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

**If you already have an account,** click on the “I need to link my PIV or PIV-I cert to an existing Fiscal Service SSO account and continue with linking steps on page 4. If your account has already been linked, 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](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. 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 perform a self-service update, or to determine if an update is needed, please visit the URL below, and select the “Sign In” button under “CAC Maintenance”:
https://www.dmdc.osd.mil/self_service

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 card reader.
   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.

   Windows Security

   Confirm Certificate
   Confirm this certificate by clicking OK. If this is not the correct certificate, click Cancel.

   Timothy User
   Issuer: Federal Program Agency Name
   Valid From: 4/15/2014 to 4/14/2017
   Click here to view certificate properties...

   OK Cancel

   Windows 10
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”.
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

![Image of Single Sign-On interface](image1)

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

   ![Image of certificate selection](image2)

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

![Image of IBM Security Identity Manager Preproduction](image3)

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

**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.

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”**

![PIV Information Screen]

- The PIV Authentication Certificate is already active. No PIV action needs to be taken on your CAC.

**Error Message – “Unable to decode certificate”**

![Error Message Screen]

- Unable to decode certificate. This is likely not an authentication certificate. If you were prompted for more than one certificate, please try to authenticate with the other.
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.

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Treasury Check Information System (TCIS): 855-838-0743