

## How to log into ITAS with a PIV Card on Computers Running Windows 7

Your PIV card is a type of smart card that can be used to log into your computer, the NIH network, and systems like ITAS.

### How to Log into ITAS with a PIV Card

1. Completely remove your PIV card from its case/holder. Insert it into the smart card reader so that the **photo is facing up and the gold chip enters first**. Your smart card reader may be a separate device plugged into a USB port, or it may be built into your keyboard or laptop, as in the pictures below.



USB

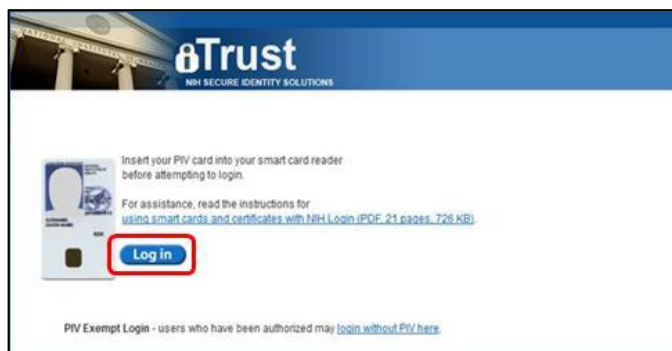


Built-in to Keyboard



Built-in to Laptop

2. Use your preferred method (e.g., browser bookmark, NIH Portal link) to launch ITAS. If prompted for your PIV card, click on the **Log in** button next to the image of the PIV card.



3. You may be prompted to **“Select a Certificate”**. If this occurs, the list of certificates will include the certificates stored on your PIV card as well as any certificates on your computer, so you may see your current certificates, your expired certificates, and in some cases, other people’s certificates if the computer has been shared. If you are not prompted to “Select a Certificate,” you will be prompted for your **PIN Number** and can continue to **step 8**.

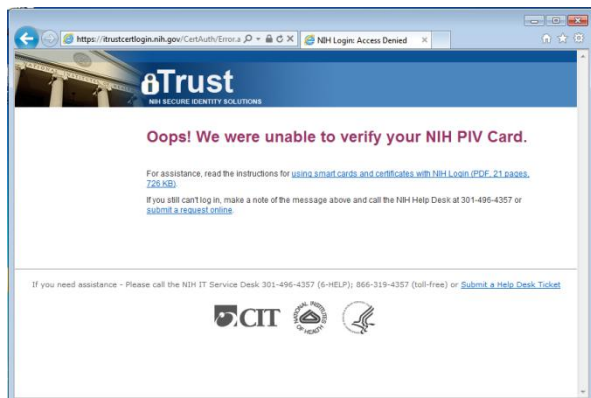
**Note:** If you are prompted to select a certificate it may take a couple of attempts to select the correct certificate. Once you find the correct one, you should select it every time you log into ITAS.

**Tip:** If you see more than one certificate with your name, look for the two with the most recent **“valid to”** expiration dates and choose the first one. Do not select certificates with earlier expiration dates.



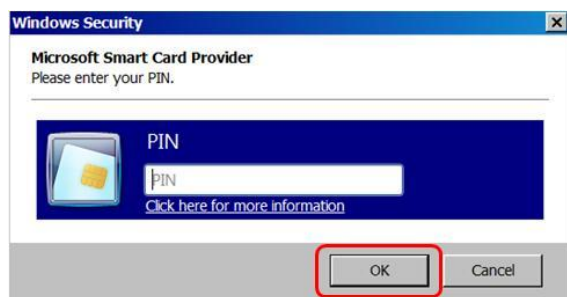
In most cases, the correct certificate is the top one on the list or the first one with your name and the most recent expiration date. Click on it and then click **OK**.

- If you selected the correct certificate, you will be prompted to enter your **PIN** and can continue to **step 8**. If the selected certificate cannot be used to log into ITAS, NIH Login will display an error message stating that the system was unable to verify your NIH PIV Card. You must then continue to **step 5**.



- Remove** your PIV card from your smart card reader.
- Close and exit** all browser windows.
- Start the login process again, but this time select the second certificate with your name and the latest “valid to” expiration date. If you continue to see an error message, please contact the NIH IT Service Desk.
- A pop-up window will be displayed prompting you to enter your **PIN**. Click in the “PIN” field and enter your six, seven, or eight digit **PIN**. Click **OK**.

**Note:** If you do not know your PIN, please visit a Lifecycle Workstation (LWS) to reset it. Find an LWS near you by visiting this site: <http://www.ors.od.nih.gov/ser/dpsac/badge/Pages/lifecycle.aspx>.



- If you are logged in successfully, you will be taken directly to the main ITAS page.
- Once you have logged into ITAS, **REMOVE your PIV card from the smart card reader and replace it in your case/holder. You need your badge for physical access!**

## Help and More Information

If you have trouble logging into ITAS, please contact the **NIH IT Service Desk at 301-496-4357** or submit a ticket online at: <http://itservicesdesk.nih.gov/support>.

Please visit <http://smartcard.nih.gov> or <http://idbadge.nih.gov> for more information about your PIV card and how to use it.

