

[Internet Explorer \(IE\) Fixes for accessing Past Performance Systems](#)

Step 1

Install the ECA 3.13a (or later version) Root Certificate-
Go to the following website <http://militarycac.com/dodcerts.htm>
Apple computers do NOT need this program

Step 2

Click Download InstallRoot 3.13a (or later version)

Step 3

Select Run when prompted to Run or Save the file, select Run again, you will see a DOS black screen flash up, and have words scrolling on the screen. You have just installed the DoD certificates on your computer.

You DO NOT need to do step 4 at the Military CAC.com website.

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

Step 4

Try logging onto the website

Step 5

If error is still being received continue to step 6

Step 6

Open IE>Click on tools>Click on Internet Options>Choose the advanced tab>Scroll to the bottom and make sure Use TLS 1.0 is checked>If not checked, check the box>Apply>OK>Close IE>Open IE and try logging onto the website.

Step 7

If unsuccessful please contact the helpdesk via email at webptsmh@navy.mil . Please include the *Version of Internet Explorer installed on your computer.

*To determine the Internet Explorer version you have: Open Internet Explorer>Click Help>Click About Internet Explorer and you will see the version you have installed.