Guide to Linking Fiscal Service Single-Sign On (SSO) UserID to a SmartCard
Personal Identity Verification (PIV, PIV-I)
Common Access Card (CAC)
Contents

Introduction ................................................................................................................................................................................. 3
Instructions.................................................................................................................................................................................. 4
DoD Components - Pre-Steps .................................................................................................................................................... 4
Linking the SmartCard Credential to Fiscal Service Single-Sign On (SSO) UserID ................................................................. 4
Troubleshooting ........................................................................................................................................................................ 11
Verifying Certificates .................................................................................................................................................................. 11
Error Message: Credential is already linked to an SSO account ............................................................................................ 15
Error Message - “Can’t connect securely to this page” (TLS Error) ......................................................................................... 16
Error Message – “PIV Authentication Certificate is already active” ....................................................................................... 17
Error Message – “Unable to decode certificate” ..................................................................................................................... 17
The UserID listed as linked to my PIV/CAC credential in IBM Security Identity Manager (ISIM) is not correct ...................... 18
Summary ................................................................................................................................................................................... 18
Introduction

This guide outlines the steps for an agency user to enable the use of Personal Identity Verification (PIV, PIV-I) and Common Access Card (CAC) credentials. These steps must be completed to link your UserID to your PIV, PIV-I or CAC credential.

Note: The guide provides instructions utilizing Internet Explorer and is recommended to complete the process. Chrome and Firefox should provide the same results.

Users must have a Fiscal Service FSLDAP account with a username and password before starting the process. An account can be obtained by using the Fiscal Service Certificate Activation and Self Service (CASS) link https://piv.treasury.gov/cass/ and then clicking on “I do not have a Fiscal Service SSO account”. Fiscal Service CASS provides a secure, reliable and automated way to link a user’s Smartcard credential to their SSO account. However, if you already have an account, you will receive the following message: “Your credential has already been linked to an SSO account. Your access should already be in place.” For additional assistance call the Fiscal Service Help Desk at 304-480-7777.

Once the SmartCard credentials are linked to a Fiscal Service Single-Sign On (SSO), the SmartCard may be used to access Fiscal Service applications that support two-factor authentication. You may go to https://piv.treasury.gov if you feel that your card is already linked to SSO.

Note: Users will need to continue to maintain their password for their UserID. As a reminder, users will be notified via email when the password is close to the 120 day expiration date.

The Certificate’s Subject, Principal Name and other values are populated to the user’s container on the appropriate Fiscal Service Identity/SSO Account. Once the SmartCard credential is linked, the user is notified via email.

Note: Only one account can be linked to your SmartCard per environment (QA and Production). If you use a different UserID in QA-Current (QA-C) and QA-Future (QA-F), only one of the UserIDs can be linked to your SmartCard. Contact the Treasury Support Center if you have more than one UserID in the QA environment.

Please contact your IT Service Help Desk for assistance in the instance any issues occur following these instructions. If issues persist, contact the appropriate help desk below for assistance.

Fiscal Accounting (GWA): 877-440-9476  
Do Not Pay (DNP): 855-837-4391  
Treasury Check Information System (TCIS): 855-838-0743
Instructions

*DoD please see review the pre-steps below before linking your smartcard.
*All other agencies proceed to “Linking the SmartCard Credential to Fiscal Service Single-Sign On (SSO) UserID section.

DoD Components - Pre-Steps

DoD credentials have been targeted for updates by DMDC to enable all users to access the PIV Authentication certificate on the CAC. If your credential has not been updated since December 2018, you may need to perform an update to your credential. The following memo provides some information and background:

To activate your PIV-Auth certificate on your CAC:

2. Prior to authenticating, check that your system meets any system requirement notifications (e.g. Java version) listed as impacting PIV activation at the top of the home page.
3. Sign in to the portal using your CAC ID certificate (do not select your EMAIL certificate).
4. Once authenticated, select the Activate PIV certificate option and follow the instructions to activate.

If you experience issues with the PIV activation process, contact the DMDC Support Center (DSC) at (800) 477-8227.

Linking the SmartCard Credential to Fiscal Service Single-Sign On (SSO) UserID

1. Remove all physical certificate-based credentials from the workstation (e.g. hard tokens, USB-based certificate credentials).
2. Insert PIV card into the cardreader.
   PREPROD - https://accpiv.treasury.gov/cass/
4. The Windows Security box will display and prompt the user to select the appropriate certificate. Choose the correct certificate used for authentication and enter the associated PIN for that credential.
5. If multiple certificates selections are available and the user is unsure about which certificate to choose, complete the following:

   a) Click on “Click here to view certificate properties”.
b) The Certificate Details window will open. Click on **Details** tab.

c) The Details tab will display. Scroll down and select the **Enhanced Key Usage** option as shown below. The user will know if this is the correct certificate to use when a “**Client Authentication**” is shown within lower display window.

6. A **PIN** prompt will display once the correct certificate has been chosen. User will enter PIN for the SmartCard.
7. Within the CASS screen, choose the hyperlink for “I need to link my PIV or PIV-I cert to an existing Fiscal Service SSO account”. *This is the same link for CAC cards*

8. CASS will prompt for the Fiscal Service Single-SignOn (SSO) UserID and Password used to access Fiscal Service applications. Enter the appropriate credentials and click Submit.
9. Once the user has logged into CASS, the “Your request has been submitted successfully” message will display. A subsequent email will be sent to the user’s email address that is saved within the Fiscal Service SSO contact profile. The email will contain “Treasury Fiscal Service SSO Certificate Activation Notification” in the subject line of the email.

10. Once the email has been received, you may now attempt to log into your Fiscal Service Application using your PIV/CAC card.
Troubleshooting

Verifying Certificates

In Internet Explorer, go to Tools > Internet Options.

1. Select the Content Tab > Certificates.

2. Search for your certificate with the following Certificate intended purposes:
   “Client Authentication, Smart Card Logon”.
Note: Several certificates with this intended purpose may exist. Be sure to identify the certificate that is not expired.

3. Double click on the certificate.

4. Select the Details tab > highlight Enhanced Key Usage > click Edit Properties...

5. Type in a friendly name, such as “Your Name Smart Card” or “PIV Auth”.

Revision Date: 2020-1-21
6. Click **Apply**, then **OK**.

7. Click **OK** in the Certificate window.

8. Click **Close** in the Certificate window.
9. Click **Clear SSL state**.

10. A pop up will display stating SSL Cache Cleared Successfully, click OK

11. Click **OK** to close Internet Options window.
Error Message: Credential is already linked to an SSO account

1. Place your PIV or CAC credential into the card reader
3. Click the PIV Card or iKey box

4. Select a certificate with the friendly name entered in Step 6 from Identifying Smart Card Certificate, click OK, then enter a PIN

   Example:

5. Click Home if you are not directed to this screen

6. Select View or Change Account within the My Access section
7. Identify the User ID is listed as linked to your PIV or CAC credential

![IBMSecurityIdentifier.png](attachment:IBMSecurityIdentifier.png)

Error Message - “Can’t connect securely to this page” (TLS Error)

If you receive “Can’t connect securely to this page due to outdated or unsafe TLS security settings.

![Can't connect securely to this page.png](attachment:Can't%20connect%20securely%20to%20this%20page.png)

Can’t connect securely to this page

This might be because the site uses outdated or unsafe TLS security settings. If this keeps happening, try contacting the website’s owner.

Try this:

* Go back to the last page

Verify the TLS settings

Internet Browser Menu bar – select Tools - > select Internet Options - > select Advanced (tab)

Scroll down to the TLS options are listed. Confirm TLS 1.2 is enabled.

If TLS 1.2 is not enabled, contact your IT Service Help Desk for additional assistance.
Error Message – “PIV Authentication Certificate is already active”

Error Message – “Unable to decode certificate”
The UserID listed as linked to my PIV/CAC credential in IBM Security Identity Manager (ISIM) is not correct

1. Send an email to itservicedesk@fiscal.treasury.gov requesting to remove a UserID linked to your PIV or CAC credential. Be sure to include the User ID that needs to be removed, AND the ISIM environment the User ID is in (e.g., ISIM preproduction or production).
2. Once confirmation is received that the User ID has been removed, go back through the Linking the SmartCard Credential to Fiscal Service Single-Sign On (SSO) UserID steps starting on page 4 of this guide.

Summary

Please contact your IT Service Help Desk for assistance if any other issues arise while attempting to link your card. If the issue cannot be resolved or additional questions arise during the process, please contact the appropriate help desk below.

Fiscal Accounting (GWA): 877-440-9476
Do Not Pay (DNP): 855-837-4391
Treasury Check Information System (TCIS): 855-838-0743