

[E-mail that will be sent to individuals who need to update the digital certificates on their PIV cards]

Subject: ***ACTION REQUIRED*** Download corrected digital certificates on your PIV card

Good morning,

You are receiving this message because you need to update the certificates on your Personal Identity Verification (PIV) card. According to the HHS Smart Card Management System (SCMS), the digital certificates embedded in your PIV card contain incorrect information. Your current digital certificates might show:

- Your former name (if you changed your name within the past two years)
- Your previous classification (if you changed from an employee to contractor or vice versa, for example, within the past two years)
- Your former HHS Operating Division (if you came to NIH within the past two years)

Background

Two years ago, HHS changed the vendor that provides certificates for all HHS PIV cards. Since that time, certain changes have not been correctly reflected in people's PIV cards. Specifically, if someone changed their name, affiliation, or HHS Operating Division, their digital certificates did not get updated to reflect the change(s).

What You Need To Do Now

You do ***not*** need to go to the NIH badging office. You have two options to update your digital certificates locally.

Option 1: Access Card Utility (ACU) for Windows

If you use a Windows computer and your Institute or Center (IC) has installed the Access Card Utility (ACU) on your computer, you can download your new certificates using the ACU.

To check the availability of the ACU on Windows computers in your IC, click on this link <https://ocio.nih.gov/Smartcard/Pages/ACUinfo.aspx>, then click on the link for your IC in the list.

Simply insert your PIV card, run the ACU, and follow the prompts to download your new certificates. (The NIH IT Knowledge Base has [a video tutorial and detailed instructions for using the ACU.](#))

Option 2: Lifecycle Work Station (LWS)

If you don't have access to a Windows computer or the ACU is not available in your IC, you can download your new certificates by visiting a Lifecycle Work Station (LWS).

Click on this link <https://www.ors.od.nih.gov/ser/dpsac/badge/Pages/lifecycle.aspx> for a list of LWS locations and contact information.

What You Need To Do After You Download Your New Certificates

After you download your new certificates, you may need to update the software on your computer. Click on this link <https://ocio.nih.gov/Smartcard/Pages/NewCertificates.aspx> for instructions on updating your computer to use your new certificates.

Questions? Need Help?

If you require assistance updating your digital certificates, please contact the NIH IT Service Desk:

301-496-4357 (HELP)

301-496-8294 (TTY)

866-319-4357 (HELP)

<http://itservicedesk.nih.gov/support/>

If you have any questions about this email or the problem it describes, please contact the CIT IAM Smart Card team (citiamsmartcardteam@mail.nih.gov).

Thank you.

CIT IAM Smart Card team