## Quick Reference Guide PIV Card Authentication Help

## What to do if you have PIV card certificate problems

If you receive the "*Invalid or expired certificate*" or the "*Missing certificate*" messages you need to clear the SSL cache using the **Clear SSL state** button and find the appropriate certificate using the instructions below.

Invalid or expired certificate. Check that your certificate is valid and up-to-date, and try again.
Please sign in to begin your secure session.
Missing certificate. Check that your certificate is valid and up-to-date, and try again.
Please sign in to begin your secure session.

## How to Clear SSL State

- 1. Clearing the SSL Certificate state can be done multiple ways:
  - a. If using Internet Explorer, close and restart the browser or reboot the computer.
  - b. The certificate SSL cache can also be cleared through the "Internet Options" screen using one of the following methods:
    - i. Internet Explorer: select Tools >> Internet options >> Content tab
    - ii. Computer: Start >> Settings gear >> Network & Internet >> Status >> Network and Sharing Center >> Internet Options >> Content tab
    - iii. Computer: Search Windows icon >> Enter "Internet Options" >> Content tab

Internet Options					?	$\times$
General Securit	y Privacy	Content	Connections	Programs	Advan	ced
Use Use	cerdificates	for encrypt	ed connections	and identif	ication.	
Clear SS	L state	Certi	ficates	Publishe	ers	
AutoComplete						- 1
Auto on v for y	Complete s vebpages ar vou.	tores previe nd suggests	matches	Setting	gs	
Feeds and Web	Slices					
Feed cont read prog	ds and Web ent from we in Internet rams.	Slices provi obsites that Explorer an	ide updated can be nd other	Setting	gs	
	SSL Cach	e Cleared	Successfully			$\times$
	1	The SSL	cache was su	ccessfully o	leared.	
					ОК	

iv. Restart your browser and repeat the Remote Access Sign-On process.

## How to find the appropriate Certificate

1. In the Windows Security screen, select **More choices** to expand the list of available certificates. Only select "OK" if the certificate shows "Login".



2. If there are multiple certificates, select your *Login* certificate, then select "OK". If the Login certificate is not available or does not work, proceed to step 3.



3. If the Login certificate is not available, select and highlight a certificate, then select **Click here** to view certificate properties to find the appropriate certificate.

Windows	Security		$\times$
Select	a Certificate		
Site rem	oteworkplace.epa.gov	needs your credentials:	
E	Login -		
	Issuer: Entrust Manag	ed Services SSP CA	
	Valid From: 6/14/2018	3 to 6/13/2021	
<	Click here to view cert	tificate properties	
More ch	oices		
	Sign - Issuer: Entrust Mana Valid From: 6/14/201	ged Services SSP CA 18 to 6/13/2021	
	Login - Issuer: Entrust Mana Valid From: 6/14/201	ged Services SSP CA 18 to 6/13/2021	<b>~</b>
1000	OK	Cancel	
	<u>OK</u>	Cancer	

4. In the Certificate Details window select the **Details** tab. The correct certificate will have "Smart Card Logon" in the "Enhanced Key Usage" field. If not, choose another certificate and repeat the view certificate process to find the appropriate certificate.

	ficate De	tails		8
General	Details	Certification Path		
Show:	<all></all>		~	
Field			Value	^
Pu	blic key		RSA (2048 Bits)	
Pu	blic key p	arameters	05 00	
En	hanced K	ey Usage	Client Authentication (1.3.6.1	
🕢 Ce	rtificate F	olicies	[1]Certificate Policy:Policy Ide	
3 2.	16.840.1.	101.3.6.9.1	010100	
Au Au	thority In	formation Access	[1]Authority Info Access: Acc	
J Su	bject Alte	rnative Name	Other Name:Principal Name=e	
- AND CR	I Distribu	ition Points	[1]CRI Distribution Point Distr	*
-				_
Client A Smart ( Any Pu	Authentica Card Logo Irpose (2.	ation (1.3.6.1.5.5. n (1.3.6.1.4.1.31) 5.29.37.0)	7.3.2) 1.20.2.2)	