

## 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.

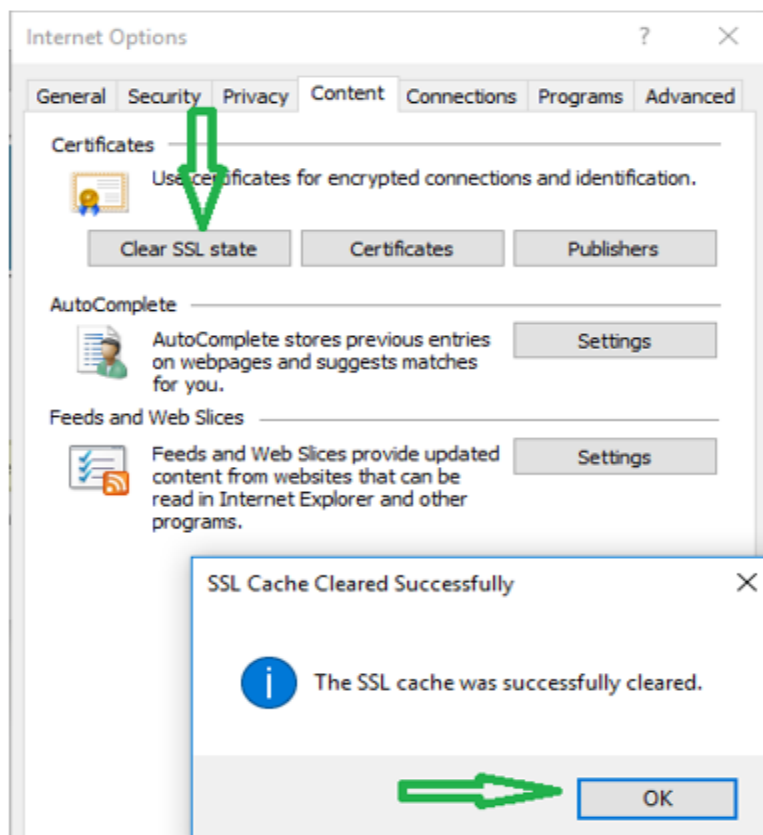
Please sign in to begin your secure session.

Missing certificate. Check that your certificate is valid and up-to-date, and try again.

Please sign in to begin your secure session.

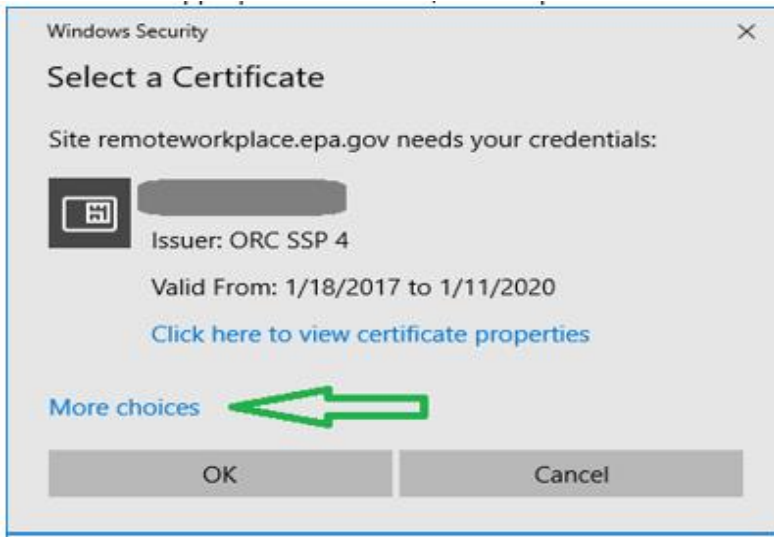
### How to Clear SSL State

1. From the browser, select Tools >> Internet options >> Content tab, select the **Clear SSL state** button.
2. Repeat the Remote Access Sign-On process.

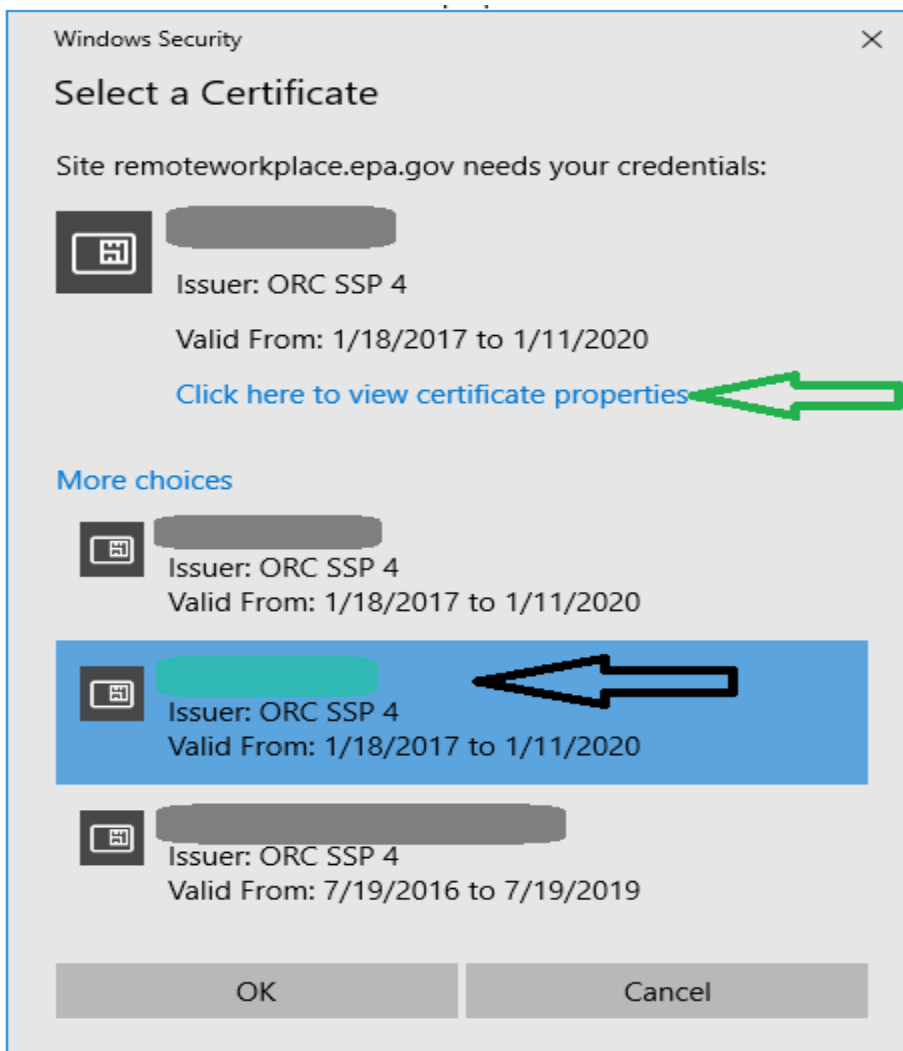


## How to find the appropriate Certificate

1. If you are required to Select a Certificate, click **More choices** to expand the list of available certificates.

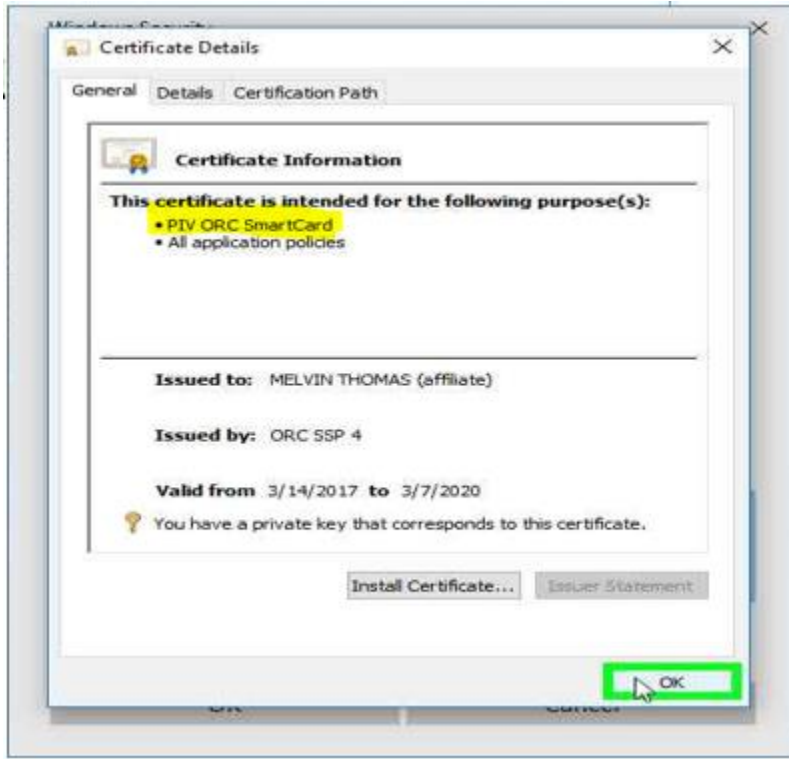


2. Select and highlight the **second certificate** with your name, then select **Click here to view certificate properties**



3. In the Certificate Details window select the **General** tab, the correct certificate will have “PIV ORC SmartCard” displayed. If not, repeat process and choose another certificate.

Click **OK** to exit.



4. Select the appropriate **Certificate** and click **OK** to continue with the remote access login process. If you are still experiencing problems, please contact your local help desk.

