

# **PIV Quick Start**

This document was created for Employee Express (EEX) to assist users with PIV logins.

### Login

This is a concise guide for users and it expects that various pre-requisites at an agency and user level have been met. Further technical information and pre-requisites are available in the EEX PIV Guide.

- 1. Open a web browser and go to the login page for Employee Express.
- 2. Insert your PIV card into the card reader (if it is not already inserted).



- 3. Wait for the card to be read light will stop blinking and show a steady light. *If the light does not come on, try to reconnect your card reader or take the PIV card out and reinsert it.* For further information, contact your agency's technical support team.
- 4. Click on the EEX button "Log in with your PIV Smartcard".





- 5. The card reader light may blink while your card is being read. *If it does not blink, the browser may have your card details stored in memory.*
- 6. If you are prompted with a Windows Security screen as shown below, continue with the below steps. Otherwise, skip this step and continue with step 7. (This screen may show up as an additional security step for Windows 7 users.)



- a. Select the option "I want to complete this action by entering my credentials on the authentic Windows logon screen."
- b. Press the three keys (Control, Alt and Delete) down at the same time.



7. You may receive a screen (as shown below) asking to select a certificate. You **must** select the **authentication** certificate to log into EEX. *If you do not see this screen, skip to step 16.* 

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*Most PIV cards contain at least 2 certificates – a signing certificate (used to sign digital documents and emails) and an authentication certificate (for accessing websites).* Read the following steps to select the **authentication** certificate.

(If you have used your certificate for EEX during the same day, the browser may have stored this information in memory and this screen may not appear.)

Windows Security	
Select a Ce	rtificate
	U.S Issuer: Entrust Managed Services SS Valid From: 3/2/2012 to 3/1/2015 Click here to view certificate prope
	U.S Issuer: Entrust Managed Services SS Valid From: 3/2/2012 to 3/1/2015
	OK Cancel

Select Certificate Screen – Chrome on Windows 7

### Select Certificate Screen – Chrome on Windows 10

ubject	Issuer	Serial	
	Entrust		
	Entrust		



ndows Security	
elect a Certificate	
Governi Authent Issuer: Ent CA Valid From <u>Click here</u> properties	U.S. ent PIV ation st Managed Services SSP 11/30/2016 to 11/29/2019 view certificate
Governi Signatu Issuer: Enti CA Valid From	U.S. ent Digital st Managed Services SSP 11/30/2016 to 11/29/2019

- 8. The <u>authentication</u> certificate must be selected to login to EEX with a PIV card. The authentication certificate may not be clearly marked. The certificate properties or details can be used to find and select the correct certificate.
- 9. View the properties or details of the certificate by clicking on the link/button labeled "Click here to view certificate properties" (Internet Explorer) or "Certificate Information" (Chrome). The Certificate Details screen will open. (*The information on this screen will help you to determine which certificate should be selected.*)

Windows Security		
Select a Cer	tificate	
	U.S Issuer: Entrust Managed Services SS Valid From: 3/2/2012 to 3/1/2015 <u>Click here to view certificate prope</u> U.S Issuer: Entrust Managed Services SS Valid From: 3/2/2012 to 3/1/2015	
	OK Cancel	]

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Select a certificate	×
Select a certificate to authenticate yourself	to usaptest.opm.gov:443
(Entrust)	
(Entrust)	
Certificate information	OK Cancel

10. The certificate information or properties will open and display basic information for the certificate. Review the information in the "This certificate is intended for the following purpose(s):" and look for the policy number. This number appears as several numbers separated by periods. The authentication certificate will have a policy that ends in ".8", ".12" or ".13" based on your agency (as shown below). This is the correct certificate.

The incorrect certificate to select is the digital signature certificate that will have a policy that ends in ".7".

*Note:* You must log in using the *authentication* certificate. You will not gain access to EEX and you will receive an error if you try to log in using the email/digital signature certificate.



Certificate
General Details Certification Path
Certificate Information
This certificate is intended for the following purpose(s):
<ul> <li>2. 16.840. 1. 10 1.3.2. 1.3. 13</li> <li>All application policies</li> </ul>
Issued to:
Issued by: Entrust Managed Services SSP CA
Valid from 3/2/2012 to 3/1/2015
You have a private key that corresponds to this certificate.
Issuer Statement
ОК

- 11. If this is the authentication certificate (policy ends in ".8", ".12" or ".13"), exit the certificate information screen by clicking the OK button. Continue to step 16.
- 12. If this is the digital certificate (policy ends in ".7"), exit the certificate information screen by clicking the OK button. Then, select another certificate to view the details. Follow steps 9 11 to check if a certificate is the authentication certificate.
- 13. (Optional): The following additional steps are only necessary if you need to confirm if the certificate is the authentication certificate.
  - a. With the Certificate screen open, select the "Details" tab.



Certificate	X
General Details Certification Path	-
This certificate is intended for the following purpose(s): • 2.16.840.1.101.3.2.1.3.13 • All application policies	
Issued to: Issued by: Entrust Managed Services SSP CA	-
Valid from 3/ 2/ 2012 to 3/ 1/ 2015 P You have a private key that corresponds to this certificate.	
Learn more about tertificates	t
ок	

b. 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.





c. Find and click on the "Field" labeled "Enhanced Key Usage". Only the authentication certificate will have this field. The incorrect certificate(s) will only have a "Key Usage" field. The details of the selected value will be shown in the box (as shown below).

Field	Value	٠
2.16.840.1.101.3.6.9.1	0101ff	
🛐 Enhanced Key Usage	Client Authentication (1.3.6.1	
🛐 Subject Alternative Name	Other Name:Principal Name=2	
🐻 CRL Distribution Points	[1]CRL Distribution Point: Distr	
authority Key Identifier	KeyID=d3 ce e7 5b 89 a7 cd 6	Ξ
🐻 Subject Key Identifier	f9 df 8a f9 cc 7e 77 18 c2 6b 6	
🐻 Key Usage	Digital Signature (80)	
Thumborint algorithm	sha1	Ŧ
		_

Client Authentication (1.3.6.1.5.7.3.2) Smart Card Logon (1.3.6.1.4.1.311.20.2.2) Any Purpose (2.5.29.37.0)

- d. The authentication certificate will contain an "Enhanced Key Usage" of either "Client Authentication" or "Smart Card Logon" (as shown above).
- e. The digital certificate will contain a value of "Digital Signature, Non-Repudiation" or similar text.



ertificate	X	
General Details Certification Path		
Show: <all></all>	<b>_</b>	
Field	Value 🔺	
Certificate Policies	[1]Certificate Policy:Policy Ide [1]Authority Info Access: Acc REC822 Name=kenneth fortu	
CRL Distribution Points	[1]CRL Distribution Point: Distr KeyID=d3 ce e7 5b 89 a7 cd 6	
E Subject Key Identifier	Digital Signature, Non-Repudia	
Thumborint algorithm	sha1	
Digital Signature, Non-Repudiation	(c0)	
Edit Properties Copy to File		
	OK	

- 14. Click the "OK" button to close the screen.
- 15. If this is the authentication certificate, exit the certificate information screen by clicking the OK button. Then, with the certificate still selected, click the OK button on the "Select a Certificate" screen.
- 16. Enter the PIN for your PIV card if you receive a screen asking to enter your PIN. Click the "OK" button.

(If you have used your certificate for EEX during the same day, the browser may have stored this information in memory and the screen may not appear. Continue to step 19.)



ActivClient Login	? ×
ActivIdentity ActivClient	
Please enter your PIN.	
<u>ein</u>	
	OK Cancel

17. 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.

1	ActivClient Error Found
	Problem Encountered The PIN you entered is incorrect. You have 5 PIN attempts left before your smart card will lock. Once the card is locked, you cannot use it until unlocked with the help of your help desk.
	<u>C</u> ancel

18. If you receive this error, click on the "Retry" button and enter your PIN again.

(If you have forgotten your PIN, please contact your agency's help desk to reset your PIN. This is not something that the EEX help desk can assist you with. This must be done in person at your agency and is usually done at the same location where you received your card and initially entered your PIN.)

19. Once the certificate has been selected, EEX will process the information on the card and determine if the card is valid and if it has been registered with a user account. <u>This process may take up to a minute to complete.</u>

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If your PIV card has not been registered or linked to your EEX user account, it will need to be registered the first time you login to EEX with your PIV. Follow the instructions below under "**PIV Card Self-Registration**".

20. Once the card has been registered in EEX, it will validate the smartcard and the user account. If both are valid, the EEX will allow access. If one or both are invalid, a message will be displayed.

(Remember: If there is an issue with the smartcard itself, but your EEX account is valid, you may login to EEX with your username/password credentials.)



## **PIV Card Self-Registration**

The below steps are completed by a user once<sup>\*</sup> for EEX upon the initial PIV login. EEX will only allow one (1) PIV card registered per user account. Once your smartcard has been read, EEX will determine if the card has been registered to your user account. If this is the first time using EEX with your PIV card, the registration page will be displayed. If the card is registered and your EEX user account is valid, you should gain access to EEX.

1. Enter your login ID and password that you use to login to EEX and click on the "Register" button. (*Request the login ID or password through EEX if necessary.*)

Smart Card Registration	
Register Smart Card	
Please register your Smart Card by completing the following account information and then click Register.	
Login ID:	
	Show Login ID
E	oraot Login ID
Password:	
For	got Password
Register	

- 2. If a message indicates an error with the login ID or password, make sure they are correct and try again. If a message indicates a PIV error, make sure the card is inserted properly into the card reader. If you continue to experience a PIV error, contact your agency's help desk or IT support team. You may also review the EEX PIV Troubleshooting guide for help.
- 3. A successful PIV registration will display a success message.
- 4. Return to the EEX login page and login with your PIV card. Now that your card has been successfully registered, you should have access to EEX with your PIV card.
- 5. Follow the steps under "Login" for future logins with your smartcard. You will not see the registration page again for EEX if your registration was successful.

\* If a user receives a new card and the previously registered unique values on the card change, then a user may need to repeat the registration process after the initial registration is removed by an EEX administrator.