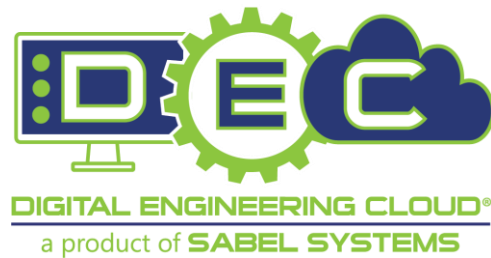


HmC New CAC Procedures



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Document Revision History

Version	Date	Edited by	Summary of Change
1.0	28 October 2019	Curtis Adams	Initial Draft

Table of Contents

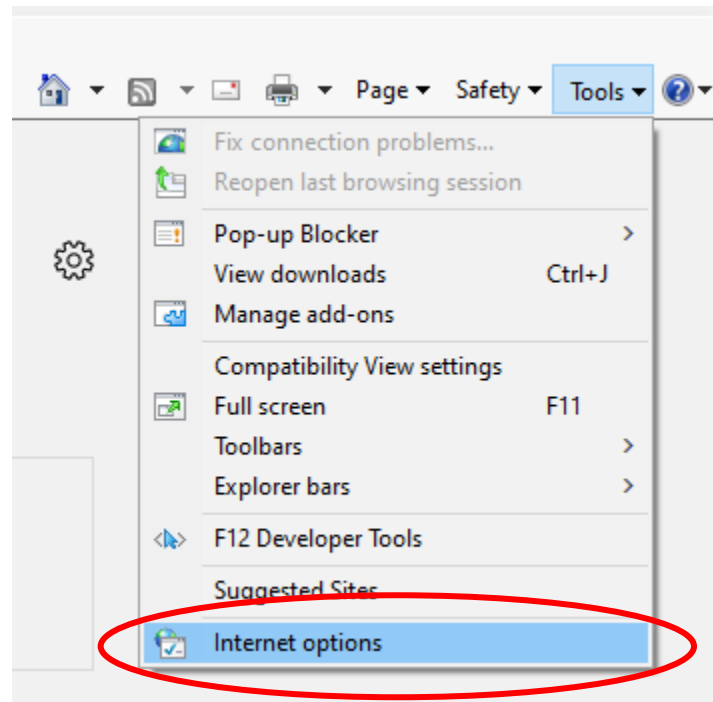
- 1. Clear SSL State in Internet Explorer2
- 2. Clear SSL State in Chrome7
- 3. Clear SSL State in Firefox..... 12
- 4. Add a New Certificate to Your HmC Account..... 15

1. Clear SSL State in Internet Explorer

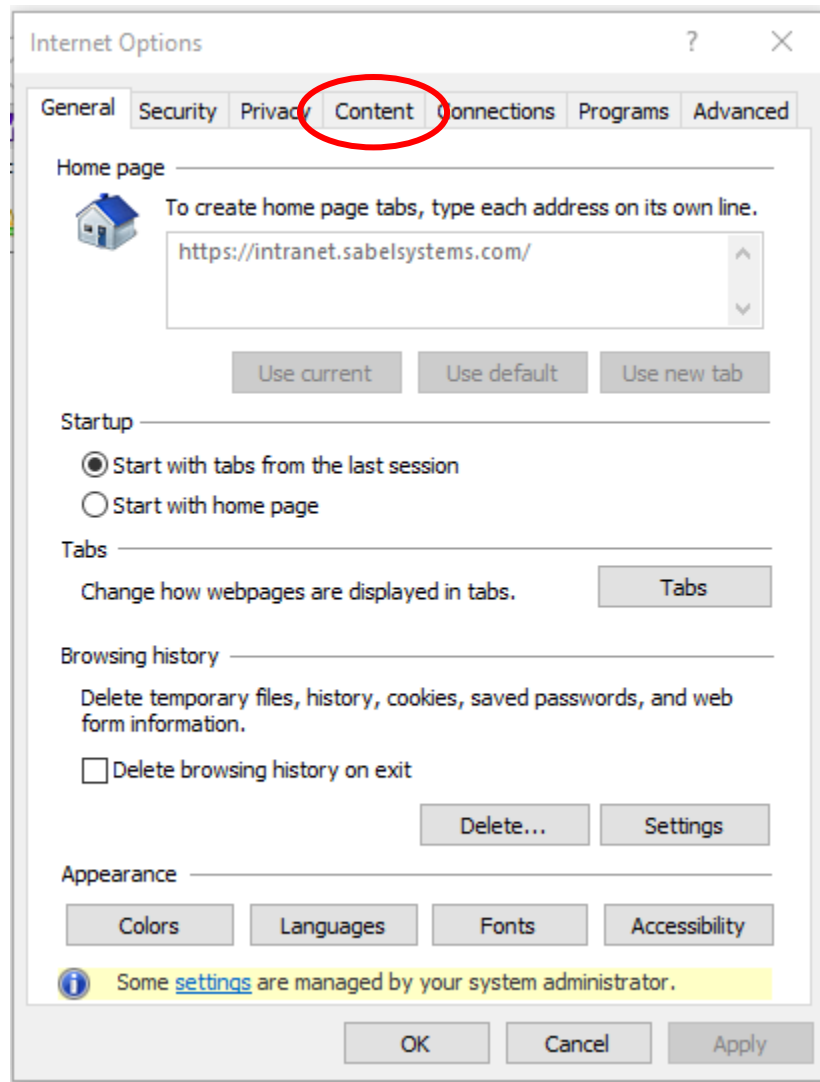
When you receive a new CAC, HmC requires you to reregister with the new CAC's certificates. First you will need to remove old certificate information if your browser still contains this data.

1.1. Open **Internet Explorer**.

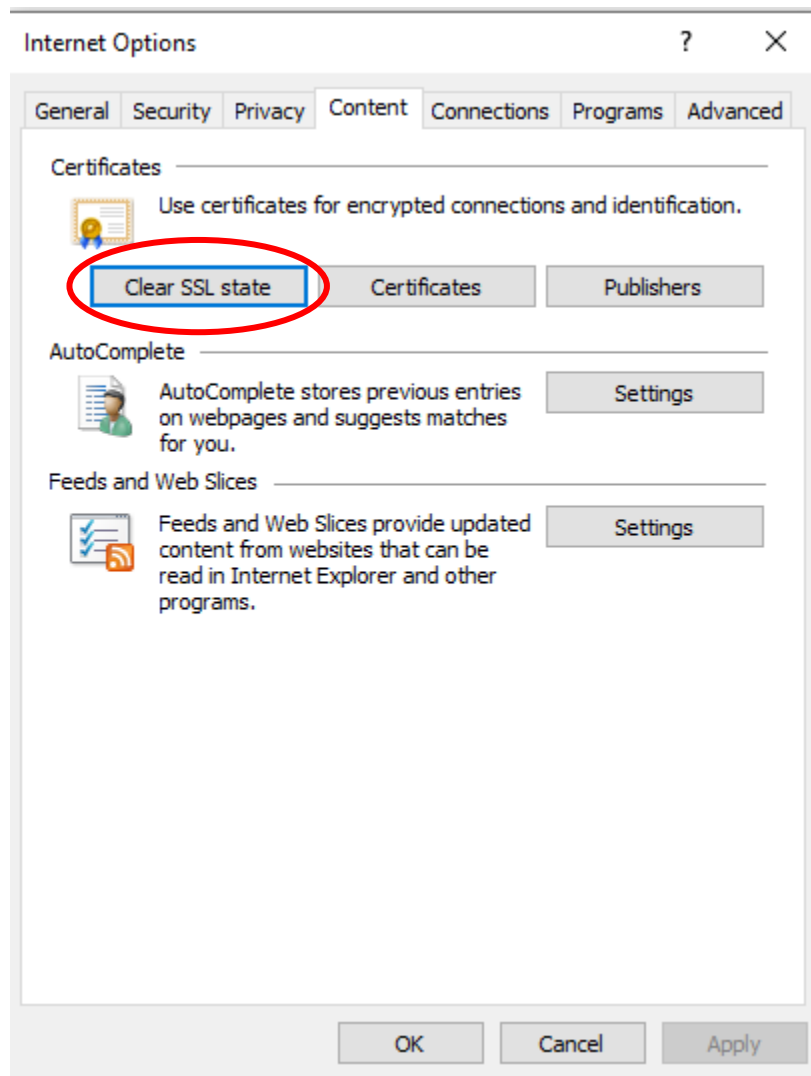
1.2. From the Tools menu, click **Internet options**.



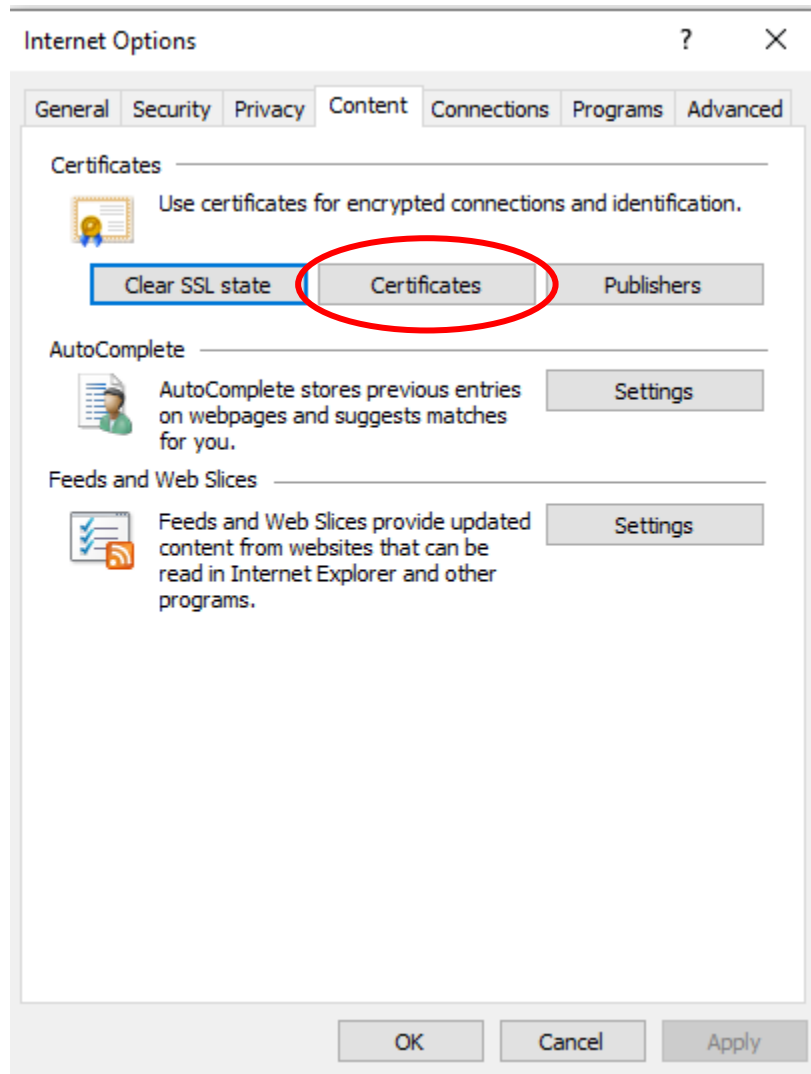
1.3. From the Internet Options window, click the **Content** tab.



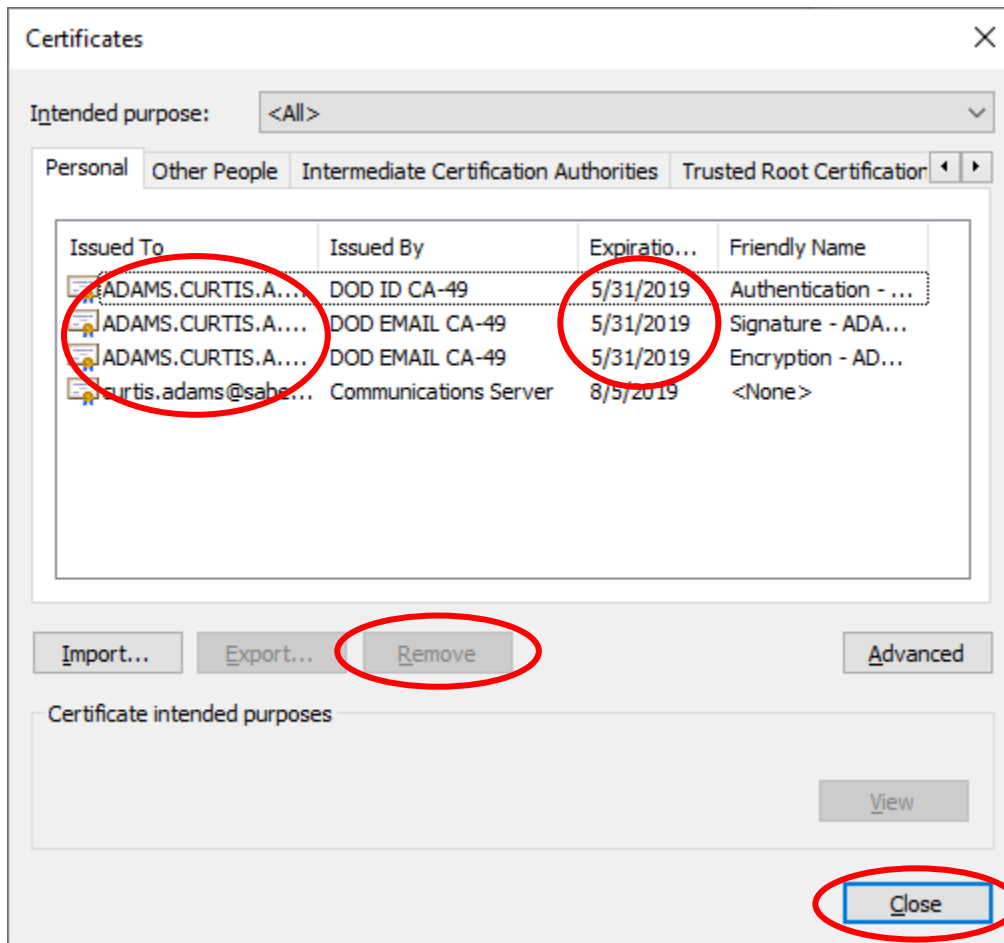
1.4. Click the **Clear SSL state** button.



1.5. Click the **Certificates** button to display installed CAC certificates.

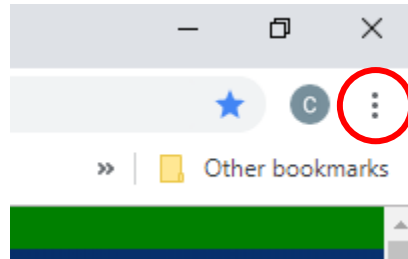


- 1.6. Select all Personal certificates issued to you by the DoD with an expiration date that is expired and/or the date your old CAC expired.
- 1.7. Click the **Remove** button.
- 1.8. Click the **Close** button.
- 1.9. Click the Internet Options window's **OK** button.

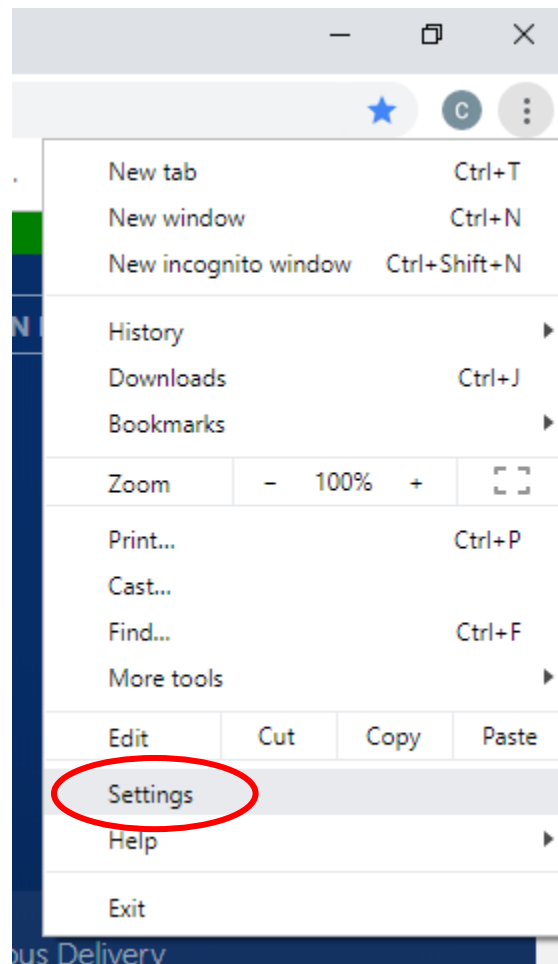


2. Clear SSL State in Chrome

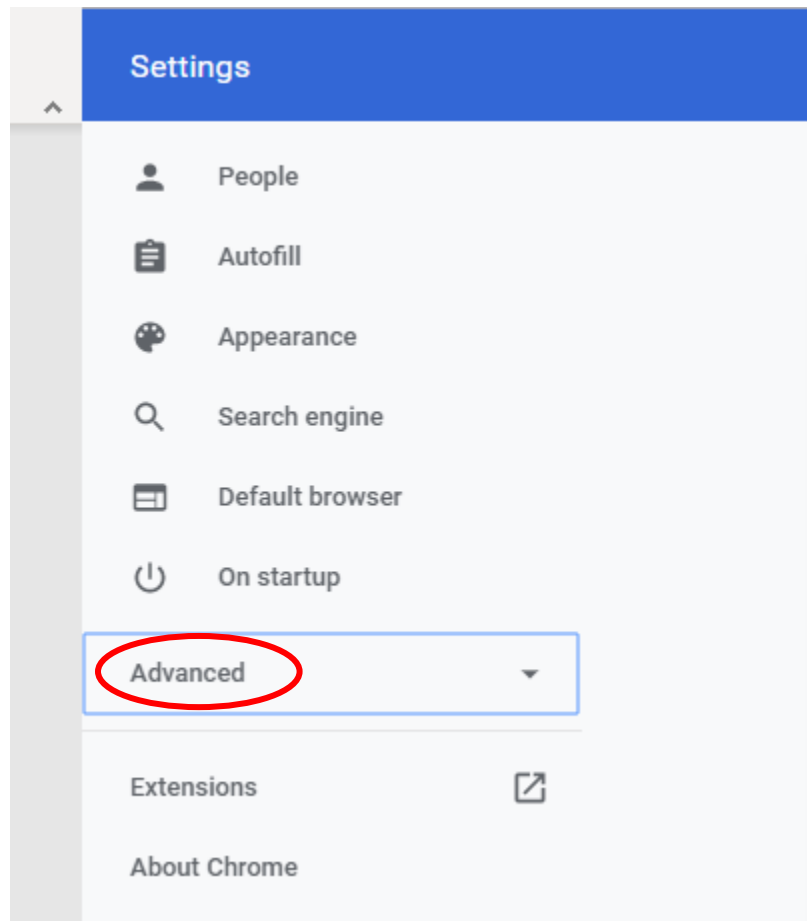
2.1. Click the **Customize and control** icon.



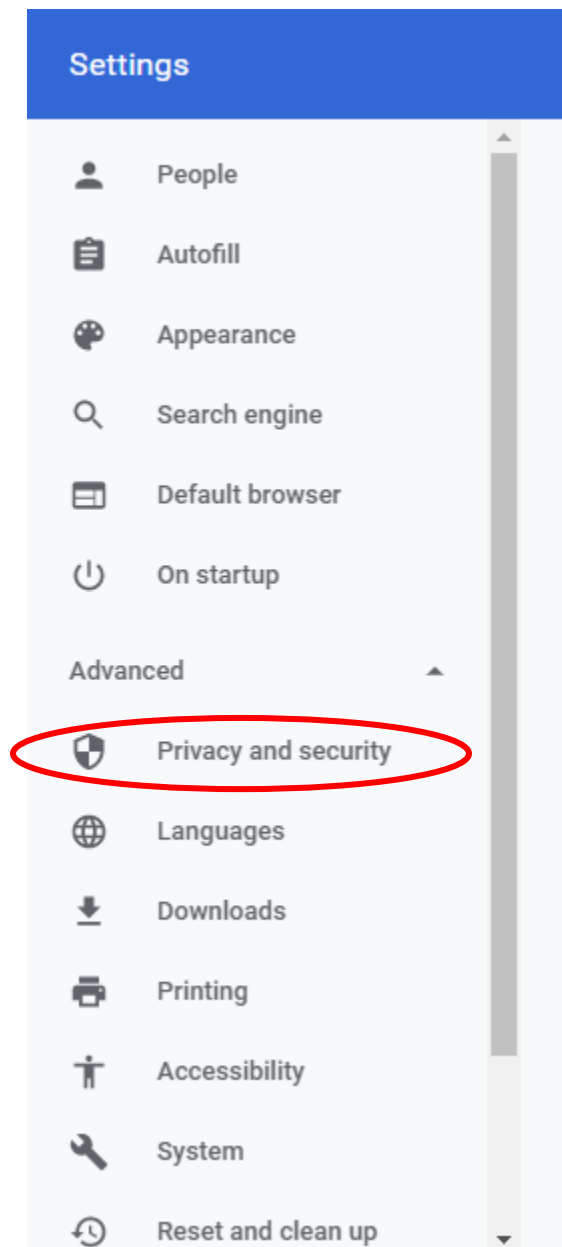
2.2. Click **Settings**.



2.3. Expand **Advanced**.

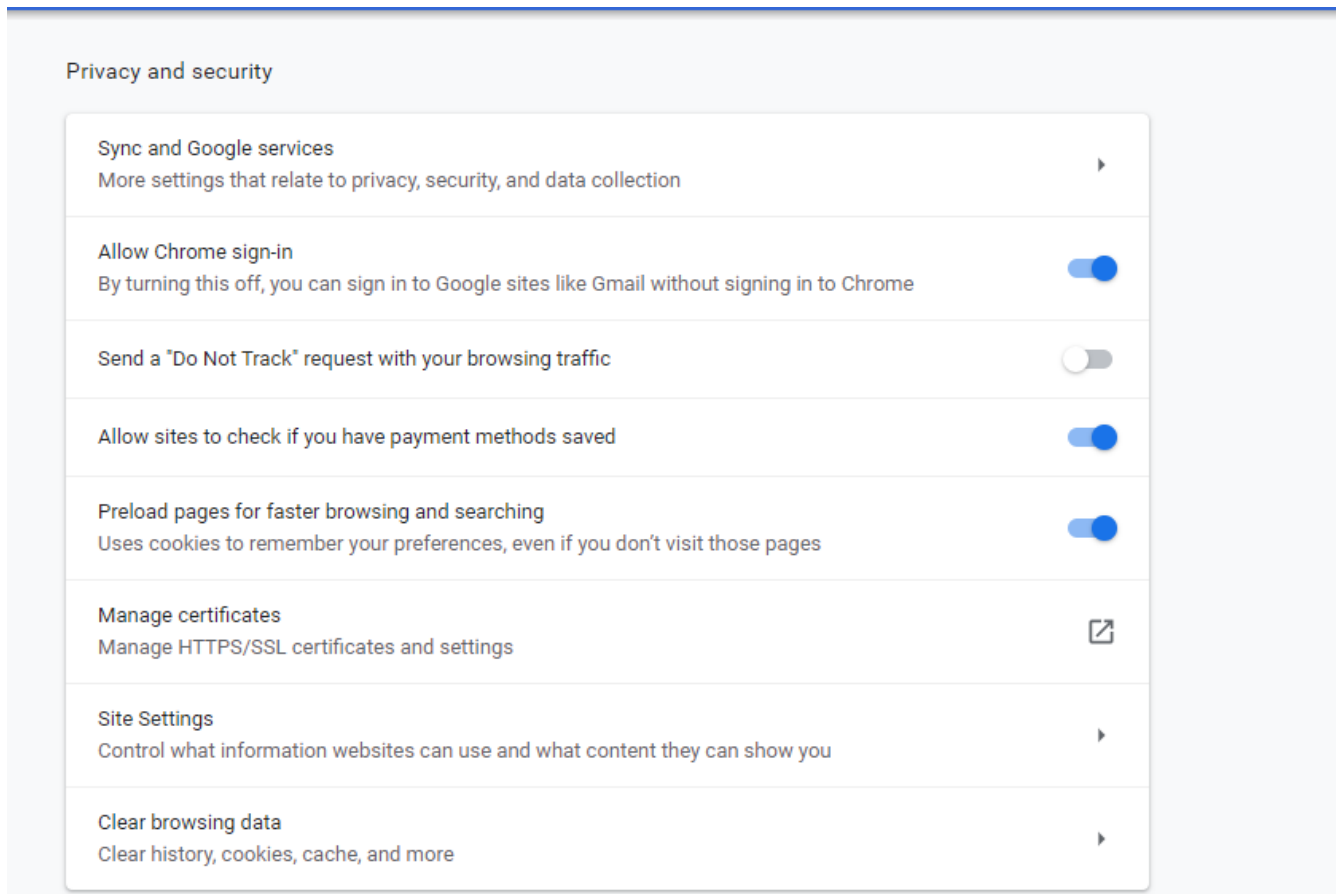


2.4. Under **Advanced**, click **Privacy and security**.

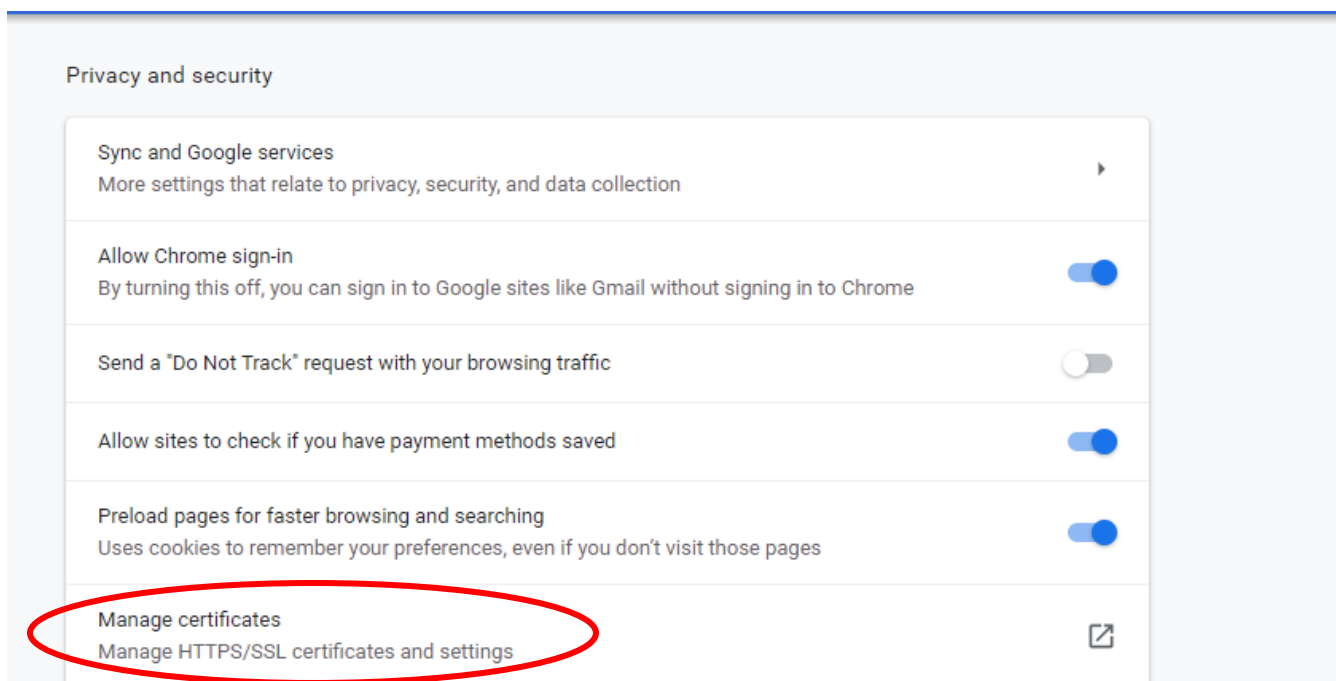


2.5.

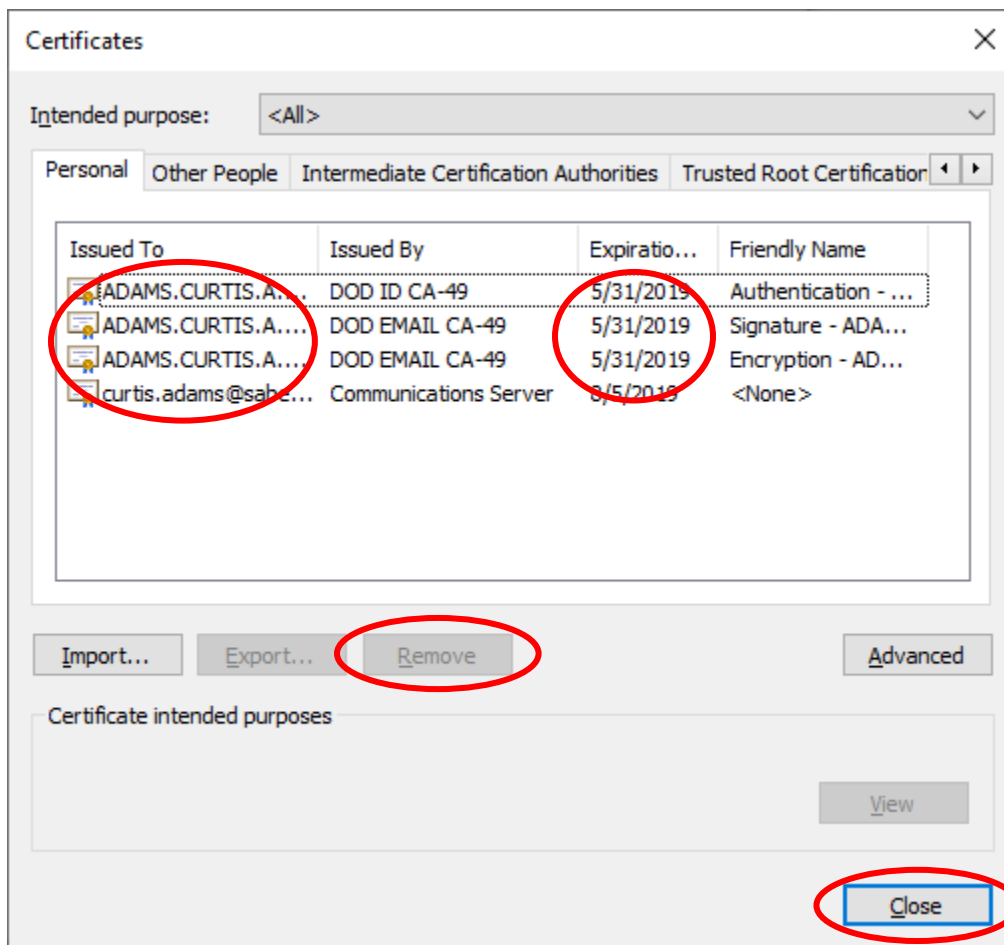
2.6. The Privacy and security dialog box appears.



2.7. Click the **Manage certificates**.



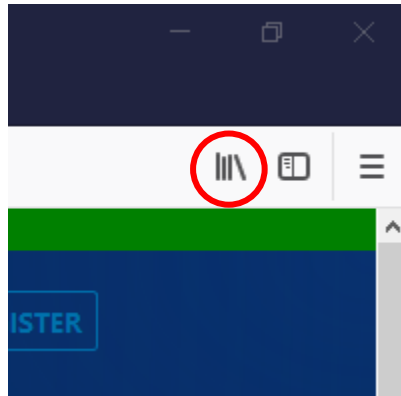
- 2.8. The Certificates window opens.
- 2.9. Select all Personal certificates issued to you by the DoD with an expiration date that is expired and/or the date your old CAC expired.
- 2.10. Click the **Remove** button.
- 2.11. Click the **Close** button.



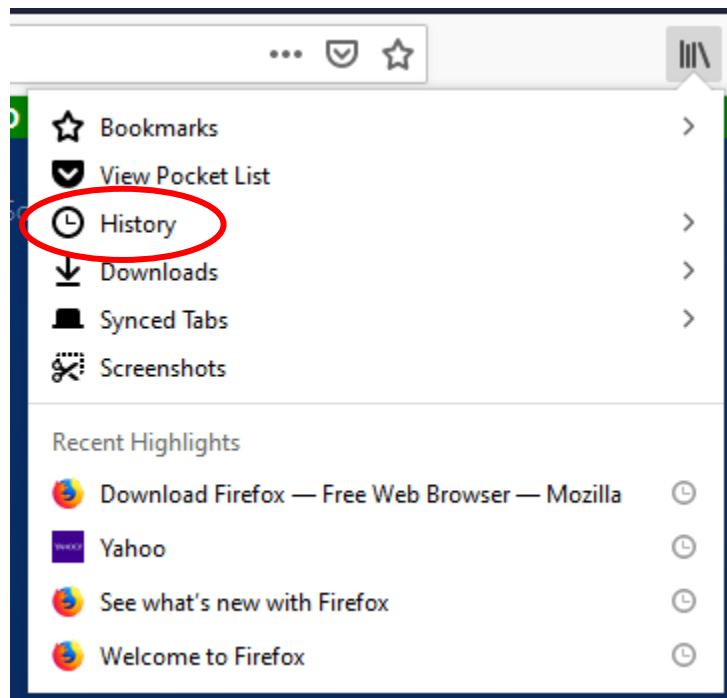
- 2.12. Click **Yes** button.

3. Clear SSL State in Firefox

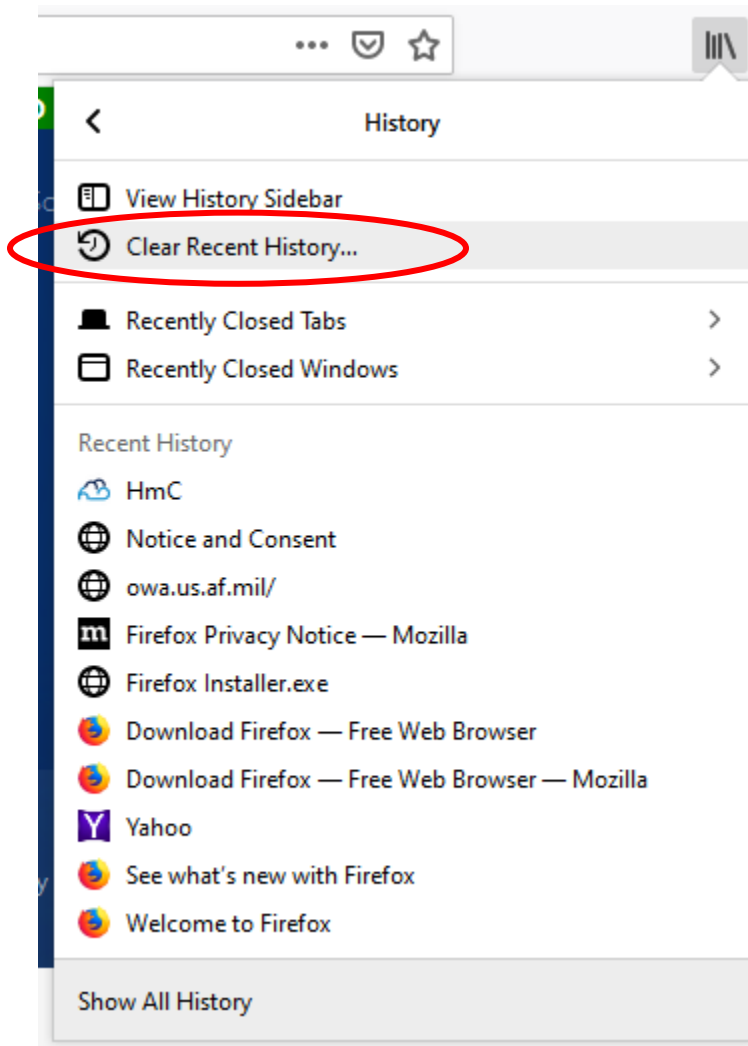
3.1. Click the **View history** icon.



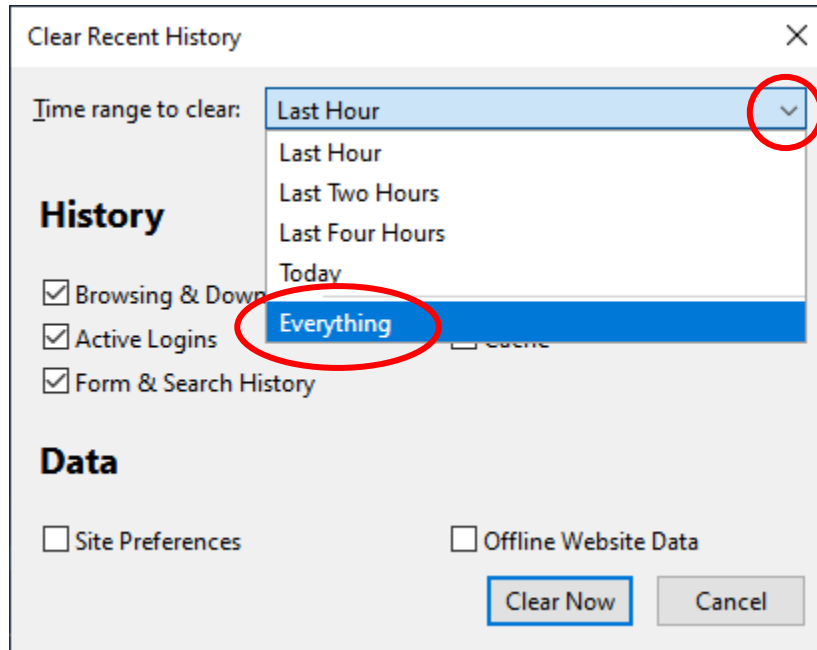
3.2. Click **History**.



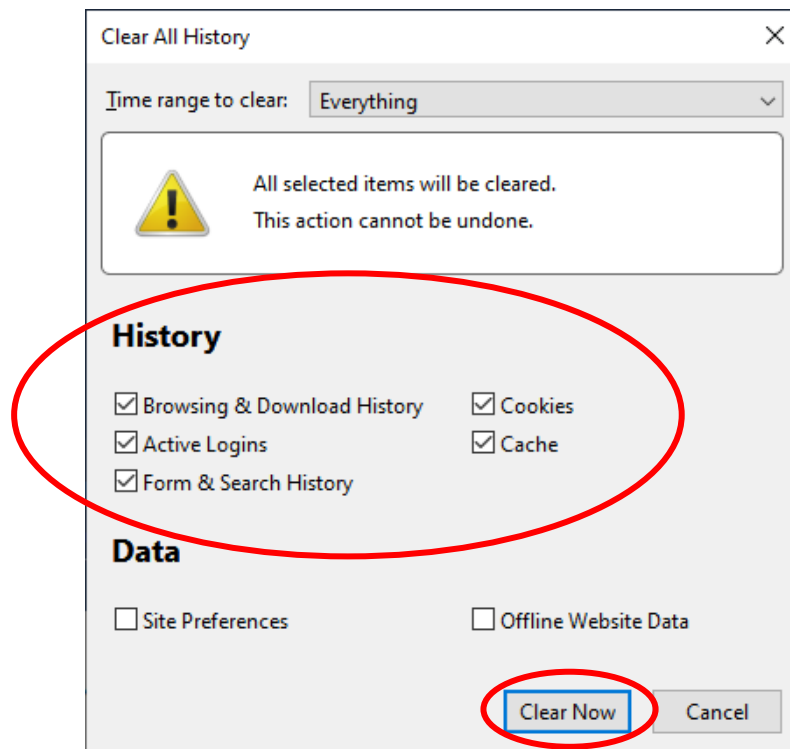
3.3. Click **Clear Recent History**.



3.4. Click the “Time range to clear” field’s dropdown and click **Everything**.



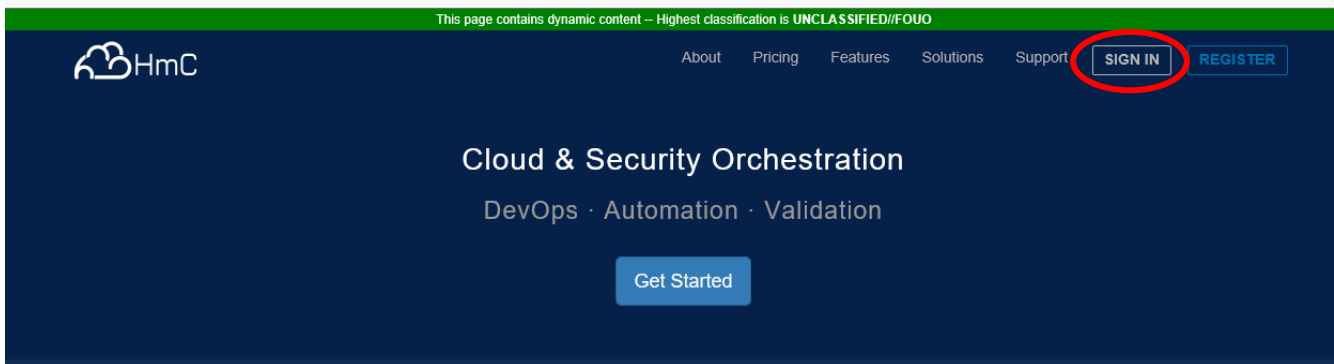
3.5. On the History menu, ensure all checkboxes are checked and click **Clear Now** button.



4. Add a New Certificate to Your HmC Account

The following steps add a CAC certificate to your existing HmC account.

- 4.1. From your browser, navigate to the HmC website at “https://hmc.hpc.mil”.
- 4.2. Click the **Sign In** button.



- 4.3. When prompted, select the CAC or ECA certificate that you would like to associate.
- 4.4. You should see an authentication error, but under that error there is an Account Assistance link.
- 4.5. Click on **Account Assistance**
- 4.6. Select the “I have a new certificate” option



- 4.7. Follow the prompts to add your CAC certificate to your existing account. Be sure to use the email address associated to your existing HmC account.

Once completed, follow your normal login steps and you’ll be logged in to your existing account.