



CAC PIN RESET (CPR) Version 2.1 Training Program

November 2008

Trusted Agent Security Manager (TASM)/CPR Trusted Agent (CTA) Training

This self-paced course provides:

- **Tools and information to manage the CPR workstation(s) onsite**
- **Instructions for PIN resets**
- **Instruction tools for CTA's for operating CPR**

General Information

- **TASM's/CTA's should refer CAC holders who cannot be authenticated (via biometric and photographic means) or whose CAC's cannot be read by the CPR workstation back to a DEERS/RAPIDS site.**
- **24-48 hour turnaround for TASM/CTA registrations. Proof = Successful log on to CPR application.**
- **TASM's/CTA's must register PKI certificates on each workstation used.**
- **The primary TASM at each site is accountable for each workstation under his/her control.**
- **New or additional workstation requests should be submitted via the Navy CPR Project Officer.**

TASM Responsibilities

- **TASM's have the responsibilities of user management, workstation maintenance and administration and equipment storage. There are two TASM's, a primary and an alternate for each site.**
- **Perform Site ID surveys, used for CPR workstation configuration for their specific site, as required**
- **Manage all users (TASM's and CTA's) for the CPR workstations under their control**
- **Adhere to all security requirements with regard to the CPR workstation and access to CPR equipment**
- **Provide local visibility for the CPR program at their site. This may be accomplished via Plan of the Week/Day notes, a newsletter or website, or whatever means is appropriate for the location. Information should include the location of the CPR capability, hours of operation, phone numbers, and other pertinent data.**
- **Submit requests for new or additional CPR capability at their site**
- **Coordinate all CPR matters with the CPR Project Officer**
- **Train an alternate TASM and all CTA's operating CPR equipment**
- **Coordinate the repair and/or replacement of CPR equipment, secure and retain property accountability of all CPR equipment, immediately notify the CPR Project Officer if there is a loss of CPR capability**

TASM Responsibilities (cont.)

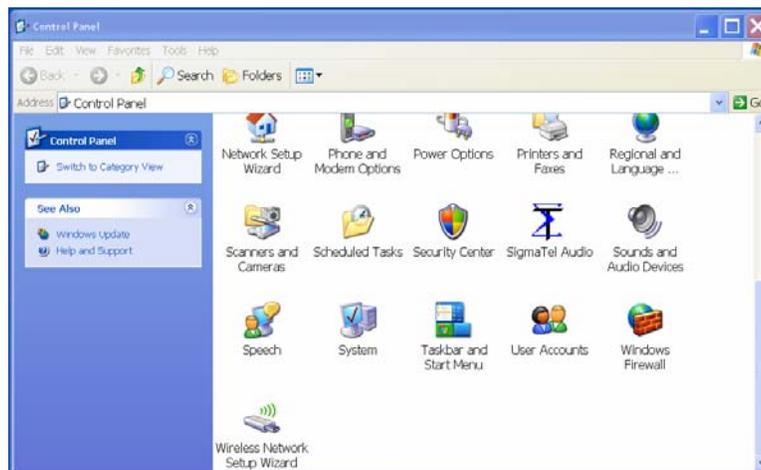
- **At the direction of CPR Project Officer, periodically transmit audit files created on the CPR workstation for sampling and measurement purposes**
- **Ensure positive identification of all CTA's for their site**
- **Ensure positive identification of all subscribers requesting CPR**
- **Protect access to PINs, including their own, CTA's, and subscribers during the reset process**
- **Refer subscribers to their CAC issuance facility when either:**
 - a. Authentication cannot be positively confirmed**
 - b. When the PIN cannot be reset (due to non-technical reasons)**
- **Immediately notify CPR Project Officer if there is any suspected or known compromise of the CPR system**
- **For more information please refer to the CPR Standard Operating Procedures and User's Guide**

CTA Responsibilities

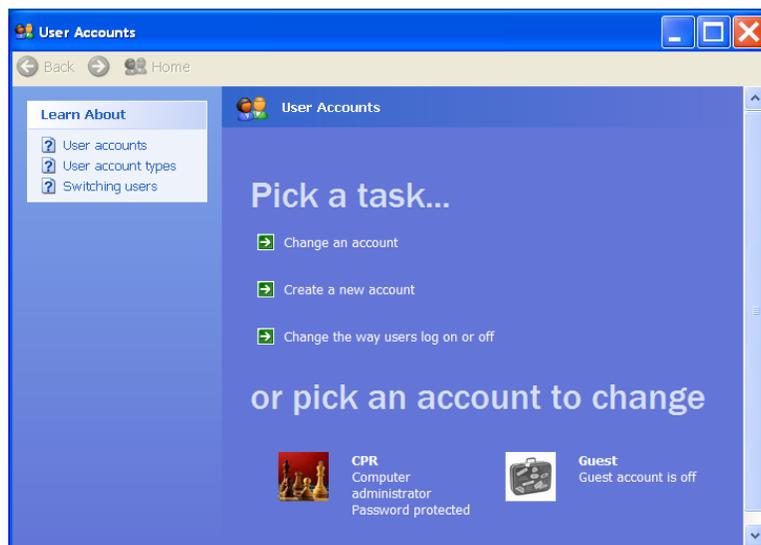
- **The CTA's primary role in the field is to provide CPR. CTA's are registered locally on the CPR workstation by the TASM, using the User Administrator function of the CPR application.**
- **CTA's must adhere to all security requirements with regard to the CPR workstation and access to CPR equipment**
- **Perform CAC PIN Reset**
- **Ensure positive identification of all subscribers requesting CAC PIN Reset**
- **Secure and retain property accountability of all CPR equipment under their control**
- **Immediately notify the site TASM if there is a loss of capability at the site**
- **Immediately notify the TASM or CPR Project Officer if there is any suspected or known compromise of the CPR system**
- **Protect access to PINs, including their own, and subscribers during the reset process**
- **Notify the site TASM of any malfunctions or anomalies with CPR equipment (CTA's should contact CPR Project Officer when the local TASM is unavailable)**
- **Refer subscribers to their CAC(DEERS/RAPIDS) issuance facility when either**
 - a. Authentication can not be positively confirmed, or**
 - b. When the PIN cannot be reset (due to non-technical reasons)**

Adding a User Account to the Workstation

- Once a TASM is added to the CPR application, additional user accounts can be added as needed. This task will need to be performed by a workstation administrator.
- Open Control Panel by clicking *Start*, choose *Settings* from the menu then choose *Control Panel*.
- Double-click the *Users Accounts* icon:

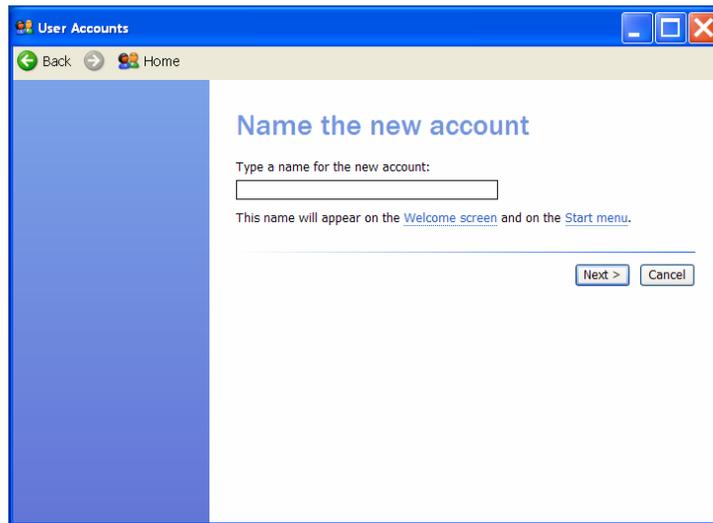


- On the *Users Accounts* Window, select *Create a new account*.

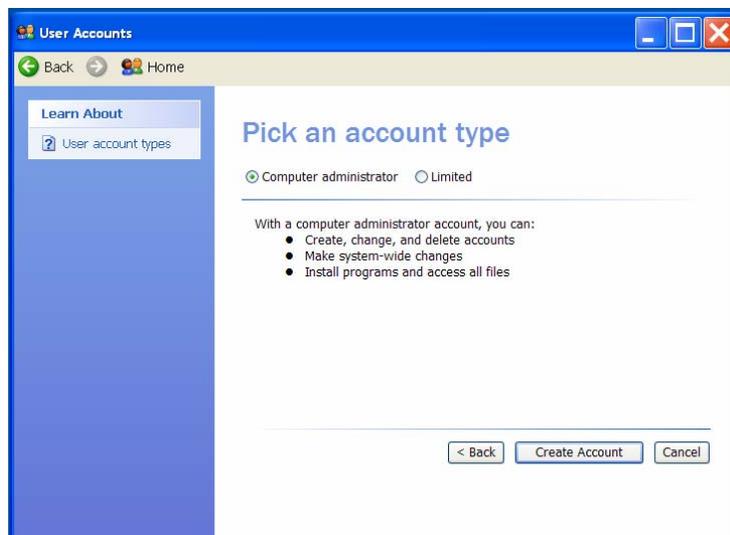


Adding a User Account to the Workstation

- Pick an account type for the new account. A TASM should be added as a computer administrator and a CTA should be added as a limited user.

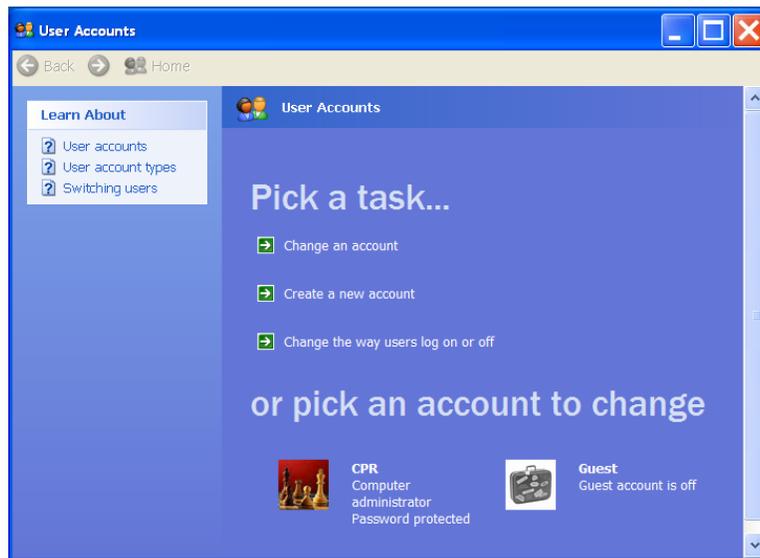


- Pick an account type for the new account. A TASM should be added as a Computer administrator and a CTA should be added as a Limited user.

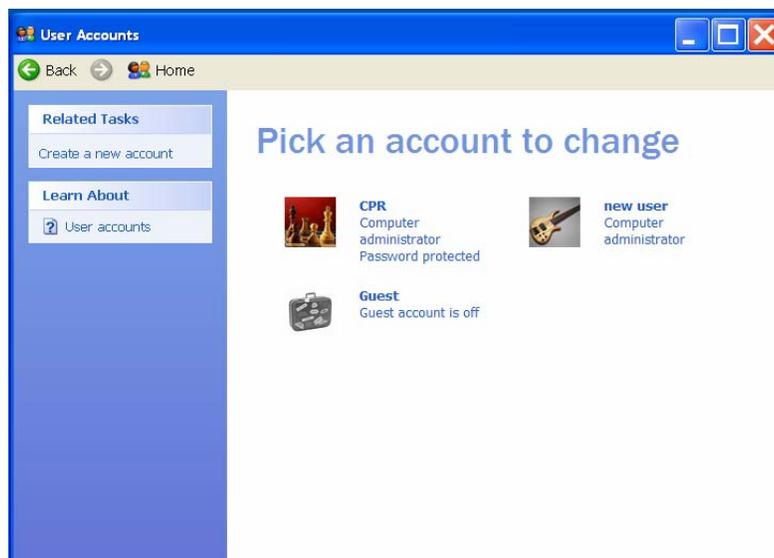


Adding a Password to a User Account

- Add a Password to a User Account by selecting *Change an Account*:

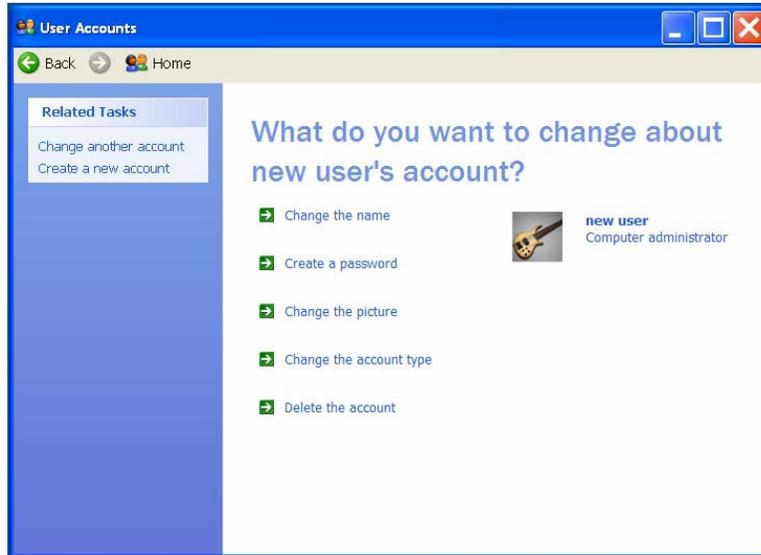


- Select the account to change:



Changing a User Account on the Workstation

- Select *Create a Password*

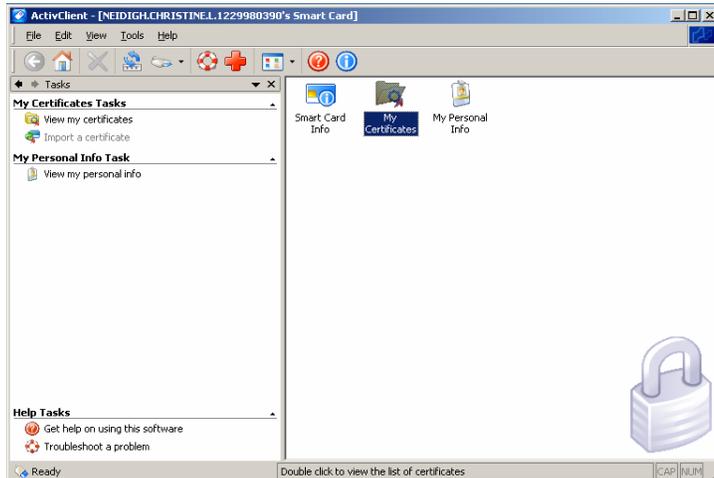


- Create a password for the account:

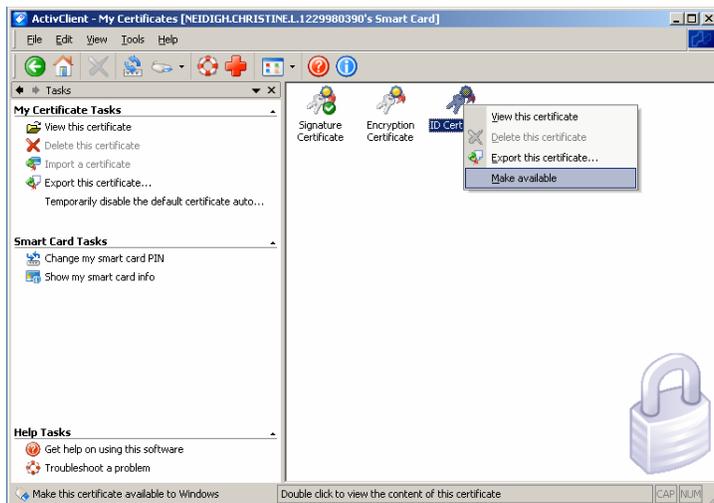


Registering PKI Certificates

- Insert your CAC into the ActivCard 2.0 USB card reader. Open the ActivClient User Console using the icon or Start > Programs > ActivClient > User Console.



- Double-click "My Certificates" to continue.

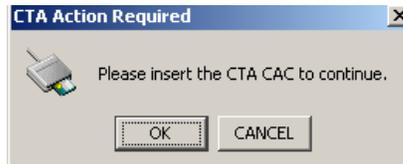


- Right-click on the ID certificate and select "Make Available".
- You will be prompted that the certificate has been made available. Click "OK".



CPR Console Logon

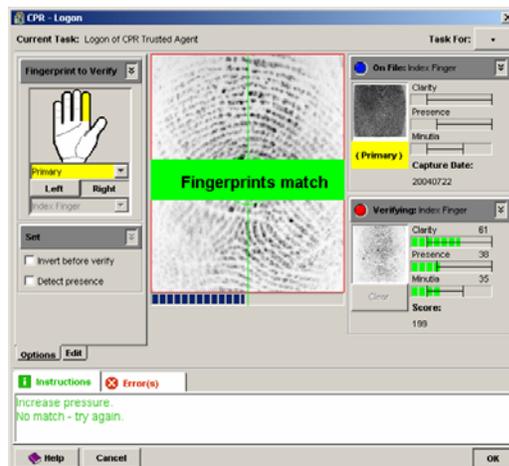
- Insert the TASM or CTA's CAC into the CTA (ActivCard) Card Reader. Logon to the CPR application by double-clicking the *CPR Console* icon located on the desktop.
- **Note:** If the CAC has been inserted into the wrong card reader, the below message will appear. Insert the CAC into the correct card reader and click **OK** to continue.



- Enter your *CAC PIN* when prompted then click **OK**.



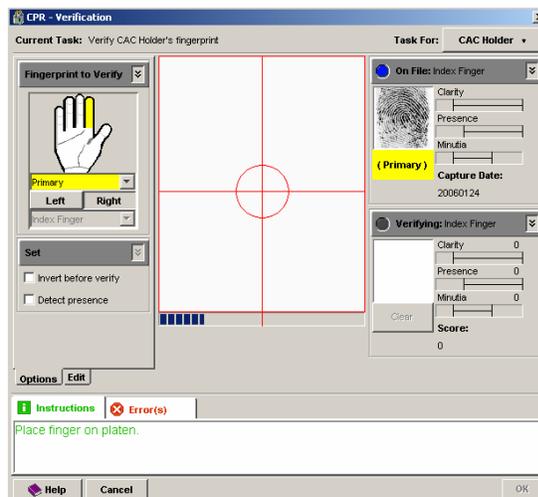
- Highlight your *ID certificate* if prompted and click **OK**.
- Provide a live scan fingerprint by placing your right index finger on the fingerprint scanner. A green verification light will indicate a successful fingerprint match. The CPR application will perform up to 3 fingerprint-matching attempts before timing-out.



- Once the fingerprint is verified, the *CPR Console* will display.

Resetting CAC PINs

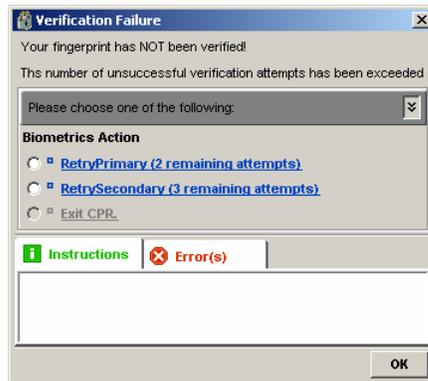
- After successfully logging into the CPR console, insert the card holder's CAC into the SCR331 card reader and select *Retrieve Biometrics* on the CPR Console window.



- Provide a live scan fingerprint by having the CAC holder place their right index finger on the fingerprint scanner.
- A green verification light appears after a successful fingerprint match. A red light indicates that the fingerprint capture did not pass verification. The CPR application will perform up to 3 fingerprint-matching attempts before timing-out.

Resetting CAC PINs (continued)

- A red light indicates that the fingerprint capture did not pass verification. The CPR application will perform up to 3 fingerprint-matching attempts before timing-out.

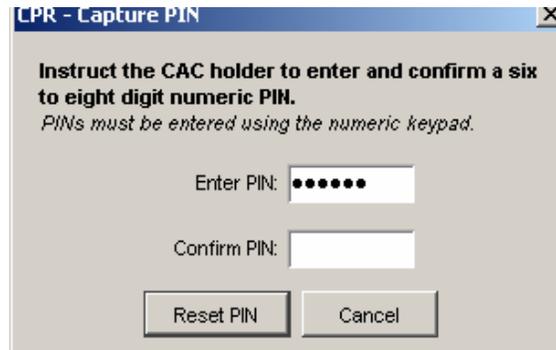


- Verify the downloaded photograph to the CAC holder and click OK. **If photograph verification cannot be performed, the CAC holder must report to the RAPIDS issuance facility to reset the PIN. Select *Approve*.**

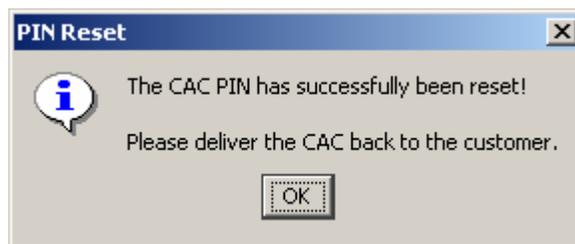


Resetting CAC PINs (continued)

- The CPR application will prompt the CAC holder to enter the new PIN twice. The CAC holder should select enter after each PIN. **The new PIN can only be entered from the Numeric Keypad.** Click *OK* once the PIN has been entered twice.



- When the CAC is successfully reset a message will appear indicating so.





CPR

Training Certificate

has successfully completed
training for
CAC PIN Reset

Thank you for completing the training.
Please print a copy for your records. If you
have questions or concerns regarding this
training, please contact the CPR Project
Office at 850 452-7895, DSN 922-7895