

Procedures and Steps for Receiving a New CAC at the Detroit Arsenal

(And what to do after you've received your CAC)

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Before Making your CAC Appointment:

Before you get a new CAC, you must decrypt windows files and folders. For any files or folders labeled in **green text**, you must follow the steps listed in this documentation for [Decrypting Windows Files and Folders](#).

Please contact your I.T. Support Staff with any questions or concerns.

Schedule CAC Renewal

1. Schedule within 30 days of expiring. Please use our online appointment scheduler at <https://rapids-appointments.dmdc.osd.mil> to schedule appointments.

Appointment hours are M-F 0800-1130 & 1315-1530

- Ms Linda Plauman in Building 232 (VCC) at 282-8074
(located at the 11 road entrance gate first building on the right).
 - Ms Tracey Smialek in Building 230W Room 1H058-O at 282-5611
(located in the hallway just before the breezeway to building 229).
2. Un-encrypt any files prior to your appointment and be "LOGGED OFF" your computer. If you have numerous emails, contact your I.T. support for assistance.
 3. Bring with you your CAC and one other form of valid ID such as; driver license or photo ID issued by the state, passport, voter registration card, social security card, Military or dependent ID card.
 4. Please arrive to your scheduled appointment and location no more than 10 minutes early. If you cannot make your appointment please call to be re-scheduled. (FYI-You will be getting a new photo).

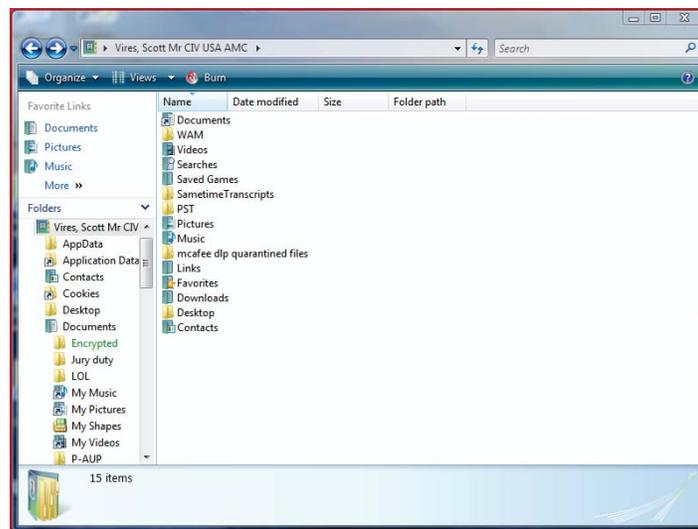
Decrypting Windows Files and Folders

Decryption - For any files or folders labeled in **green text**, you must *follow* the steps listed in this documentation to *decrypt files* and **folders**. There are multiple locations on your computer that could have Encrypted data

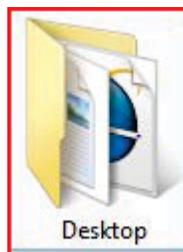
1. Where do I look? On your desktop, *double click* on the folder with your name



2. Look for folders labeled in **green text**, you may need to check your **Documents** and **Desktop** folders.



3. Double click on the **Desktop** folder and check for any folders with **green text**



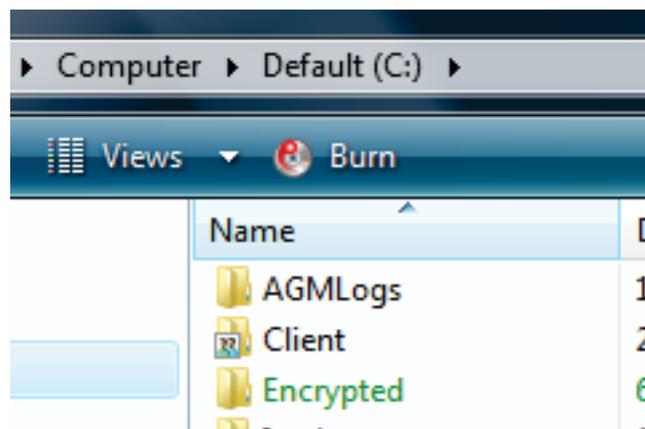
5. *Double click* on the **Documents** folder and check for any folders with **green text**



6. *Double click* the **Computer** Icon on your desktop

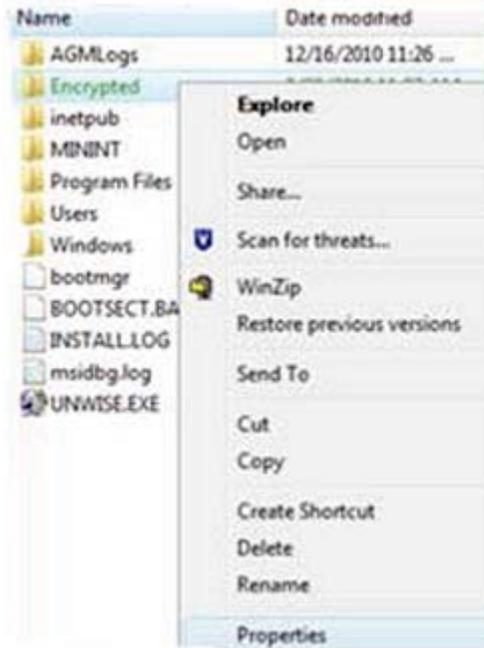


7. *Double click* **Default (C:)** on the right. Find a folder labeled **Encrypted**

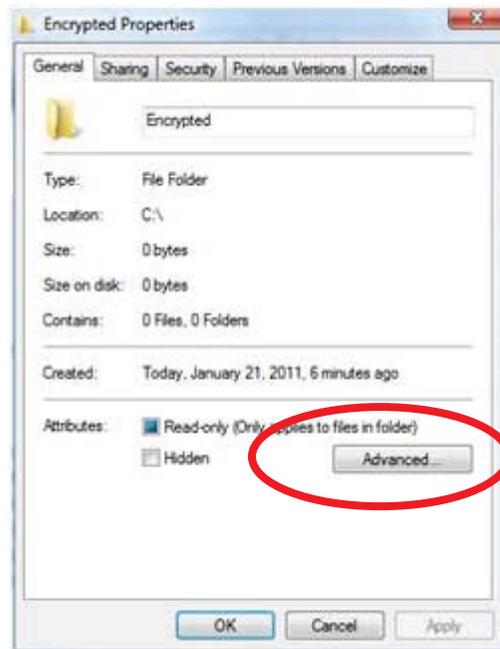


8. Did you find any files or folders with **green text**?
- No, then you are done. You are ready to get your new CAC.
 - Yes, then continue with these steps.

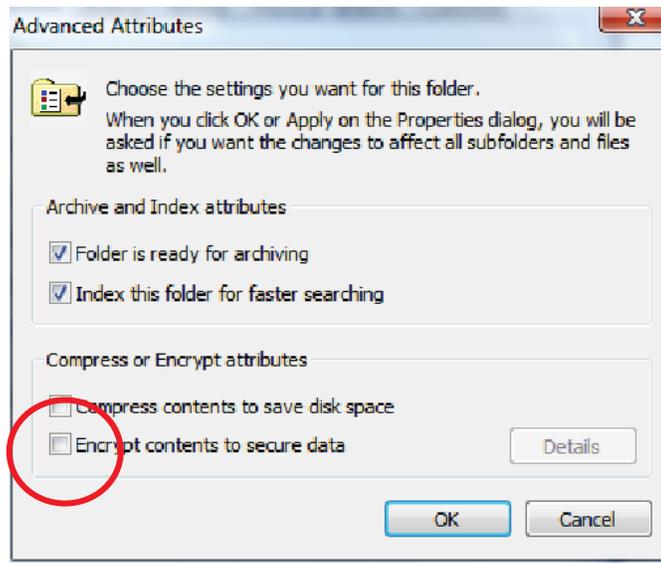
9. Right click on the folder or file labeled in **green text** and Select **Properties**



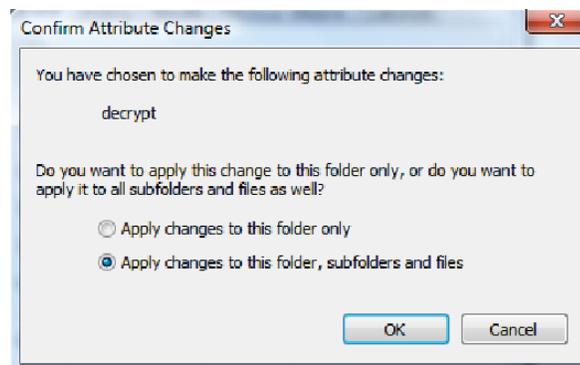
10. Click the **Advanced** button



11. *Uncheck* the box labeled **Encrypt contents to secure data** - *Click OK*



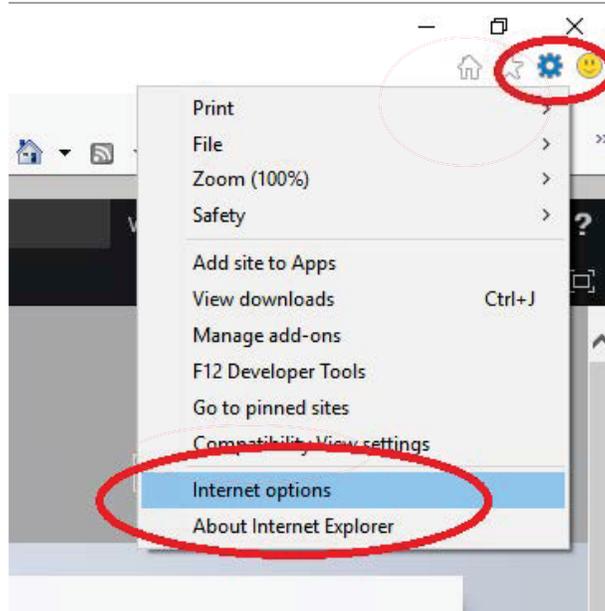
12. If the **Confirm Attribute Changes** box pops up, *check Apply changes to this folder, subfolders and files* – then *Click OK*



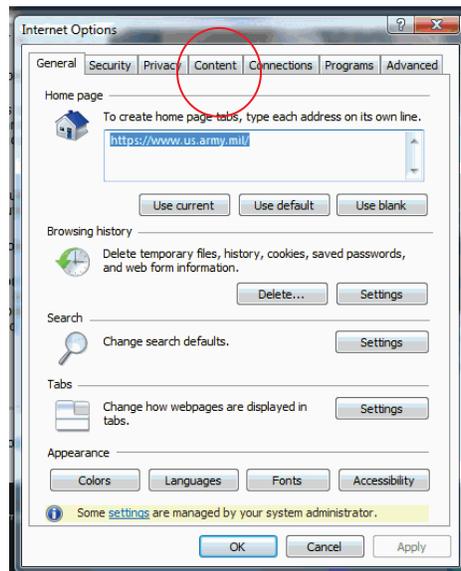
13. The folder should now be decrypted and the text should be black
(**Note:** *If you have a large number of files and folders to decrypt, this could take several hours*)

Removing old CAC certificates from Internet Explorer

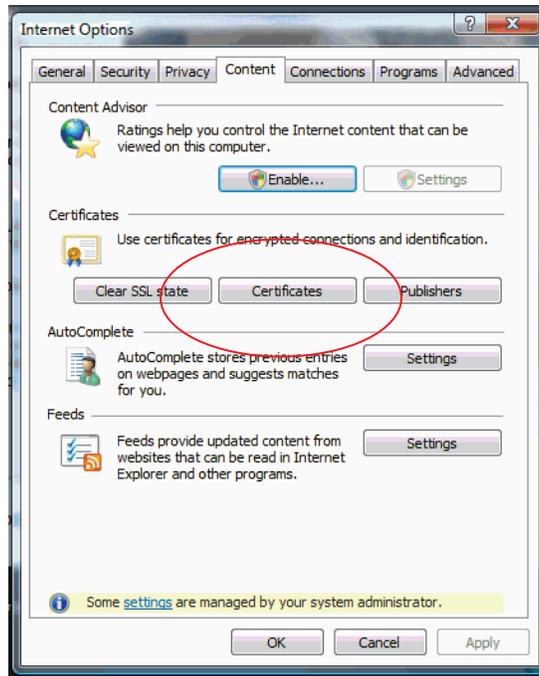
1. Open Internet Explorer and click on Tools, Internet Options



2. Click on the Content tab

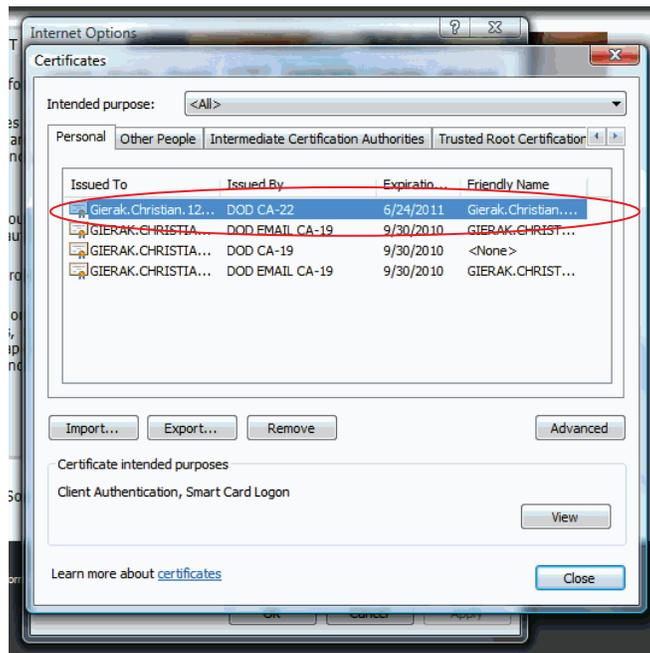


3. Click on the Certificate button



VERY IMPORTANT: DO NOT DELETE THE CERTIFICATE THAT SHOWS YOUR NAME IN LOWER CASE IF YOU DO DELETE THIS CERTIFICATE YOU WILL RUN THE CHANCE OF BREAKING YOUR EFS ENCRYPTED FOLDER AND LOSEING DATA. THE EFS CERTIFICATE IS CIRCLED BELOW DO NOT DELETE THIS CERTIFICATE.

4. Go through the Certificates and delete out any Expired certificates, EXCEPT for your name in lower case (see below).



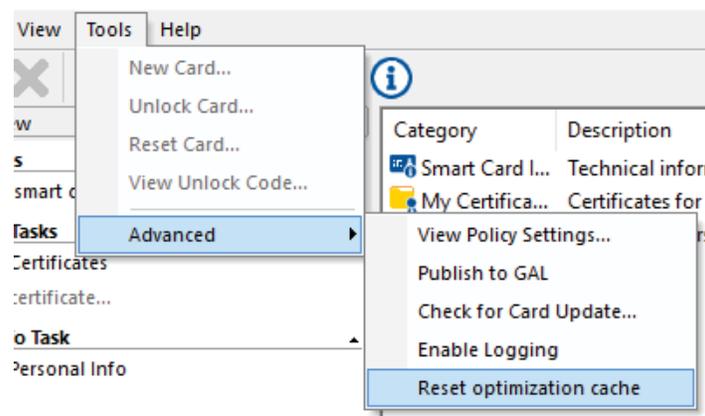
5. Once you have removed the old certificates Internet Explorer will only pull the new ones when prompted for a certificate.

Making your new CAC certificates available on your computer

1. Insert CAC into reader and log onto the pc. Click on the ActivCard Gold icon in the system tray at the bottom of the screen:



2. In the ActivClient window, click on Tools -> Advanced -> Reset optimization cache



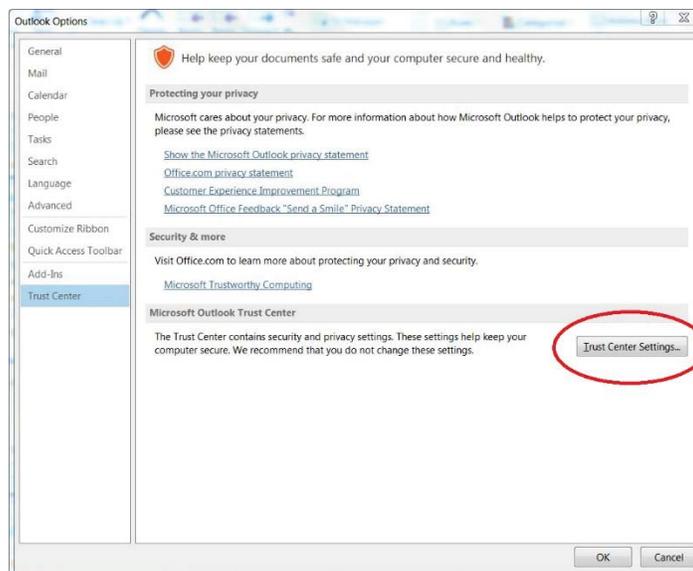
3. Close the ActivClient Window.

Outlook: Publishing CAC Certificates to the GAL (Global Address List)

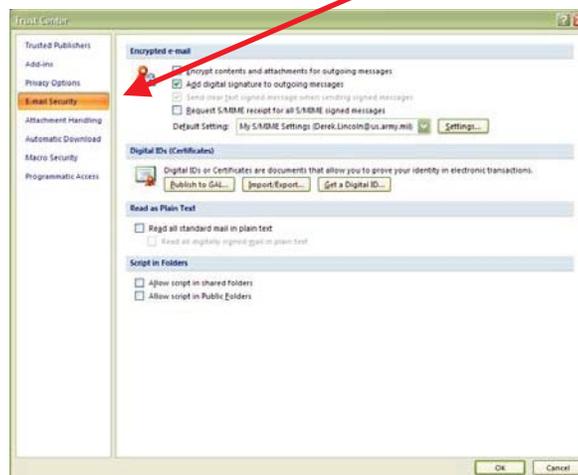
1. Launch Outlook.



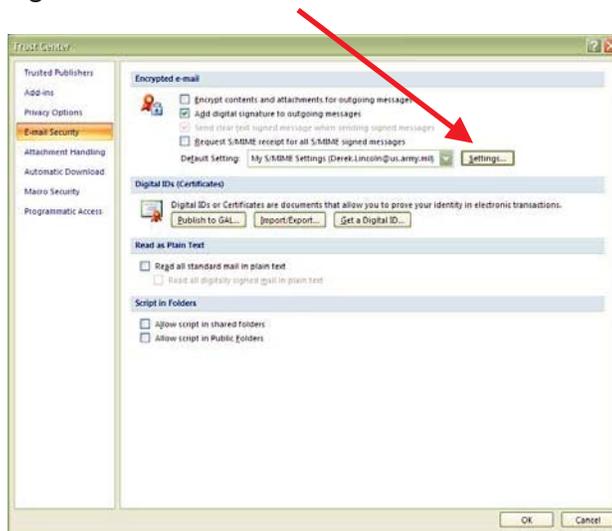
2. Click on File > Options > Trust Center > Select “Trust Center Settings”



3. From the Trust Center window, click on the Email Security Tab:



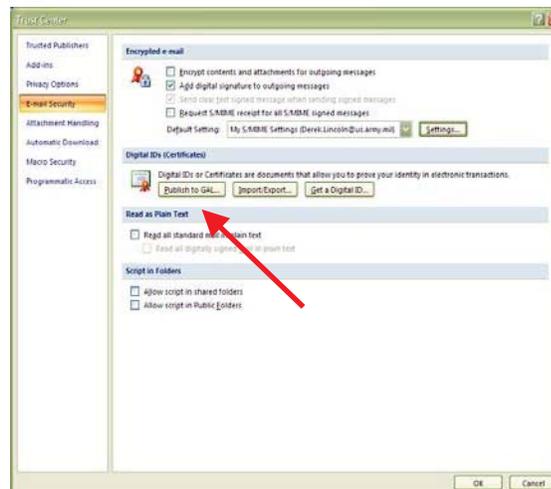
4. Click on Settings:



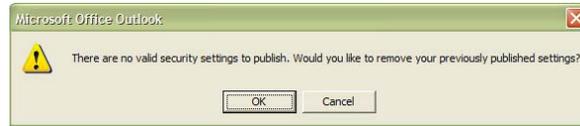
5. Click on Delete and click OK



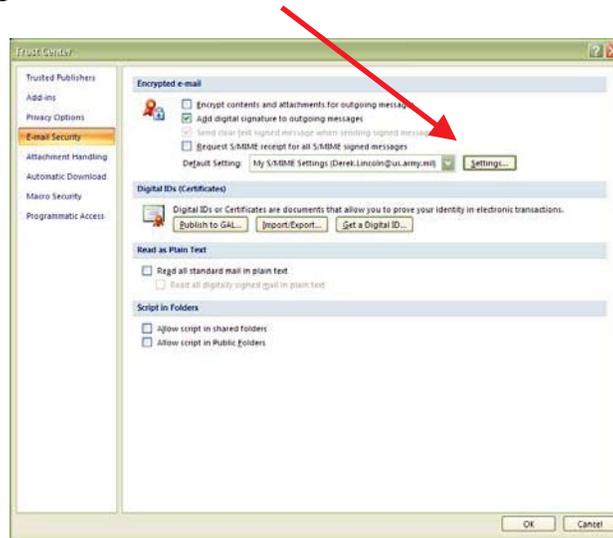
6. Click on Publish to GAL



Next, Click OK on the two notice prompts.



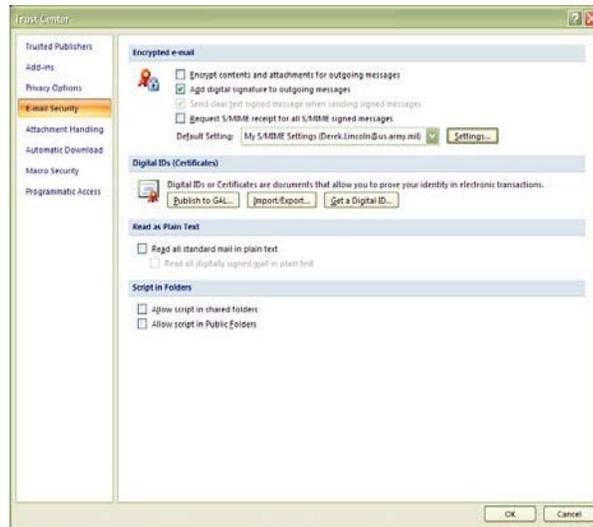
7. Click on Settings:



8. Click on OK



9. Click on Publish to GAL



10. Next, click “OK” on the notice prompt. A message will display when done. Click OK.

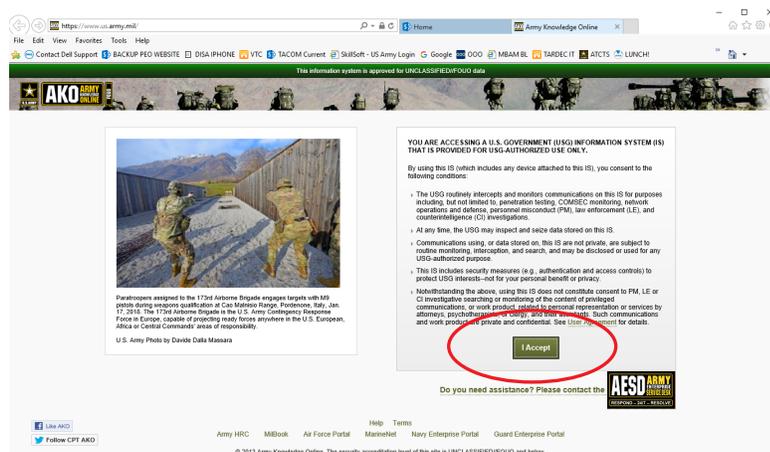


11. You should be back on the Trust Center window. Click OK to save and close the window.



Register your new CAC with AKO

1. Log in to AKO – www.us.army.mil – using your newly issued CAC.

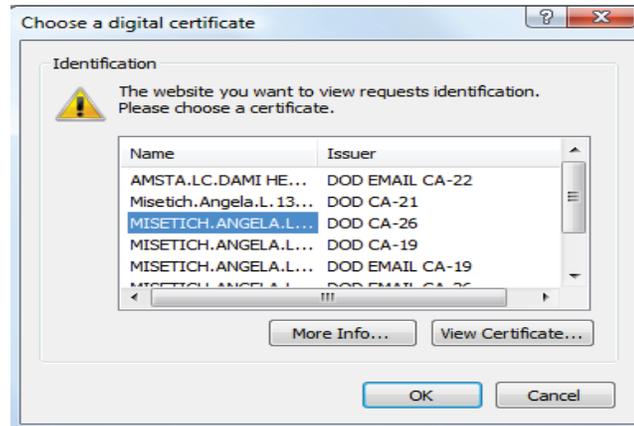


2. Log into AKO with your new CAC. Click on My Account, Select CAC/Certification Registration. If it is showing your new CAC Dates under Validation from and To, you're good to go.
3. Otherwise you will need to log in with your AKO Name and PASSWORD. If you don't know your password, you can change it now, under My Account, Change Password. Log out.
4. Log back in with user name and password. Go back to My Account, CAC/ Certification Registration. Select Clear Registered Information. It should clear it.
5. Select Register. You can click away on a different tab and go back to CAC/ Certification Registration and it should be showing you your new certificates. You are done with AKO, go ahead and log out.

Encryption Key Recovery for Encrypted Emails:

- Once you receive a new CAC, you need to recover your older certificates to still be able to access old encrypted email.

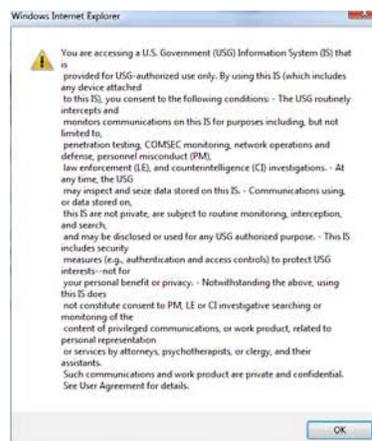
1. Open Internet Explorer,
2. [CA 33, 37, 39, 41, and 43 https://ara-5.csd.disa.mil](https://ara-5.csd.disa.mil)
3. [CA 34, 38, 40, 42, and 44 https://ara-6.csd.disa.mil](https://ara-6.csd.disa.mil)
4. Choose Your CAC Identity Certificate (Non-Email) with the highest number



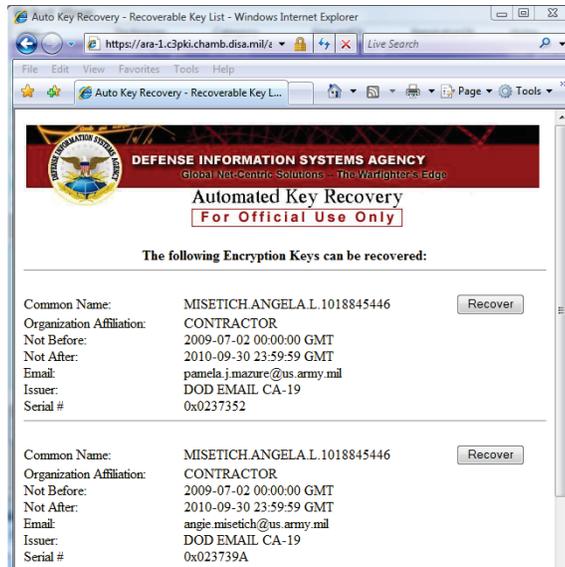
3. *Enter PIN*



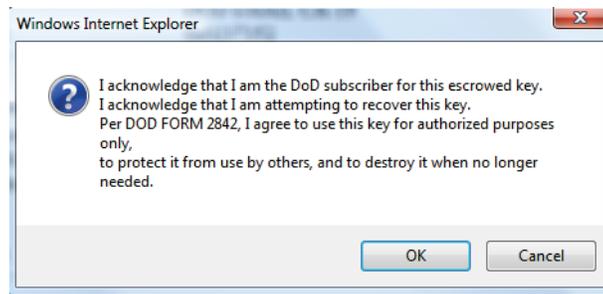
4. *Acknowledge the warning by clicking OK*



5. Click Recover for the old certificate



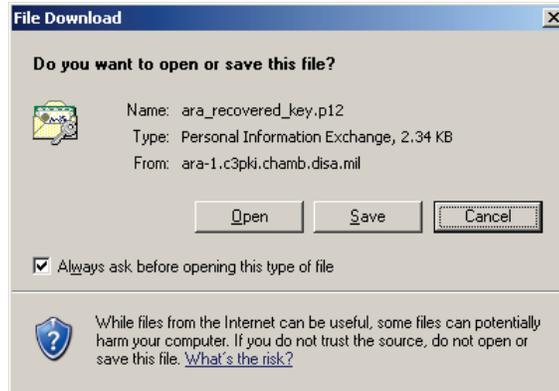
6. Click OK



7. Click DOWNLOAD. You will need this password later in the process



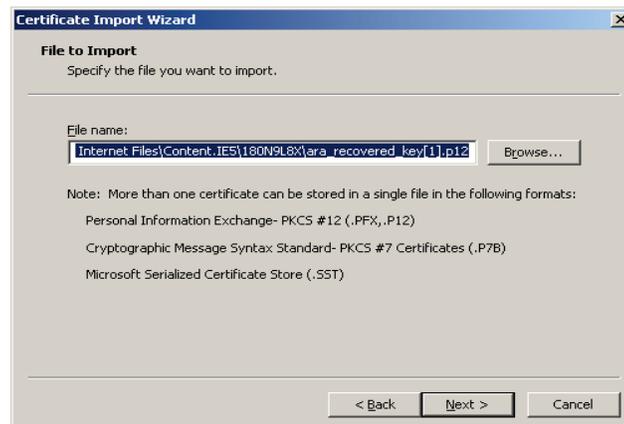
8. Click Open



9. Click Next



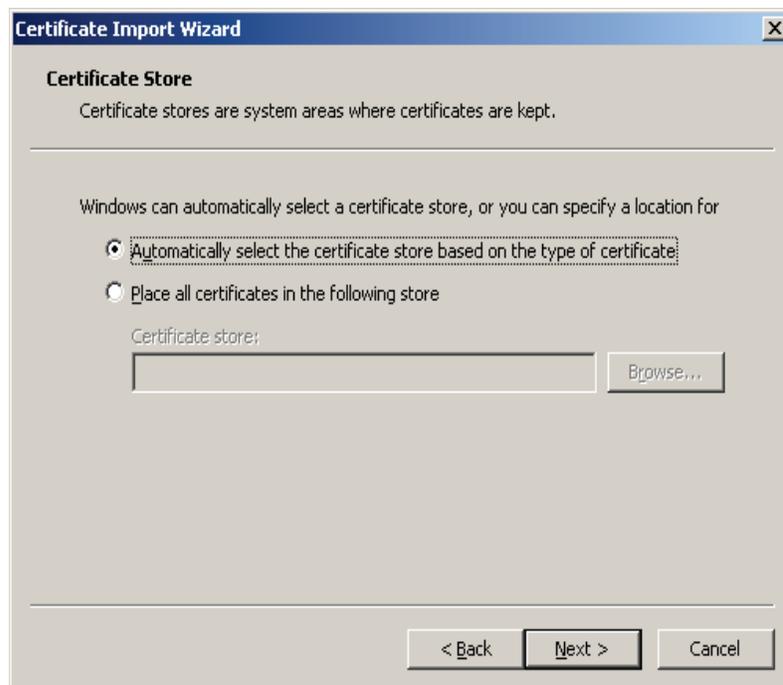
10. Click Next



11. Check both of the check boxes, enter the displayed earlier Password, and click Next



12. Ensure that Automatically select the certificate store based on the type of certificate is selected and click Next



13. Click Finish



14. *Click OK*



15. *Click OK*



16. *Start at Step 7 for each certificate in the list.*

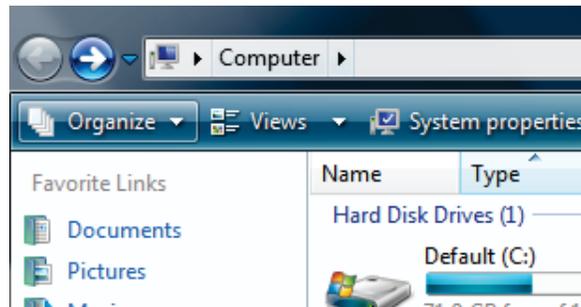
17. *Once all the certificates are loaded, when accessing old encrypted email a dialog box will appear, always select Grant Access.*

Encrypting Windows Files and Folders

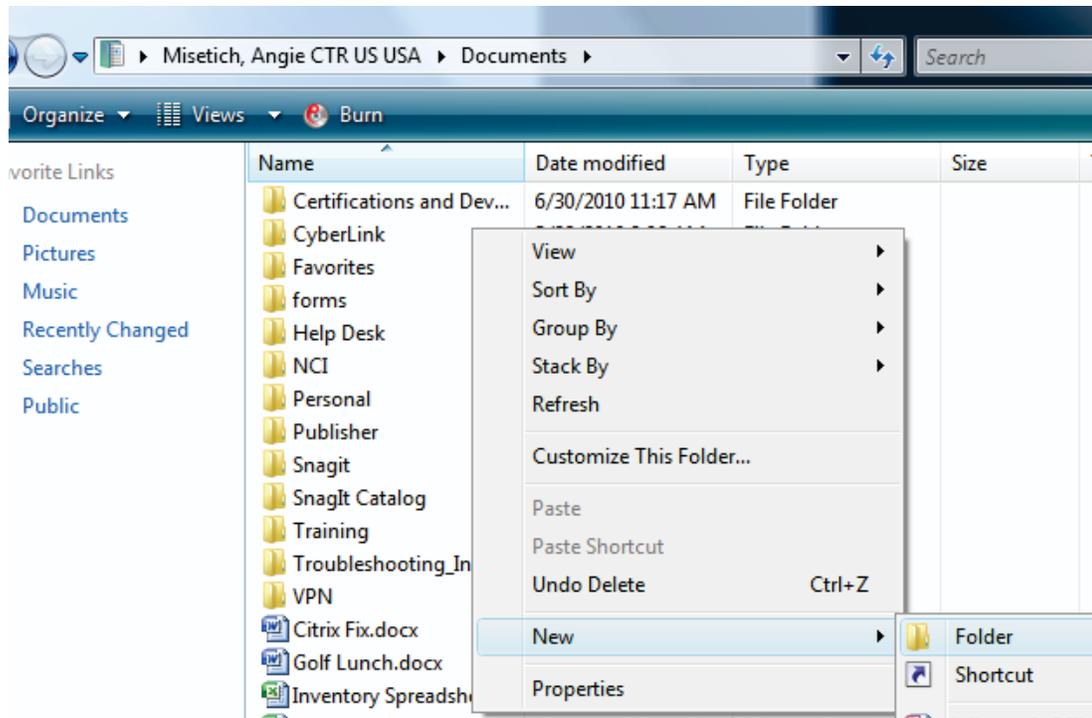
1. *Double click* the Computer icon on your Desktop.



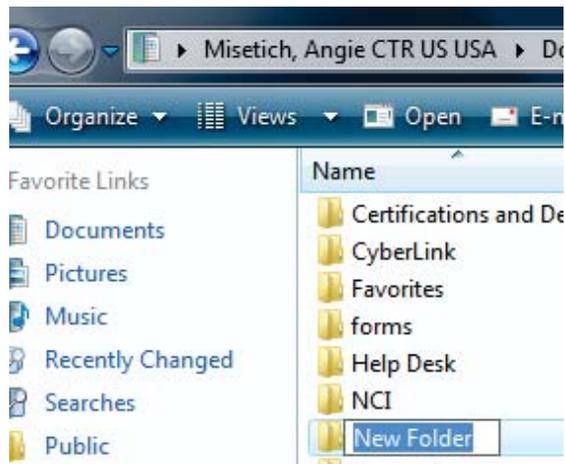
2. *Double click* Documents in the left navigation pane.



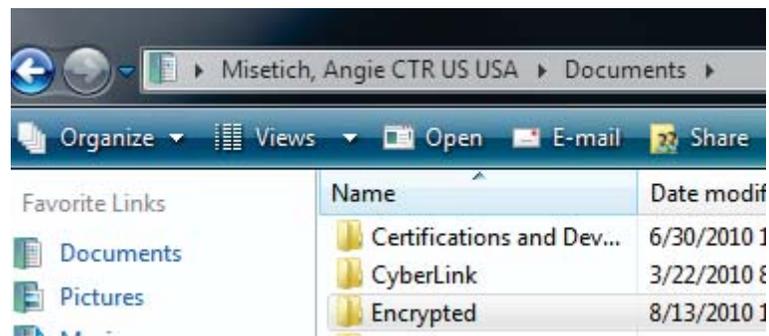
3. If you don't see a folder named Encrypted, follow these steps to create it. On the right pane, *right click*, from the pop-up menu *select* New>Folder



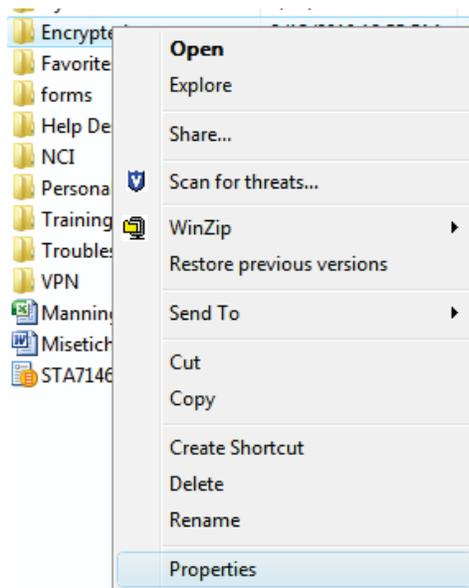
4. You will see a new folder has been created.



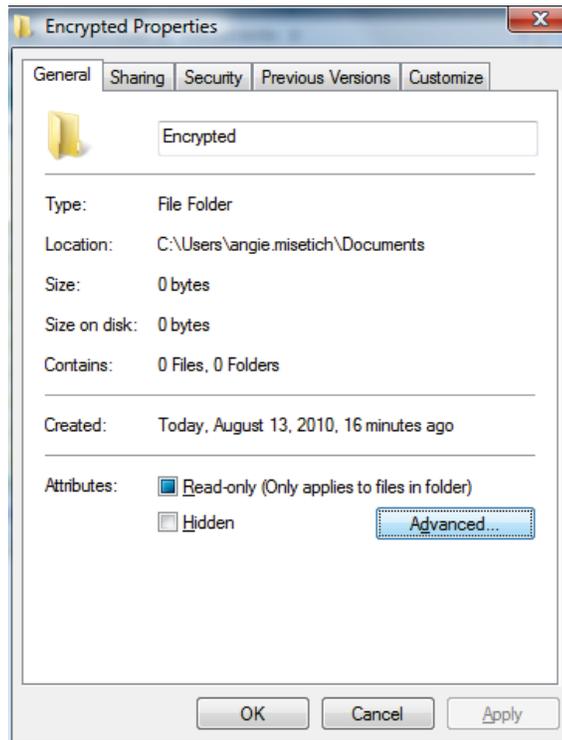
5. Type the folder name Encrypted



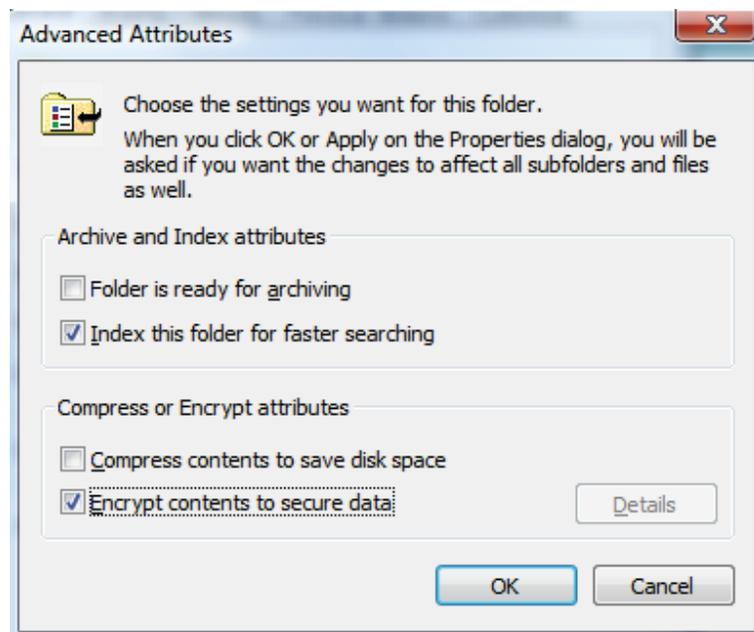
6. Right click the Encrypted folder. Select Properties from the popup menu.



7. *Select* the Advanced button



8. *Check* the box to Encrypt contents to secure data. Then *click* OK, on the next screen *click* OK.



9. Now you will see that your Encrypted folder is green. This means the folder is encrypted and any files you place in the folder will also be encrypted.

