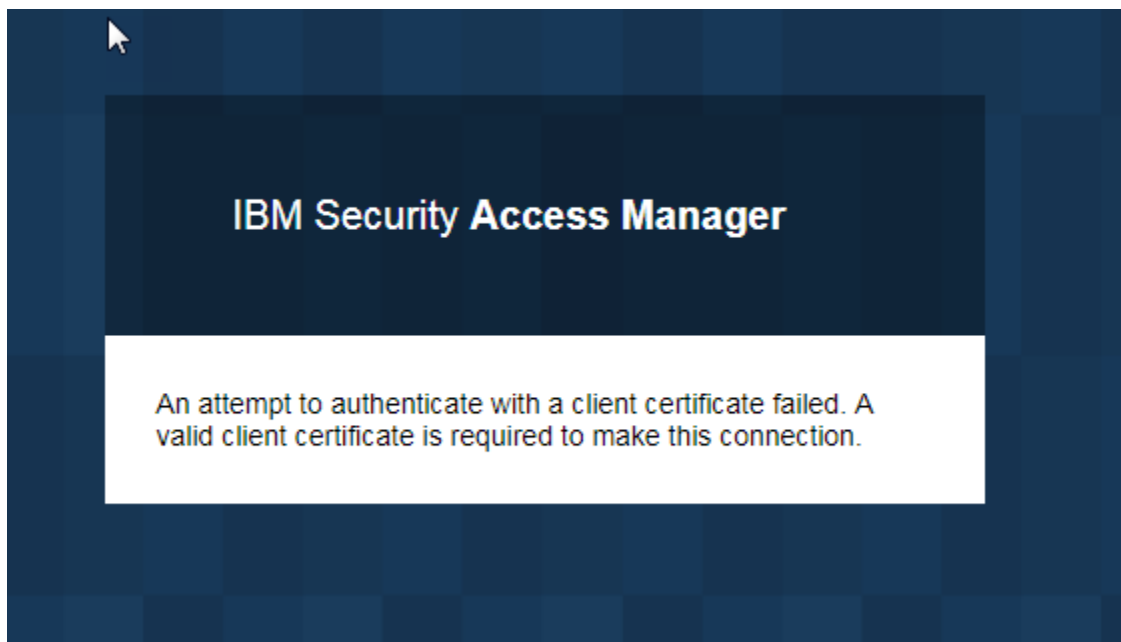


To check the user Certs:

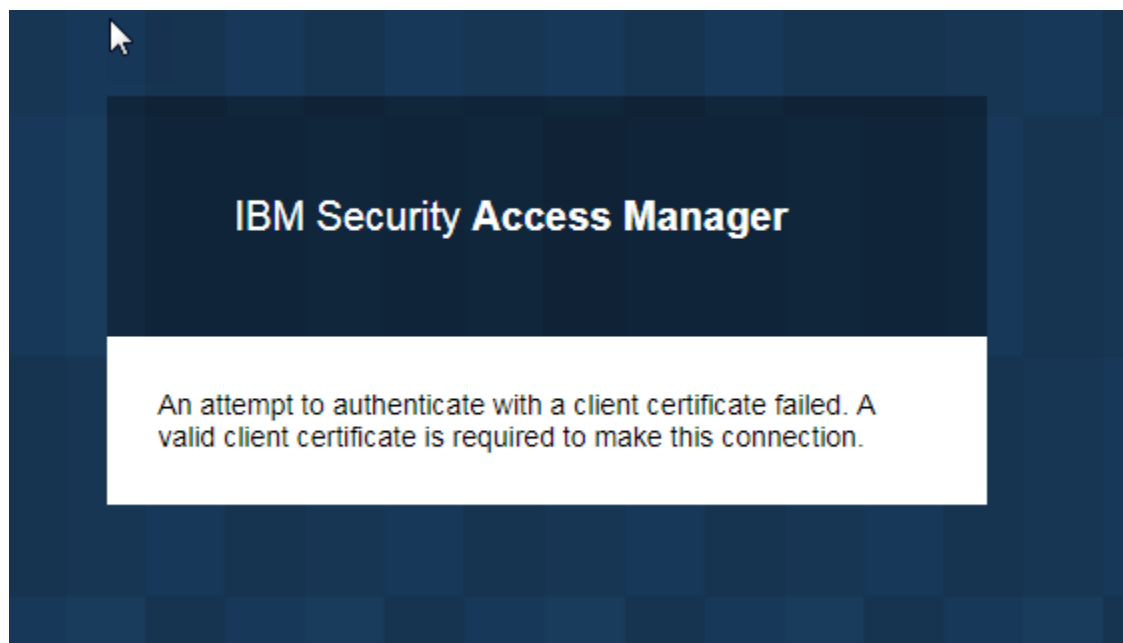
Have the user navigate to <https://sso.electrifyamerica.com> and try to log in using their PKI card. If they are successful, they should see this image:



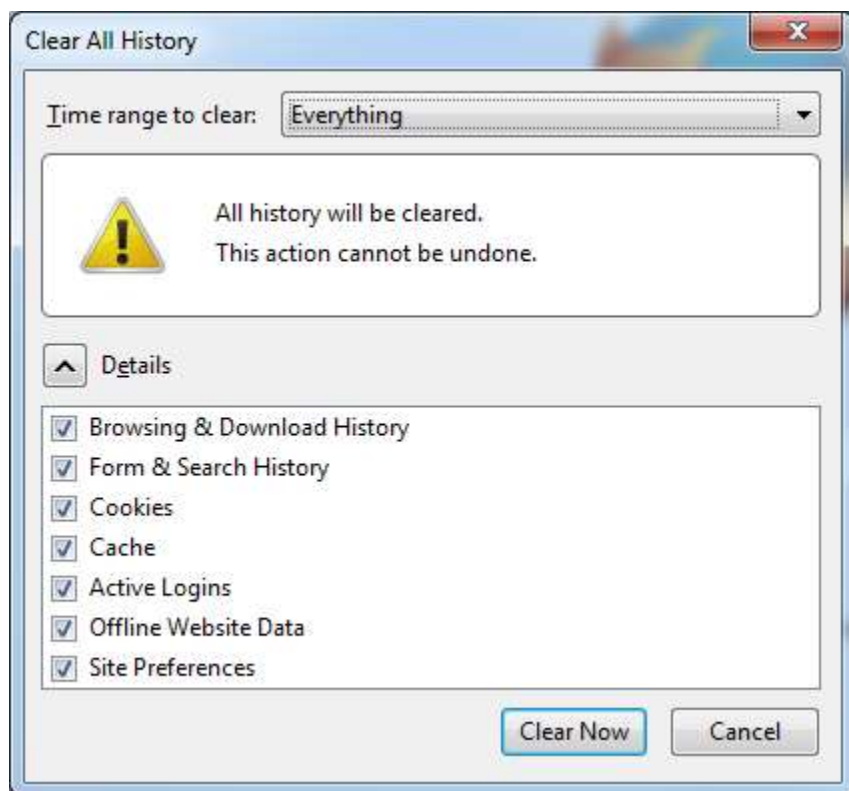
If there is an issue you may see an error similar to this:



If you are receiving this message in Firefox:



Step 1 – Clear all active Logins, Sessions and cookies. Do this by pressing CTRL+Shift+Delete at the same time. This should bring up a screen that looks like this:

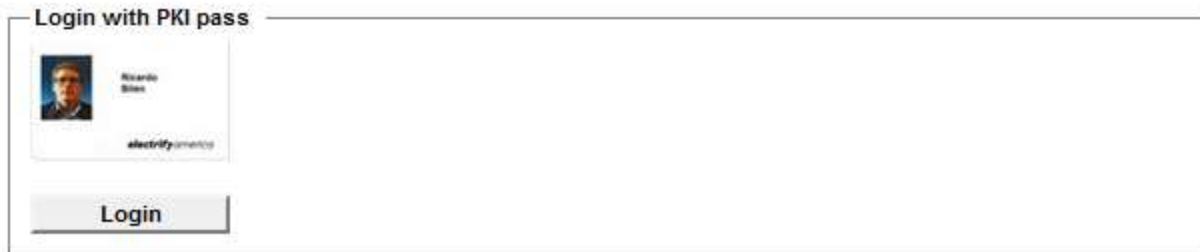


Step 2 – Make sure the top drop down says “Everything” and all boxes are checked, especially “Active Logins” and click Clear now.

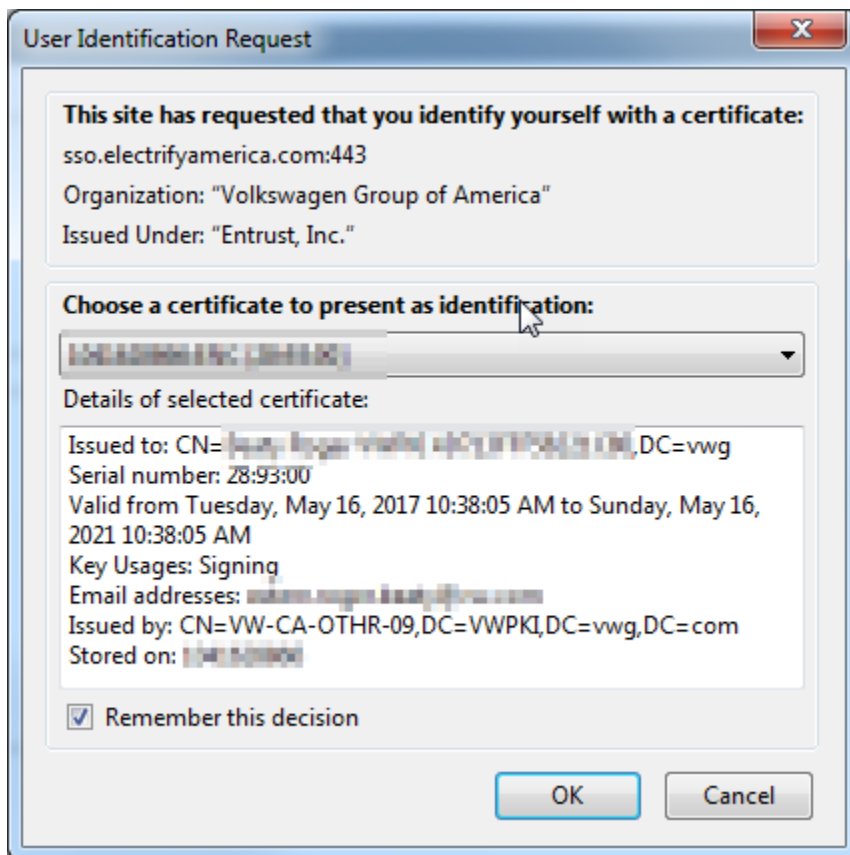
Step 3 – Close Firefox

Step 4 - Remove your PKI card and re-insert it

Step 5 – Open Firefox and navigate to <https://site.electrifyamerica.com>. You should be presented the SSO page for Electrify America. Click the login button on the top portion of the page:



Step 8 - Select your Certificate and click OK:



Step 9 – Enter your Pin



You should now be redirected to the Pega application you tried to enter. If you still see the error at the beginning of this document then there may be something incorrectly configured with your LDAP PKI card and should be raised with the WebOps/LDAP and security team.