Instructions for using your PIV (Personal Identification Verification) card to Login to UPACS

Step 1. Insert your PIV card into the card reader (card readers may be on keyboard, laptop, or connected via a USB port). You will need to know your PIN number for your PIV card to continue with this process. NOTE: Your PIV card must be provisioned. Issues with PIV card, go to: http://dotnet.dot.gov/piv/Get.html

Step 2. Go to the UPACS Login page: https://proxy-p.fhwa.dot.gov/upacsp/
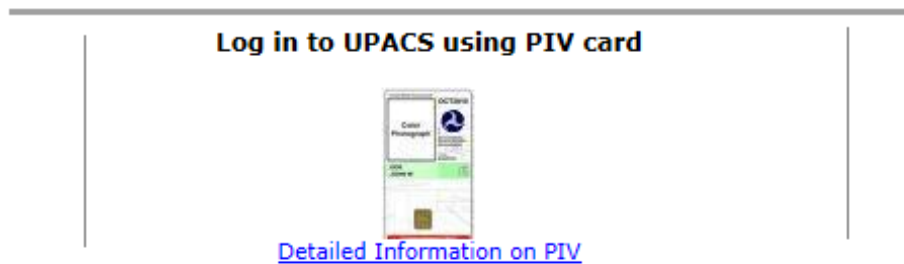Click the "PIV card Image" to continue.

Figure 1: FHWA Information Systems – UPACS Login screen.

Step 3. The following screen displays with the message "**Please insert your PIV Card into the card reader (if you haven't already), and then click OK**."
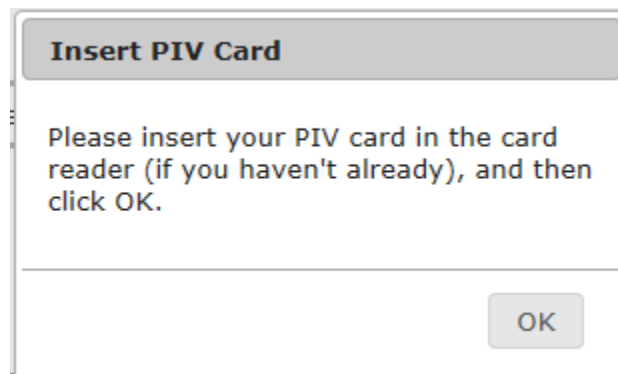

Figure 2: Insert PIV Card pop-up screen.

After clicking "OK" in the screen above, the following three screens will display in sequence. Do not click the "Cancel" button unless you want to exit. If you exit, you must close your browser and access UPACS again.
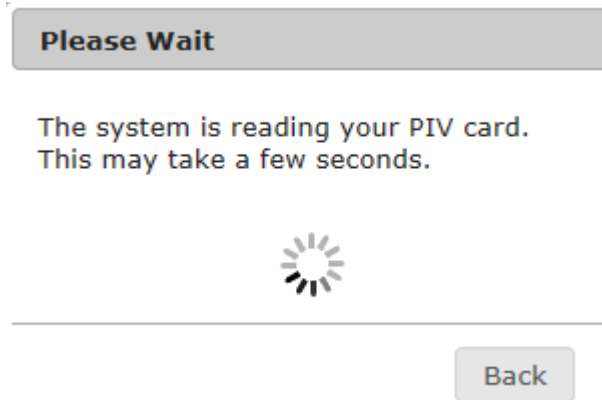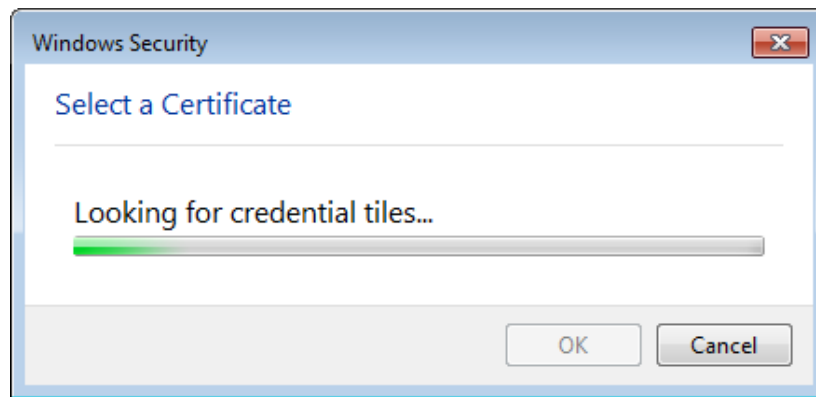
Figure 3: Please Wait pop-up screen.

Figure 4: Windows Security pop-up screen (Internet Explorer only).

Step 4. Click "Digital Signature" certificate in the screen below. T h e "PIV Authentication" certificate will not work with newly provisioned cards.
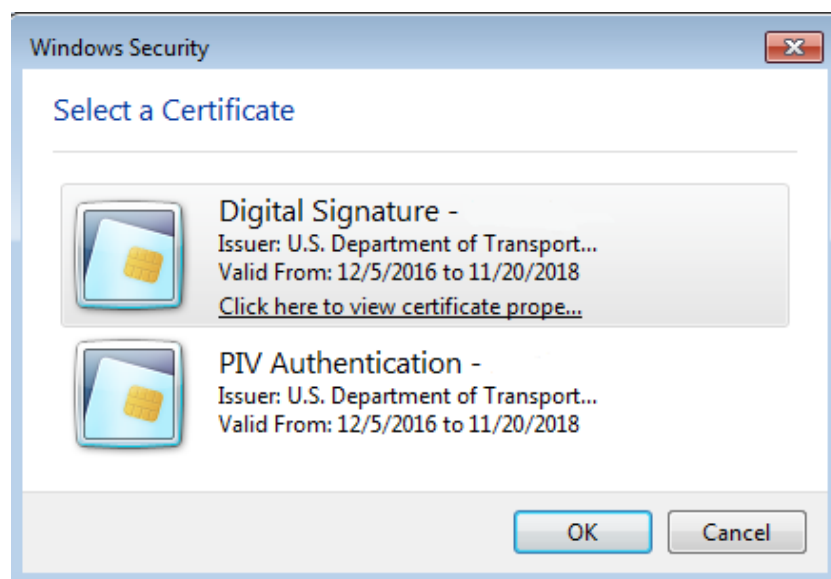

Figure 5: Select a Certificate pop-up screen (Internet Explorer only).

For Google Chrome, you can click, "Certificate Information" to make sure you have selected the correct certificate. If you receive an error on the certificate you select, you must close your browser and access UPACS again. If you want to clear your certificates, go to this link for instructions: http://dotnet.dot.gov/piv/use.html (cut and paste link if it doesn't open). Under "Use it", click, "How to Clear the Certificate Cache"
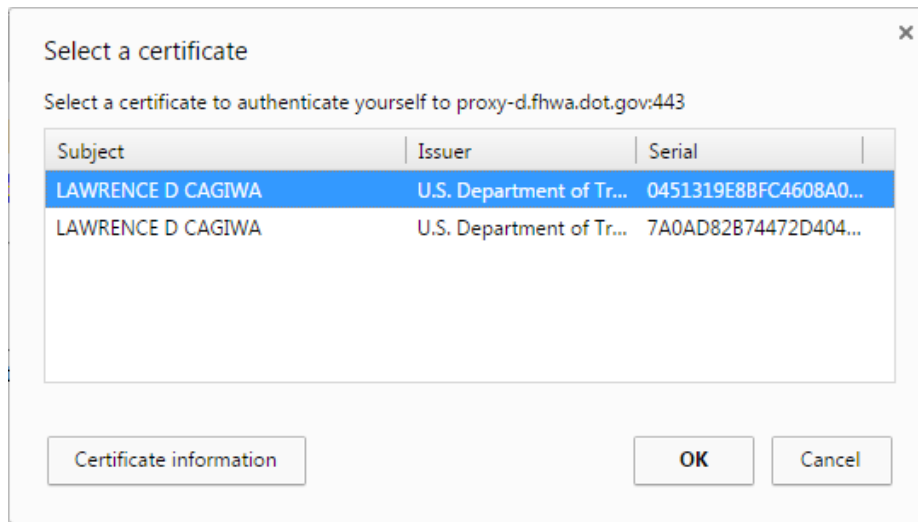

Figure 6: Select a Certificate pop-up screen (Google Chrome only)

If you are unsure of which certificate to choose, click on the "Certificate Information" or "Certificate Properties" and then the "Details" tab. Under this tab there is a field named, "Subject Alternative Name". The entry in this field must have your DOT email address. If the certificate you choose does not have an email address in this field, the linking to UPACS will not work. Search for the most current certificate with the email address in this field.
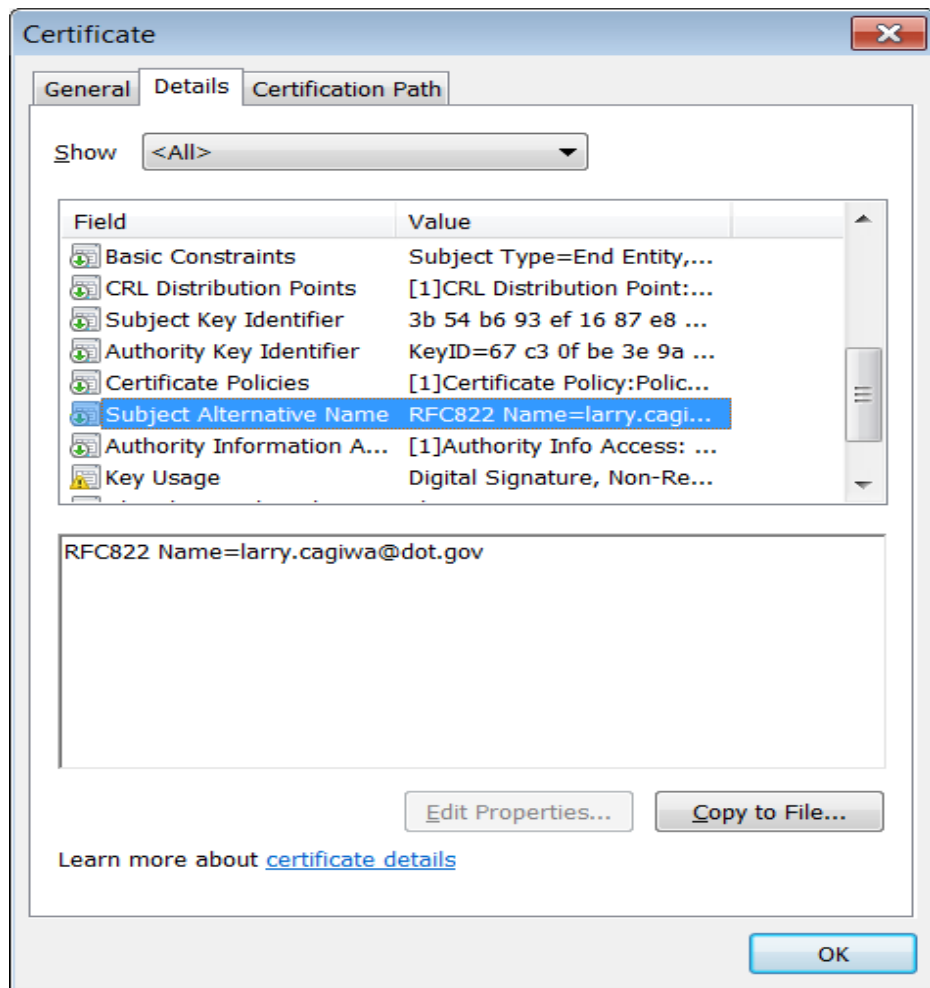
Step 5. After selecting your certificate, "Please enter your PIN" in the screen that appears below and click "OK". Do not click the "Cancel" button unless you want to exit.

Figure 7: ActivClient PIN Login

Step 6. You should see the applications you can access in the UPACS Production Menu below.

Figure 8: UPACS Production Menu

When you select the "Cancel" button in the above screens to exit, you will see the screen below. If you receive this screen, you must close your browser and access UPACS again.

This page can't be displayed

- Make sure the web address https://auth.sm.faa.gov is correct.
- Look for the page with your search engine.
- Refresh the page in a few minutes.

Fix connection problems

Figure 9: Page not displayed screen

Linking PIV Card with UPACS credentials: Your PIV card must be linked to your UPACS user ID. If this is the first time you are logging into UPACS with your PIV card, the following screen will be displayed. If this is your first-time logging into UPACS, your temporary password is your secret word immediately followed by your SSN.

Figure 10: UPACS-PIV link screen

After your PIV card and UPACS credentials are successfully linked, you will not be asked to enter your UPACS Id and password again. You will see the UPACS Production Menu (figure 8) which will list all the applications you have access to.

For additional help with UPACS login, please contact HAIS13@dot.gov