



USA Performance Smartcard (PIV/CAC) Login Instructions



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Pre-requisites:

1. Your agency and organization must first be configured on the system to accept smartcard certificates. (Contact your agency's HR office – USA Performance representative to determine if this has been done.)
2. You must have a valid (non-expired and non-revoked) smartcard in your possession.
3. Your username/password login must be valid and in good "health" (not expired, not locked out, not disabled and not deleted/revoked). If your user account is in bad "health," you will receive a message when you login with your smartcard.
4. You must know the correct PIN for your smartcard.
5. You must have a card-reader either in the keyboard or an external card-reader that can connect to your computer (usually via USB connection).
6. You may need to have your desktop support team/helpdesk load middleware (i.e. ActivClient) software on your computer. If you have Windows 7 or higher, this may be unnecessary. Speak to your technical support team for further information.
7. You must have either Google Chrome (recommended) or Internet Explorer 9 (or higher) installed as your browser to use the smartcard login. Firefox is not recommended as it requires plug-ins and additional configurations for the smartcard.
8. For those who telework, establish your VPN connection and then use the browser from your desktop PC. (CITRIX does not support smartcard use.)

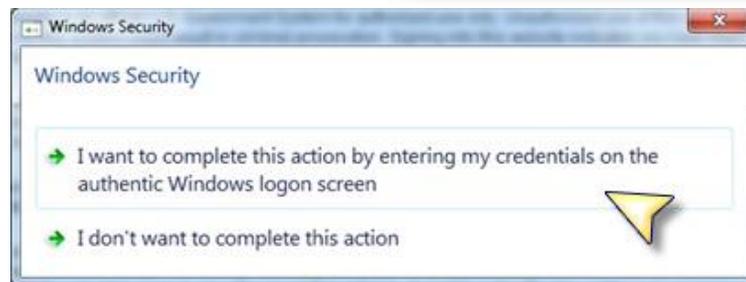
Note: The USA Performance system allows dual authentication modes. It will allow you to login with either your username/password or your smartcard. However, if your username/password is not valid (in good "health"), you will not be able to access the system until the issue has been resolved (which may involve a reset or changing your password). This is a security measure for your protection.

Login:

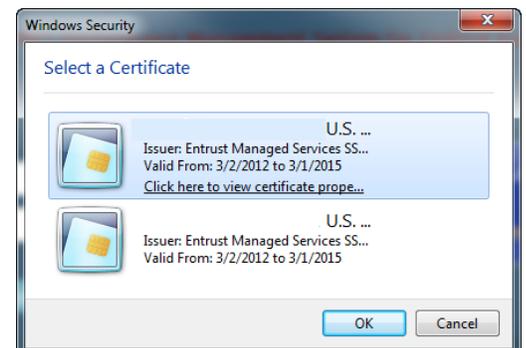
1. Navigate to the login page of the system.
2. If your smartcard is not already in the card reader, insert it and allow the reader to read the card. If the card reader light is blinking, the card is being read. Once it has finished reading the card, the light will stop blinking and show as a steady light. (*If the light does not come on, try to reconnect your card reader or take the smartcard out and reinsert it.* For further information, contact your technical support team.)



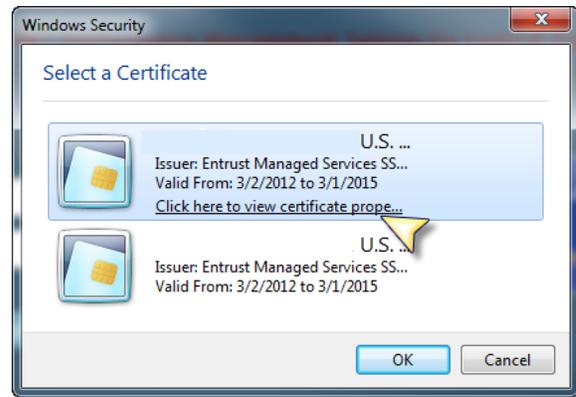
3. Select the button labeled, “Log on with your Smartcard.”
4. The card reader light may blink while your card is being read. *(If it does not blink, the browser may have what it needs from your card already.)*
5. You may see a Windows Security screen if using Windows 7 or higher that appears as below. *(If you see this screen follow the below steps starting with 5a, otherwise **Skip to step 6.**)*



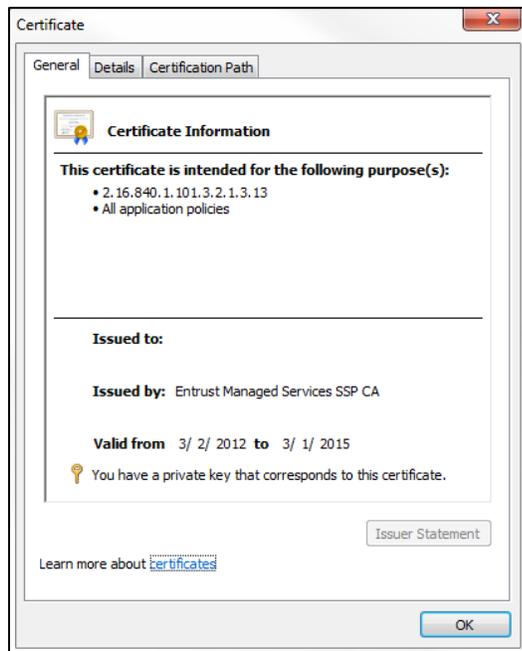
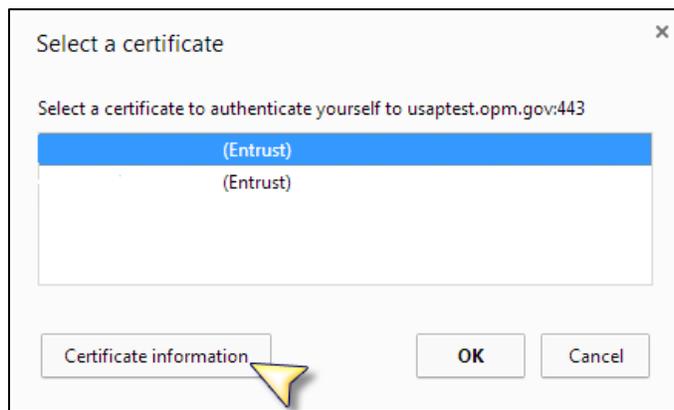
- a. In the Windows Security screen, select the option “I want to complete this action by entering my credentials on the authentic Windows logon screen.”
- b. As instructed by the next screen, press the three keys (Control, Alt, and Delete) down at the same time to enter your credentials.
- c. Continue to **step 6.**
6. You may receive a screen asking for you to select your certificate. *(Most smartcards will have at least 2 certificates – one for email and another for applications. If you have used your certificate during the same day, the browser may have stored this information and not require it again. If you do not see this screen, **skip to step 15.**)*
7. USA Performance needs the certificate that was created for applications. Unfortunately, most smartcard certificates have not been named to make it easily identifiable as the one to select. Only the details on the certificate will ensure that the correct certificate is selected and used.



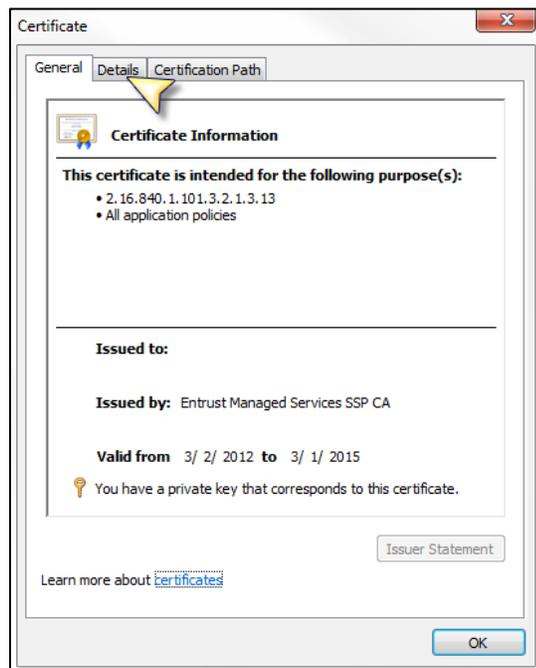
8. Click on the link “Click here to view certificate properties” (Internet Explorer) or “Certificate Information” (Chrome) (or similar) to view more information about the certificate. The Certificate Details screen will appear. *(This information will help you to determine which one contains the application information necessary for this system.)*



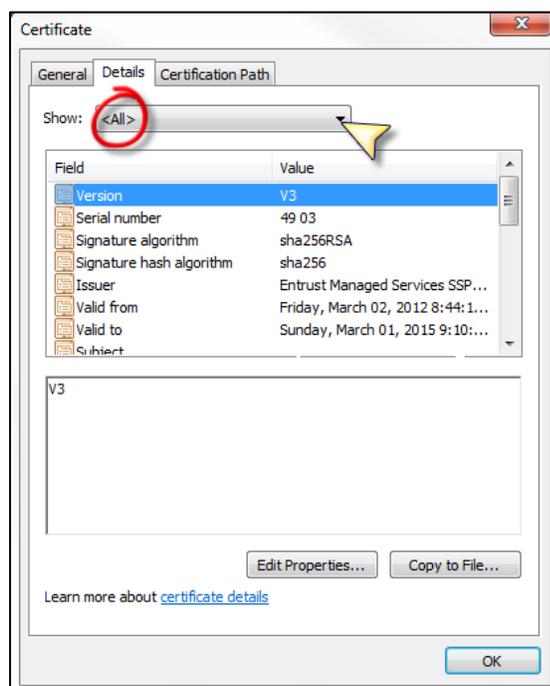
OR



9. Click on the Details tab of the Certificate Details screen.

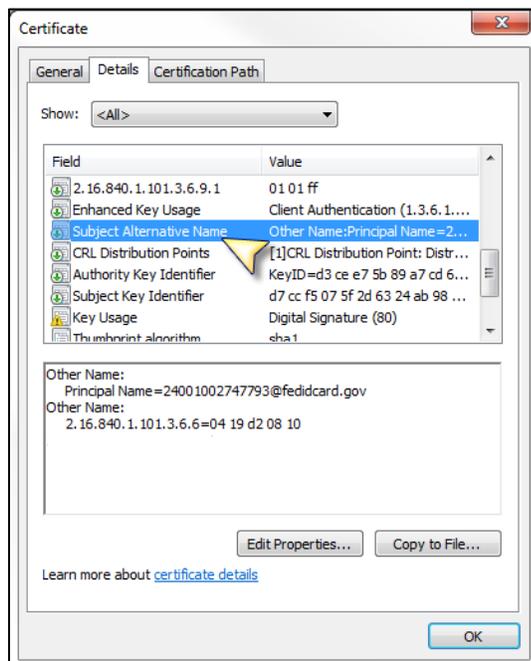
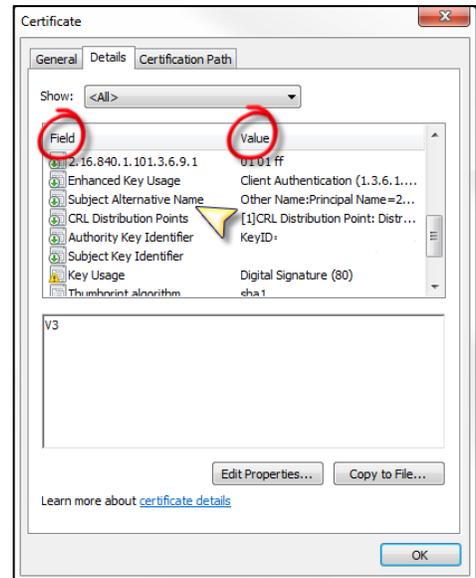


In the “Show:” drop down field, make sure the value listed is “<All>”. If it is not, use the drop down arrow to change it.



10. In the list that has “Field” in one column and “Value” in the other, find and click on the “Field” labeled “Subject Alternative Name.” The details of the value will be shown in the box below the “Field” and “Value” columns.

11. The certificate necessary for the smartcard login should have a field “Other Name:” followed by numerous characters then a set of several numbers and letters in pairs that begins with “= 04 19 d2”. If this is true, then, you have selected the correct certificate. If not, you will need to check the other certificates on your smartcard.

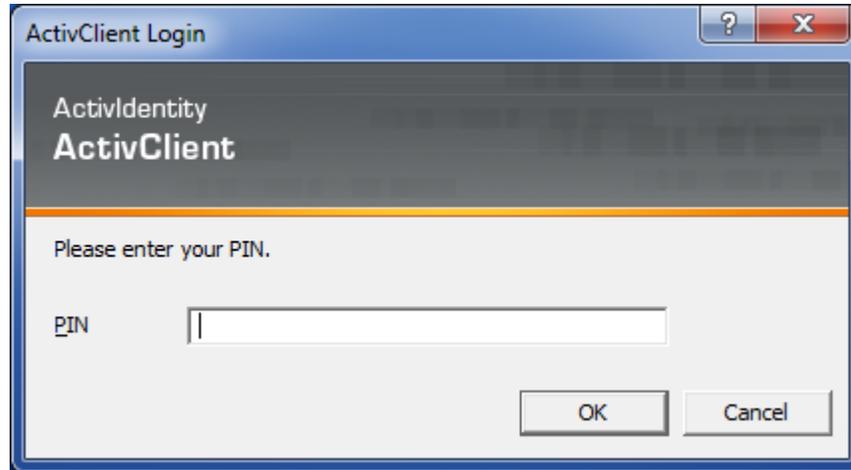


12. Click the “OK” button to close the screen.

13. If you have selected the correct certificate in step 12, then click the “OK” button on the “Select a Certificate” screen. If not, start again at step 8 with another certificate. (If you choose the wrong certificate, you may get a screen similar to the one below.)



14. Next, you may receive a login screen asking for you to “enter your PIN.” Enter the PIN for your smartcard and click the “OK” button. *(If you are not prompted to enter your PIN, then the browser has stored your PIN temporarily and it is not required. This will occur if you have not recently removed your smartcard – skip to Step18.)*



15. If you enter an invalid PIN, you will receive an error message similar to the one below. The number of incorrect attempts allowed may vary based on your Agency, your smartcard and the software installed.



16. If you receive this error, click on the “Retry” button and repeat Step 5. *(If you have forgotten your PIN, you will need to contact someone in your agency to reset your PIN. This must be done in person and is usually done at the same location where you received your card and first entered your PIN.)*
17. Once the certificate has been selected, the system will process the information on the card and determine if the card is valid and if it has been registered with a user account. This process may take up to a minute to complete. If it has not been registered, it will need to be registered only the first time it is used to login to the system. Follow the instructions below under “**Register Your Smartcard.**”



18. Once the card has been registered in the system, the system will validate the smartcard and the user account. If both are valid, the system will show the Dashboard page as if you logged in with your username/password. If one or both are invalid, a message will be displayed. *(Remember: If there is an issue with the smartcard itself, but your system account is valid, you may login to the system with your username/password credentials.)*

Register Your Smartcard:

1. Once your card has been read, the system will determine if the smartcard has been registered to an existing user account. If it has not, the registration page will be displayed.
2. Enter the same credentials (email and password) that you used when your account was created for USA Performance. Then, click the “Register” button. *(If you have forgotten your password, you can click on the “Forgot Password” button to get the reset password screen.)*
3. If the message returns that the “information entered is invalid”, then try again. *(If you cannot remember your password, please click on the “Forgot Password” button.)*
4. If the registration is successful, the page will display the message “Your Smart Card has been successfully registered with your account.”
5. You will need to return to the login page and click the “Log on with your Smartcard” button again to login with your smartcard. This is necessary since the smartcard did not have an account related to it and could not log you in until the user account was registered with the smart card. The registration will only occur the first time you log in to the system with your smartcard unless your smartcard certificate has changed or been reissued.
6. For subsequent logins with your smartcard, simply follow steps under “Login:” You will not be able to register your card again and you will not see the registration page. *(Registration only occurs once per user.)*

