HOW TO DETERMINE WHAT DATE YOUR COMMON ACCESS CARD (CAC) WAS ISSUED

Step 1: Use your mouse to click on the upward facing chevron symbol

Step 2: left click on the Active Client Agent

Step 3: Select Open
Step 4: A new window appears and double click on My Personal Info

Step 5: A new window appears, Enter your pin
Step 6: This window appears and under the Cardholder Information Tab Then there is a data field labeled “Identification Card Issue Date”

NOTE: IF YOUR “IDENTIFICATION CARD ISSUE DATE” IS PRIOR TO 28 FEBRUARY 2018 YOU WILL NEED TO USE THE STEP-BY-STEP PROCESS TO UPLOAD A PIV ONTO YOUR CAC
- Open **Internet Explorer** and paste this URL into the Address Bar, and select “Sign In”

- [https://www.dmdc.osd.mil/self_service](https://www.dmdc.osd.mil/self_service)
- A new window labeled “ID Card Office Online” will open. Select “OK” to continue.
- Select “Login” with Common Access Card
- Please be sure to use the “Signature” or “DOD EMAIL” certificate or you may not be able to login.

- Enter your PIN when prompted then select “OK”.

![Certificate Properties Window]

- **Signature -** PFEIFERJOSHUA.LOUIS.
  - Issuer: DOD EMAIL CA-49
  - Valid From: 10/2/2018 to 10/2/2021

- **ID -** PFEIFERJOSHUA.LOUIS.
  - Issuer: DOD ID CA-49
  - Valid From: 10/2/2018 to 10/2/2021
- Select “Activate PIV Certificate”
- A new window appears with the title "Reading CAC for Activate PIV Certificate" - the options given are Proceed or Cancel, Select “PROCEED”.
- A window appears asking if you want to run this application? Select "RUN" - you will then be prompted to enter your PIN number.

- NOTE: Some users have to click inside the PIN box after entering each number of the PIN (i.e. if your pin is 123456 you would have to click inside the box, then enter 1, then click inside the box, then enter 2...)

Not everyone experiences this issue, but some do.

- Please be patient. This process can take several minutes. DO NOT REFRESH THE SCREEN OR CLICK THE BROWSER'S BACK BUTTON during the process.
- A window appear with the title “PIV Information” and you need to click "UPDATE CAC“. The system will then post the information to the Issuance Portal.
- Another JAVA window will appear, select “Run” - you will be prompted to enter your PIN once again, after entering, select “OK”
- If successful, you should get a message stating "Your CAC has been successfully Updated" - select HOME, then logout of milConnect.