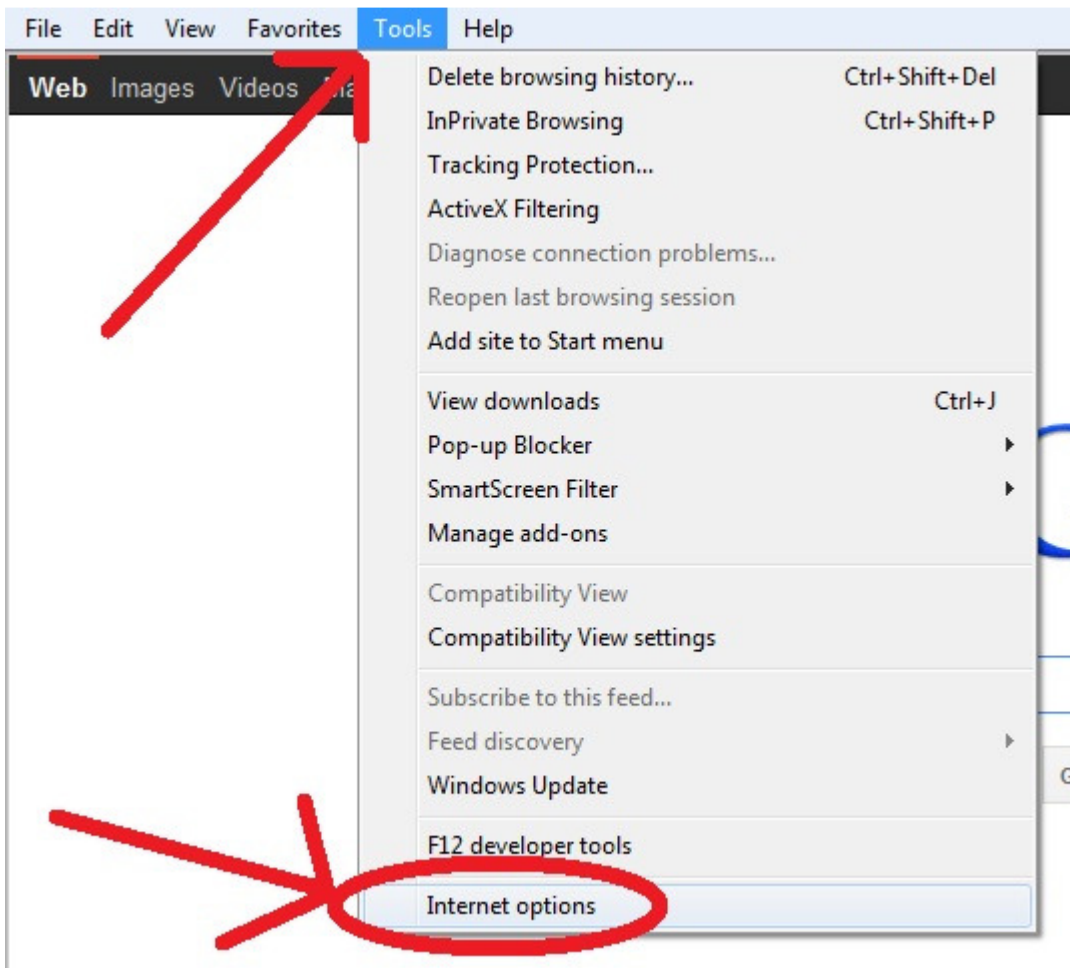
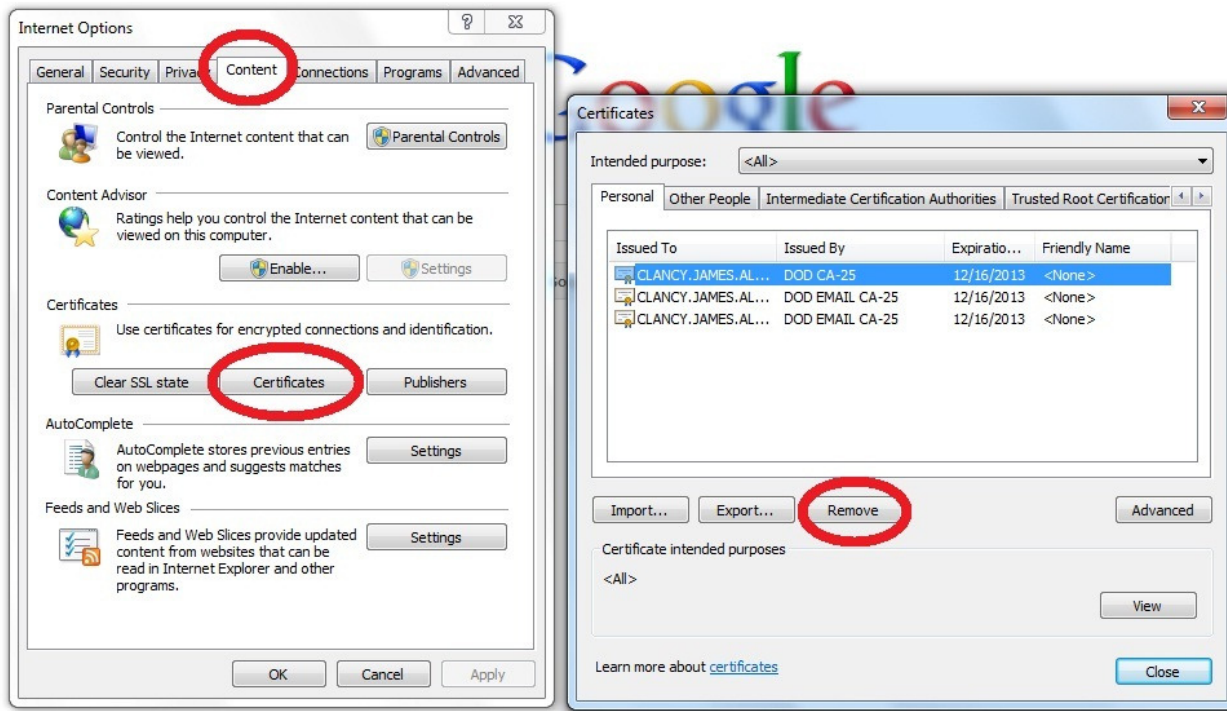


## Phase 1 of 3 operations to perform for Window 7 users.

- 1) Unplug Your CAC reader from the computer and remove your CAC card.
- 2) Open Internet Explorer browser page.
- 3) Along the top menu items..Click **TOOLS**- then **INTERNET OPTIONS**



4) In the Internet option display window, there tabs along the top. Click the one that says **CONTENT**.



5) There should only be three(3) certificates in there under the **PERSONAL** tab.

6) We will reinstall them from your ID card in case they are corrupted. Click **REMOVE**

7) Close all windows and by click "Close" OK" or "Apply" as needed to close the windows with the changes.

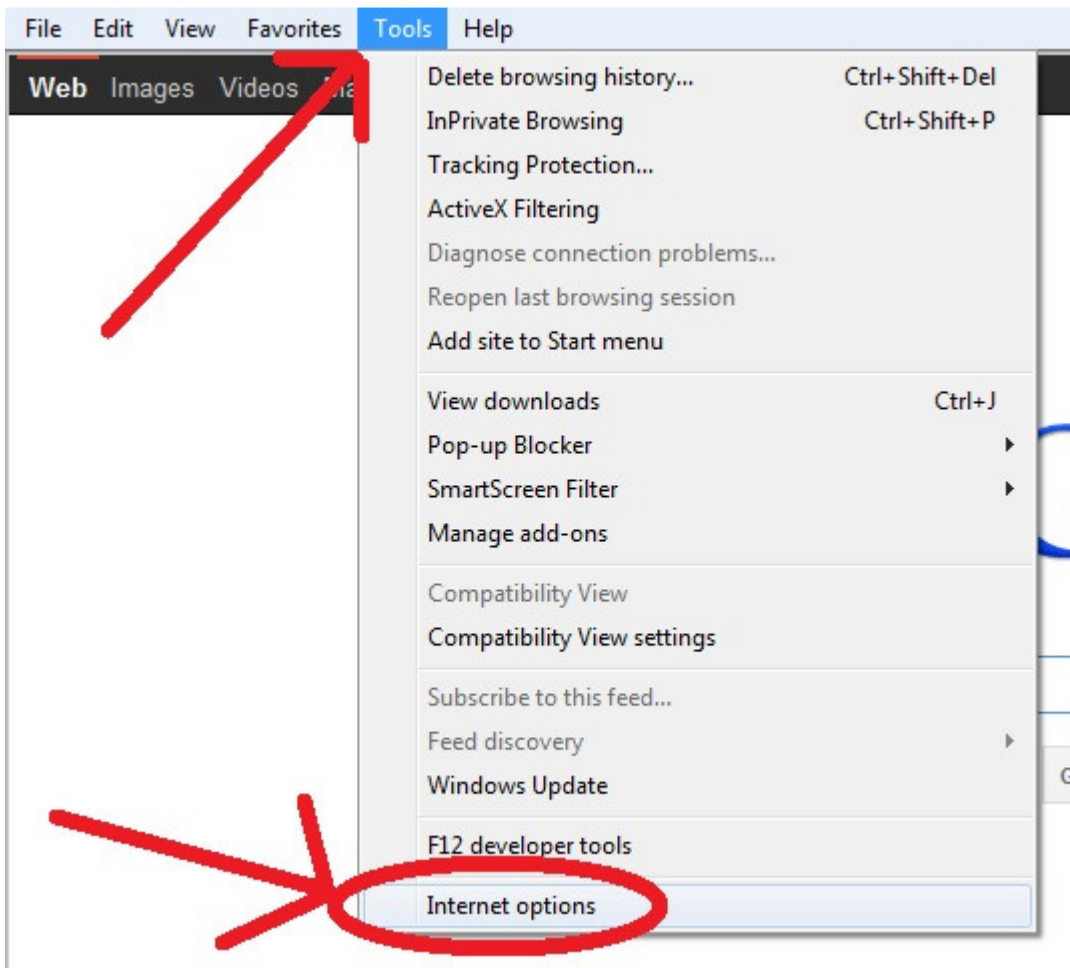
8) Plug in your CAC Reader.

9) Insert your ID card.

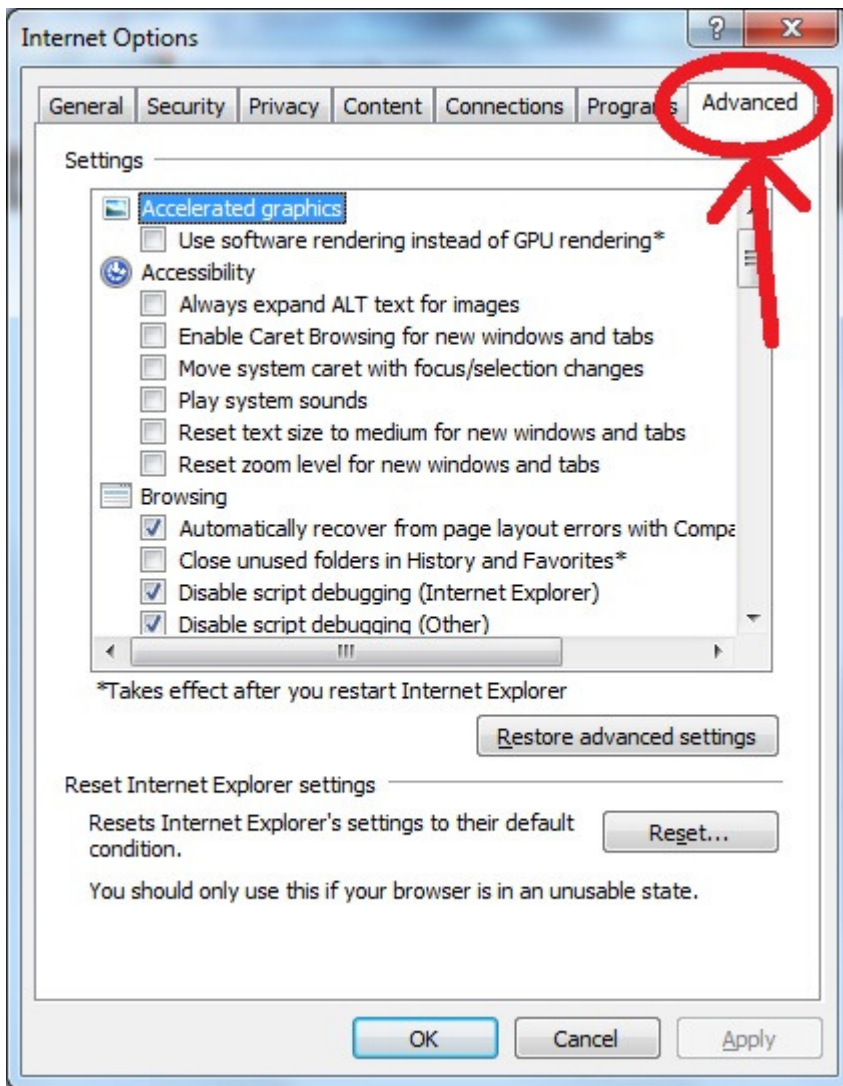
10) Follow steps 2-5 to check that the three(3) certificates have returned.

## Phase 2 of 3 operations to perform for Window 7 users.

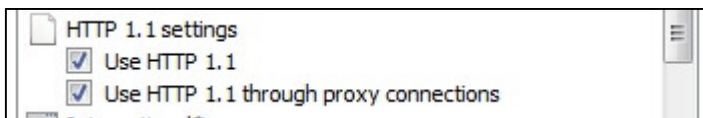
- 1) Open Internet Explorer browser page.
- 2) Along the top menu items..Click **TOOLS**- then **INTERNET OPTIONS**



3) Click the tab that says **Advanced**



4) Scroll through the listing and make sure all the following ARE checked.



Don't worry about TLS 1.1 or TLS 1.2.....make sure the others are check.



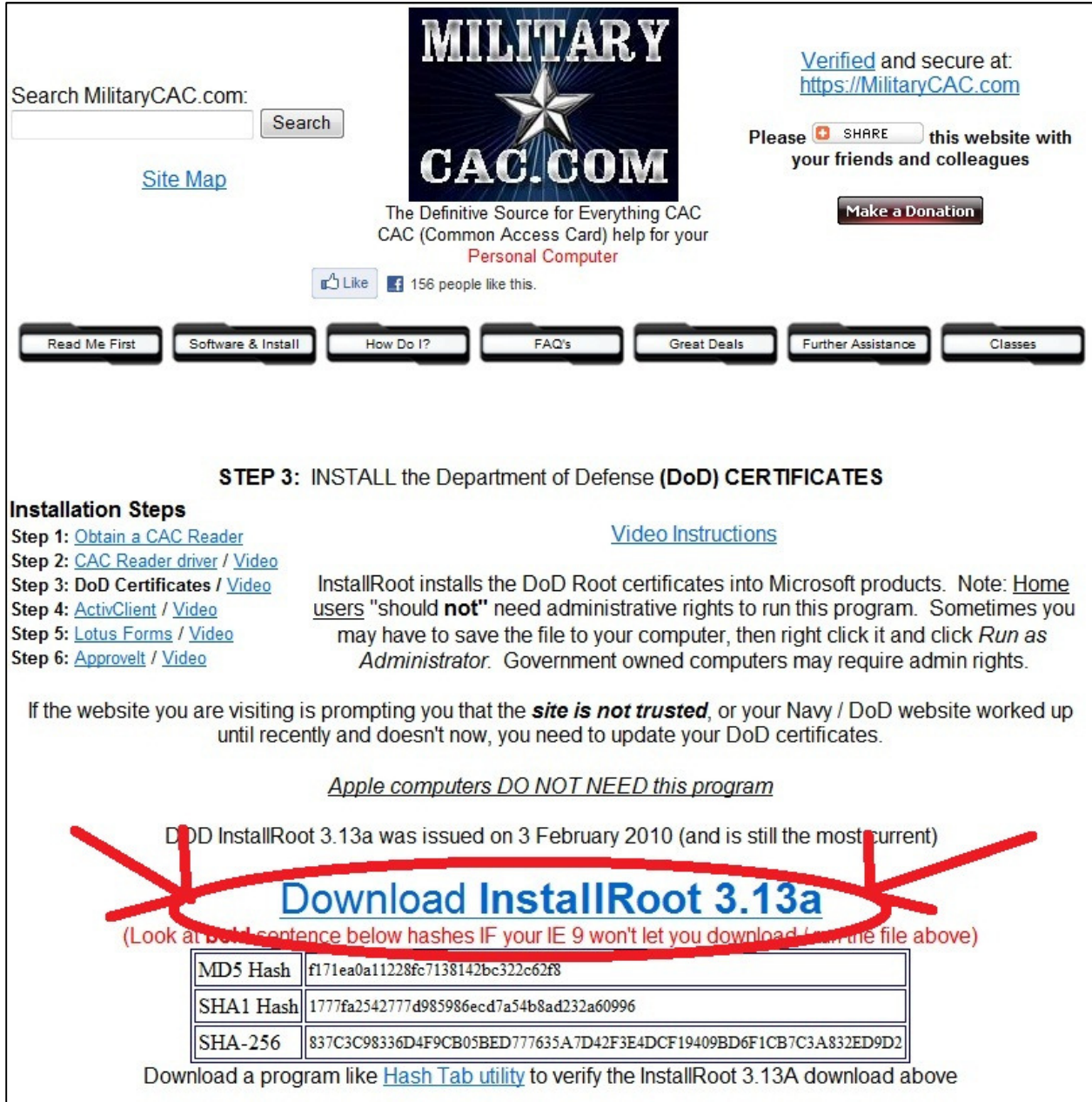
5) Click ok and close out of these windows.

## Phase 3 of 3 operations to perform for Window 7 users.

1.) Open an Internet Explorer page and go to:

<http://www.militarycac.com/dodcerts.htm>

2) Click on and Download the link for “**DOWNLOAD INSTALLROOT 3.1a**”



The screenshot shows the MilitaryCAC.com website. At the top, there is a search bar, a navigation menu with buttons for 'Read Me First', 'Software & Install', 'How Do I?', 'FAQ's', 'Great Deals', 'Further Assistance', and 'Classes'. The main content area is titled 'STEP 3: INSTALL the Department of Defense (DoD) CERTIFICATES'. It lists six installation steps with links to 'Obtain a CAC Reader', 'CAC Reader driver', 'DoD Certificates', 'ActivClient', 'Lotus Forms', and 'Approvelit'. A video instruction link is also present. A note explains that InstallRoot installs DoD Root certificates into Microsoft products and that home users should not need administrative rights. A warning states that if a website prompts 'site is not trusted', DoD certificates need to be updated. A note specifies that Apple computers do not need this program. A red circle highlights the text 'Download InstallRoot 3.13a' with a note to look at the bold sentence below hashes if IE 9 won't let you download from the file above. Below this is a table with three rows: MD5 Hash, SHA1 Hash, and SHA-256, each with a corresponding long alphanumeric hash. At the bottom, it says to download a program like 'Hash Tab utility' to verify the download.

Search MilitaryCAC.com:

[Site Map](#)

**MILITARY CAC.COM**

The Definitive Source for Everything CAC  
CAC (Common Access Card) help for your  
Personal Computer

Verified and secure at: <https://MilitaryCAC.com>

Please  this website with your friends and colleagues

156 people like this.

### STEP 3: INSTALL the Department of Defense (DoD) CERTIFICATES

#### Installation Steps

Step 1: [Obtain a CAC Reader](#) [Video Instructions](#)

Step 2: [CAC Reader driver / Video](#)

Step 3: [DoD Certificates / Video](#)

Step 4: [ActivClient / Video](#)

Step 5: [Lotus Forms / Video](#)

Step 6: [Approvelit / Video](#)

InstallRoot installs the DoD Root certificates into Microsoft products. Note: Home users "should not" need administrative rights to run this program. Sometimes you may have to save the file to your computer, then right click it and click *Run as Administrator*. Government owned computers may require admin rights.

If the website you are visiting is prompting you that the **site is not trusted**, or your Navy / DoD website worked up until recently and doesn't now, you need to update your DoD certificates.

*Apple computers DO NOT NEED this program*

DOD InstallRoot 3.13a was issued on 3 February 2010 (and is still the most current)

**Download InstallRoot 3.13a**

(Look at **bold** sentence below hashes IF your IE 9 won't let you download from the file above)

MD5 Hash	f171ea0a11228fc7138142bc322c62f8
SHA1 Hash	1777fa2542777d985986ecd7a54b8ad232a60996
SHA-256	837C3C98336D4F9CB05BED777635A7D42F3E4DCF19409BD6F1CB7C3A832ED9D2

Download a program like [Hash Tab utility](#) to verify the InstallRoot 3.13A download above

4) this is a program to install...so if you are ask to “install it”...then of course say yes.

5) Close all windows. Reboot your computer.

6) Try and go to the DOD sites you are having trouble with. (NROWS, Navy Mail, MyPay, NKO..etc...)