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
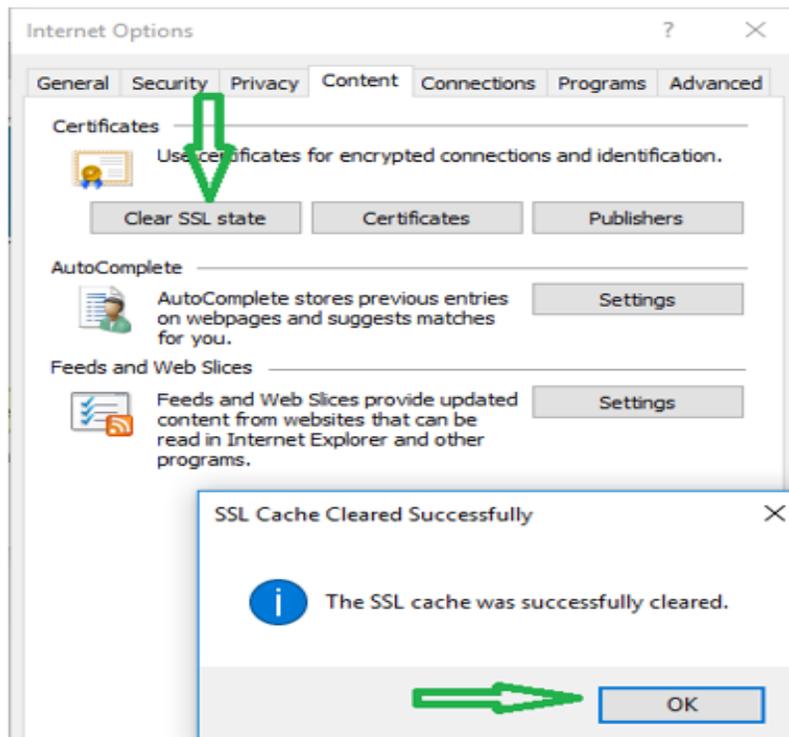

      iv. Restart your browser and repeat the Remote Access Sign-On process.
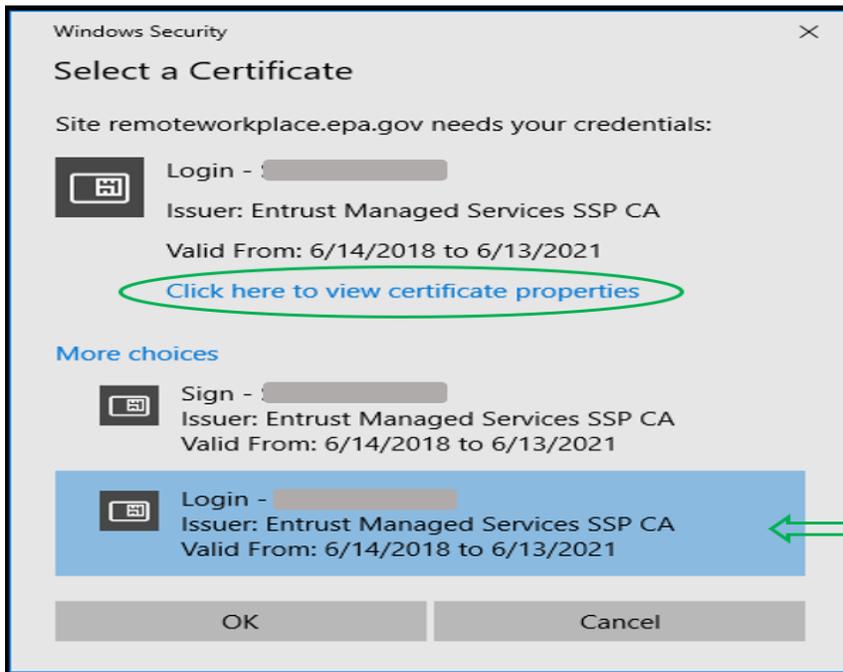
How to find the appropriate Certificate

1. In the Windows Security screen, select **More choices** to expand the list of available certificates. Only select "OK" if the certificate shows "Login".
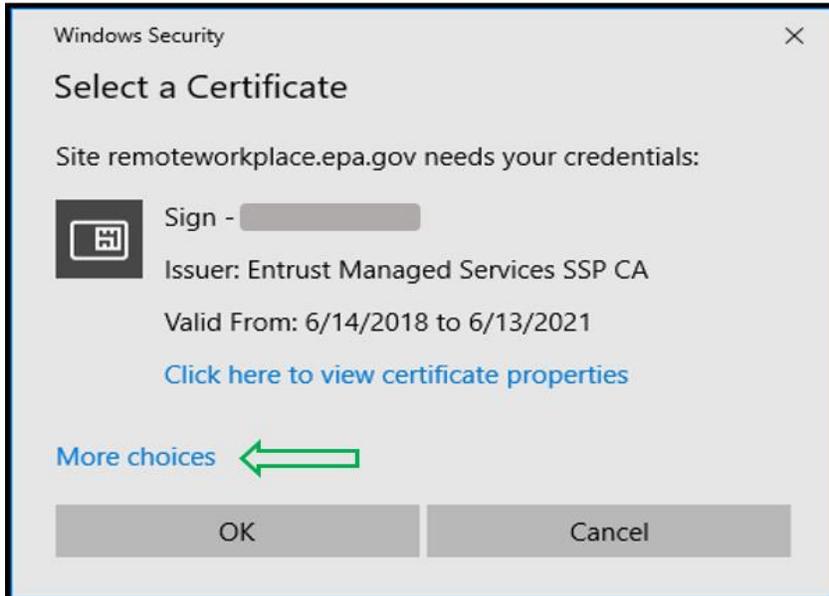
2. If there are multiple certificates, select your *Login* certificate, then select "OK". If the Login certificate is not available or does not work, proceed to step 3.
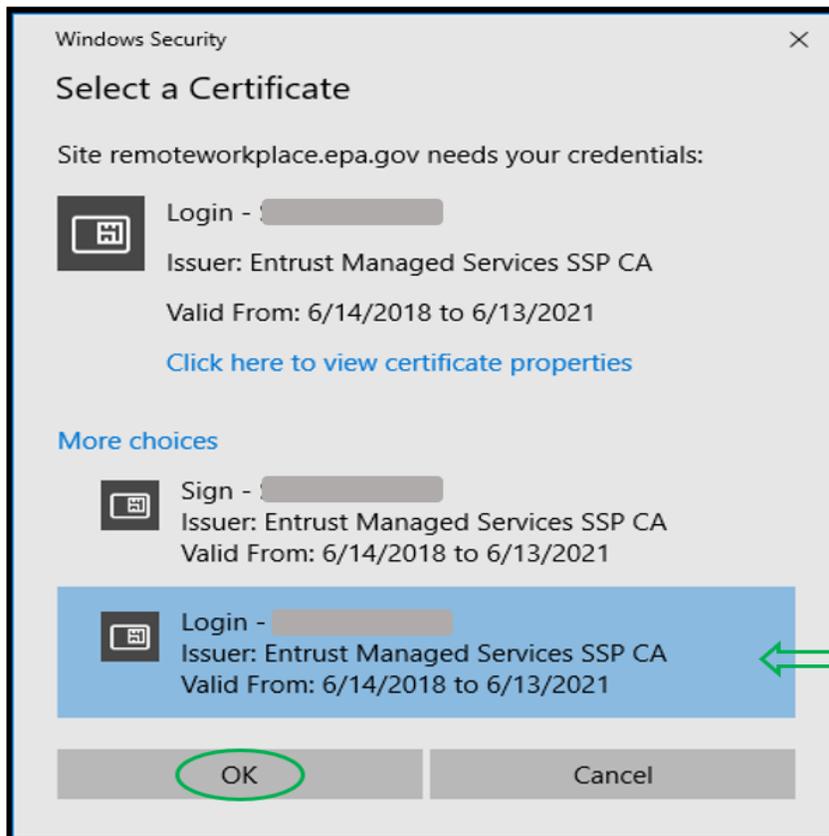
3. If the Login certificate is not available, select and highlight a certificate, then select **Click here to view certificate properties** to find the appropriate certificate.

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.