

## WORKSTATION AND APPLICATION LOG ON

1. If you are not already logged on to the CPR workstation, logon by entering **Username** and **Password**.
2. Insert **CAC** into the TASM/CTA (ActivCard) Card Reader. Logon to the **CPR application** by double-clicking the **CPR Console** icon located on the desktop.



3. Enter your **CAC PIN** and click **OK**.
4. **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.



5. Once the fingerprint is verified, the **CPR Console** window displays..



## CAC PIN RESET

1. Click the **Retrieve Biometrics** button in the CPR Console window.



2. The CAC holder needing a PIN reset should insert his CAC into the second card reader. Click **OK**.
3. The CAC holder will need to provide a live scan fingerprint by placing their right index finger on the fingerprint scanner.
4. Green light verification appears after a successful fingerprint match. If the fingerprint is successfully matched, the CAC holder's photograph will then download from DEERS.

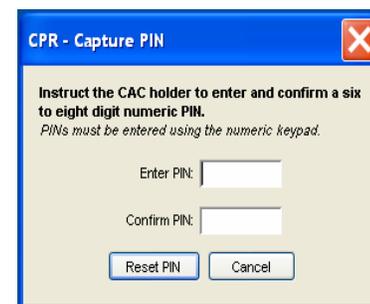


5. A **red** light indicates that the fingerprint capture did not pass verification. CPR will allow up to 3 fingerprint-matching attempts before timing-out.

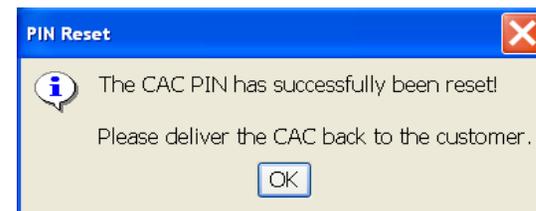
6. **Note:** If a Biometric match cannot be performed, the CAC holder must report to the RAPIDS issuance facility for PIN reset.

7. 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 PIN reset.**

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



9. Once the PIN has been successfully reset, return the CAC to the CPR customer. The PIN reset process is complete. Check **CONTINUE** to reset another CAC. Click **EXIT** to close the CAC PIN Reset window.



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## CAC PIN RESET

### 2.1

CPR 2.1 provided by:  
*NAVY CAC Program Management Office*

*USER REFERENCE GUIDE*