If you are experiencing a letter popping up at the end of your DoD ID number (example: 1234567890.A@mail

1. Follow guidance on https://militarycac.com/PIV.htm#64_bit for 64 bit Windows computers, or https://militarycac.com/PIV.htm#32_bit for 32 bit Windows computers (NOTE: this will not work on Macs, unless running a Virtual Machine or Bootcamp)
2. Once configured with instructions above...
3. Insert your CAC into the reader
4. Log into https://www.dmdc.osd.mil/self_service
5. Click on *Change CAC Email* (button)
6. Click *Proceed* (button)
7. Click *I accept* and then *Run*
8. Make sure the boxes next to *Change from email provided by your organization to another email address* and *Add Personnel Category Code to UPN* are **NOT** checked
9. Click *Next* (button)
10. Check **BOTH** boxes when it asks *Do you want a new email Encryption certificate on your CAC?* and *Do you want a new email Signature certificate on your CAC?*
11. Click *Next*
12. Click *Yes*
13. Repeat process for **OTHER** card(s)

Dual CaC Holders should follow the instructions above for both cards so they work properly:

If you are still experiencing issues, call your branch PKI help desk.

PKI Help Desk Numbers

Army: (866) 738-3222

Navy: (800) 304-4636

Air Force: (210) 925-2521

Coast Guard: (800) 847-2479 Opt. 3

Last edit / update by Michael J. Danberry on 24 JUL 19