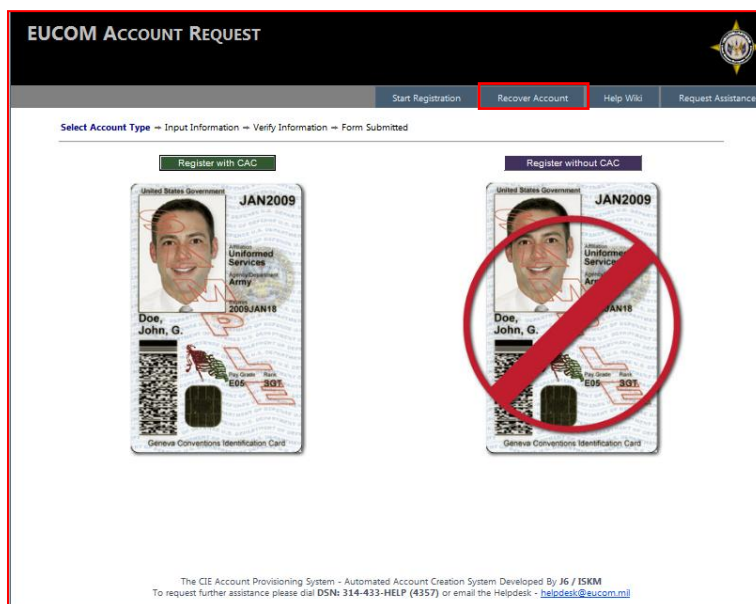
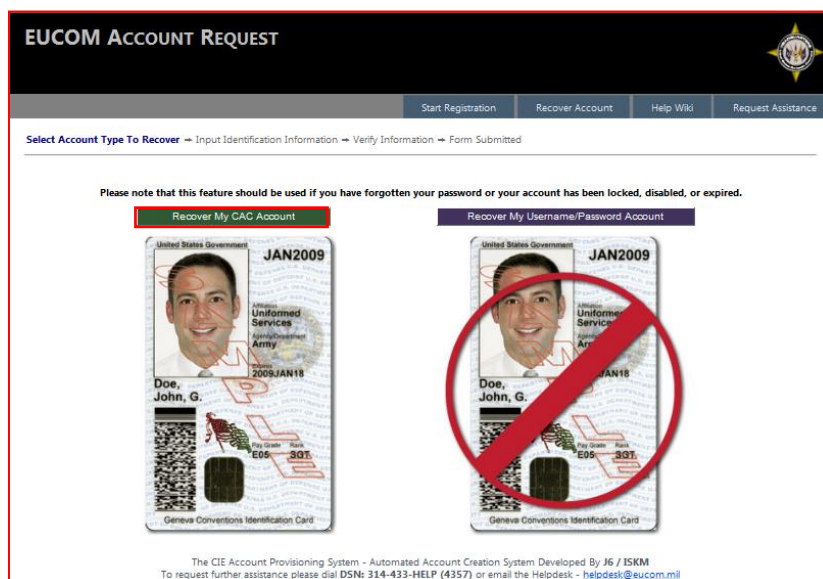


How to Recover a CAC Account

- 1) Go to <https://register.eucom.mil>
- 2) The Command portal user should click on the 'Recover Account' tab.



- 3) The Partners portal user should click on the 'Recover My CAC Account' button.



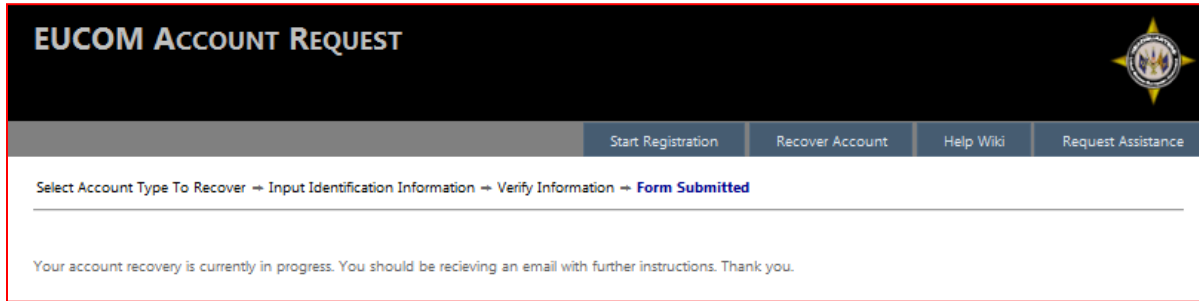
- 4) The Command portal user should enter their “EDIPI” and “E-mail Address” and click on the ‘Find My Information’ button.

The screenshot shows the 'EUCOM ACCOUNT REQUEST' web interface. At the top, there is a navigation bar with 'Start Registration', 'Recover Account', 'Help Wiki', and 'Request Assistance'. Below this is a breadcrumb trail: 'Select Account Type To Recover → Input Identification Information → Verify Information → Form Submitted'. The 'Input Identification Information' step is active. The form contains two input fields: 'EDIPI:' with the value '1122334455' and a link 'What's my EDIPI?'; and 'E-mail Address:' with the value 'john.doe@eucom.mil'. A 'Find My Information' button is located at the bottom of the form.

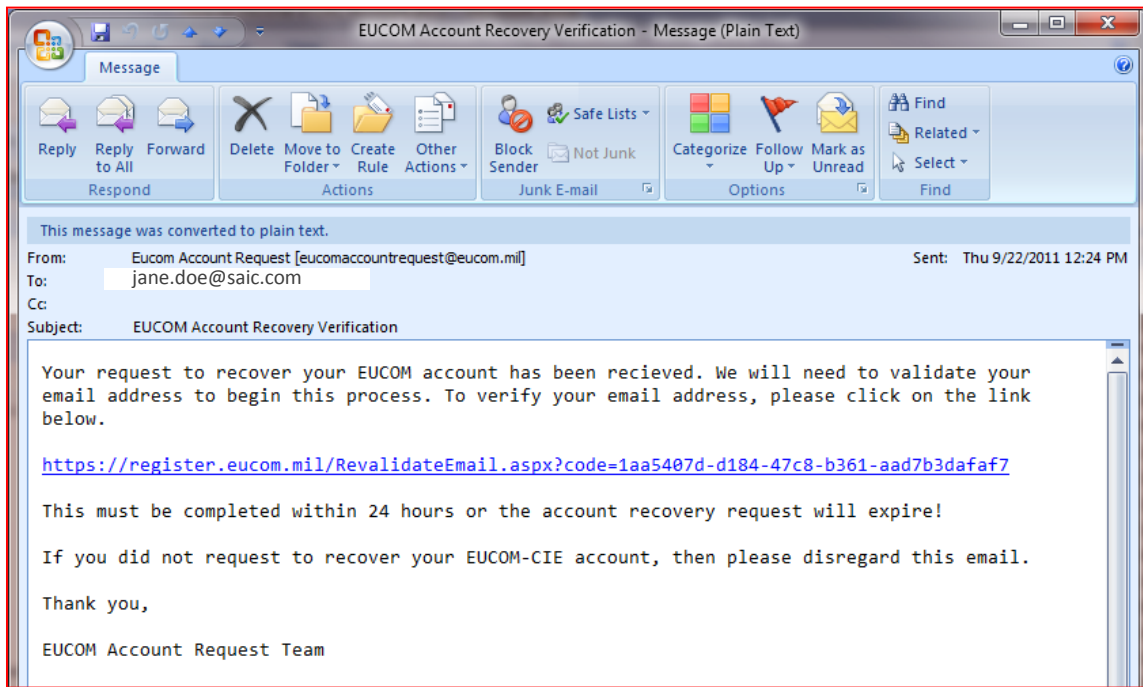
- 5) The Command portal user should click on the ‘Validate this Information’ button.

The screenshot shows the 'EUCOM ACCOUNT REQUEST' web interface at the 'Verify Information' step. The breadcrumb trail is 'Select Account Type To Recover → Input Identification Information → Verify Information → Form Submitted'. The 'Verify Information' step is active. The form contains several input fields and dropdown menus: 'Salutation:' (Mr.), 'First Name:' (John), 'Middle Initial:' (-), 'Last Name:' (Doe), 'Job Title:' (Test), 'Citizenship:' (United States), 'DSN Phone:' (314-555-1212), 'Commercial Phone:' (+49 0711-90-720-121), 'NIPR E-mail Address:' (john.doe@eucom.mil), 'Agency / Organization:' (PACOM), and 'EDIPI:' (1122334455) with a link 'What's my EDIPI?'. A 'Validate this Information' button is located at the bottom of the form. At the bottom of the page, there is a footer: 'The CIE Account Provisioning System - Automated Account Creation System Developed By J6 / ISKM To request further assistance please dial DSN: 314-433-HELP (4357) or email the Helpdesk - helpdesk@eucom.mil'.

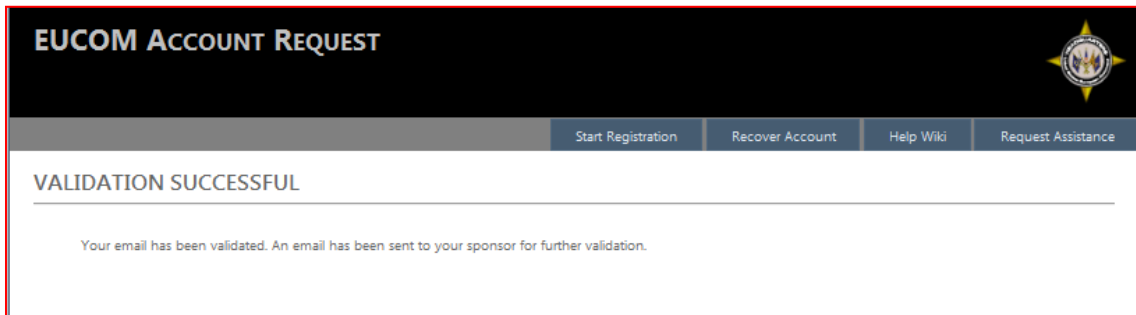
6) The Partners portal user will receive the following online acknowledgment followed by an email.



7) The requestor must click on the link in the email to validate their email address.



8) After the Command portal user has clicked on the hyperlink the following online acknowledgment is displayed.



9) The Command portal user will receive an email confirmation that their account has been recovered.

