Internet Explorer (IE) Fixes for accessing Past Performance Systems

Step 1
Open IE>Click on tools>Click on Internet Options>Choose the advanced tab>Scroll to the bottom and make sure TLS1.2 and 1.1 are checked and everything else is unchecked. Apply>OK>Close
IE>Open IE and try logging onto the website.

Step 2 (Only perform steps 2 through 5 if you are a non DoD user.)
Install the ECA 3.16a (or latest version) Root Certificate-
This is only required for Federal/commercial users, as all DoD computers should already have it installed.
Go to the following website http://militarycac.com/dodcerts.htm
NOTE: Apple computers do NOT need this program

Step 3
Click Download InstallRoot (latest version)

Step 4
Select Run when prompted to Run or Save the file, select Run again, you will see a DOS black screen flash up, and have words scrolling on the screen. You have just installed the DoD certificates on your computer.
You DO NOT need to do step 4 at the Military CAC.com website.
NOTE: 1. Windows Vista & 7 will show a message that the file might not have
           installed correctly. Select "This program installed correctly."
     2. This only works for the currently logged in user.

Step 5
Try logging onto the website

Step 6
If error is still being received continue to step 7

Step 7
If unsuccessful please contact the helpdesk via email at webptsmh@navy.mil . Please include the *Version of Internet Explorer installed on your computer.

*To determine the Internet Explorer version you have: Open Internet Explorer>Click Help>Click About Internet Explorer and you will see the version you have installed