How To
Remove and Install a New PKI

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The PKI certificate will be expiring this month!

Avoid getting locked out of ServicePoint by following these steps:
- ❶ Remove the old PKI expiring in 2019
- ❷ Install the new PKI as soon as possible

▶ **Every device** used for ServicePoint access will need to be updated.
▶ Check which browser is used at your agency.

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Note: Depending on the version, your browser's view may differ. If you need help, reach out to your agency admin or local administrator.

Chrome	Version 76.0.3809.132

Remove from Chrome and Internet Explorer

❶ Open Chrome. In the upper-right corner, click the **icon with three dots** (⋮).
❷ Click **Settings**, scroll down. Click **Advanced**, which opens more settings.
❸ Under Privacy and Security, click **Manage certificates**.
❹ In the pop-up window, select the **old PKI** (issued by Bowman Systems, expires 2019).
❺ Click **Remove. Yes.** Close window and browser.

Install new PKI ➔

Internet Explorer	Version: 11.678.7

Remove from Internet Explorer

❶ Open Internet Explorer. In the upper-right, click the gear icon (⚙).
❷ Near the bottom of the menu, click **Internet Options**.
❸ Go to the **Content** tab. Click **Certificates**.
❹ In the **Trusted Root Certificate Authorities** tab, find the **old PKI** (issued by Bowman Systems, expires 2019).
❺ Click **Remove. Yes.** Close window and browser.

Install new PKI ➔

Chrome & Internet Explorer	

Install for both browsers at the same time

❶ Double-click **PKI file** from an email attachment or on your computer.
❷ When the Certificate Import Wizard opens:
① Click **Next**
② ▶ *If from an email attachment:* Click **Next** and go to Step ③.
▶ *If saved on your computer:* Click **Next**.
(*If the file location doesn't automatically show up, click **Browse**, find the **PKI file**, and click **Open**.) (*If you cannot see it, change file type to "All files")
③ Enter password. (*See email from your admin)
④ **Uncheck** "Enable strong private key application."
⑤ Click **Next**.
⑥ Select "**Automatically select the certificate...**"
⑦ Click **Next**, then **Finish**.
✪ PKI successfully installed!

Firefox	Version 62.0

Remove from Firefox

➢ First, save the new PKI to your computer. Do not change the file name.

❶ Open Firefox. In the upper-right corner, click the icon with three bars (☰). Click **Options**.
❷ In the left column, select the tab **Privacy & Security**.
❸ Scroll to the bottom. Click **View Certificates**.
❹ In the pop-up window, select the **old PKI** (look for "servicept.com" and expiration year of 2019).
❺ Click **Delete**, then **OK** to confirm. Keep window open.

Install new PKI ➔

Install new PKI in Firefox

❶ In the same window, click **Import**. (If it was closed, follow steps ❶ to ❸ on the left to reopen the Certificate Manager.)
❷ Find the **PKI file**. Click **Open**.
(*If you cannot see it, change file type to "All files")
❸ Enter password. (*See email from your admin)
❹ Click **OK**.
✪ PKI successfully installed!

FAQs

➢ ## When should I update the PKI?

The sooner, the better! Once your agency receives the new PKI, you can start updating your devices. **After the expiration date, the old PKI will no longer allow access to the site.** We recommend installing the new PKI as soon as possible to avoid disruption to your agency's ServicePoint access.

➢ ## Who should perform these steps?

Follow the lead of **your ServicePoint agency admin or IT staff** – whoever is in charge of keeping your computers up-to-date. Depending on your agency, you may be required to perform the PKI steps yourself on your work device.

➢ ## What if I use a tablet? Do PEM files need to be updated too?

No, PEM files are unchanged and unaffected. PKIs on authorized tablets and mobile devices will need to be updated to maintain access to ServicePoint after the expiration date.

➢ ## What about Mac computers?

Yes, Mac computers and laptops used for ServicePoint work will also need the new PKI. If you need assistance, please reach out to your local system administrator.

➢ ## What should I do with the old PKI file if it is saved on my computer?

Please delete it.

➢ ## Do I need to keep the new PKI file on my computer?

After the PKI certificate is installed and confirmed to be working on your applicable browsers, **you can delete the PKI client file**. For security, the **best practice is to limit the number copies of the PKI file at your agency**.