Questions and Answers - Using DOD Common Access Cards (CAC) for eAOP Login

1. What will I need for successful eAOP login?

You need to have an active CAC with PIN, a NOAA issued computer with CAC reader, and an active eAOP account. To successfully login eAOP, you will insert your CAC in the reader, select your email certificate, and enter your PIN when prompted.

2. How do I get an eAOP account?

Please contact eAOP admin to get an eAOP account.

3. My computer does not have a CAC reader. What do I do?

Please contact your local IT support.

4. Will there be training for CAC authentication?

CAC authentication is very intuitive and no user training is required. If there is any questions, please contact your local IT support.

5. Will my CAC be used to track computer use?

No, CACs are only used to verify user identification.

6. What browser can I use for successful CAC authentication?

eAOP supports popular browsers like Chrome, Firefox, Edge/IE, and Safari. If the browser is not prompting for PIN with CAC login, the CAC reader may not be configured for the browser.

7. I got an "Authentication Error". How to resolve the issue?

If the browser didn't prompt for PIN, this is usually due to missing CAC reader configurations in the browser. The Firefox browser may not have the CAC reader configured. Please use Chrome/IE or contact your local IT support.

If the browser prompted for PIN and you still got the "Authentication Error", this is usually due to the browser caching a previous CAC token. The solution is to close all of your browser windows or use an incognito/private window and then attempt to log in again.

8. I got a "User Requires Profile to Login" error. How to resolve the issue?

This usually means that the user's email address is incorrect or misspelled on their CAC. They will need to correct the email on their CAC at the nearest DEERS or RAPIDS station.

9. Is there any simple way to check my CAC authentication?

You may use NOAA whitepages site to test your CAC login.

10. I can login NOAA whitepages but I still cannot login EAOP. How to resolve the issue?

If you don't have an eAOP account, please contact eAOP adminto setup your account. If you already have an aAOP account, please contact the aAOP technical support to fix your account settings.