
HOW TO COMPLETE A PIV ALIGNMENT

If you renewed your CAC and are now having access issues accessing all sites and email, the likely culprit is needing to do a PIV Alignment with your new CAC. This is resultant from the navy switching over to the new "authentication" certificate, and needing to have your NMCI account re-aligned with your new CAC.

****You can verify this is the issue**** by calling NMCI at: 1-866-843-6624 and having them check your account to see if that is in fact the case and that you need to complete a PIV alignment.

For the PIV Alignment process, here's the brief rundown:

- First and foremost before you can do the alignment, **you MUST have an active NMCI email account**
- Must have access to an NMCI terminal computer (NOSC is best option)
- Call NMCI and tell them you renewed your CAC and need to PIV align your account and new CAC
- You now need a 3rd party service member on an NMCI computer, on their email (most likely this will be a helpful member at the NOSC)
- That member will provide their information to NMCI, then receive an email, and respond to the email providing NMCI a temporary pin
- This step confirms THEIR identity from their Navy email digital signature & repeating the temporary pin over the phone, and now they can vouch for you since they are there in-person with you
- Then NMCI will locate the NMCI computer you're in via the asset # and complete the alignment