

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.

			Start Registration	Recover Account	Help Wiki	Request Assistance	
Select Account Type To Recover -+ Input Identification Information -+ Verify Information -+ Form Submitted							
EDIPI:	1122334455	What's my EDIPI?					
E-mail Address:	john.doe@eucom.mil						
Find My Information	n						

5) The Command portal user should click on the 'Validate this Information' button.

EUCOM ACCOUNT REQUEST							
		Start Registration	Recover Account	Help Wiki	Request Assistance		
Select Account Type 1	Fo Recover → Input Identification Information → Verify Inform	mation -+ Form Submitte	d				
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 /	PACOM						
Organization:	•						
EDIPI:	1122334455 What's my EDIPI?						
Validate this	Information						
	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 - <u>helpdesk@eucom.mil</u>						



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

EUCOM ACCOUNT REQUEST						
	Start Registration	Recover Account	Help Wiki	Request Assistance		
Select Account Type To Recover -> Input Identification Information -> Verify Information -> Form Submitted						
Your account recovery is currently in progress. You should be recieving an email with further instructions. Thank you.						

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

EUCOM Account Recovery Verification - Message (Plain Text)							
Message @							
Reply Reply Forward to All Respond	Move to Create Other Folder * Rule Actions * Actions	Block Not Junk Sender Junk E-mail	Categorize Follow N Up + N Options	Mark as Unread	nd lated * lect * nd		
This message was converted to plain text.							
From: Eucom Account Request [eucomaccountrequest@eucom.mil] Sent: Thu 9/22/2011 12:24 PM							
Cc: Subject: EUCOM Account Recovery Verification Your request to recover your EUCOM account has been recieved. We will need to validate your email address to begin this process. To verify your email address, please click on the link below. <u>https://register.eucom.mil/RevalidateEmail.aspx?code=1aa5407d-d184-47c8-b361-aad7b3dafaf7</u> This must be completed within 24 hours or the account recovery request will expire! If you did not persons to person your EUCOM CLE account, then place dispessed this email.							
Thank you, EUCOM Account Request Team							

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

EUCOM ACCOUNT REQUEST							
	Start Registration	Recover Account	Help Wiki	Request Assistance			
VALIDATION SUCCESSFUL							
Your email has been validated. An email has been sent to your sponsor for further validation.							



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

