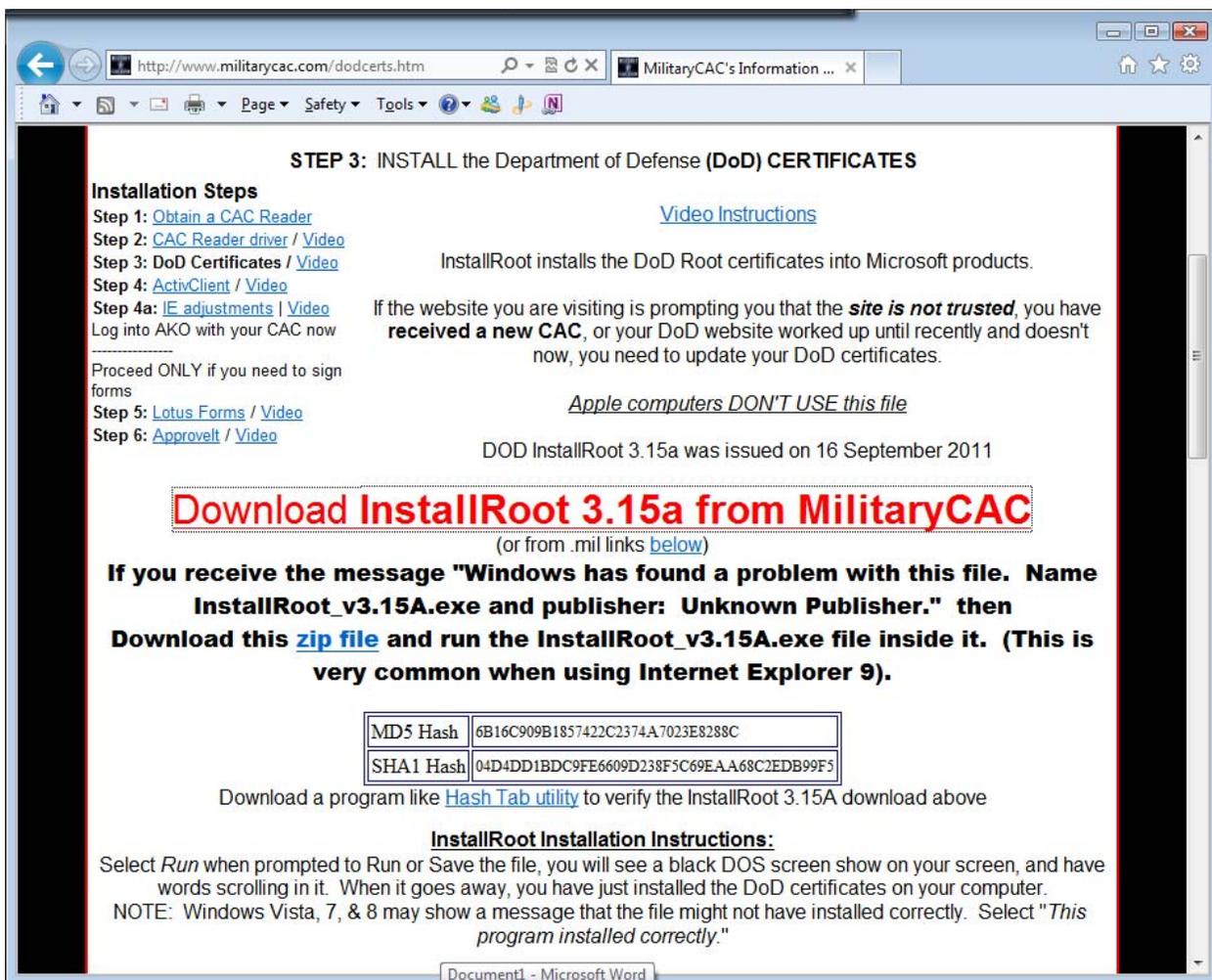


After receiving your new CAC Card, you may need to use the following procedure to successfully execute CAC RAS from your Personal Computer at home:

1. Go to [www.militarycac.com](http://www.militarycac.com)
2. Click on the "DoD Certificates" hyperlink from Step 3 listed under the Installation Steps
3. Then click on the "Download InstallRoot 3.15a from MilitaryCAC" hyperlink.

After performing the above procedure, you should be able to use your CAC RAS as before.

Further CAC RAS assistance is available 24/7 with the OSC Help Desk at 1-800-821-7081



**STEP 3: INSTALL the Department of Defense (DoD) CERTIFICATES**

**Installation Steps**

Step 1: [Obtain a CAC Reader](#) [Video Instructions](#)

Step 2: [CAC Reader driver / Video](#)

Step 3: [DoD Certificates / Video](#)

Step 4: [ActivClient / Video](#)

Step 4a: [IE adjustments / Video](#)

Log into AKO with your CAC now

Proceed ONLY if you need to sign forms

Step 5: [Lotus Forms / Video](#)

Step 6: [Approvelt / Video](#)

InstallRoot installs the DoD Root certificates into Microsoft products.

If the website you are visiting is prompting you that the *site is not trusted*, you have **received a new CAC**, or your DoD website worked up until recently and doesn't now, you need to update your DoD certificates.

*Apple computers DON'T USE this file*

DOD InstallRoot 3.15a was issued on 16 September 2011

**Download InstallRoot 3.15a from MilitaryCAC**  
(or from .mil links [below](#))

**If you receive the message "Windows has found a problem with this file. Name InstallRoot\_v3.15A.exe and publisher: Unknown Publisher." then Download this [zip file](#) and run the InstallRoot\_v3.15A.exe file inside it. (This is very common when using Internet Explorer 9).**

MD5 Hash	6B16C909B1857422C2374A7023E8288C
SHA1 Hash	04D4DD1BDC9FE6609D238F5C69EAA68C2EDB99F5

Download a program like [Hash Tab utility](#) to verify the InstallRoot 3.15A download above

**InstallRoot Installation Instructions:**

Select *Run* when prompted to Run or Save the file, you will see a black DOS screen show on your screen, and have words scrolling in it. When it goes away, you have just installed the DoD certificates on your computer.

NOTE: Windows Vista, 7, & 8 may show a message that the file might not have installed correctly. Select "*This program installed correctly.*"

Document1 - Microsoft Word