add/Change email address to receive initial or new Email Signature and Email Encryption Certificates Add Personnel Category Code to the User Principal Name of the Email Signature Certificate Activate the PIV Authentication Certificate Download applications View/Update contact information It is the Sponsor's responsibility to review and update all appropriate information as needed before	
	requesting reissuance of ID cards for any family member.	
Family Members:	View/Update contact information Request application for reissuance of ID card	
	Sign On	
facility.	ith your ID card or problems with sponsor or family member data, please contact your preferred RAPIDS ID card s with this application <u>contact us</u> .	

Step 2 - Click 'Sign On'. You should see the following.

DEERS	
Self-Service Consent	to Monitor
You are accessing a U.S.	Government (USG) Information System (IS) that is provided for USG beneficiary self-service-authorized use only.
By using this IS (which in	cludes any device attached to this IS), you consent to the following conditions:
	ntercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network ense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
<ul> <li>At any time, the US</li> </ul>	GG may inspect and seize data stored on this IS.
	lentifying information (PII) data stored on this IS is protected under the Privacy Act of 1974, all communications using this IS, and the data captured are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG authorized purpose.
<ul> <li>This IS includes see</li> </ul>	curity measures (e.g., authentication and access controls) to protect USG interestsnot for your personal benefit or privacy.
or work product, re	e above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, lated to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product fidential. See User Agreement for details.
	OK

Step 3 - Click 'OK'. You should see the following.

	(?) Help Center -44+	
CAC 🔊		
Common Access Card		
 Login Need a DS LOGON?	Register	
Have a DS LOGON activation letter?	Activate	
Need to upgrade your DS LOGON?	Upgrade	
Need to manage your logon profile settings?	Manage	

Step 4 - Click 'Login' and select your email certificate. You should see the following.

DMI				Serving T	hose Who Serve	Dur Coun	try				I⊿ Fa
6	<u>)</u>			RAPIDS	S Self	Ser	vic	e		Help Contact Us Log Off	ļ
	H	ome Contact Family Information Members									
V	Velco	ome Mark P Vogel									ļ
	Spons	or Current ID Cards									
	Service	Category	Rank/Pay	Card Type	<b>Expiration Date</b>	Actions	(Click on i	mage)			4
	DoD	Contractor (DoD and Uniformed Service)		PIV CIV Identification CAC	MAY 13, 2014	Update Email	+PIV Activate PIV	Download Applets	Contact Info		4  4 ma

*Step 5* - Click on 'Activate PIV' and follow the instructions. Once complete, you should be done with the RAPIDS web site.

Next click on the Microsoft start button 2, go to the ActivIdentity folder, then the ActivClient Folder and click on 'User Console'.



**Step 6** – Double click on my certificates. Click on views and select list. You should now see a PIV Authentication Key certificate in your certificate list. If not, step 5 d/d not complete successfully.



Step 7 – Go to Tools  $\rightarrow$  Advanced and select 'Forget state on all cards'. Remove and reinsert the smart card in the smart card reader.



Step 8 – Go to Tools  $\rightarrow$  Advanced and select 'Make Certificates Available to Windows'.

📀 ActivClient - My C	ertifi	cates [VOGEL.MARK.P	P.1274963	3014's Smart Card]		
File Edit View	Тоо	ls Help		_		
🔇 🐴 🗙		New Card		0		
<ul> <li>Tasks View</li> </ul>	*	Change PIN	Ctrl+E	VOGEL.MARK.P.1274963014's U.S. Government ID Certificate		
My Certificate Tasks		Unlock Card		VOGEL.MARK.P.1274963014's U.S. Government Signature Certificate		
😅 View this certific	View this certific Reset Card			VOGEL.MARK.P.1274963014's U.S. Government Encryption Certificate		
🗙 Delete this certif		View Unlock Code				
<u> </u>	Timport a certifica Advanced		•	Configuration		
Kert this certificate				Make Certificates Available to Windows		
Smart Card Tasks				Log File Options		
Smart Card Tasks			-	Forget state for all cards		

## Step 9 – You should get a confirmation message similar to the following.



**Step 10** - Your PIV certificate should now be available to you when you attempt to log into DEPS; you *MUST* select the PIV certificate in order to gain access. However, which certificate is the PIV certificate is not obvious. For each certificate in your list, click on the 'Click here to view certificate properties' link. Go to the 'Certification Path' tab and scroll all the way to the right. Continue with each certificate in the list until you find the PIV certificate.

	Certificate Details
Windows Security	General Details Certification Path
Select a Certificate	Certification path bot CA 2 D EMAIL CA-30
VOGEL.MARK.P.12749630 Issuer: DOD EMAIL CA-30 Valid From: 9/25/2012 to 5/13/2014 Click here to view certificate prope	VOGEL.MARK.P. 1274963014's U.S. Government Signature Certificate
VOGEL.MARK.P.12749630 Issuer: DOD CA-29 Valid From: 5/9/2012 to 5/13/2014	
OK Cancel	View Certificate

*Step 11* – If your PIV is still not available after step 10, someone with administrator rights to the computer in question needs to open Active Client 'Advanced Configuration Manager'.



## Step 12 – Select 'Smartcard' from the list.

O Advanced Configuration Manager	and the second			? <b>X</b>
File Help				
ActivIdentity Advanced Configuration Manager				
⊟-Advanced Configuration Advanced Diagnostics	Smart Card			
Logging	Property  Smart Card	Value		
– Card Removal Behavior – PIN Management	Prefer GSC-IS over PIV EndPoint	Yes		
- PIN Caching Service	Enable smart card discovery information caching		Yes	
Certificate Availability     User Console     ActivicClent Agent (Notification Area Icon)     Notifications Management     Login Window     Grant Certal     Devices     Terminal Services     Performances Optimization				
	Smart Card			
	(	OK	Cancel	Apply

*Step 13* – From the Smart Card Window below select 'Prefer GSC-IS over PIV EndPoint' and change the value to no. Click 'Apply' and then 'OK'.

O Advanced Configuration Manager		
File Help ActivIdentity Advanced Configuration Manager		
Advanced Configuration     Advanced Diagnostics     Logging     Card Removal Behavior     PIN Management     PIN Caching Service     Certificate Availability     User Console     ActivClient Agent (Notification Area Icon)     Notifications Management     Login Window     Smart Card     Devices     Terminal Services     Performances Optimization	Smart Card         Property         ■ Smart Card         Prefer GSC-IS over PIV EndPoint         Enable smart card discovery information caching	Value No Yes SC-IS and PIV standards, allows specifying which standard
		OK Cancel Apply

*Step 14* – Reboot the computer. The computer should then begin to recognize the PIV Certificate.

If you are an end user and you are still experiencing problems you will need to contact your level 1 service desk representative. If you call DISA Mechanicsburg level 2 service desk directly we will direct you to your level 1 service desk.

Version 1.2