

JSS and Your Common Access Card

JSS security just got stronger.

To continue to ensure the utmost protection of your personal information, JSS is updating its login process to allow for use of your Common Access Card (CAC). This elevated security compliance helps protect our users and staff, and ensures we maintain our authority to operate.

What does this mean for me?

Logging into JSS will now be more convenient for you. Once you associate your CAC and JSS account, you will be able insert your CAC into the card reader and login to JSS.

Now that our security is tighter, you can rest easy knowing your personal information will stay private from hackers, identity thieves, or anyone else with less-than-noble intentions.

But your help is required. After July 29th, when you login to JSS, navigate to your *Edit Profile* page, insert your CAC in the card reader and click *Associate CAC* button.

Frequently Asked Questions

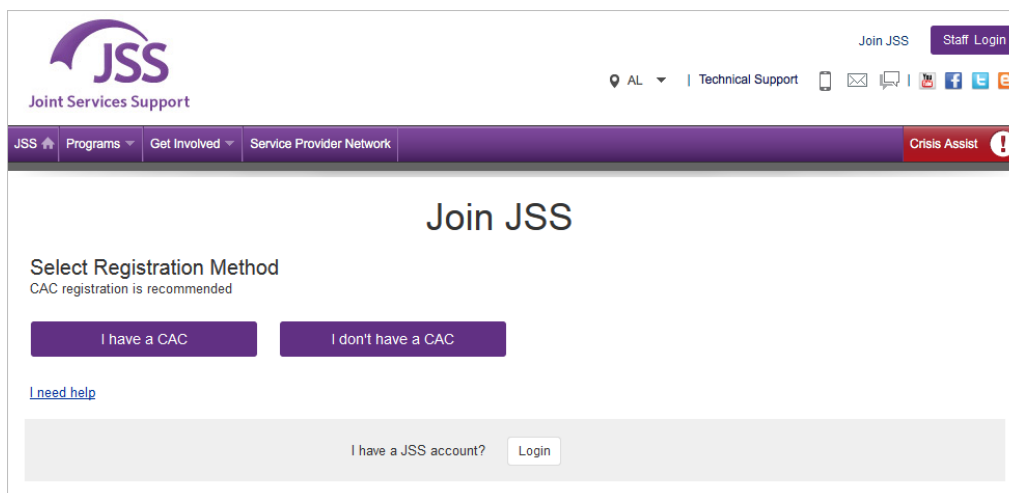
How do I create a new JSS account using my CAC?

From the JSS home page, click *Staff Signup*.

Select your *Registration Method*.

If you select *I don't have a CAC*, complete the fields on the *Account Sign Up* page.

If you select *I have a CAC*, insert your CAC in the reader and click *Create Account Using CAC*.



The screenshot shows the JSS website's registration page. At the top left is the JSS logo and 'Joint Services Support'. On the right, there are links for 'Join JSS' and 'Staff Login'. Below this is a navigation bar with 'JSS', 'Programs', 'Get Involved', 'Service Provider Network', and 'Crisis Assist'. The main heading is 'Join JSS'. Underneath, it says 'Select Registration Method' and 'CAC registration is recommended'. There are two buttons: 'I have a CAC' and 'I don't have a CAC'. A link for 'I need help' is below the buttons. At the bottom, there is a section for 'I have a JSS account?' with a 'Login' button.

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How do I associate my CAC with my existing JSS account?

From the JSS home page, click *Staff Login*.

Review the terms and conditions and click *I Accept*.

Enter your JSS Email and Password under the *Email Login* section.

Navigate to your *Edit Profile* page.

If you have a CAC and a CAC-enabled machine, insert your CAC into the card reader and click *Associate CAC*.

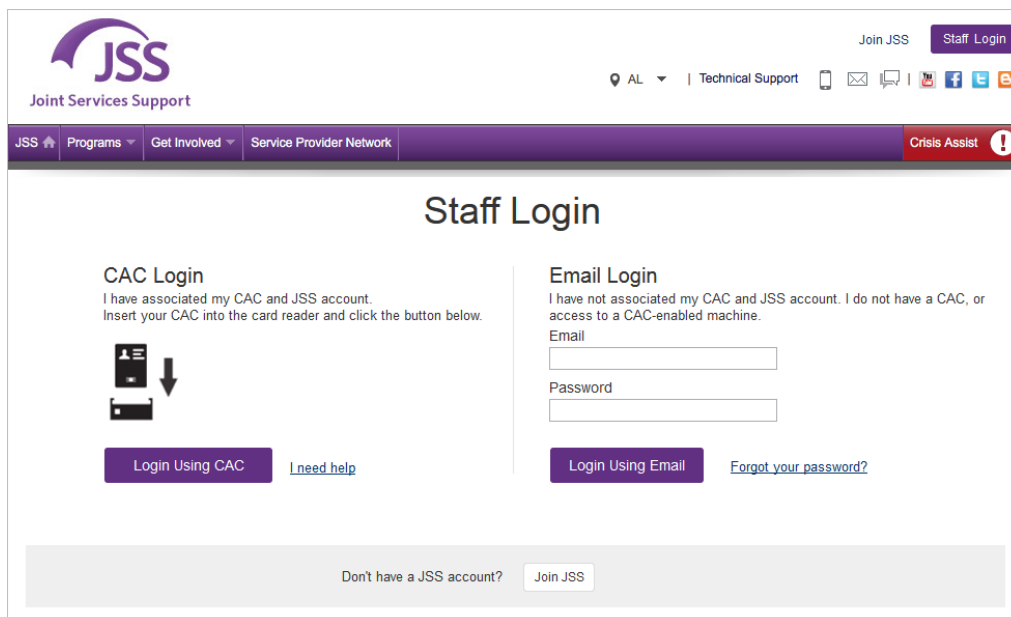
How do I log in to JSS using my CAC?

From the JSS home page, click *Staff Login*.

Review the terms and conditions and click *I Accept*.

If you have not associated your CAC and JSS account, you do not have a CAC, or access to a CAC-enabled machine, enter your Email and Password under the *Email Login* section.

If you have associated your CAC and JSS account, insert your CAC into the card reader and click *Login Using CAC*.



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What happens if my JSS account is disabled or awaiting approval?

If your JSS account has been disabled or are waiting for your account approval please contact our Helpdesk team at 1-877-577-6697.

What happens if my JSS account is locked?

If your JSS account has been locked, click *Unlock Your Account* and follow the on-screen instructions.

What happens if I forget my CAC PIN?

For more information regarding your CAC PIN, visit <http://www.cac.mil/common-access-card/managing-your-cac/>.

What happens if my card is invalid or needs to be renewed?

For more information regarding your CAC, visit <http://www.cac.mil/common-access-card/managing-your-cac/>.

What happens if my certificate is invalid?

For more information regarding certificate validity, visit <http://www.cac.mil/common-access-card/managing-your-cac/>.