Using Smart Cards
with
NIH Login

I. Smart card logon using Internet Explorer (IE 8) with Windows XP and Vista

Step 1   At the *NIH Login* window, insert your smart card into the card reader and click on **Log in**.   Do NOT remove your smart card until after you have successfully authenticated to the application (Step 8).

Step 2   If you receive an "Access Denied" message, refer to Section IV to confirm your smart card reader and software is properly installed, otherwise proceed to Step 3.
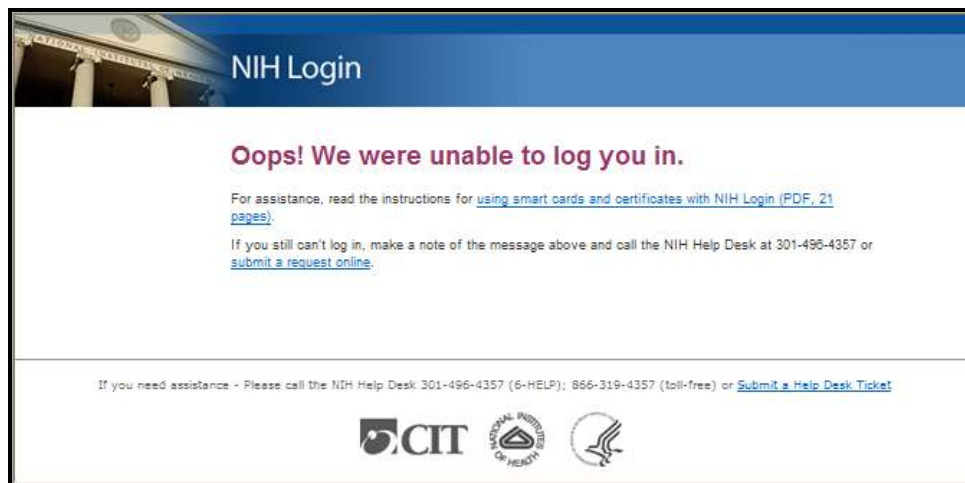

After an *Access Denied* error, you may need to reset your browser before attempting a new logon. See Section V, Part A for details.

Step 3   If the *Choose a digital certificate* pop-up window appears, follow the steps below. Otherwise proceed to Step 7.

Step 4   The *Choose a digital certificate* pop-up window is asking you to select the certificate that should be used for smart card logon. To determine which certificate to select, first highlight the top certificate by clicking on the Name field associated with that certificate, then click on **View Certificate…**

Step 5   The *Certificate* pop-up window will be displayed. Look at the text below the line that says *This certificate is intended for the following purpose(s)*. If one of those purposes is "*Smart card Logon*", then this is the certificate that you want. Otherwise, repeat Step 4 for each certificate on the list until you determine which one is used for Smart card Login. Click **OK** to close this window.
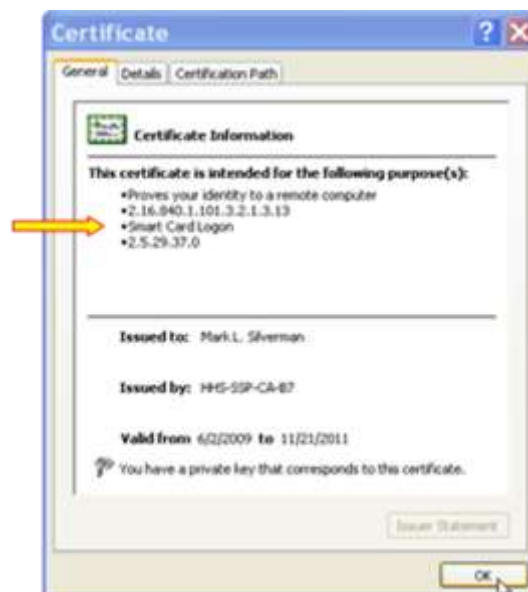
Step 6   Highlight the certificate used for Smart card Login (see Step 4 above), by clicking on the Name field associated with that certificate, then click **OK**.

> **Note**: Once you determine which certificate is used for Smart card Login, it should always appear in the same location in the Choose a digital certificate list (i.e., if it was the top certificate, it will always be the top certificate; if it was the second certificate, it will always be the second certificate).

Step 7   If the *ActivClient Login* in pop-up window appears, enter the PIN associated with your smart card and then click **OK**. Otherwise, proceed to Step 8.

> **Note**:   If you recently entered your PIN (e.g., within the past few minutes), the system may have remembered your PIN and bypassed this step.

⚠️ If you entered an incorrect PIN the *ActivClient Error Found* pop-up window will appear, click **Retry** which will return you to Step 7 where you can then re-enter the correct PIN
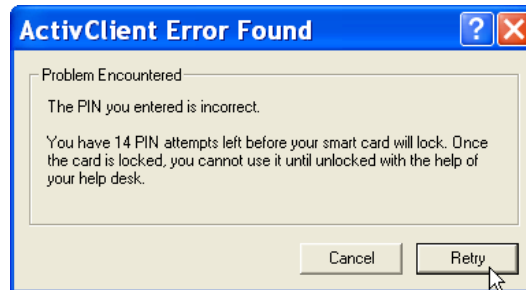
Note: If you click **Cancel**, IE will fail with the message *Internet Explorer cannot display the webpage* and you will not be granted access to the application.

Step 8 Congratulations! You should now be authenticated to your application.

II.   Smart card logon using Firefox (3.0.13) with Windows XP and Vista

Step 1   At the NIH Login window, insert your smart card into the card reader and click on **Log in**. Do NOT remove your smart card until after you have successfully authenticated to the application (Step 6).

Step 2   If you receive an "Access Denied" message, refer to Section IV to confirm your smart card reader and software is properly installed, otherwise proceed to Step 3.
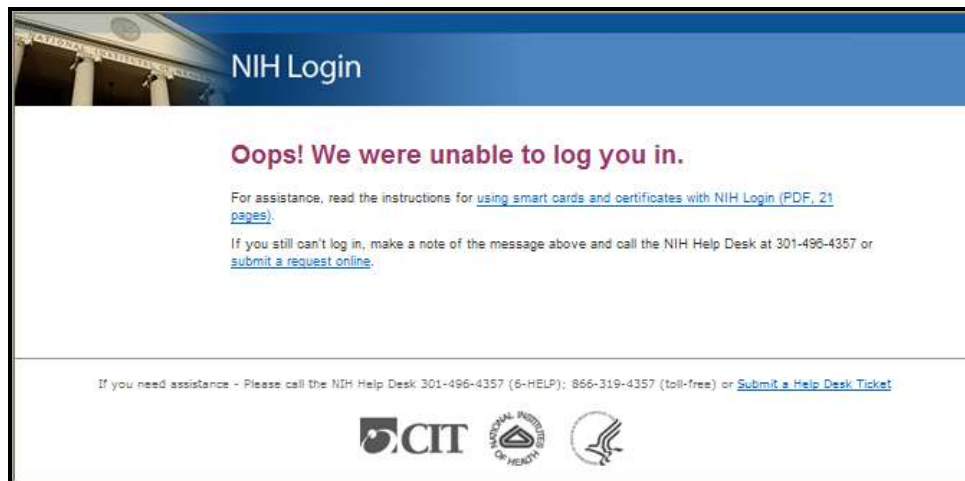
⚠️   After an *Access Denied* error, you may need to reset your browser before attempting a new logon. See Section V, Part B for details.

Step 3   If the *Password Required* pop-up window appears, enter the PIN associated with your smart card, then click **OK**. Otherwise, proceed to Step 5.

⚠   If you entered an incorrect PIN, the *Password Required* pop-up window will reappear so that you can then enter the correct PIN.   Even if you click Cancel, this pop-up window will be repeated multiple times until an *Access Denied* message is displayed.

Note: If you recently entered your PIN (e.g., within the past few minutes), they system may have remembered your PIN and bypassed this step.

Step 4   If you receive an "Access Denied" message, refer to Section III to confirm that Firefox is properly configured, otherwise proceed to Step 5.
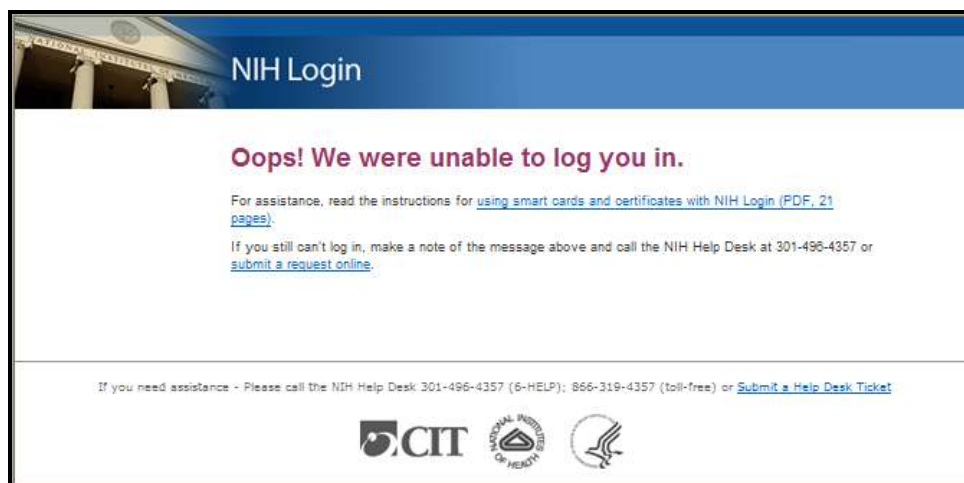
Step 5   If the *User Identification Request* pop-up window appears, use the drop down menu to select your *U.S. Government PIV Authentication Key*, and then click **OK**.

Note: To bypass this screen in the future, please refer to Section III for instructions on how to have Firefox automatically select your authentication certificate (Part B, Step 2).

Step 6   Congratulations! You should now be authenticated to your application.

III. Set-up Firefox for Smart card Logon with Windows XP and Vista

A. Obtain certificate files from iSDP website

Step 1   Create a folder called "Certificates" on your desktop. Download the certs_ai.zip file from: https://isdp.nih.gov/openaccess/ai/certs_ai.zip. When the *File Download* pop-up window appears, click the **Open** button.

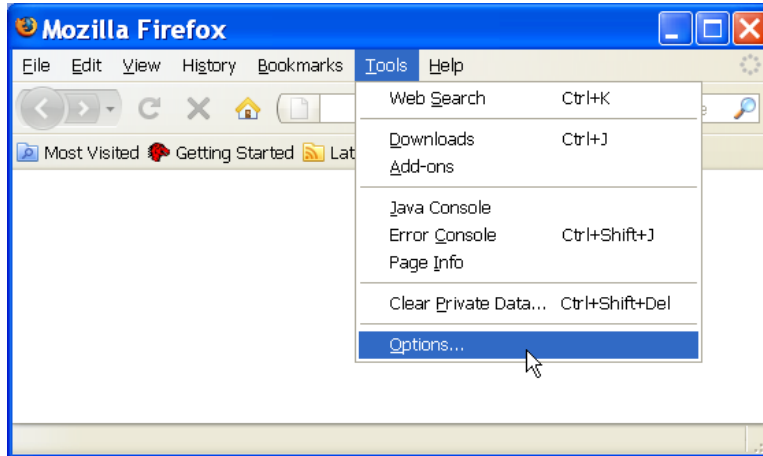Step 2   When the *WinZip – certs_ai[1].zip* pop-up window appears, click on the **Extract** icon.

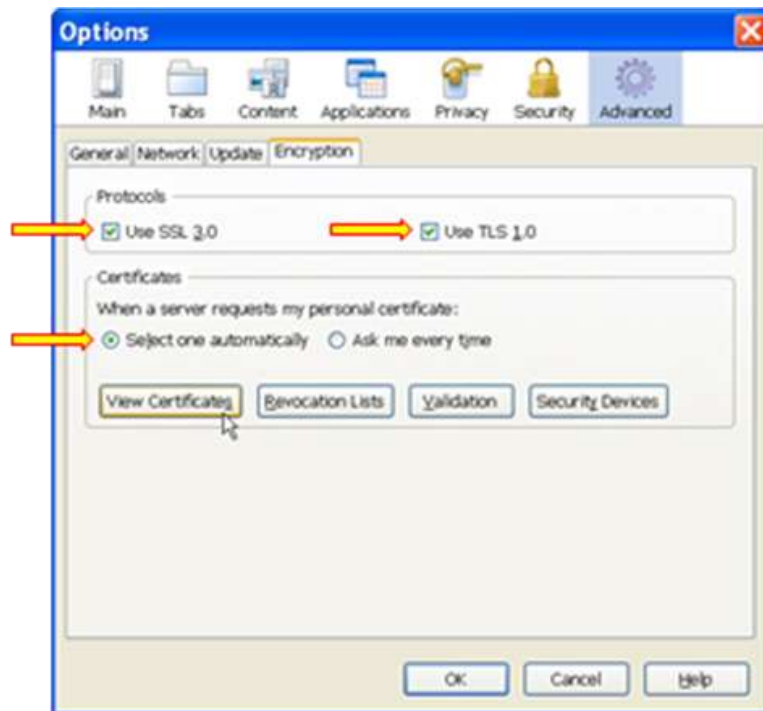Step 3   When the *Extract…* pop-up window appears, click on **Extract.**
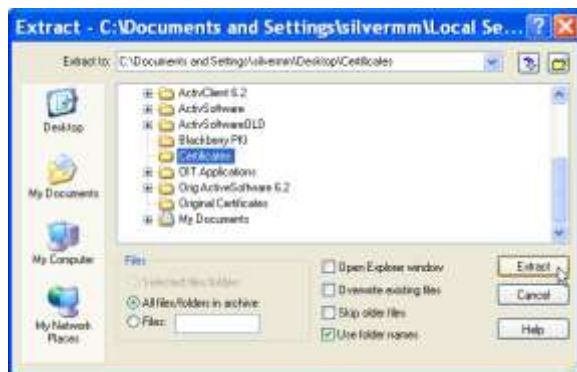
B. Configure Firefox (3.0.13)

Step 1 Insert your smart card into the card reader, then open Firefox and select **Tools**, then **Options…**

Step 2 When the *Options* pop-up window appears, click on the **Advanced** icon; then make sure both **Use SSL 3.0** and **Use TLS 1.0** Protocols check boxes are checked and that the **Select one automatically** radio button is checked; then click on **View Certificates**.

Step 3　When the *Certificate Manager* pop-up window appears, click on the **Your Certifcates** tab. If you see at least 4 certificates associated with the *ActivIdentity ActivClient* Security Device (3 of which are issued to you) click **OK** and proceed to Step 4.


If the *Your Certificates* screen is empty, or does not contain 4 certificates associated with the *ActivIdentity ActivClient* Security Device, you will need to submit a NIH Help Desk ticket (http://ithelpdesk.nih.gov/support/) to have your ActivClient software installed or re-installed (if Firefox was not installed on your computer at the time ActivClient was initially installed. Refer to Section IV for more information on how to confirm that your smart card reader and software was properly installed.

Step 4   Click on the **Authorities** tab then click on **Import…**
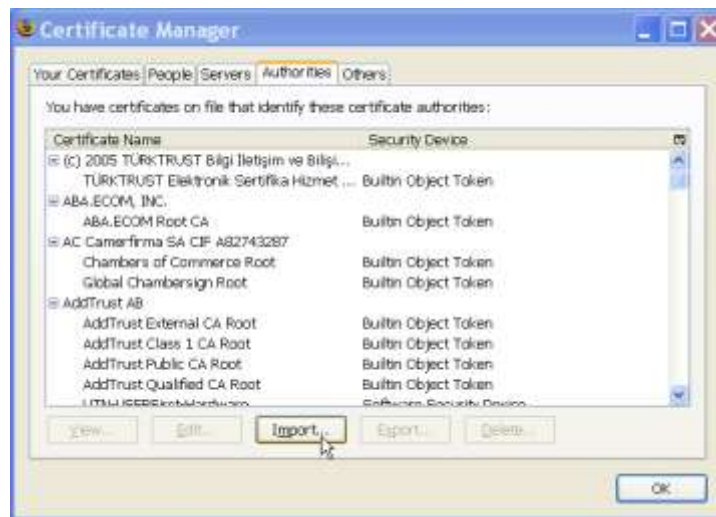
Step 5   When the *Select File containing CA certificate(s) to import* pop-up
window appears, use the Look in: drop down menu to browse to the
folder you created in Step x, then click on the first certificate file
(**Betrusted-SSP-CA-A1.cer**), and then click **Open**.
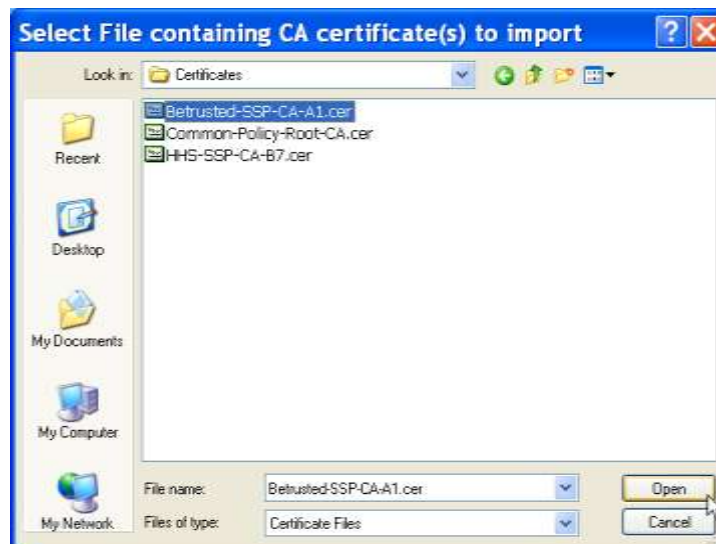
Step 6   When the *Downloading Certificate* pop-up window appears, check the
          Trust this CA to identify web sites and Trust this CA to identify email
          users checkboxes, and then click OK.

Note: If you see an *Alert* pop-up window informing you that *this
             certificate is already installed as a certificate authority,* just
             click **OK**.

Step 7   Repeat Step 4 through Step 6, this time importing the **Common-
          Policy-Root-CA.cer** file.

Step 8   Then Repeat Step 4 through Step 6, this time importing the **HHS-SSP-
          CA-B7.cer** file.

Step 9   When you have finished importing all 3 certificate files, simply click **OK**
          on the *Certificate Manager* pop-up window, followed by **OK** on the
   *Options* pop-up window to complete the configuration process.

IV. Smart card Trouble Shooting with Windows XP and Vista

A. Verify installation of *required* smart card ActivClient software

Examine windows' system tray (usually lower-right corner of the screen) to confirm the presence of the ActivClient Agent Icon. You may need to click on the left arrow (**<**) to display the full set of icons in the system tray.

The icon will appear either as a grey diamond (top image) if no smart card is inserted in the card reader or as a grey diamond with blue and white rectangles extending from the lower-right side of the diamond (bottom image) when a smart card is detected in the card reader.


.
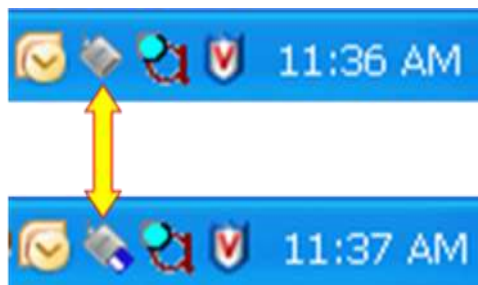
⚠ If no icon is present, or the icon does not change when the smart card is removed or inserted into the reader, please submit a NIH Help Desk ticket (http://ithelpdesk.nih.gov/support/) to have ActivClient smart card software installed on your computer. The software is available on the iSDP website at: http://www.cit.nih.gov/ProductsAndServices/DesktopComputingServices/HardwareAndSoftware/Utilities.htm.

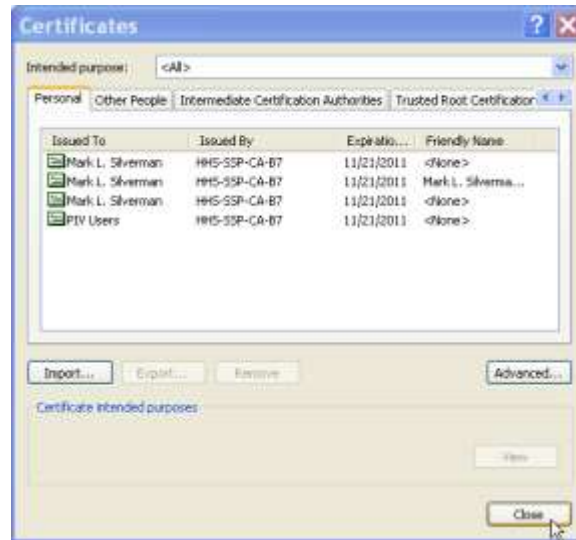**B. Verify Windows can access the certificates on your smart card.**

Step 1   Open Internet Explorer (IE 8) and click on **Tools**, then I**nternet Options**.
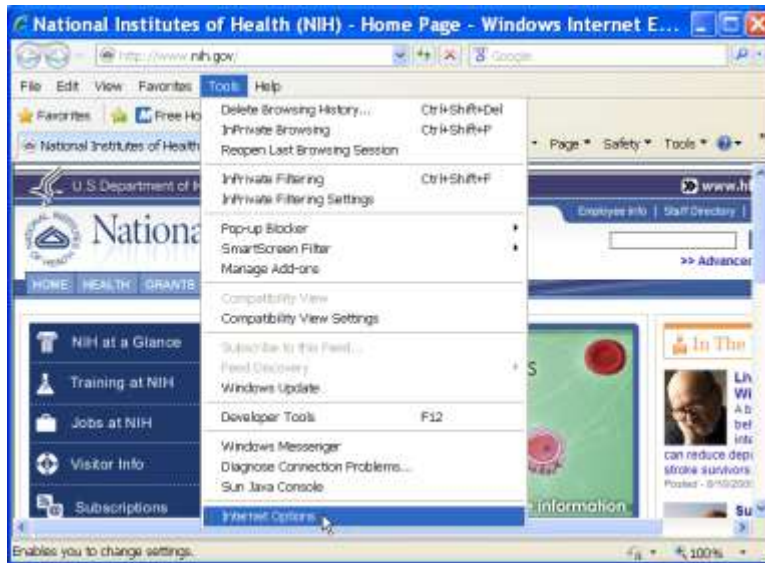
Step 2   When the *Internet Options* pop-up window appears, click on the **Content** tab, then **Certificates**.

Step 3   When the *Certificates* pop-up window appears, click on the **Personal** tab.

Confirm that at least four certificates were issued by the HHS-SSP-CA-B7. Of these certificates, one should be issued to *PIV Users* and at least 3 should be issued to you with the same expiration date as the *PIV Users* certificate. Click on **Close** to exit the *Certificates* pop-up window and then **OK** to exit the *Internet Options* pop-up window.

If no certificates are present, or if the certificates displayed do not match the criteria noted above (i.e., 4 certificates, including *PIV Users*, all with the same expiration date), please submit a NIH Help Desk ticket (http://ithelpdesk.nih.gov/support/).

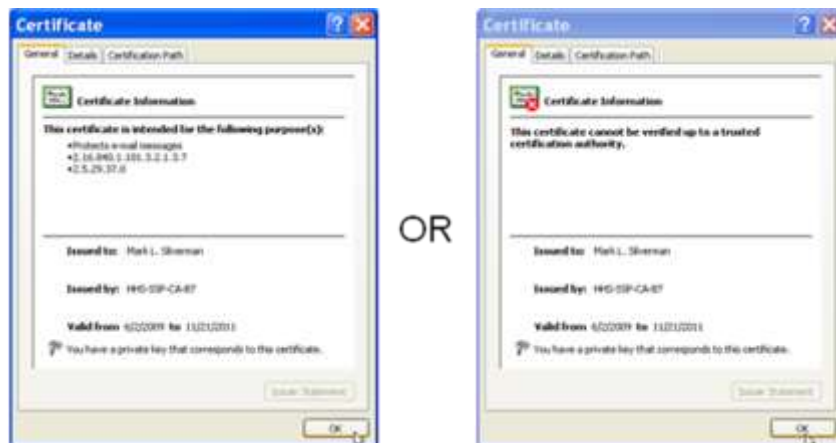## C. Verify Presence of Federal Common Policy Root Certificate

Step 1   Follow the steps outlined in Section B above to display the *Certificates* pop-up window. Click on one of the certificates issued to you by the HHS-SSP-CA-B7 and then click **View**.
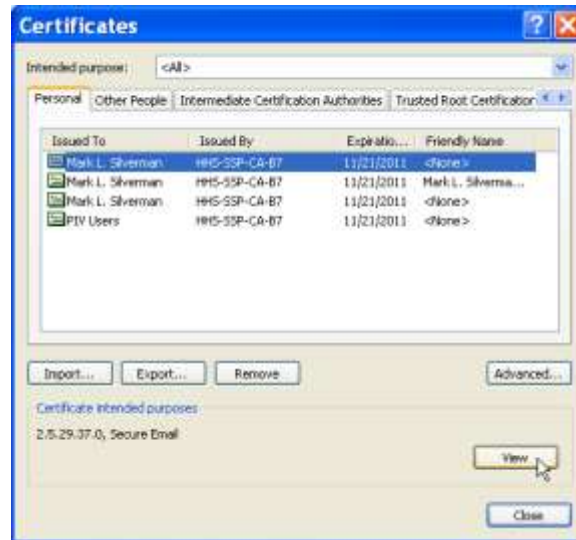
Step 2   When the *Certificate* pop-up window appears, click on the **General** tab and examine the *Certificate Information*.


If the Certificate Information shows that "*this certificate cannot be verified up to a trusted certification authority*", refer to http://ocio.nih.gov/pki/PKI_files/FixChainErrors.pdf for instructions on how to resolve this problem.
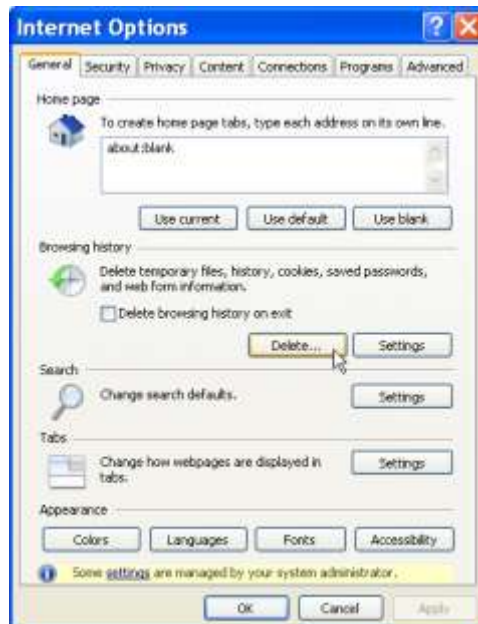
V. Restarting NIH Login

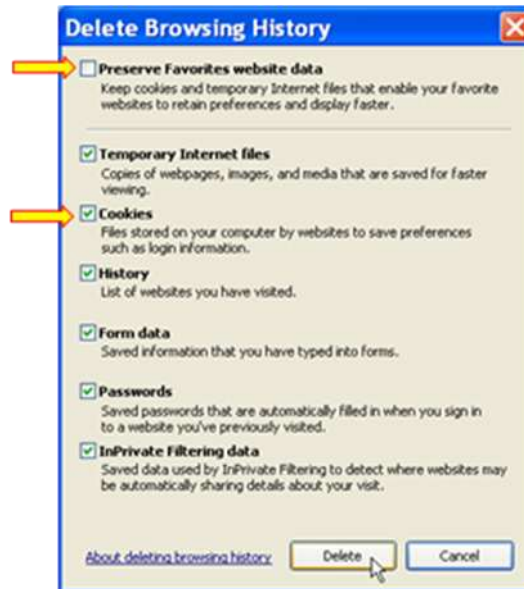### A. Internet Explorer (IE 8) with Windows XP and Vista

Step 1   Open Internet Explorer and click on **Tools**, then **Internet Options**.
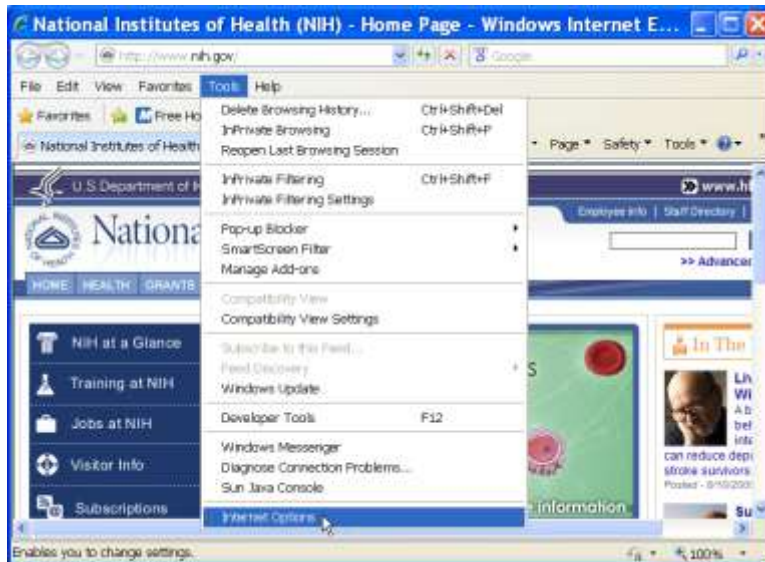
Step 2   When the *Options* pop-up window appears, click on the **General** tab; then under *Browsing history*, click on **Delete…**

Step 3   When the *Delete Browsing History* pop-up window appears, <u>uncheck</u>
          Preserve Favorites website data and make sure *Cookies* is <u>checked</u>;
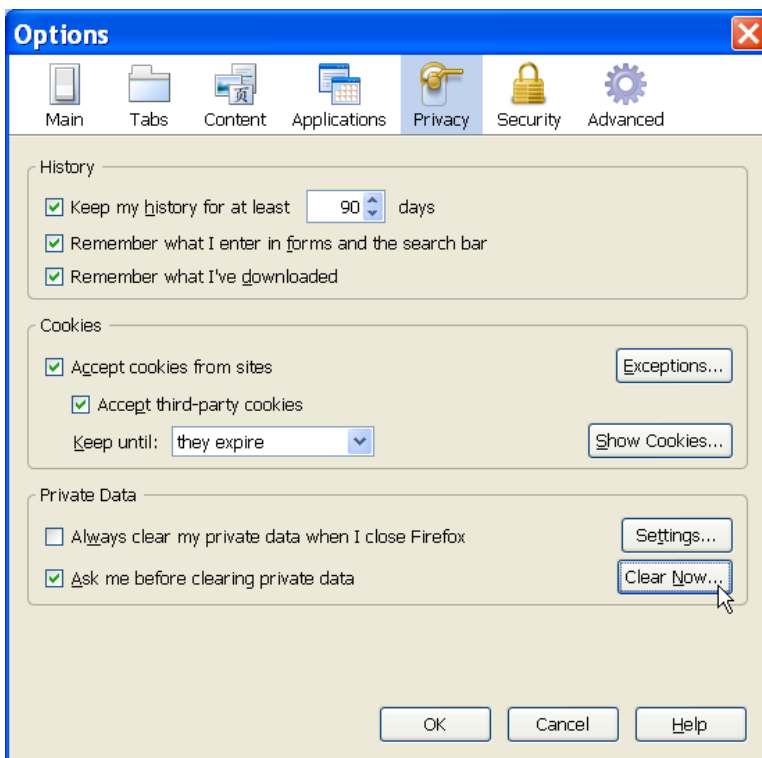   then click **Delete**.

Step 4   <u>Close **all** IE browser</u> windows, remove your smart card from the smart
          card reader (if inserted) and then re-start your application (Section I,
          Step 1).
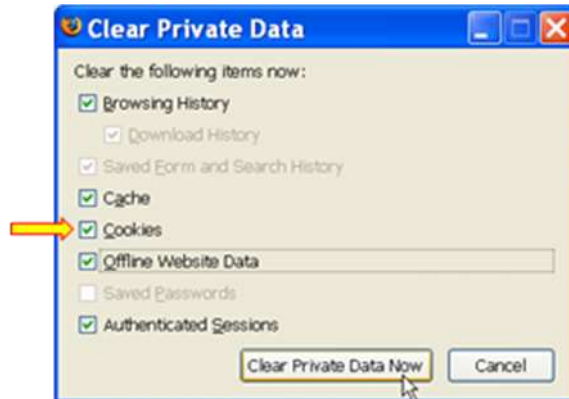
B. Firefox (3.0.13) with Windows XP and Vista

Step 1   Open Firefox and select **Tools**, then **Options…**
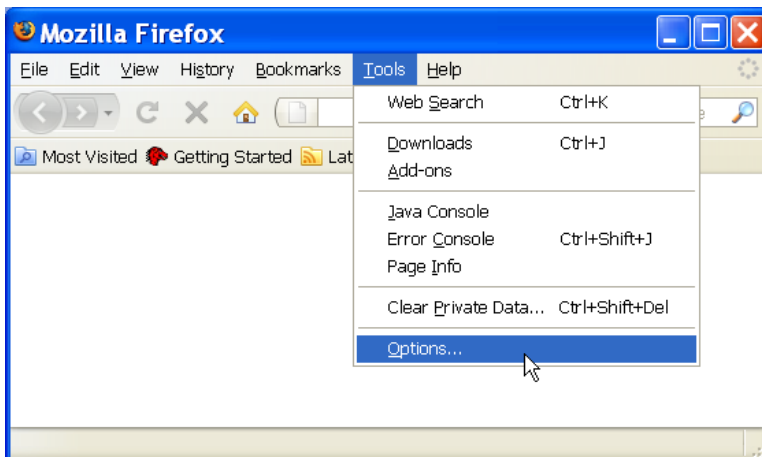
Step 2   When the Options pop-up window appears click on the **Privacy** icon, then click **Clear Now…**

Step 3   When the Clear Private Data pop-up window appears, make sure *Cookies* is <u>checked</u>; then click **Clear Private Data Now**.

Step 4   <u>Close **all** Firefox browser</u> windows, remove your smart card from the smart card reader (if inserted) and then re-start your application (Section II, Step 1).