
HOW TO FIX WEBSITE ACCESS ISSUES

Website/CAC access issues always range in severity, as well as complexity of their fix. Listed below are the following:

1. -Quick reference list for fixes, listed in order from the simplest fix to most tedious
2. -NSIPS account unlock & reactivation (error code 0359) guide
3. Download DOD Certificates

First time log in? New to the Navy Reserve and having access issues?

- To access DoD websites from your computer, you need these certificates on your computer. You may need to reinstall the certificates if the CAC enabled web site won't load, the website you are visiting is prompting you with the message [there is a problem with the website's Security Certificate / site is not trusted](#), you have **received a new CAC**, or your DoD website worked up until recently and doesn't now.
- Use Military CAC website to find steps on how to download your DOD Certs
 - <https://militarycac.com/dodcerts.htm>

The screenshot shows the MilitaryCAC website interface. At the top, there is a search bar labeled "Search MilitaryCAC:" with a "Search" button and a "Site Map" link. The main header features the "MILITARY CAC.COM" logo with a star, and a "Make a Donation" button. Below the header is a navigation menu with links for Home, Start Here, FAQs, Deals & Training, and Support. The main content area is titled "STEP 3: INSTALL the Department of Defense (DoD) CERTIFICATES". Under "Installation Steps", it lists: Step 1: Obtain a CAC Reader, Step 2: CAC Reader driver, Step 3: DoD Certificates, Step 4: ActivClient, and Step 4a: Update ActivClient. A note states: "InstallRoot automates the install of the DoD certificates onto your Windows computer." Below this, it explains that users may need to reinstall certificates if they receive a "there is a problem with the website's Security Certificate / site is not trusted" message. It provides instructions for Apple computer users, Windows RT / Windows 10 S mode users, and Chromebook users. A note mentions that InstallRoot is created by DISA and provides a contact link. A final note states that users can install certificates manually by following instructions. At the bottom, it lists download links for InstallRoot 5.5: MilitaryCAC (.msi version) (27.7 MB), MilitaryCAC (.zip version) (25.9 MB), and DoD Cyber Exchange (.msi version) (27.7 MB).

List of website access quick fixes:

- Firstly, go to NSIPS and ensure your account is unlocked/active. Sometimes having NSIPS account issues will cause other access issues
- Try different browsers
- Update all browsers
- Clear browser history and cache/cookies
- Update computer OS
- Try a different computer
- Try a different (new) card reader
- Try a different internet (sometimes it's a website cert/security issue with overseas internet)
- Recently got a new CAC? You may need to complete a PIV Alignment (refer to that how-to-guide)
- Try using an NMCI computer at a local NOSC
- **if the access issue is with Navy eLearning, the website is commonly hit or miss. Try the suggestions listed above, but also just try logging on at different times and different days. Sometimes it's just a server/timing issue

NSIPS unlocks and "error 0359":

- If your account has been locked, you need to use the "NSIPS Self-Service (**Unlock**)" hyperlink
- If you instead see Error Code 0359, you need to use the "NSIPS Self-Service (**New Users**)" hyperlink
- The "self-service" menus can be found by scrolling down on the NSIPS home page, and should allow you to unlock / re-associate your account.
 - If issues persist, please reach out to the NSIPS Help Desk using the contact information below:
 - 1-877-589-5991
 - NSIPSHelpDesk@navy.mil