

Department of Defense Intelligence Information System (DoDIIS)

Web Mail

Common Access Card (CAC) Login User Guide



Version 2.5

March 17, 2020

Prerequisites:

- 1) CAC Reader -installed on your home computer (This document does not cover installation)
- 2) CAC Card – Inserted into the card reader
- 3) Recommended web browser: Google Chrome or Microsoft Edge.
- 4) This procedure is intended for Windows PCs running windows 10. (version 1909).

One Time Setup (per home computer)

Install the DOD root certificates on your computer, then install the ActiveClient download from the Army.mil website. (Note: You will need to have your CAC inserted and PIN to download and install this software). The download may be slow, regardless of the speed of your internet connection.

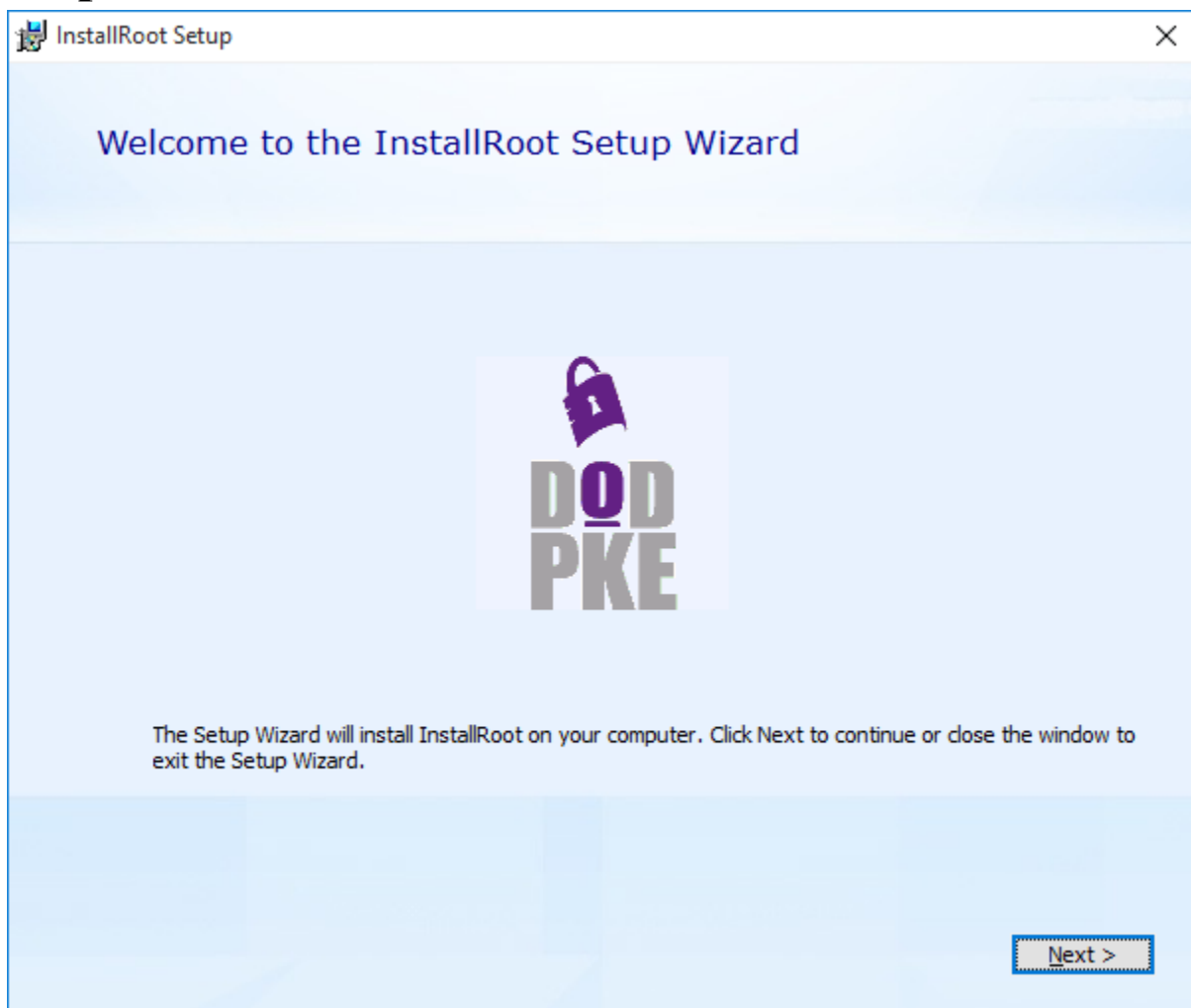
Install DoD Root Certificates

Step 1. Download the [Certificate Installer](#) ← **Click this**

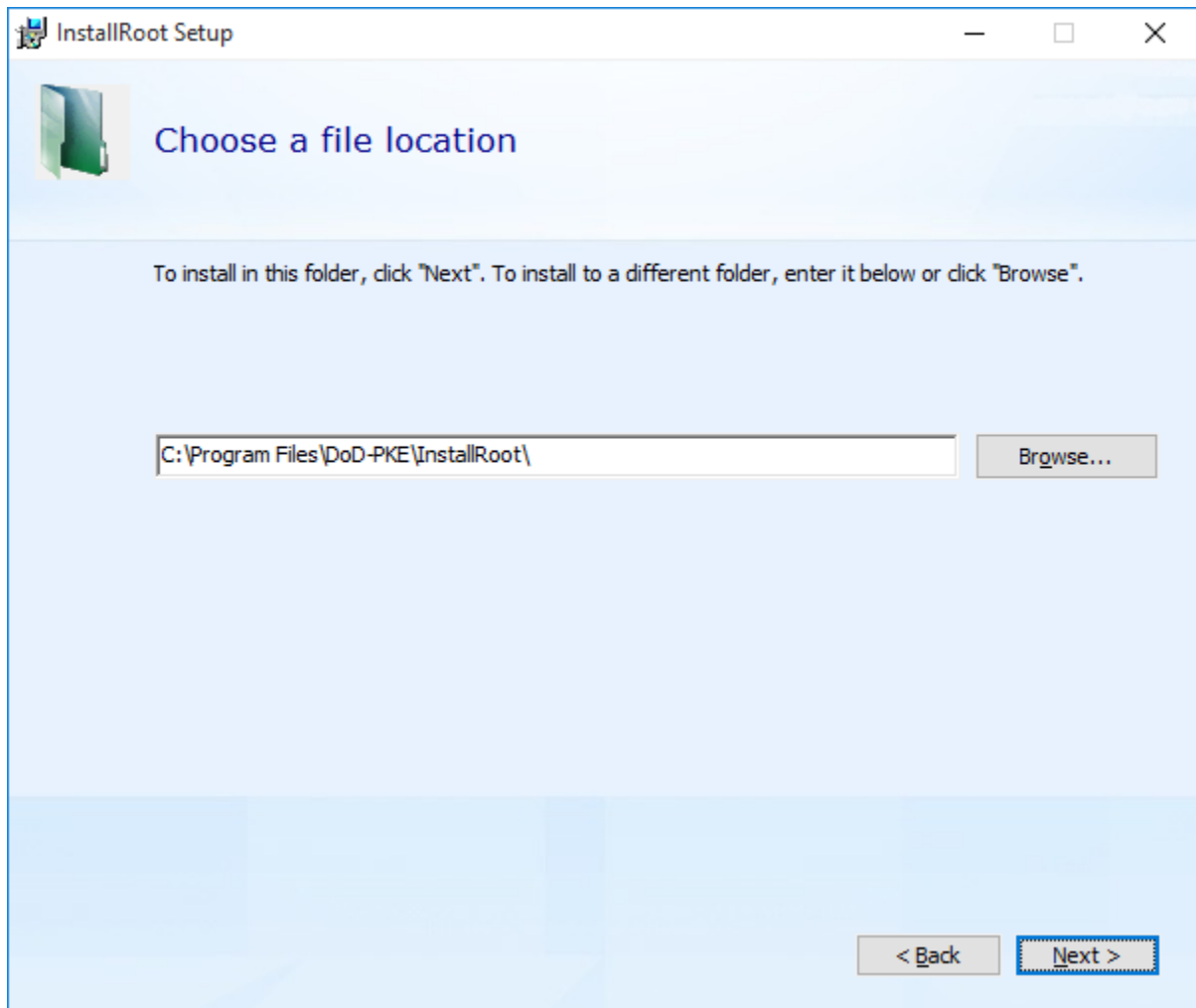
Step 1.5 Save the file to your local computer

Step 2. After the file has downloaded, double- click it to launch.

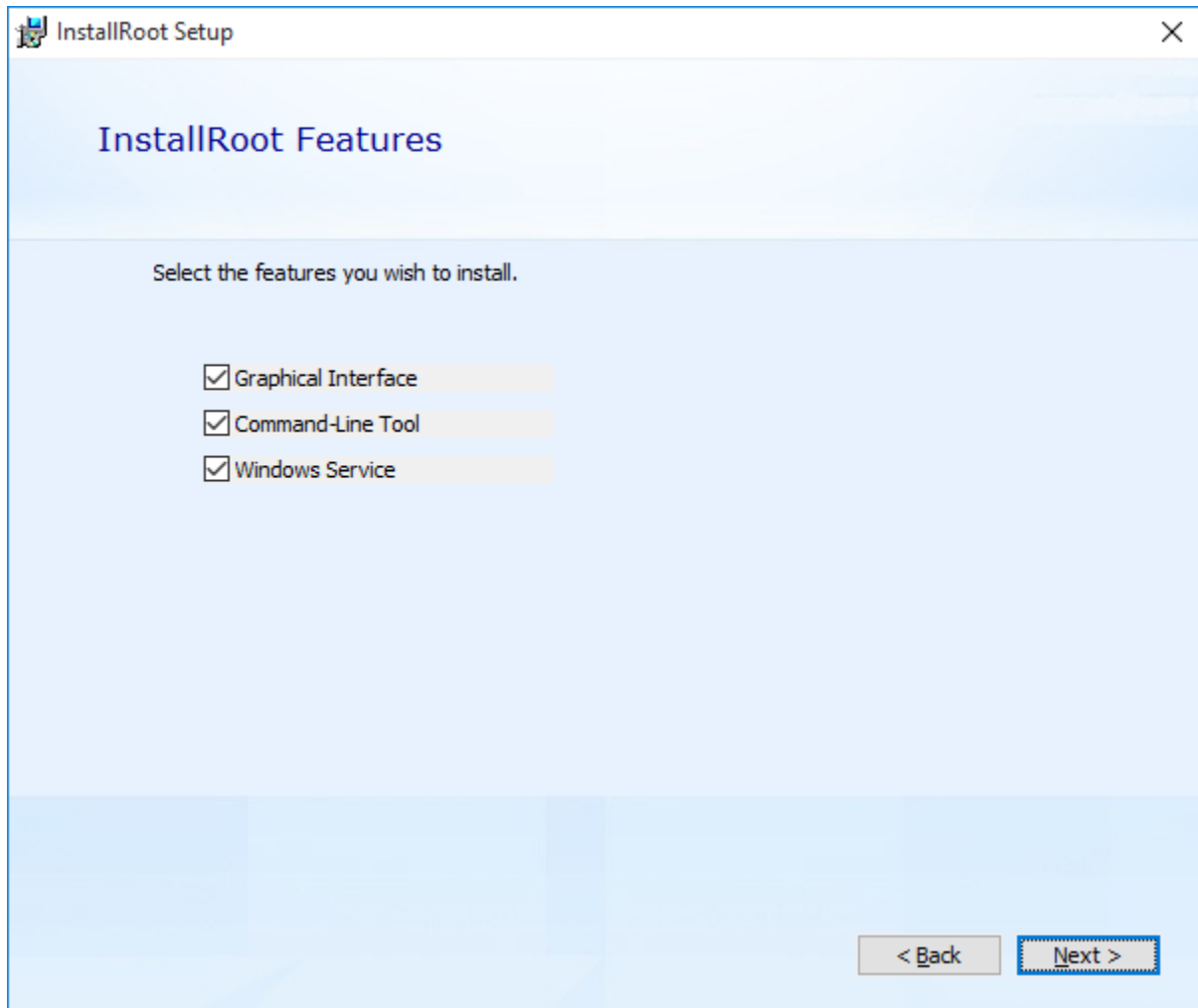
Step 3. Click “Next”.



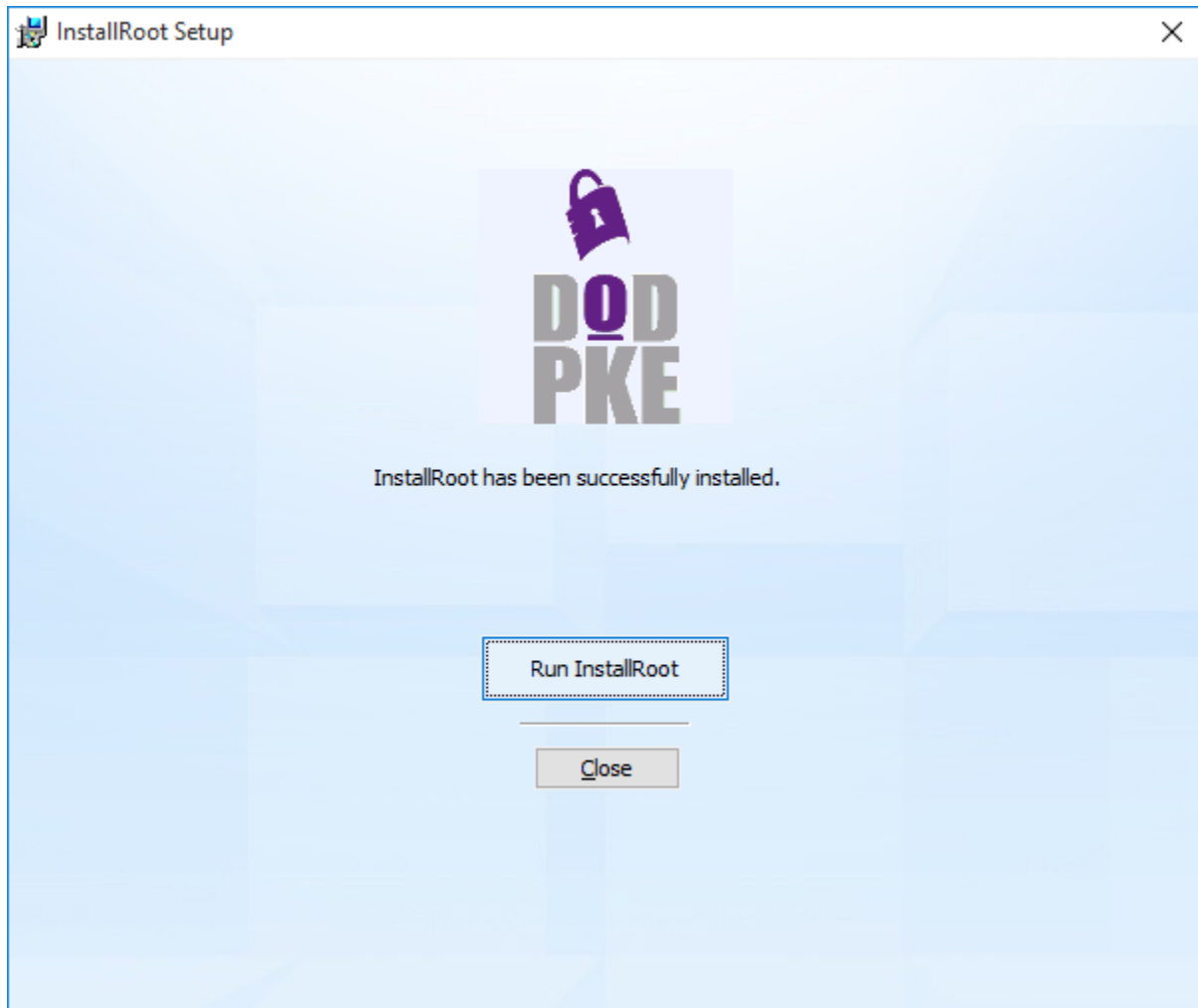
Step 4 Select the desired folder to install (default is ok to use), continue by clicking “Next.”



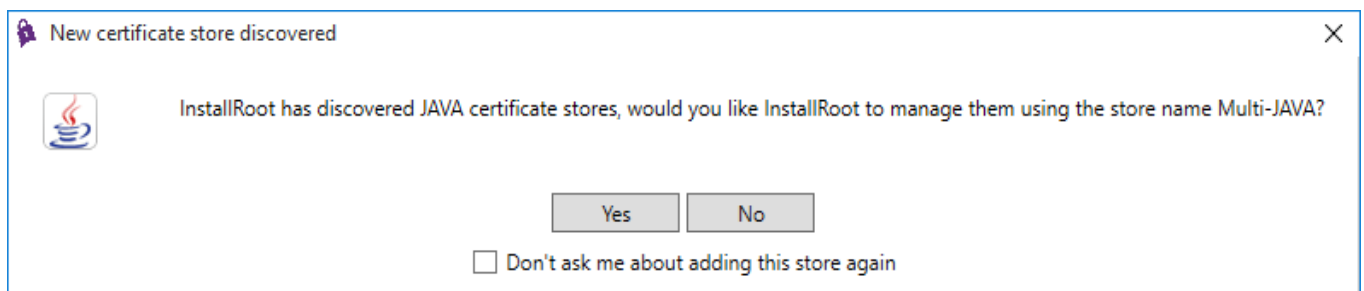
Step 5 Leave the defaults checked and click “Next”.



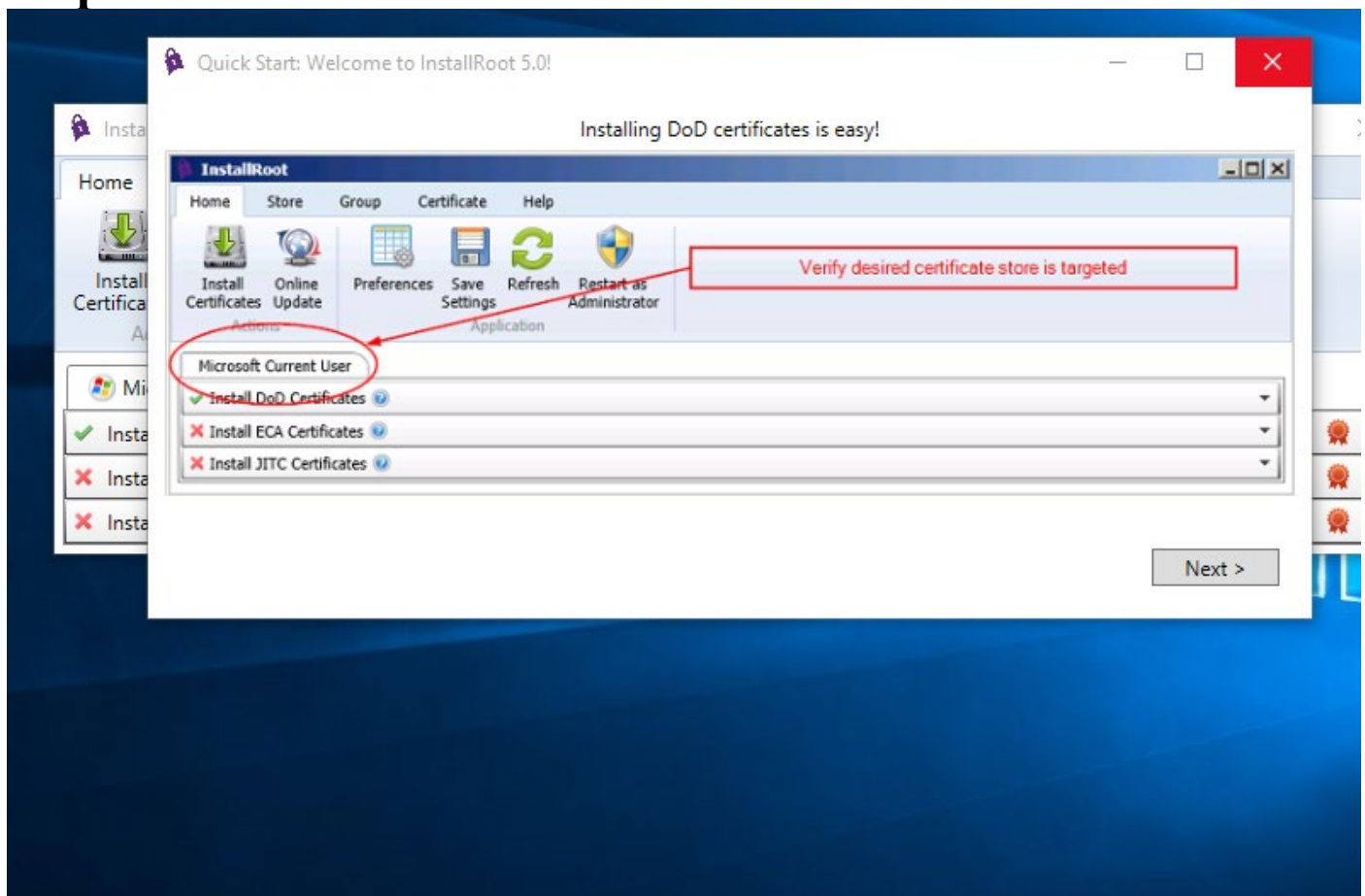
Step 6 After the installation finishes, click “Run InstallRoot”.



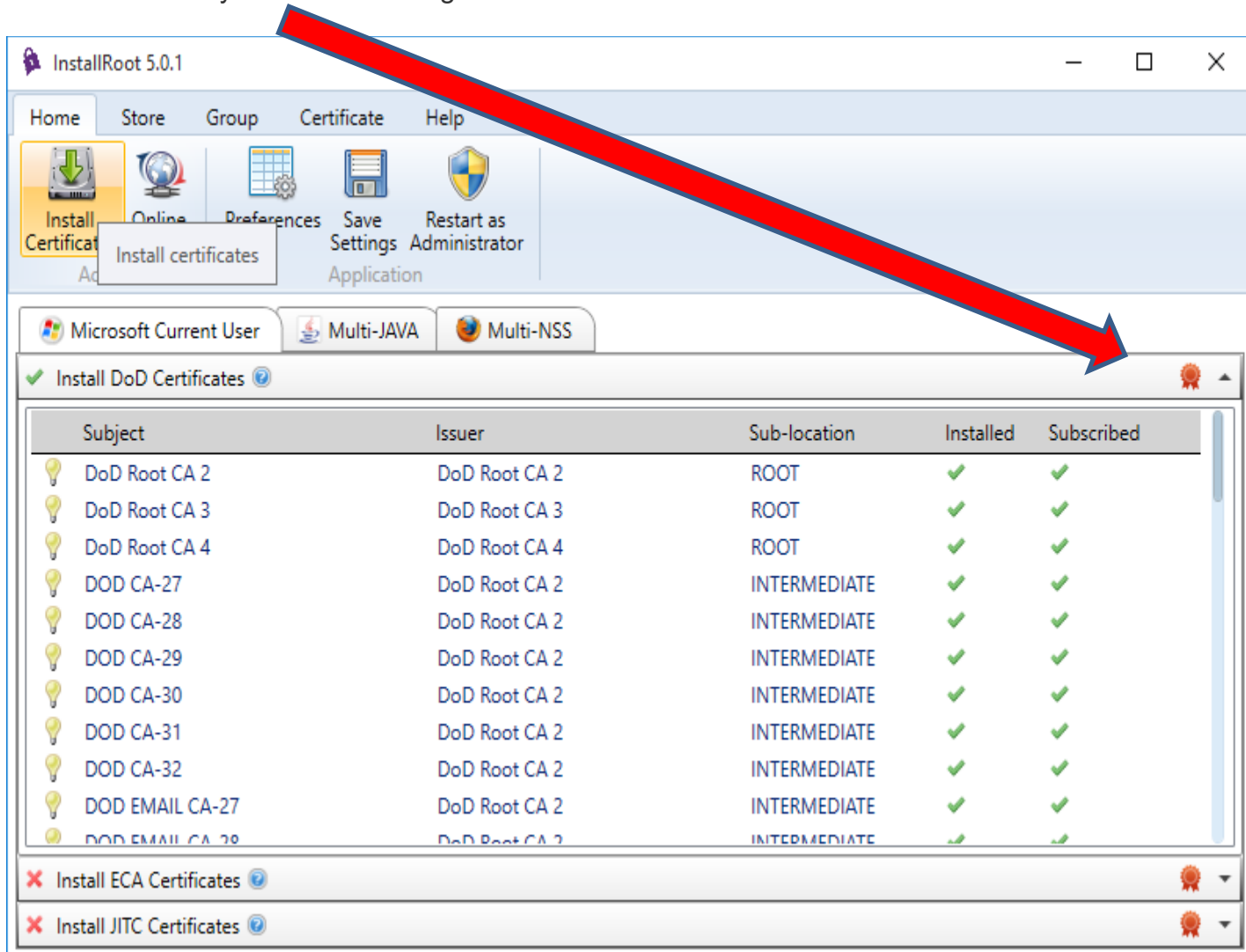
Step 7 If the following window appears, select yes.



Step 8 Click "Next" to close this window.



Step 9 Click “Install Certificates” in the top left corner. If you click the drop down next to the red ribbon you should see a green check mark next to the certificates.

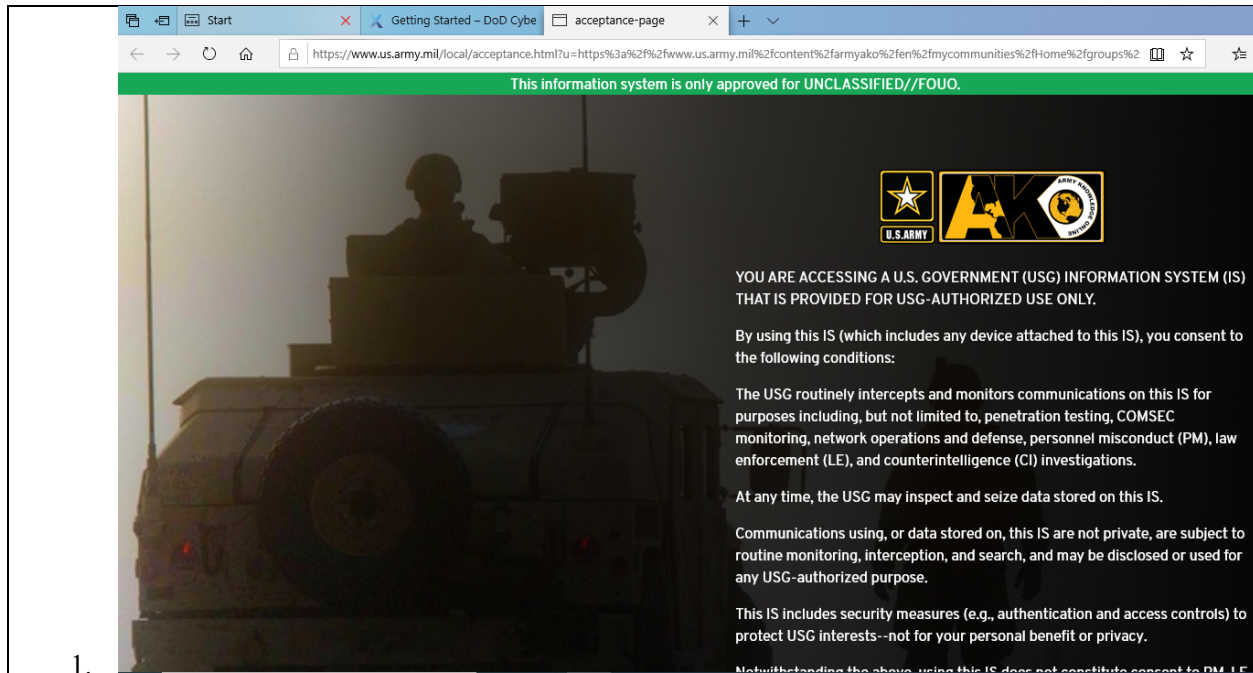


If there is not a green check mark next to the certificates, start over from step 1.

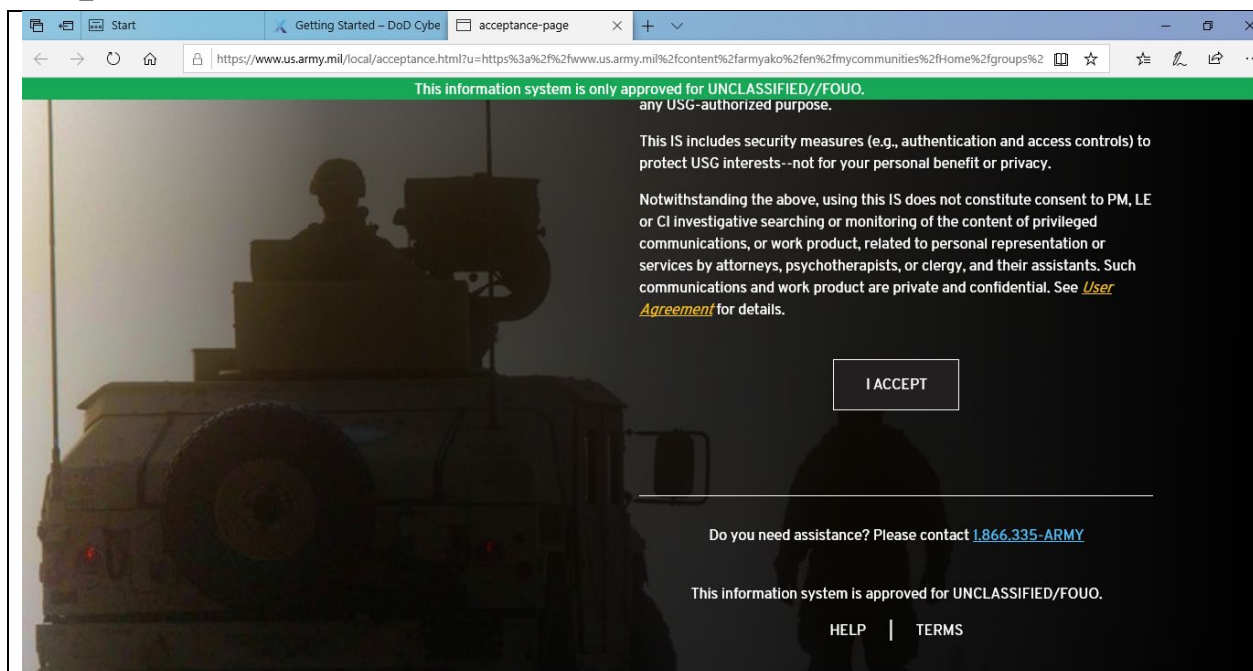
Step 10 Install ActiveClient

Follow this link: [DOWNLOAD](#)

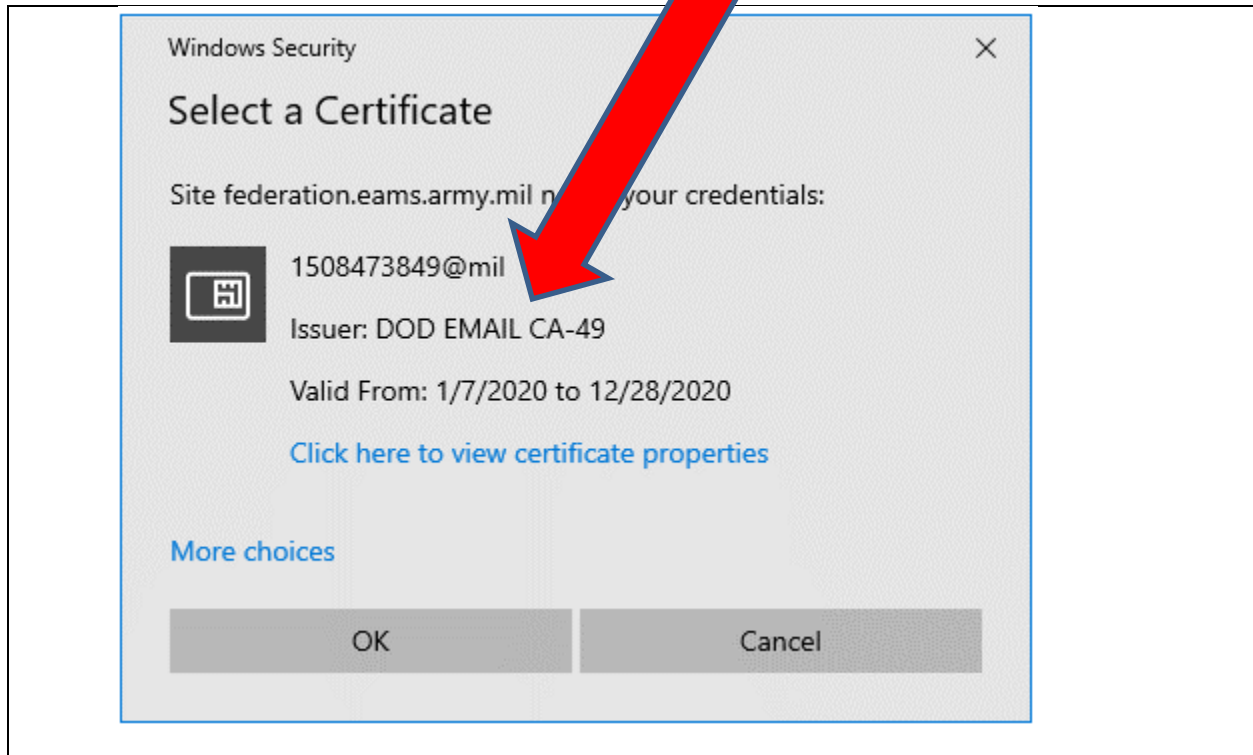
This page should then appear:



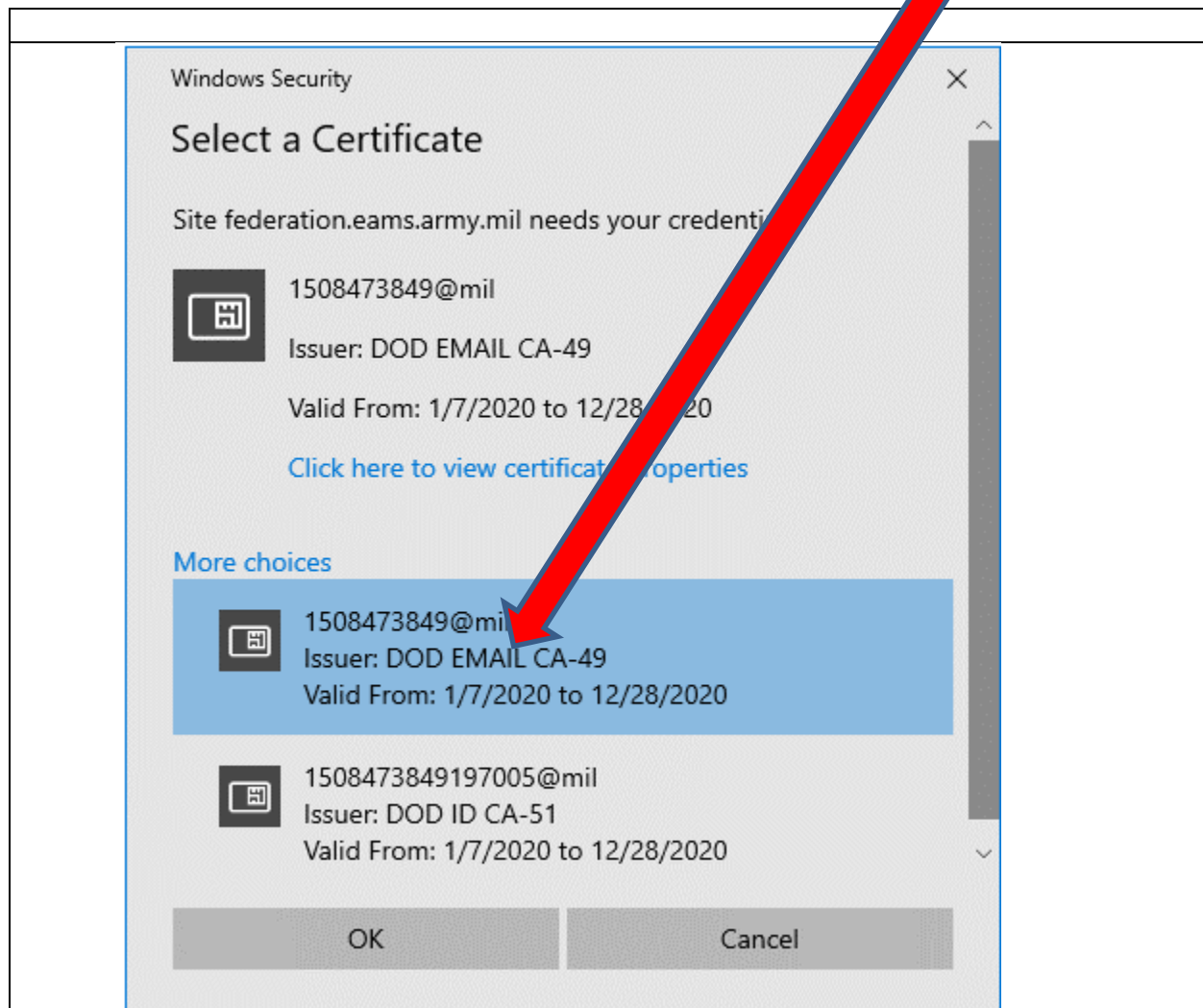
Step 11. Click "I ACCEPT"



Step 12. Click “OK” (make sure the Issuer: has the word EMAIL in it, if not see step 3.5)



Step 12.5 Click “More choices” and select the certificate with “EMAIL” in the Issuer line.



Step 13. Click the “DOWNLOAD” button

The screenshot shows a web browser window with the URL <https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/hqda/Groups/ASAALT/Groups/PEOEIS/Groups/EntSvc/Groups/EC/Groups/AESC>. The page features a green header with the text "This information system is only approved for UNCLASSIFIED//FOUO." Below the header is a navigation bar with the U.S. Army logo, a search bar, and links for "RESOURCES", "COMMUNITY REQUEST", and "SITE". A red arrow points to the "DOWNLOAD" button in the file details section. The file is titled "ActivID ActivClient x64 7.2.1.msi" and was created on Dec 05 2019, 10:55 AM by I137320858. It is a 64-bit version of ActivClient 7.2. The page also includes a "Rate this" section with 5 stars and an "Add comment" button.

This information system is only approved for UNCLASSIFIED//FOUO.

U.S. ARMY

RESOURCES COMMUNITY REQUEST SITE

Search site

ARMY ENTERPRISE SERVICE DESK About Blogs Calendar Q&A More

ARMY AKO COMMUNITIES / ARM... / ... / Gro... / ... / Gro... / Hom... / Gro... / Ent... / Gro... / EC... / Gro... / Arm... / Fil... / Act... / ActivID ActivClient x64 7.2.1.msi EXPAND

File Library / ActivID / ActivID ActivClient x64 7.2.1.msi

VIEW DOWNLOAD FOLLOW

ActivID ActivClient x64 7.2.1.msi
Created Dec 05 2019, 10:55 AM by I137320858

64 bit version of ActivClient 7.2

Rate this:
★★★★★
5.00 out of 5 stars (5)

Add comment

This information system is only approved for UNCLASSIFIED//FOUO.

Step 14. Click the “RUN” button on the new window

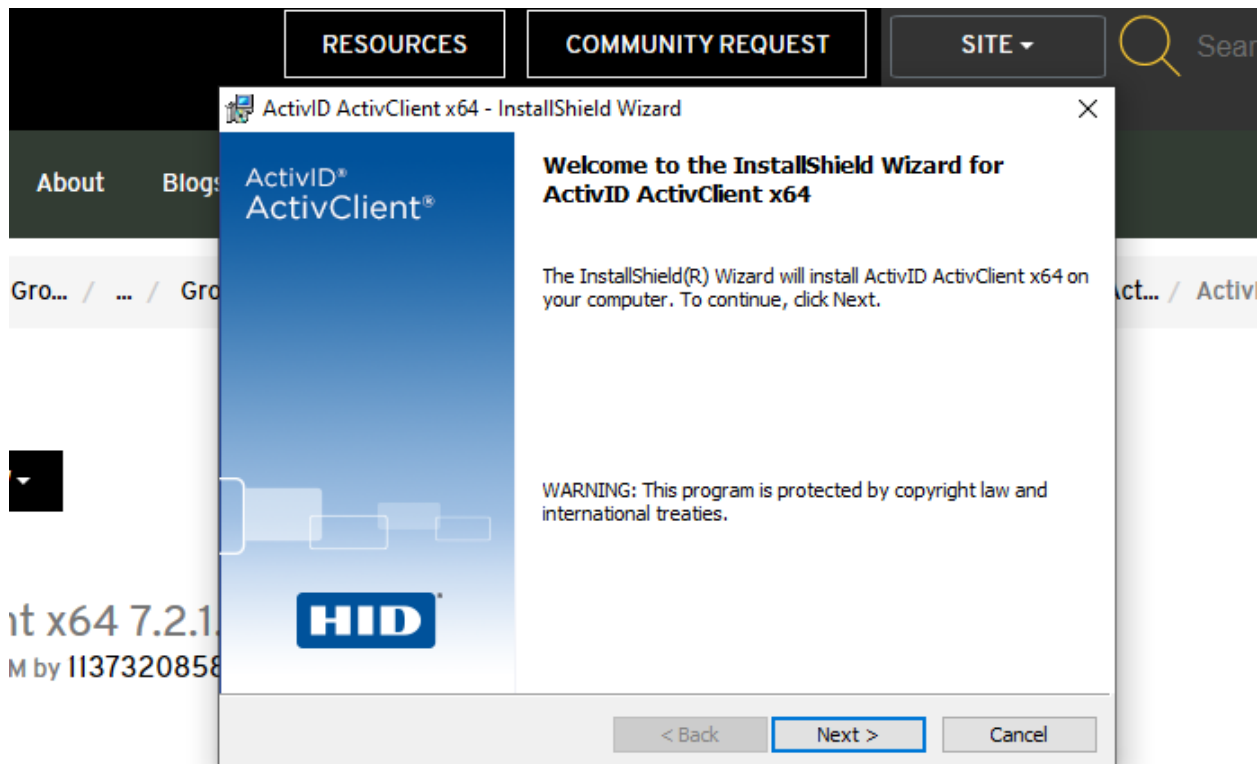
The screenshot shows a web browser window with the URL <https://www.us.army.mil/content/armyako/en/mycommunities/Home/groups/hqda/Groups/ASAALT/Groups/PEOEIS/Groups/EntSvc/Groups/EC/Groups/AESC>. The page displays the Army AKO Community interface, including a green banner with the text "This information system is only approved for UNCLASSIFIED//FOUO." and a navigation bar with links like "RESOURCES", "COMMUNITY REQUEST", and "SITE".

The main content area shows a file library entry for "ActivID ActivClient x64 7.2.1.msi". The file details include:

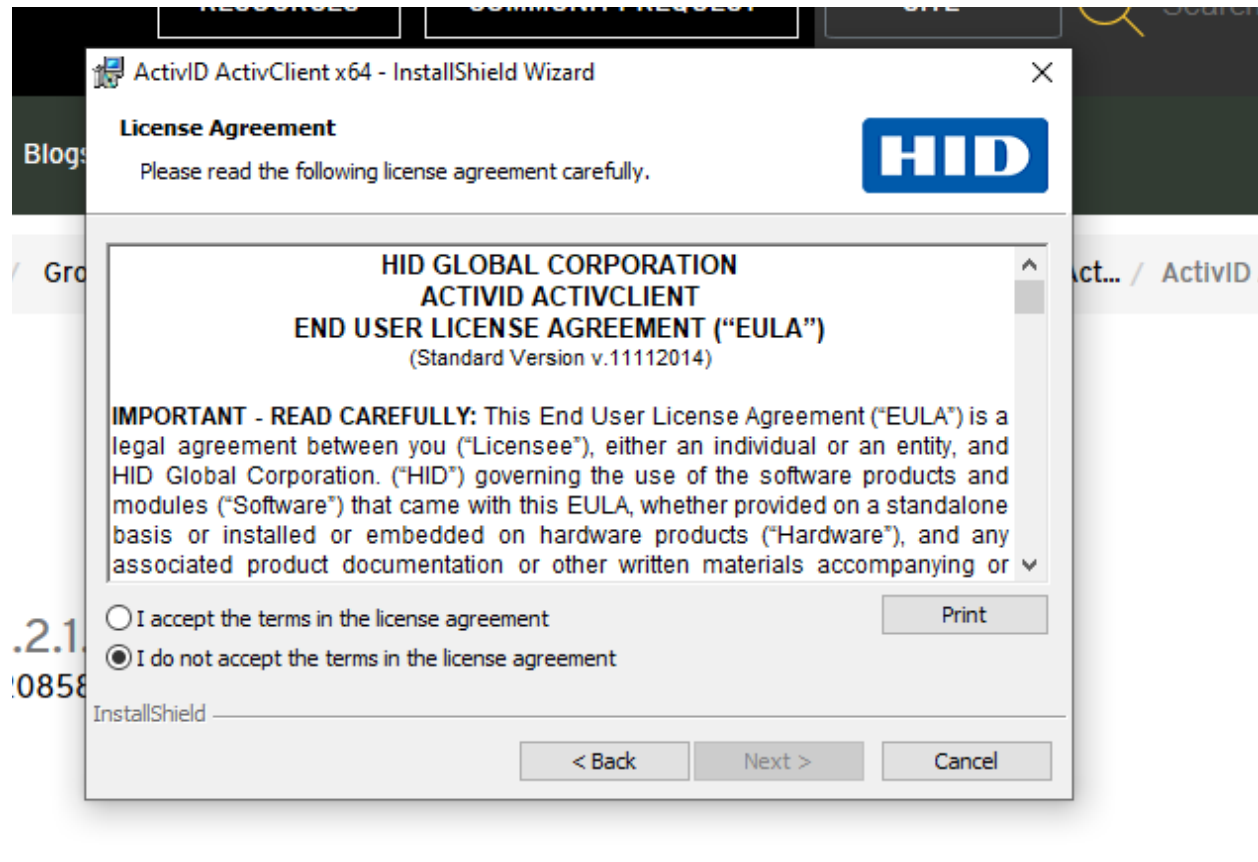
- File name: ActivID ActivClient x64 7.2.1.msi
- Created: Dec 05 2019, 10:55 AM by I137320858
- Description: 64 bit version of ActivClient 7.2
- Rating: 5.00 out of 5 stars (5)

Below the file details is a section for "Add comment". At the bottom of the page, a download dialog box is open, asking "What do you want to do with ActivID ActivClient x64 7.2.1.msi?" and "From: us.army.mil". The dialog box has buttons for "Run", "Save", "Cancel", and a close button (X). A large red arrow points to the "Run" button.

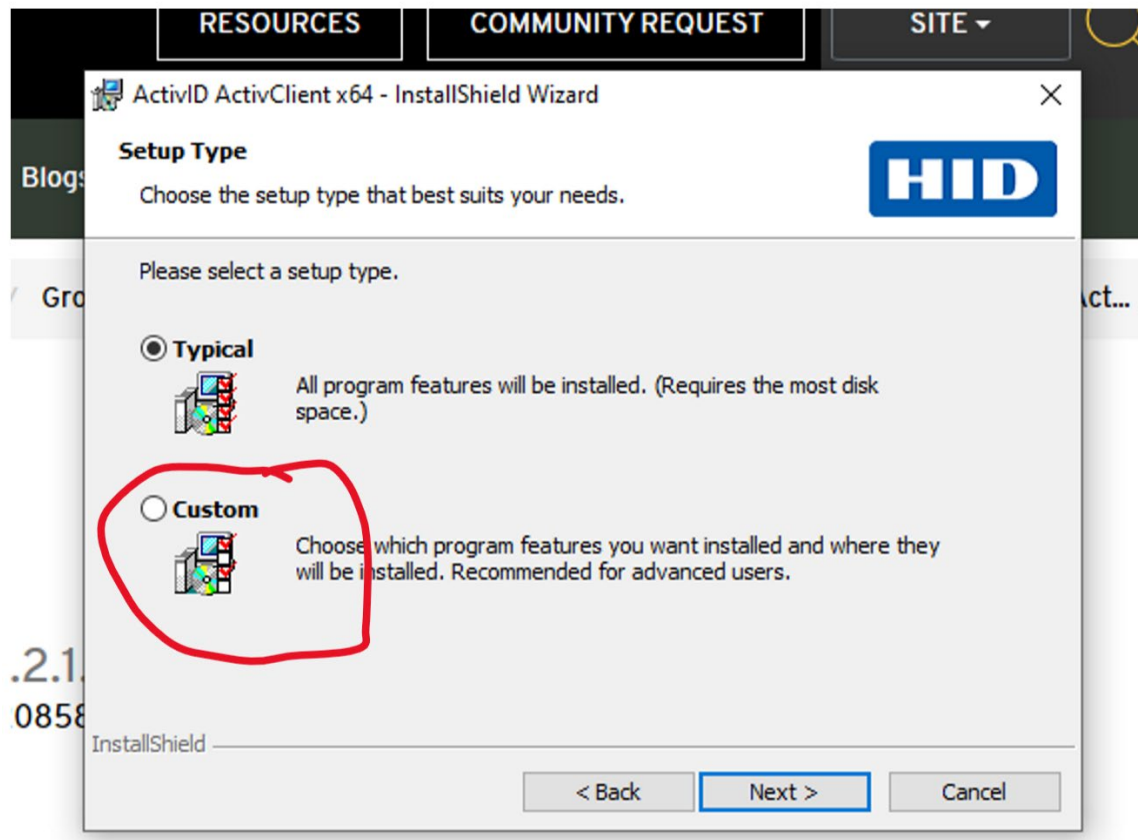
Step 15. Click the “Next” button on the new window



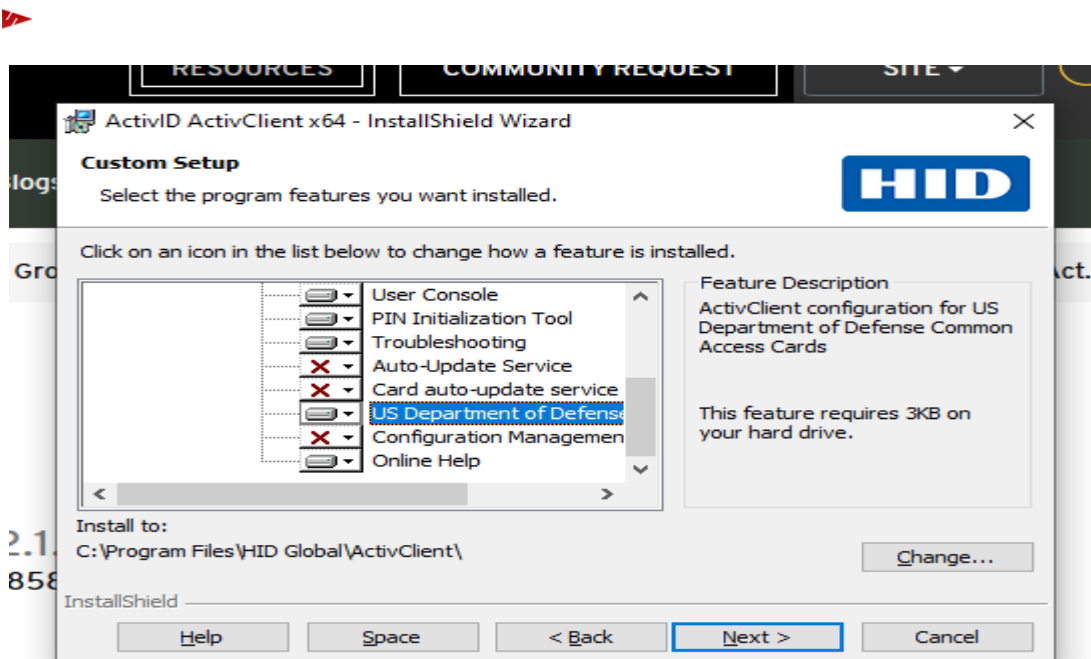
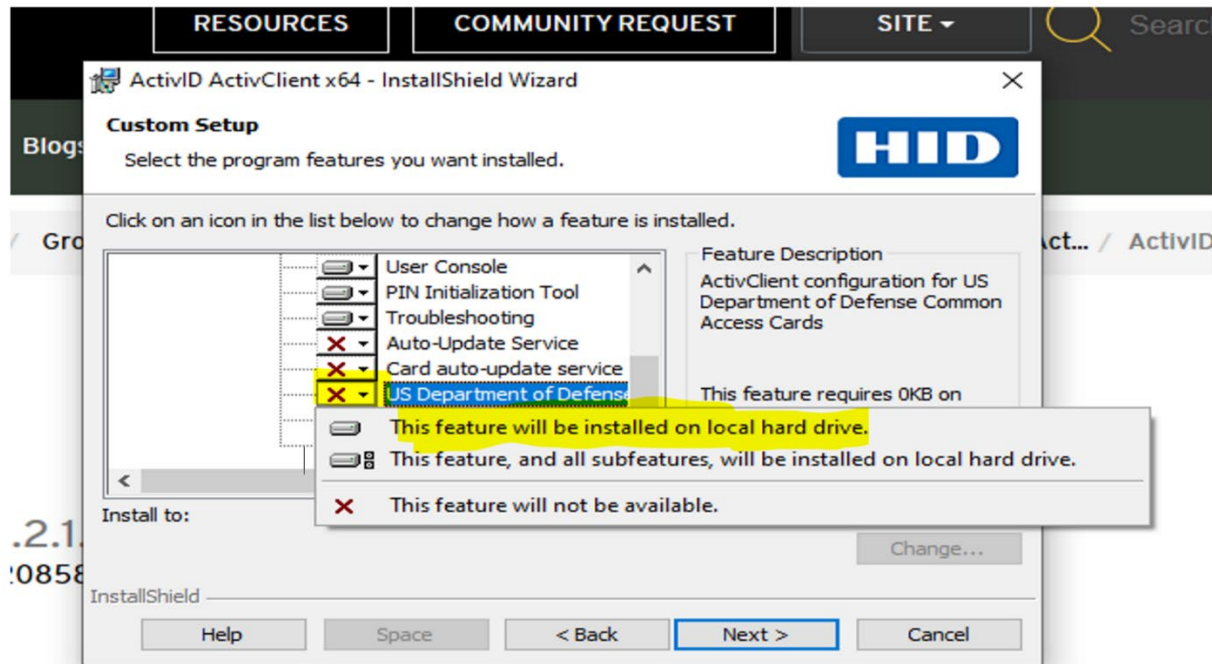
Step 16. Click the “I accept the Terms in the license agreement “ then click “Next”.



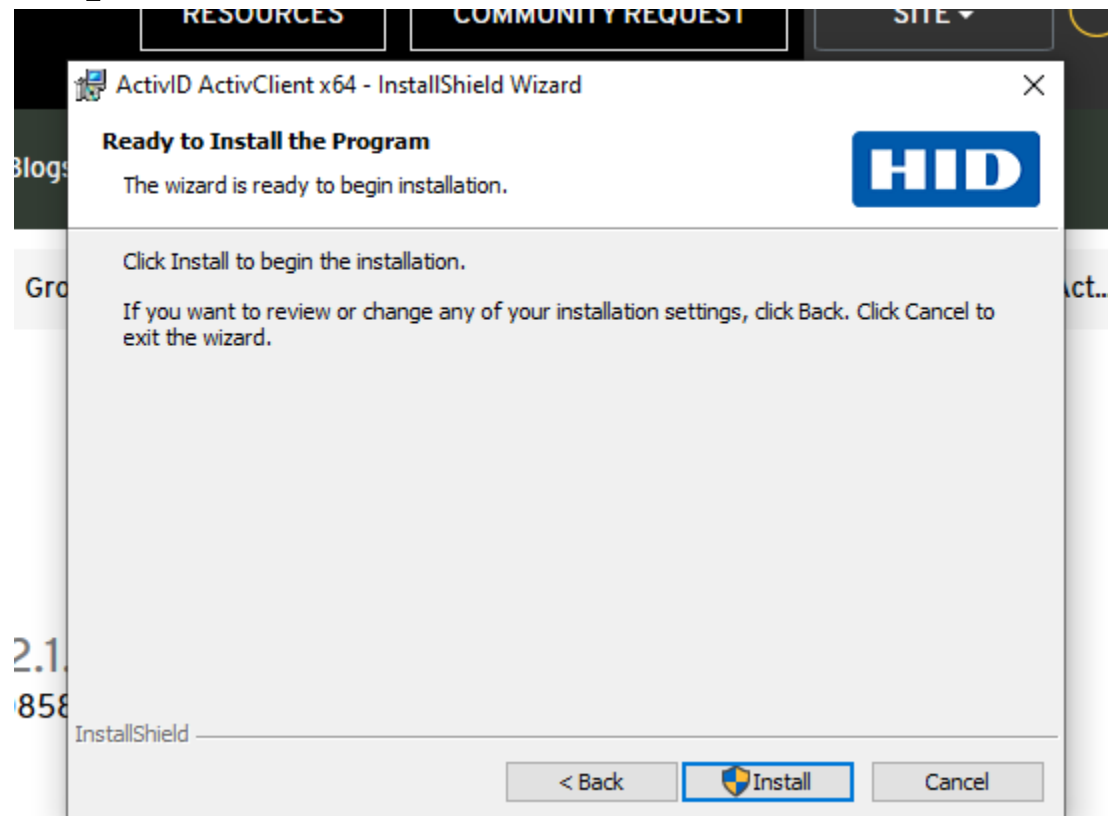
Step 17. On the new window select “Custom” and click “Next”



Step 18. Scroll down in the window to **US Department of Defense** and select the drop down box to the left of it and then click on “The feature will be installed on the local hard drive”. It should look like the second picture below, and then click “Next”



Step 19. Click “Install” and allow to complete.



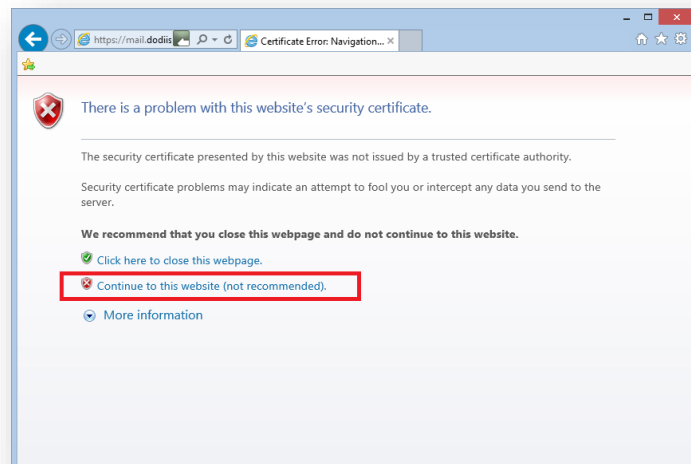
Step 20. Click “Install” and allow to complete. After the installation is complete, reboot your computer.

Completed! Once you finish these steps you are done.

Steps to log into DoDIIS Web Mail

Your internet browser is now configured to access DoD websites using the certificates on your CAC. To test, login to DoDIIS Web Mail.

- 1) Go to <https://mail.dodiis.mil/OWA>. You may get a certificate error, click on “Continue to this website”. [Note: this error will be cleared up once you import DoD Root CA 2 into your Trusted

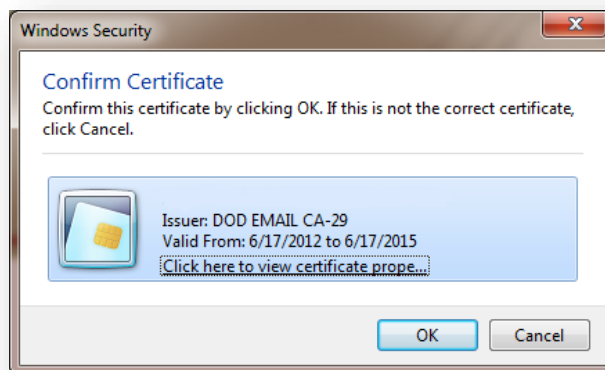


Certificate store in your browser]

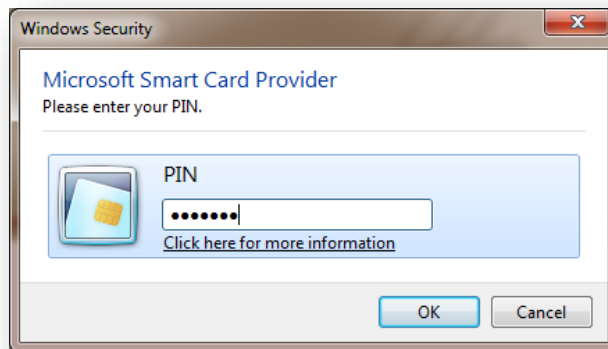
2) The DoDIIS Web Mail page displays, click on CAC and Integrated Login



3) You will then be prompted for your CAC credentials. Make sure the issuer is from DoD Email.



- 4) You will then be prompted for a PIN for your CAC, enter your PIN. In some instances, you may be prompted twice for your pin. Please enter it a second time.



- 5) You should now be logged into DoDIIS Web Mail.
- 6) If you receive an error, it is because you do not have the DoD Root CA 2 loaded into your browser as a Trusted Certificate. You must the start over from step 11.

Troubleshooting

1. Many issues can be resolved by restarting the computer
2. Clearing the browser cache may help
3. Removing and re-inserting the CAC can be helpful
4. Removing the CAC / Smartcard reader may help in certain cases
5. Your CAC reader (there are many types) may require additional drivers from the manufacture. If you CAC is not showing in the list, then driver install or alternate CAC reader may be necessary
6. Please call the DIA unclass service desk number at (855)483-7378

