If you are experiencing a letter popping up at the end of your DoD ID number (example: 1234567890.A@mail

1. Follow guidance on https://militarycac.com/PIV.htm#64_bit for 64 bit Windows computers, or https://militarycac.com/PIV.htm#32_bit for 32 bit Windows computers (NOTE: this will not work on Macs, unless running a Virtual Machine or Bootcamp)
2. Once configured with instructions above...
3. Insert your CAC into the reader
5. Click on Change CAC Email (button)
6. Click Proceed (button)
7. Click I accept and then Run
8. Make sure the boxes next to Change from email provided by your organization to another email address and Add Personnel Category Code to UPN are NOT checked
9. Click Next (button)
10. Check BOTH boxes when it asks Do you want a new email Encryption certificate on your CAC? and Do you want a new email Signature certificate on your CAC?
11. Click Next
12. Click Yes
13. Repeat process for OTHER card(s)

Dual CaC Holders should follow the instructions above for both cards so they work properly:

If you are still experiencing issues, call your branch PKI help desk.

**PKI Help Desk Numbers**

Army: (866) 738-3222
Navy: (800) 304-4636
Air Force: (210) 925-2521
Coast Guard: (800) 847-2479 Opt. 3

Last edit / update by Michael J. Danberry on 24 JUL 19