

# PIV Card Registration Process for Administrators

Last Modified on 12/14/2025 8:45 pm CST

This article describes the PIV card registration process for Campus Administrators.

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## Prerequisites

- Each user will need physical access to their PIV card.
- You need a PIV card reader for each computer requiring PIV card authentication.

## Step 1. Setup the PIV Card Reader for Each Computer

The first step is to make sure each PIV card reader is properly installed on each computer.

For most card readers, use the HID Workbench 2.2 software, found here on page 2:  
<https://www.hidglobal.com/drivers>

## Step 2. Configure the Browser for PIV Authentication

The next step is to ensure the primary web browser on each computer is configured to properly accept PIV card certificates.

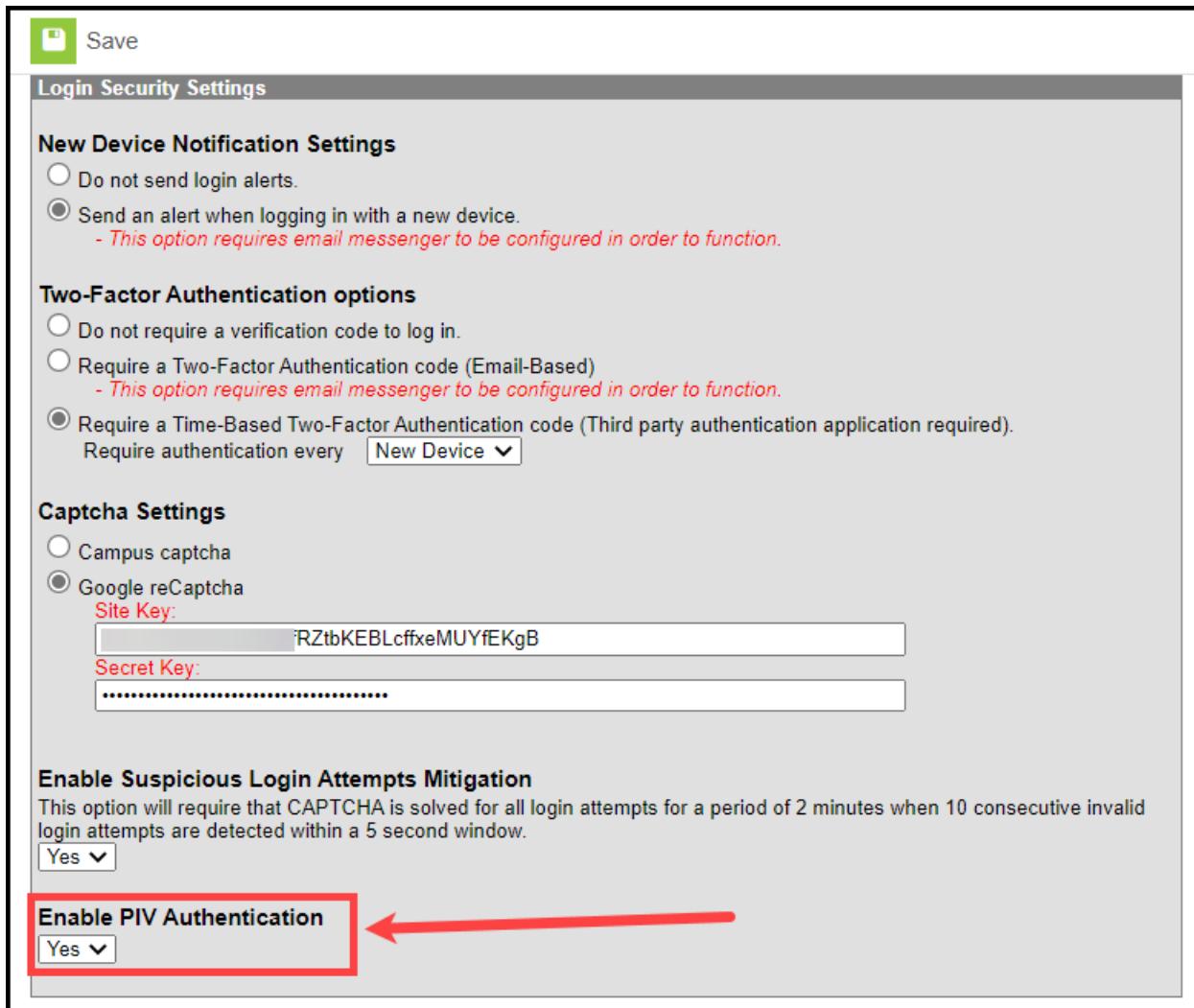
**Note:** Ensure the browser is set to clear all cookies and cache each time the browser is closed. This prevents pesky certificate issues users can encounter when attempting to log in at a later time.

**Firefox Users:** The US Government has [this useful guide](#) on how to configure Firefox to work

with PIV card certificates.

## Step 3. Enable PIV Card Authentication for Users

Navigate to [Login Security Settings](#) and set the **Enable PIV Authentication** setting to **Yes**. This will make the PIV Authentication setting available on a user's User Account.



Save

### Login Security Settings

**New Device Notification Settings**

Do not send login alerts.  
 Send an alert when logging in with a new device.  
- *This option requires email messenger to be configured in order to function.*

**Two-Factor Authentication options**

Do not require a verification code to log in.  
 Require a Two-Factor Authentication code (Email-Based)  
- *This option requires email messenger to be configured in order to function.*  
 Require a Time-Based Two-Factor Authentication code (Third party authentication application required).  
Require authentication every

**Captcha Settings**

Campus captcha  
 Google reCaptcha  
Site Key:   
Secret Key:

**Enable Suspicious Login Attempts Mitigation**

This option will require that CAPTCHA is solved for all login attempts for a period of 2 minutes when 10 consecutive invalid login attempts are detected within a 5 second window.

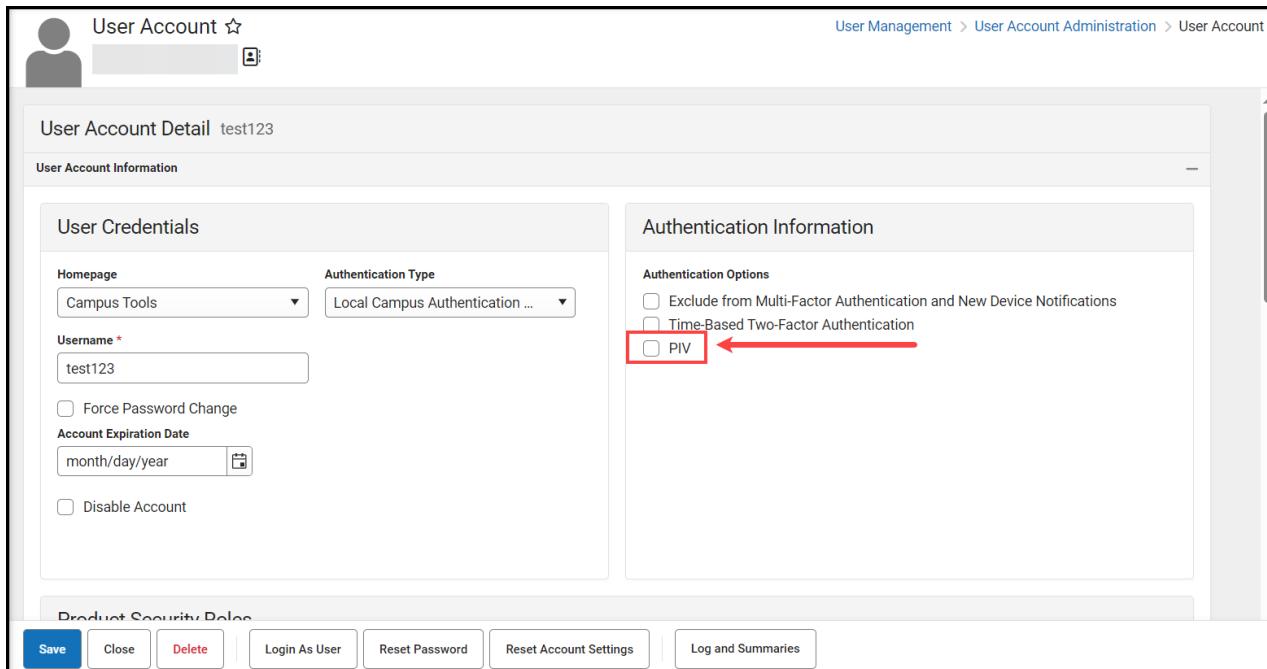
**Enable PIV Authentication**

## Step 4. Enable PIV Authentication for Each Staff Member

For each staff member who should be given PIV authentication:

1. Navigate to their [User Account](#).
2. Mark the **PIV Card Authentication** checkbox.
3. Select **Save**. A red message will appear, informing you the user does not currently have a PIV card configured.

**Once this checkbox is marked and saved for a user, the user will be forced to use a PIV card as their only means of authentication.** If you would rather users only begin using their PIV card to login once they have gone through their [card registration process](#), you can skip this step, move on to Step 5 and mark and save this field when approving or denying their registration in Step 6.



The screenshot shows the 'User Account' page for a user named 'test123'. The 'User Account Information' section contains fields for 'Homepage' (set to 'Campus Tools'), 'Authentication Type' (set to 'Local Campus Authentication'), 'Username' (set to 'test123'), and checkboxes for 'Force Password Change', 'Account Expiration Date' (set to 'month/day/year'), and 'Disable Account'. The 'Authentication Information' section contains an 'Authentication Options' group with three checkboxes: 'Exclude from Multi-Factor Authentication and New Device Notifications', 'Time-Based Two-Factor Authentication', and 'PIV'. The 'PIV' checkbox is selected and highlighted with a red box and a red arrow pointing to it. At the bottom of the page are buttons for 'Save', 'Close', 'Delete', 'Login As User', 'Reset Password', 'Reset Account Settings', and 'Log and Summaries'.

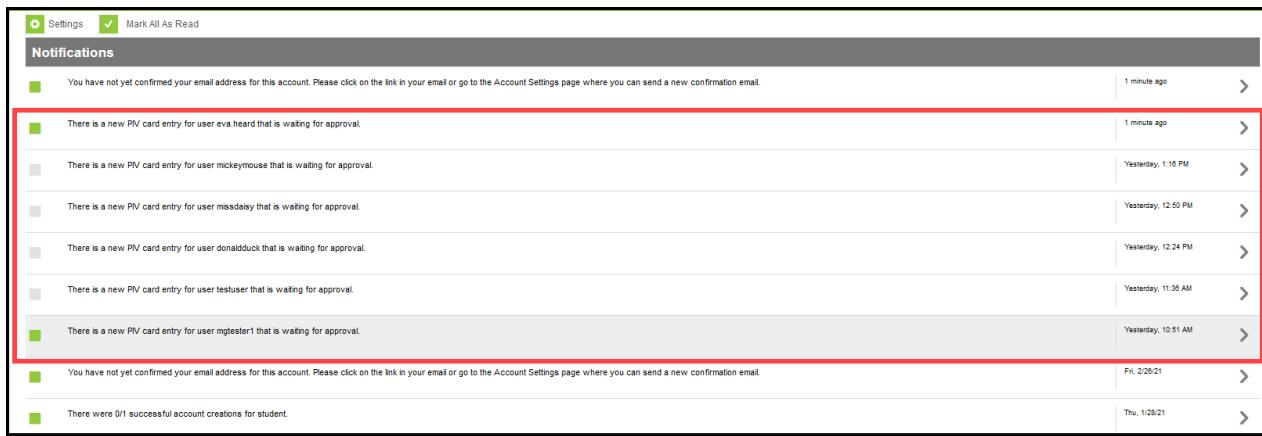
## Step 5. Communicate PIV Card Authentication to Affected Users

Once PIV Authentication has been enabled for the district and the PIV Card Authentication checkbox has been marked for the appropriate user(s), you should now communicate to these staff members that they need to go register their PIV cards so they can begin using them to log into Infinite Campus.

The [PIV Card Registration Process for Staff Members](#) article explains this process and should be shared with staff members so they can begin registering their cards.

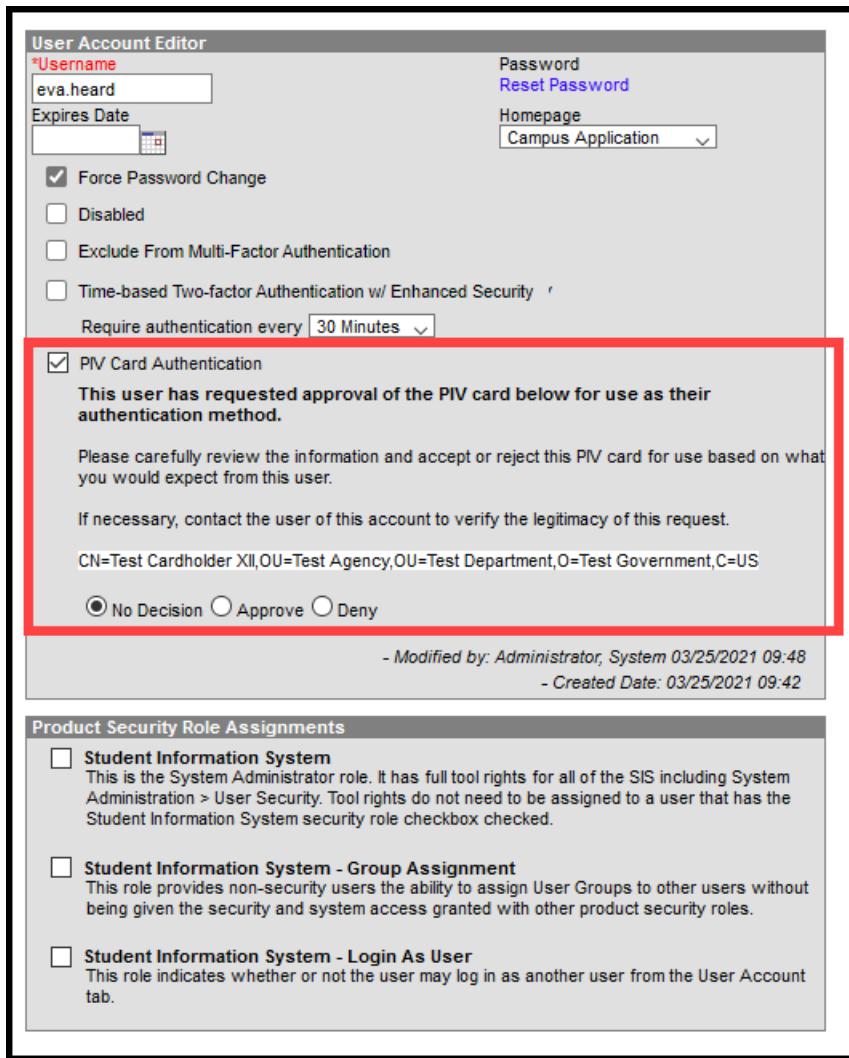
## Step 6. Approve or Deny PIV Card Registrations

Once staff members begin submitting PIV cards registration requests, will you start receiving notifications for these requests.



Message	Timestamp	Action
You have not yet confirmed your email address for this account. Please click on the link in your email or go to the Account Settings page where you can send a new confirmation email.	1 minute ago	>
There is a new PIV card entry for user eva.heard that is waiting for approval.	1 minute ago	>
There is a new PIV card entry for user mickeymouse that is waiting for approval.	Yesterday, 1:10 PM	>
There is a new PIV card entry for user missdaisy that is waiting for approval.	Yesterday, 12:50 PM	>
There is a new PIV card entry for user donaldduck that is waiting for approval.	Yesterday, 12:24 PM	>
There is a new PIV card entry for user testuser that is waiting for approval.	Yesterday, 11:38 AM	>
There is a new PIV card entry for user mgtester1 that is waiting for approval.	Yesterday, 10:51 AM	>
You have not yet confirmed your email address for this account. Please click on the link in your email or go to the Account Settings page where you can send a new confirmation email.	Fri, 2/26/21	>
There were 0/1 successful account creations for student.	Thu, 1/28/21	>

Selecting a notification will redirect you to the person's [User Account](#) tab where you can **Approve**, **Deny**, or leave the request as **No Decision** (if it requires further investigation). You can also see the certificate tied to the PIV card requesting registration.



**User Account Editor**

**\*Username** eva.heard **Expires Date**

**Password** [Reset Password](#) **Homepage** Campus Application

Force Password Change  Disabled  Exclude From Multi-Factor Authentication  Time-based Two-factor Authentication w/ Enhanced Security

Require authentication every

PIV Card Authentication

**This user has requested approval of the PIV card below for use as their authentication method.**

Please carefully review the information and accept or reject this PIV card for use based on what you would expect from this user.

If necessary, contact the user of this account to verify the legitimacy of this request.

CN=Test Cardholder XII,OU=Test Agency,OU=Test Department,O=Test Government,C=US

No Decision  Approve  Deny

- Modified by: Administrator, System 03/25/2021 09:48  
- Created Date: 03/25/2021 09:42

**Product Security Role Assignments**

**Student Information System**  
This is the System Administrator role. It has full tool rights for all of the SIS including System Administration > User Security. Tool rights do not need to be assigned to a user that has the Student Information System security role checkbox checked.

**Student Information System - Group Assignment**  
This role provides non-security users the ability to assign User Groups to other users without being given the security and system access granted with other product security roles.

**Student Information System - Login As User**  
This role indicates whether or not the user may log in as another user from the User Account tab.

If the PIV card is marked Approve and the Save button is selected, the user will receive an email notification informing them their PIV card is now registered and they can begin using it to log into Infinite Campus.

## Infinite Campus PIV Card Authentication



no.reply@infinitecampus.com

To

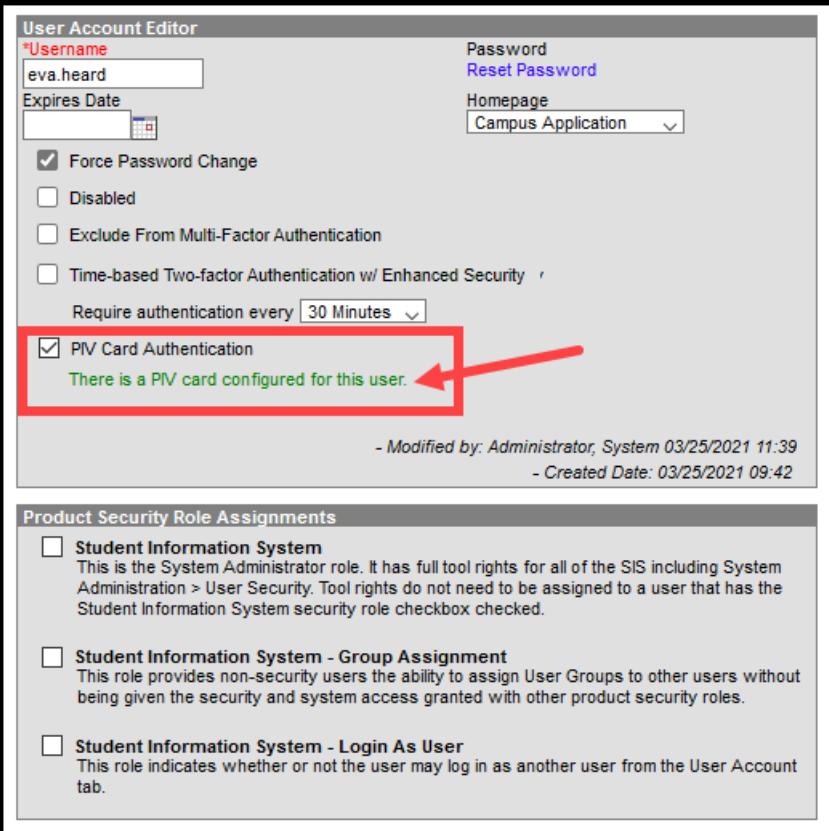
[Reply](#)[Reply All](#)[Forward](#)[...](#)

Thu 3/25/2021 11:39 AM

Your Infinite Campus user account eva.heard has been approved by an administrator to use PIV card authentication.

If you did not configure this account to use PIV card authentication, please contact your System Administrator immediately.

Their User Account tab will also indicate they have a registered PIV card. You will need to repeat Steps 4-6 anytime you decide to register new PIV card users.



The screenshot shows the 'User Account Editor' for a user account. The 'PIV Card Authentication' checkbox is checked and highlighted with a red box. A red arrow points to the message 'There is a PIV card configured for this user.' Below the message, the status is indicated: 'Modified by: Administrator, System 03/25/2021 11:39' and 'Created Date: 03/25/2021 09:42'.

**User Account Editor**

**\*Username**: eva.heard

**Expires Date**:

Force Password Change

Disabled

Exclude From Multi-Factor Authentication

Time-based Two-factor Authentication w/ Enhanced Security

Require authentication every  30 Minutes

PIV Card Authentication

There is a PIV card configured for this user.

- Modified by: Administrator, System 03/25/2021 11:39  
- Created Date: 03/25/2021 09:42

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## Troubleshooting/FAQ

Below are some tips on troubleshooting issues users may encounter:

### My Card Doesn't Seem to Recognize My Card Anymore

This issue can normally be resolved by clearing all cookies and the cache for the web browser they are using. To prevent this from happening again, ensure the browser settings are set to delete cookies and cache each time the browser is closed.

### What Do I Do if I'm Issued a New/Different PIV Card?

If a user is issued a different PIV card, the administrator should go to their [User Account](#) tab and

click the Reset Account Setting button. This will clear the user's PIV card certificate. Once reset, the user will need to walk through the [PIV card registration process](#) to register the new card.

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