PKI Token Troubleshooting

Reset Your PIN

1. Insert your token into your USB port or card reader.
2. Go to the PKI Token Portal: https://pkitoken.leidos.com/aims/enterprise/user
3. Click Launch the Leidos token portal. The My Digital ID Card pop up will open.
4. Click the grey Start button.
5. Click the Forgot your PIN? link. Your token is now locked until you set a new PIN.
6. Enter your Leidos domain username and password, and then click Continue.
7. Enter a new Token PIN and then repeat it in the confirmation field. Click Continue.

A confirmation message displays. Your token is now unlocked. Click Done to exit.

If nothing is happening…

If your token is plugged in, but the system you are attempting to authenticate to does not seem to recognize it (i.e. you get an error message telling you to insert your smart card, you can’t log in or nothing happens).

A. Try resetting the token software cache

Go to Start > All Programs > ActivIdentity > ActivClient > User Console

Or if you could not find ActivClient from the start menu:
1. Left click the up arrow on your system tray.
2. Right click ActivClient Agent, and then left click Open.
   The ActivClient user console will open.

3. Go to Tools > Advanced > Reset Optimization Cache

B. Try deleting the browsing history and clearing SSL

1. Delete Browsing History: In Internet Explorer > Tools > Internet Options > General tab > Browsing history section> Delete
2. Clear SSL State: In Internet Explorer > Tools > Internet Options > Content tab > Clear SSL State
3. Close Internet Explorer, and then open a new Internet Explorer window.