

How to Logon to an e-Auth Application with Your PIV Card

Focal Point

Name: Michelle Griffin
Organizational Code: AIN-500 Office of Security
Phone Number: 1-888-584-8334
eMail: 9-NATL-NSC-IT-Services@faa.gov

Federal Aviation Administration
800 Independence Avenue SW
Washington, DC 20591

Table of Contents

1. What is e-Auth?	1
1.1. Why does DOT have e-Auth?	1
1.2. What do I need to have to logon with e-Auth?	1
2. If I want to use my PIV Card with e-Auth, what do I need to have?	2
2.1. Background on PIV Cards	2
2.2. List of Requirements to use your PIV Card	2
2.3. Detailed Descriptions of Requirements to use your PIV Card	2
2.3.1. Middleware must be on your workstation.....	2
2.3.2. Smartcard Reader must be connected to your workstation.....	2
2.3.3. You must know your PIV Card's PIN.....	2
2.3.4. Your PIV Card must be unlocked.	3
2.3.5. Your PIV Card must be enabled.....	3
2.3.5.1. How can I find out if my PIV Card enabled?	3
2.3.5.1.1. If ActivClient reports 4 certs: 3 your name + 1 your agency, then your PIV Card is enabled.....	3
2.3.5.1.2. If FAA's PIV Health Check website reports that your PIV Card is Valid, then it is enabled.	4
2.3.5.2. How do I enable my PIV Card?	6
3. How do I logon with my PIV Card to an application that uses e-Auth?	7
3.1. e-Auth features Single Sign On.....	7
3.2. How to logon with your PIV Card: step-by-step instructions.....	7
3.2.1. First, go to your application's web page.....	7
3.2.2. Second, select the sign-in link.....	7
3.2.3. Third, select your Certificate.....	9
3.2.4. Fourth, enter your PIN (e.g., via ActivClient Logon).....	9
3.2.5. You successfully logged onto your application.....	10
4. How do I fix problems when I logon to e-Auth with my PIV Card?.....	10
4.1. "Card Not Inserted"	10
4.2. ActivClient Error Found	10
4.3. ActivClient Error Found	11
4.4. Internet Explorer Cannot Display Webpage/Known Microsoft Issue	11
4.4.1. Option A: If you have your PIV Card, insert it.....	11
4.4.2. Option B: If you select "Cancel" when prompted for a certificate, the following message will appear. Select the <i>Back</i> button.	12
4.4.3. Option C: If you select "Cancel" any time AFTER you have selected a certificate, clear your SSL state.	13
4.5. If your "Select a Certificate" pop-up window is empty.	15
4.5.1. How can I tell if my computer has middleware?	15
4.5.2. What do I do if my System Tray does not have an ActivClient icon?	15
5. How to logon with your Username and Password: step-by-step instructions	15
5.1.1. First, go to your application's web page.....	15
5.1.1. Second, select the sign-in link.....	16
5.2. How do I fix problems when I Logon with my Username and Password?	18
5.2.1. First, make sure you entered your <i>Federal Email Address</i> and your <i>Password</i> correctly.....	18
5.2.2. Second, if you still see the error.	18
5.2.2.1. If you are FAA personnel, then go to eCenter.....	18
5.2.2.2. If you are another DOT MOD, then.....	19
5.2.3. Can you access your webmail?.....	19
5.2.3.1. If you cannot access your webmail... ..	19
5.2.3.2. If you can access your webmail but cannot access an E-Auth application... ..	19

PIV Card Technical Support

9-NATL-PIV@faa.gov or 1-888-584-8334

Desktop Technical Support

ATO National Service Center (NSC)	1-866-954-4002 or 9-NATL-NSC-IT-Services@faa.gov
AVS National Service Desk (NSD)	1-877-287-6731
ARC National Help Desk (CSC)	1-405-954-3000

e-Auth Technical Support

9-NATL-E-Auth@faa.gov or 1-888-584-8334

Revision History

Version	Author	Changes	Date
0.4	Michelle Griffin	Incorporated Arron Brice edits	2012 Oct. 04
0.5	Myles Roberts	Revised for organization and plain language	2012 Oct. 11
0.6	Michelle Griffin	Incorporated Arron Brice edits	2012 Oct. 25
0.7	Michelle Griffin	Revised with edits	2012 Oct. 26
0.8	Michelle Griffin	Reviewed, minor edits	2012 Dec. 12

How to Logon to an e-Auth Application with Your PIV Card

Security & Hazardous Materials Safety (ASH)

1. What is e-Auth?

1.1. Why does DOT have e-Auth?

In 2011 the Department of Transportation ("DOT") created its Enterprise Authentication Service ("e-Auth") to reduce the number of passwords you must remember. E-Auth's primary feature is called "single-sign on" ("SSO").

1.2. What do I need to have to logon with e-Auth?

You will need fewer passwords as more applications use DOT e-Auth. E-Auth allows different applications across DOT to validate your identity by sharing the same credential. You have two credentials that work with e-Auth. All DOT's employees and most contractors receive:

- 1) Your **email address** and **webmail password**, and
- 2) Your Personal Identity Verification ("**PIV**") Card.

You can use either credential to logon to an application that uses e-Auth.

2. If I want to use my PIV Card with e-Auth, what do I need to have?

2.1. Background on PIV Cards

The federal government is adopting PIV Cards as the standard way you will access information systems. You will use your PIV Card to:

1. Logon to your computer and networked applications;
2. Encrypt sensitive documents (e.g., to protect privacy); and
3. Digitally sign documents (i.e., prevent someone else from forging your signature).

2.2. List of Requirements to use your PIV Card

You must have everything in the following list to logon with your PIV Card. After you read the list, read the detailed description of what you need for each item below the list.

1. **Middleware** (e.g., ActivClient) is on your workstation.
2. **A smartcard reader** is connected to your workstation.
3. You know your **PIN** (Personal Identification Number) for your PIV Card.
4. Your PIV Card is **unlocked**.
5. Your PIV Card is **enabled**.

2.3. Detailed Descriptions of Requirements to use your PIV Card

2.3.1. Middleware must be on your workstation.

Middleware tells your workstation how to use your PIV Card. If you use Windows 7 or above, you already have middleware built into your operating system. Some IT policies might require more powerful middleware (e.g., ActivClient) to supplement built-in middleware.

Caution! If you use Windows XP or any version of Mac OS, then your computer will need to have middleware installed. If your workstation does not have middleware, then you must ask your Help Desk to install it (e.g., ActivClient). If you do not know if your Windows XP workstation has ActivClient, then please see section 2.3.5.1.1 below for screenshots.

2.3.2. Smartcard Reader must be connected to your workstation.

Federal rules require all computers sold since 2008 to have a smartcard reader in the desktop keyboard or laptop. Smartcard readers in laptops are very hard to find, but they usually have a small "SC" logo near them. Please contact your Help Desk if:

1. Your computer does not have a smartcard reader; or
2. You think you have a smartcard reader but cannot find it.

2.3.3. You must know your PIV Card's PIN.

When you got your PIV Card for the first time, you set a six-to-eight (6-8) digit PIN. If you forgot your PIV Card's PIN or your card is locked due to multiple PIN failures, you can unlock it yourself by following the [Bio PIN Reset instructions](#).¹ To unlock your PIV Card and reset your PIN, you must find a computer with a Precise Biometrics™ smartcard and fingerprint reader. You used this brand of fingerprint reader when you Activated your PIV Card.

¹ Available on DOT internal networks at <http://idms.faa.gov/IntraNetDocs/PIVProcDocs/Bio%20PIN%20Reset.pdf>.

2.3.4. Your PIV Card must be unlocked.

If you entered the wrong PIN too many times in a row, then your PIV Card is locked. You must unlock it with your fingerprint as described above in section 2.3.3.

2.3.5. Your PIV Card must be enabled.

After you receive your new PIV Card from your Issuer, you must enable it. When you enable your PIV Card, you add two types of crucial items to it. First, you add crucial information such as your username and email address. Second, you add digital certificates that enable you to logon, encrypt documents, digitally sign documents, and enter doors and turnstiles very securely.

The rest of this section describes (1) how to find out if your PIV Card is already enabled, and (2) how to enable your PIV Card.

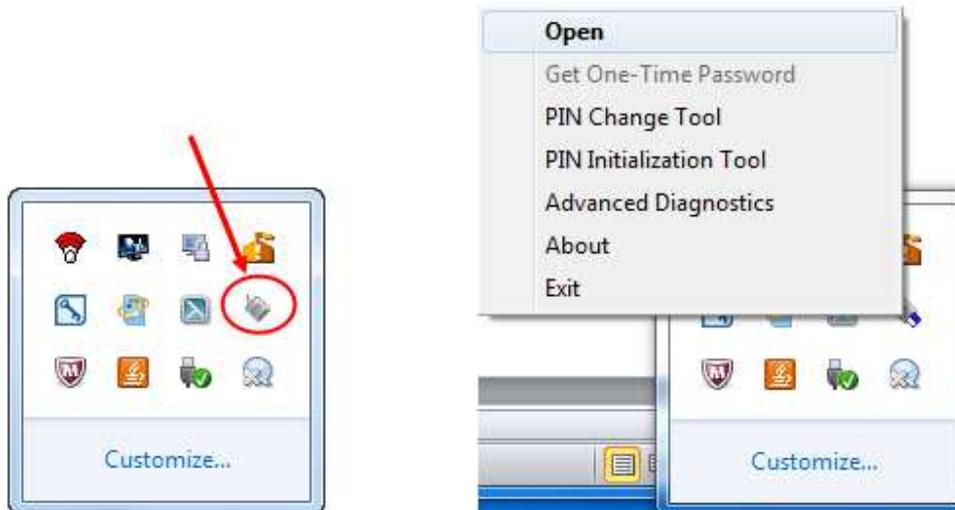
2.3.5.1. How can I find out if my PIV Card enabled?

If your PIV Card is enabled, then it has four (4) digital certificates. You can check the number of certificates on your PIV Card many different ways. This section describes two methods: (1) using ActivClient middleware and (2) using FAA's PIV Health Check website. You can use either method to find out if your PIV Card is enabled.

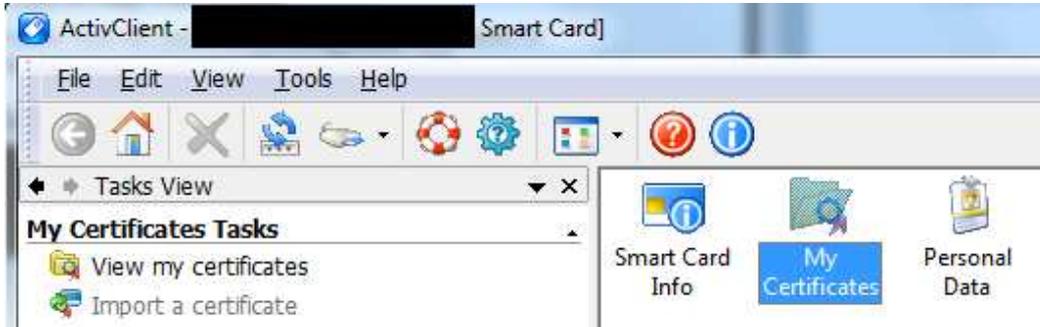
2.3.5.1.1. *If ActivClient reports 4 certs: 3 your name + 1 your agency, then your PIV Card is enabled.*

If your PIV Card has four certificates, then your PIV Card is enabled. To check your PIV Card, follow these steps:

- a) Insert your PIV Card in your workstation's smartcard reader.
- b) Right-Click the ActivClient icon in the System Tray.
- c) Select **Open**.



- d) Double-Click **My Certificates** and wait. ActivClient will read the certificates from your PIV Card. After a few seconds, you will see a list of certificates with your name.



- e) Examine your certificates.

If your PIV Card is enabled...	If you need to enable your PIV Card...
You will see four certificates: <ul style="list-style-type: none"> • 3 with your name and • 1 with your agency's or bureau's name 	If you see less than 4 certificates, then you need to enable your card.

2.3.5.1.2. If FAA's PIV Health Check website reports that your PIV Card is Valid, then it is enabled.

- a) Go the following URL: <http://pivhealthcheck.faa.gov/healthcheck/>



Intercede Ltd
Personal ID Validation Card
Health Check

Please insert your card into contact reader for full diagnostic

- b) Insert your PIV Card into your smartcard reader.

- c) Select **Standard Health Check (no PIN required)**.



Intercede Ltd
Personal ID Validation Card
Health Check

Standard Health Check (No PIN required)

Standard

Comprehensive Health Check (PIN required)

PIN:

Comprehensive

- d) Wait up to a minute.

- e) When you see the summary screen, look at the **Overall Card Status** in the center of the summary. Your PIV Card is enabled if both:
- The summary says "**VALID**," and
 - All four (4) **Certificates** section have green checkmarks.



If the summaries screen says "**FAILURE**" or "**INVALID**" as the **Overall Card Status** then please contact ASH Technical Support (email the PIV mailbox: 9-NATL-PIV@faa.gov or call 888-584-8334).

If the summaries screen shows a "**VALID**" status but not all 4 certificates have a green check mark, then you need to enable your PIV Card.

PIV Card Health Check Report on 11/30/2010 5:16:04 PM for card with serial number 9840000000072540

Cardholder ID FASC No: (1008-1008-050041-1-1-0azsaza10081) DUNS: Not present Organizational Identifier: Not present Expiration Date: 20111108 GUID: F5B4371C-8BC4-42B5-8028-9876667FA3E0 There is a problem with this section	Printed Information Name: John Doe Employee Affiliation: Civilian Agency Card Serial Number: 0000072540 Issuer ID: 000000101801018 Organization Affiliation (1): Not present Organization Affiliation (2): Not present Expiration Date: 2012NOV08 Section is Valid and Correct	Photographs From Card Valid As Enrolled Valid 					
Fingerprints  Valid  Valid		Overall Card Status! <div style="background-color: red; color: white; padding: 5px; display: inline-block;">FAILURE</div> Please contact the Help Desk for further assistance					
Certificates <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; border: 1px solid black; padding: 5px;">  Authentication Certificate Start Date: 11/8/2010 2:29:11 PM Expiration Date: 11/8/2011 3:56:11 PM </td> <td style="text-align: center; border: 1px solid black; padding: 5px;">  Signing Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM </td> <td style="text-align: center; border: 1px solid black; padding: 5px;">  Encryption Certificate Start Date: 11/8/2010 2:29:13 PM Expiration Date: 11/8/2011 3:56:13 PM </td> <td style="text-align: center; border: 1px solid black; padding: 5px;">  Card Authentication Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM </td> </tr> </table>				 Authentication Certificate Start Date: 11/8/2010 2:29:11 PM Expiration Date: 11/8/2011 3:56:11 PM	 Signing Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM	 Encryption Certificate Start Date: 11/8/2010 2:29:13 PM Expiration Date: 11/8/2011 3:56:13 PM	 Card Authentication Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM
 Authentication Certificate Start Date: 11/8/2010 2:29:11 PM Expiration Date: 11/8/2011 3:56:11 PM	 Signing Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM	 Encryption Certificate Start Date: 11/8/2010 2:29:13 PM Expiration Date: 11/8/2011 3:56:13 PM	 Card Authentication Certificate Start Date: 11/8/2010 2:29:12 PM Expiration Date: 11/8/2011 3:56:12 PM				

2.3.5.2. How do I enable my PIV Card?

To enable your PIV Card, logon to your workstation and go to <https://idms.faa.gov/ashapp/>.

3. How do I logon with my PIV Card to an application that uses e-Auth?

3.1. e-Auth features Single Sign On.

Many different applications use e-Auth, and more begin to use e-Auth each month. If you logon to any application that uses e-Auth, then e-Auth will not ask you to logon again during the same session (i.e., within around 30 minutes of activity).

3.2. How to logon with your PIV Card: step-by-step instructions

The following example shows you how to logon to FAA's internal Employee page (a.k.a. MyFAA). Other applications use a very similar procedure. E-Auth will only grant you access to applications that you are allowed to use.

3.2.1. First, go to your application's web page.

This example uses My FAA at <https://employees.faa.gov/>.



3.2.2. Second, select the sign-in link.

On MyFAA, select **e-Auth Sign In** at the top right (or in other applications, a similar link). Upon selecting the **e-Auth Sign In**, you will then be directed to the FAA Portals Login page.

You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties. By using this information system, you understand and consent to the following. (1) You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful government purpose, the government may monitor, intercept, and search and seize any communications or data transiting or stored on this information system. (2) Any communications or data transiting or stored on this information system may be disclosed or used for any lawful government purpose.



MyFAA Employee Website

Why Must I Sign In?

For security purposes, access to the MyFAA Employee Website is limited to FAA employees and contractors. If you are not on the FAA network, sign in to access the website.

Note: Your session will expire after 30 minutes of inactivity.

Sign in with Username and Password

Federal Email Address

Password

[Password Help](#)

or Sign in Using Your PIV Card



Insert your PIV card into your smart card reader before attempting to login.

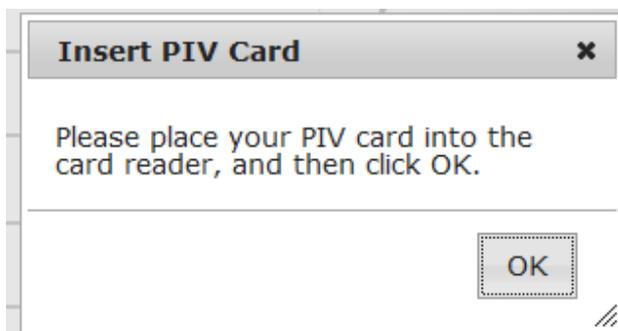
For assistance, read the instructions for using smart cards and certificates with MyFAA Login (PDF, 21 pages, 726 KB).

Welcome to the Department of Transportation e-Authentication ('e-Auth') logon system.

The DOT e-Auth logon will authenticate you for all participating e-Auth applications that you have been authorized to use. By clicking the "Agree and Sign In" button, you accept the Government warning and agree to the [Terms of Use](#) for these participating DOT e-Auth applications.

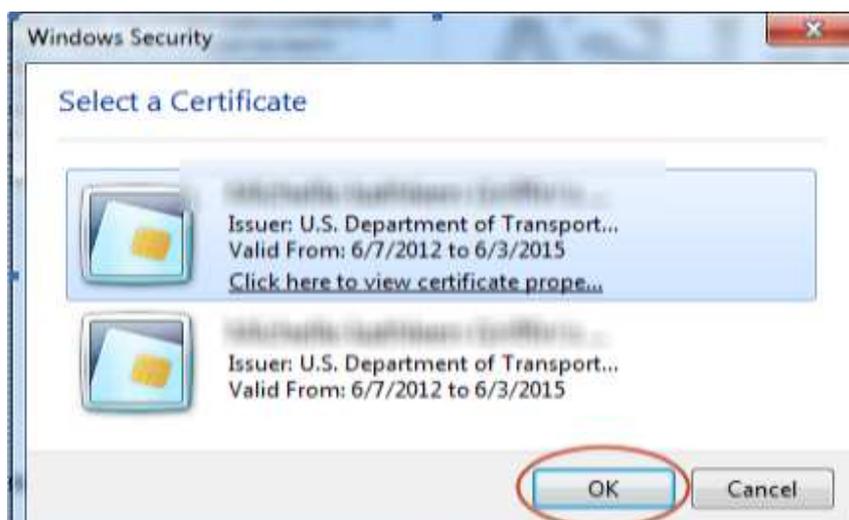
Agree & Sign In >

Insert your PIV Card into the card reader and click on **Agree & Sign In**. DO NOT REMOVE YOUR PIV CARD until after you have successfully authenticated to the application. During this step, the following pop up will appear as a reminder. Select OK.



3.2.3. Third, select your Certificate.

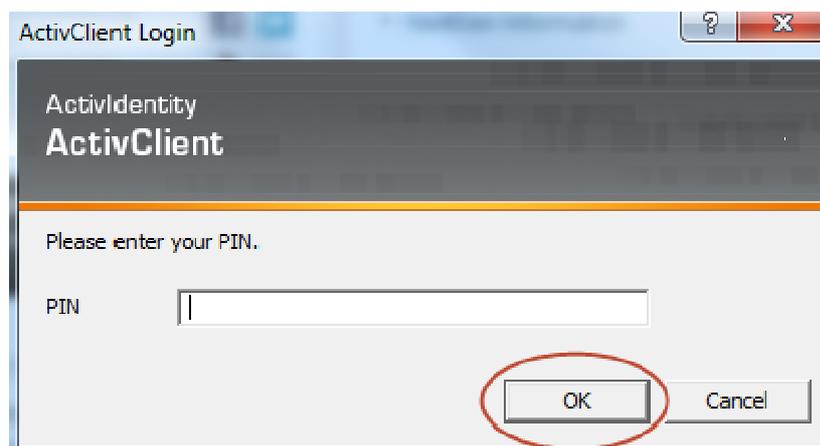
The *Select a Certificate* pop-up box appears. Select the desired certificate **with your name** and then select *OK*. If your certificate screen is empty, refer to troubleshooting section 4.4.



3.2.4. Fourth, enter your PIN (e.g., via ActivClient Logon)

A pop-up appears to ask for your PIV Card's PIN. Enter your PIN to unlock your PIV Card.

This example shows the ActivClient pop-up. You might have different middleware.



Hints if you cannot remember your PIN: You set your PIN when you most recently Activated or enabled your PIV Card. Predict several PINs you would choose and enter them. If you make too many wrong guesses, your PIV Card will lock—but you need to reset it anyway. If you lock your card before guessing you PIN, then you must reset your PIN by going to a self-service kiosk..

3.2.5. You successfully logged onto your application.

After you enter your PIN, you will see your application. For example, for MyFAA, you will see the main page with two changes at the top of the page:

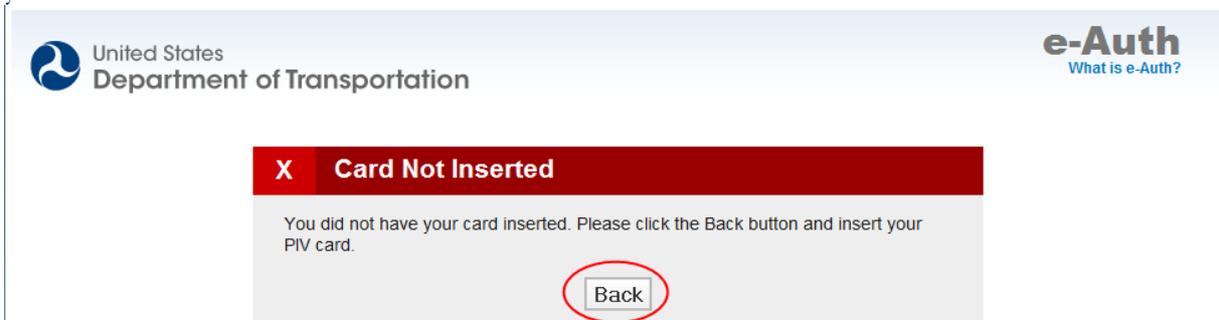
- **Your name** is at the top of the page.
- The choice **e-Auth Sign Out** appears instead of *e-Auth Sign In*.

If you see an error message, find the error in the next section on troubleshooting.

4. How do I fix problems when I logon to e-Auth with my PIV Card?

4.1. "Card Not Inserted"

If you want to logon with your PIV Card but see the warning below, then select the *Back* button. Make sure your PIV Card is in the reader.

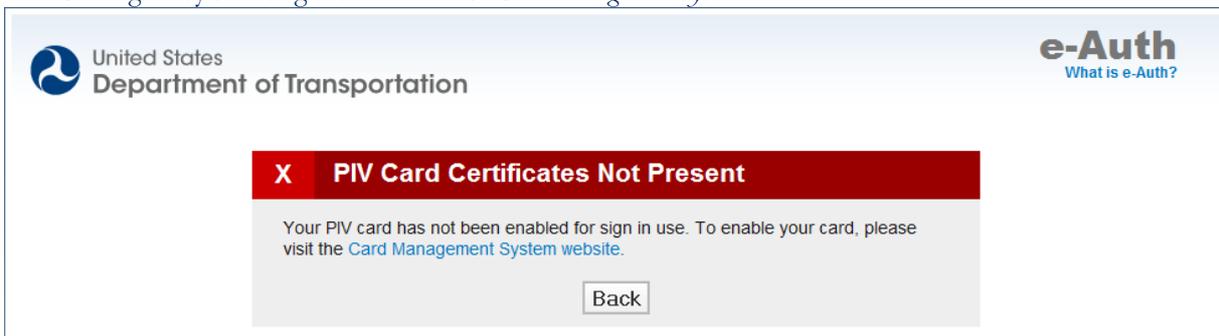


When you insert your PIV Card into most smartcard readers, a light will:

1. **Blink** while the computer reads your PIV Card, then
2. You will see a steady, **green** light when your computer is ready to use your PIV Card.

4.2. ActivClient Error Found

If you are trying to logon with your PIV Card but see the following warning, then select the *Back* button. Make sure you selected a correct certificate and try to logon again. If you still receive this message, try enabling your PIV Card again by selecting the blue link for *Card Management System website*.



4.3. *ActivClient Error Found*

If you receive the following error, you entered the wrong PIN. Select *Retry* and re-enter your PIN. You only have a few chances to enter the correct PIN before your PIV Card locks. After your PIV Card locks, you must use a self-service kiosk or visit a security service station to unlock it.



4.4. *Internet Explorer Cannot Display Webpage/Known Microsoft Issue*

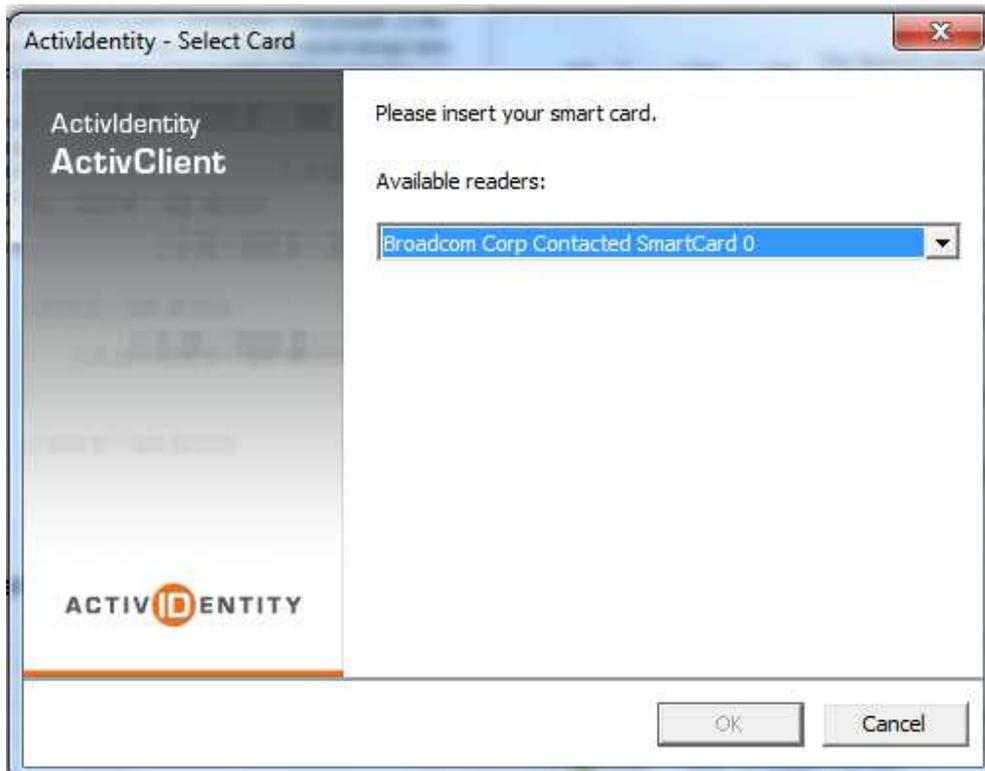
Background: Usually, your computer forgets your PIV Card certificates after you remove your PIV Card. Some computers are configured to remember your certificates.

Symptom: If your PIV Card is not inserted, but your computer remembers—and prompts you for—your certificates, then you have two options.



4.4.1. **Option A: If you have your PIV Card, insert it.**

If you select *OK*, the system will ask you for your PIV Card. Below is an example of ActivClients' popup that says, "Please insert your smart card." Insert your PIV Card and select *OK*.



4.4.2. Option B: If you select "Cancel" when prompted for a certificate, the following message will appear. Select the *Back* button.

X PIV Card Not Inserted

Your PIV card was not inserted when you attempted to sign in. Click the Back button, insert your card, and then try again.

4.4.3. Option C: If you select "Cancel" any time AFTER you have selected a certificate, clear your SSL state.

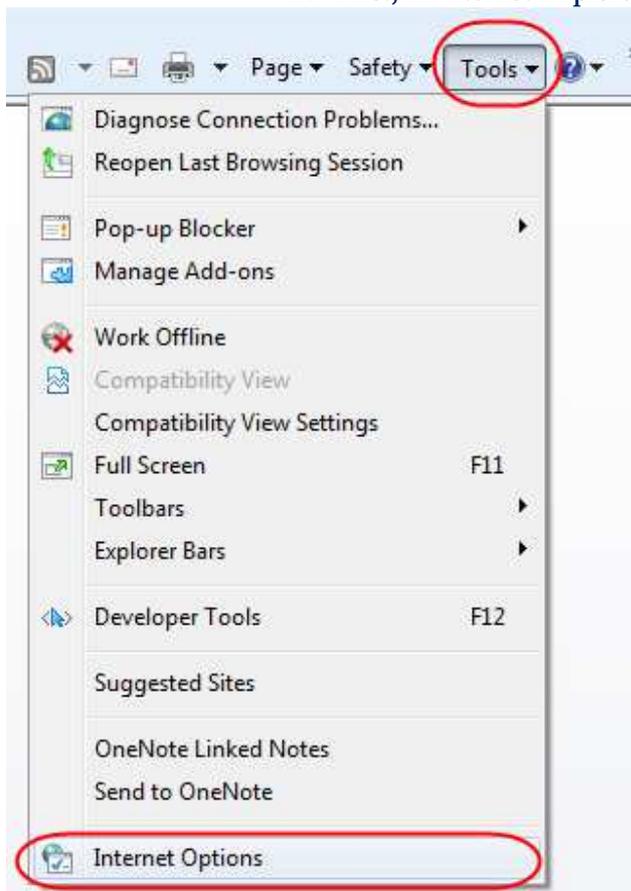
If you select "Cancel" any time after you have selected a certificate, you will see the following error. Your browser's back arrow button will NOT return you to e-Auth's logon page.



To continue, you must remove your PIV Card's certificates from your computer to stop it from prompting you for your PIV Card. Complete the following steps: (1) Clear SSL State and (2) Contact local Help Desk

(1) Clear SSL State:

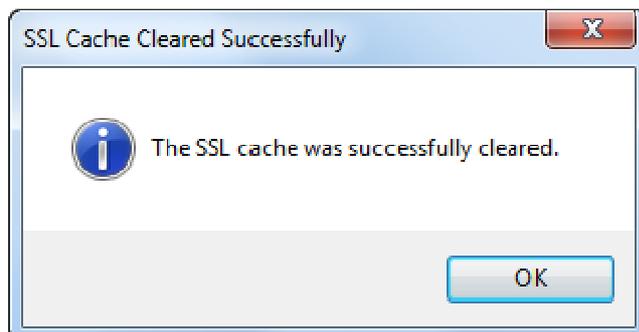
A. First, in Internet Explorer select *Tools* menu, *Internet Options* item.



- B. Second, after the Internet Options pop-up window appears, **select *Content* tab, then select *Clear SSL State* button.** After your browser clears its SSL session state, close the Internet Options pop up by selecting **OK**.



- C. Third, after the SSL Cache Cleared Successfully pop-up appears, **select *OK*.**



(2) Contact local Help Desk

- A. Contact your local help desk to configure your system to auto remove the certificates once the card is removed.

4.5. If your "Select a Certificate" pop-up window is empty...

If your Certificate screen does not contain a certificate with your name, then your computer might not have middleware. Make sure your computer has ActivClient middleware installed.

Look at the Windows System Tray (in the lower-right corner of your screen). Hint: *You might need to click on the left "up" arrow to display the entire set of icons in your System Tray.*

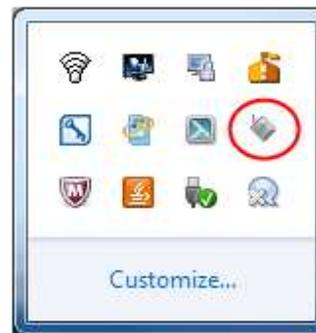
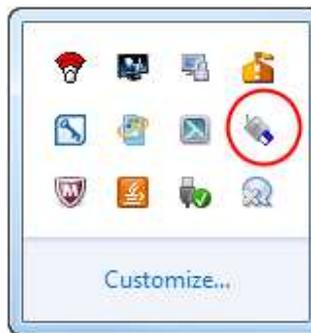


4.5.1. How can I tell if my computer has middleware?

If the System Tray has an ActivClient icon, then your computer has ActivClient middleware. The ActivClient icon is a gray diamond (i.e., card reader from an angle).

If your PIV Card is in your computer then the icon shows a blue and white rectangle (i.e., your PIV Card) on the bottom-right of the diamond.

If your PIV Card is not active and in your computer, then the icon is only a gray diamond.



4.5.2. What do I do if my System Tray does not have an ActivClient icon?

If (1) you do not see an ActivClient icon or (2) the icon does not change when the PIV Card is removed or inserted into the reader, then please contact your Help Desk to have ActivClient software installed on your computer or for additional troubleshooting.

5. How to logon with your Username and Password: step-by-step instructions

The following example shows you how to logon to FAA's internal Employee page (a.k.a. MyFAA). Other applications use a very similar procedure. E-Auth will only grant you access to applications that you are allowed to use.

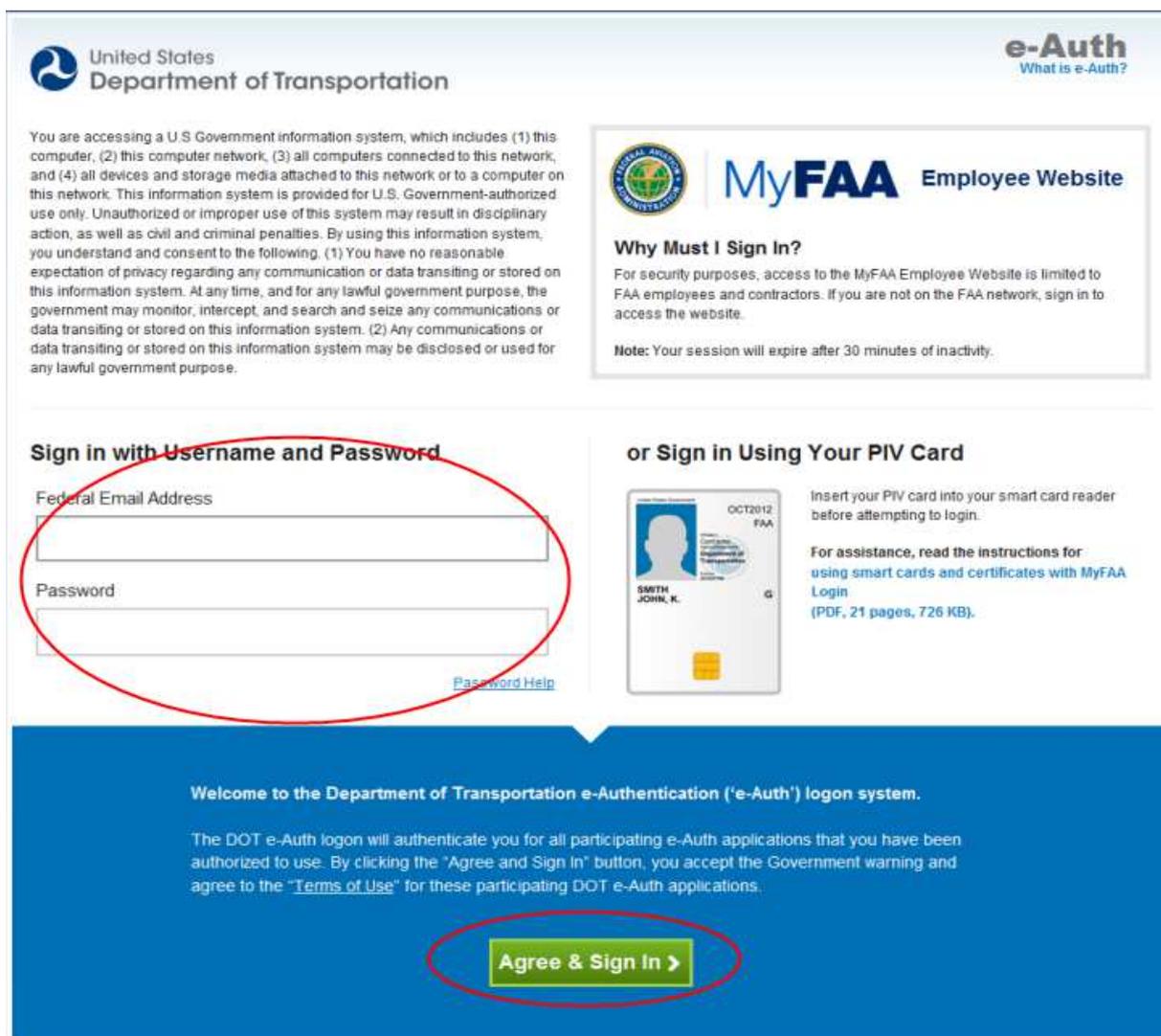
5.1.1. First, go to your application's web page.

This example uses My FAA at <https://employees.faa.gov/>.



5.1.1. Second, select the sign-in link.

On MyFAA, select *e-Auth Sign In* at the top right (or in other applications, a similar link). Upon selecting the *e-Auth Sign In*, you will then be directed to the FAA Portals Login page.



On the E-Auth logon screen, enter your federal email address (e.g., firstname.lastname@faa.gov) and webmail password. Click the large green **Agree & Sign In** button.

If your Password is correct, then your browser will go to the application (e.g., My FAA, eLMS, Idea Hub, etc.). For example, for MyFAA, you will see the main page with two changes at the top of the page:

- **Your name** is at the top of the page.
- The choice **e-Auth Sign Out** appears instead of *e_Auth Sign In*.
-

The screenshot displays the MyFAA website interface. At the top left is the Federal Aviation Administration logo and the 'MyFAA' text. To the right, a user is logged in, indicated by 'Welcome [username]' and 'e-Auth Sign Out' links. A search bar with a 'Search' button is also present. Below the header is a navigation menu with tabs for 'MyFAA Home', 'Employee Services', 'Tools & Resources', and 'FAA Organizations'. The main content area is divided into several sections: 'Today on FocusFAA' featuring a 'NextGEN' banner with the headline 'NextGen Now – FAA Selects Voice System Provider' and the date 'September 5 – New Internet Protocol-based voice communications network'; 'Highlights' with links to 'FAA Foundation for Success' and 'NextGen Information'; 'News & Media' with links to 'Focus FAA', 'FAA Today | Archives', 'Daily Media Stories', 'News & Media', 'ATO News', 'Subscribe to MyFAA', 'DOT Bulletin News', and 'National Broadcasts'; and 'My Tools' which includes a 'Find an FAA Employee' search form with 'Last Name' and 'First Name' input fields and a 'Find' button, along with a 'Search Organizational Listing' link.

5.2. How do I fix problems when I Logon with my Username and Password?

If you try to logon with your email address and password, but you see an error with red highlighting that says "Your email and password combination did not match our records"...

The screenshot shows the MyFAA Employee Website login interface. At the top left is the United States Department of Transportation logo. At the top right is the e-Auth logo with the text "What is e-Auth?". Below the logo is a privacy notice. To the right is a box titled "MyFAA Employee Website" with a "Why Must I Sign In?" section and a "Note: Your session will expire after 30 minutes of inactivity." Below this are two login options: "Sign in with Username and Password" and "or Sign in Using Your PIV Card". The "Sign in with Username and Password" section has a red error message: "Your email and password combination did not match our records." Below the error message are input fields for "Federal Email Address" and "Password", and a "Password Help" link. The "Sign in Using Your PIV Card" section shows an image of a PIV card and instructions to insert it into a smart card reader. At the bottom of the page is a blue banner with the text "Welcome to the Department of Transportation e-Authentication ('e-Auth') logon system." and a green "Agree & Sign In >" button.

5.2.1. First, make sure you entered your *Federal Email Address* and your *Password* correctly.

5.2.2. Second, if you still see the error...

5.2.2.1. *If you are FAA personnel, then go to eCenter.*

Try to logon to eCenter at <https://ecenter.faa.gov/appspub/national/ecenter.nsf?Open>. Select "Logon to eCenter."



5.2.2.2. If you are another DOT MOD, then...

- Try to logon to your regular webmail account.
- If an error is still present, you will need to contact your local help desk to have your password re-set.

5.2.3. Can you access your webmail?

5.2.3.1. If you cannot access your webmail...

Contact your local Help Desk. After three (3) unsuccessful attempts to log in, the system will lock your account. FAA personnel must either:

- (A) wait 30 minutes for the system automatically to unlock your account, or
- (B) contact one of the IT Help Desks listed in the beginning of this document.

If you are DOT personnel, after five (5) unsuccessful attempts to log in, the system will lock your account. DOT personnel must either:

- (A) wait 15 minutes for the system to automatically unlock your account, or
- (B) contact your local help desk to get the account unlocked.

5.2.3.2. If you can access your webmail but cannot access an E-Auth application...

Contact the FICAM Help Desk at 1-888-584-8334.