

ATTENTION!
YOU'VE JUST BEEN ISSUED A NEW ID CARD

Your ID card, known as the Common Access Card (CAC), contains the Public Key Infrastructure (PKI) digital certificates you need to access workstations, unclassified networks, applications and restricted Web sites, to digitally sign forms, and to digitally sign, encrypt and decrypt e-mail messages.

To ensure your new certificates perform these functions properly, go to the Web site indicated below of this card, select the applicable option, and follow the instructions.

The Air Force, PKI System Program Office provides pertinent Information on PKI and simple instructions on how to enable your workstation to recognize and use the PKI certificates on your CAC, which are now automatically populated with your E-mail for Life (E4L) address (firstname.lastname@us.af.mil). Upon returning to your workstation, go to:

- AF PKI SPO Web site <https://afpki.lackland.af.mil>
- Select "**How to Set Up and Use PKI**"
- Choose the applicable option and complete the instructions.

If you encounter problems with your new certificates or these instructions, contact your local computer support personnel.
DO NOT CONTACT THE MPF

If you get an error message
"THIS PAGE CAN'T BE DISPLAYED"

- Make sure the web address <https://ara-4.csd.disa.mil> is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

This is because some computers work on a different script code for their internet explorers.

To fix this do the following:

- Click on your internet settings (gear icon)
- Click on Internet options
- Click on the Advanced Tab

Scroll all the way down until you see the following blocks under security:

- Use SSL 2.0
- Use SSL 3.0
- Use TLS 1.0
- Use TLS 1.1
- Use TLS 1.2

SSL 2.0 and SSL 3.0 and TLS 1.0 should already be checked. Uncheck SSL 2.0 and SSL 3.0 then check off TLS 1.1, and TLS 1.2. Hit Apply, then OK. You either refresh a tab with the one of the addresses already in it or you can open a new one and paste the address again:

<https://ara-3.csd.disa.mil/ara/Key>
<https://ara-4.csd.disa.mil/ara/Key>

Then just follow the rest of the steps from there. Once you're done make sure you go back to your internet options then settings, then the Advanced tab to uncheck the TLS 1.1 and 1.2 and check the SSL 2.0 and SSL 3.0. If anyone continues to have issues beyond this point you will need to either talk to your local IAO or call the Comm Focal Point. Hope this helps!

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