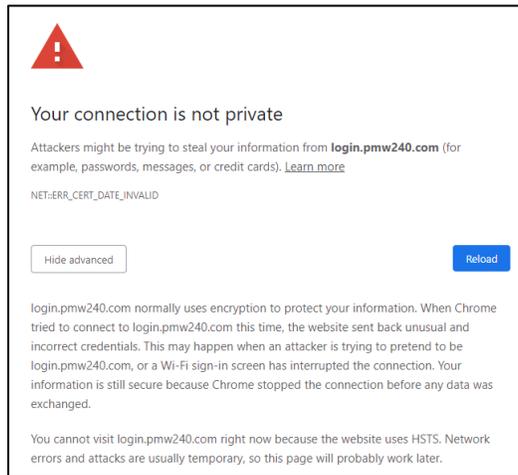


# PRIVACY ERROR

## Error Encountered

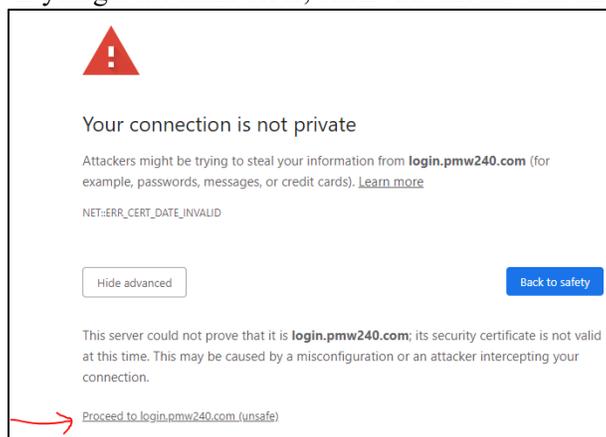


## How to Troubleshoot

1. Copy and paste this into a new Chrome tab and click enter: **chrome://net-internals/#hsts**
2. Copy and paste this into the “Delete domain security policies” box: **login.pmw240.com**



3. Click “Delete”
4. Try to login again! If you get the same error, click “advanced” and click “proceed to site”



## DISABLED ACCOUNT

### Error Encountered

**Your account has been disabled**

Your company administrator has disabled access to the system for you. Please contact your administrator for more information.

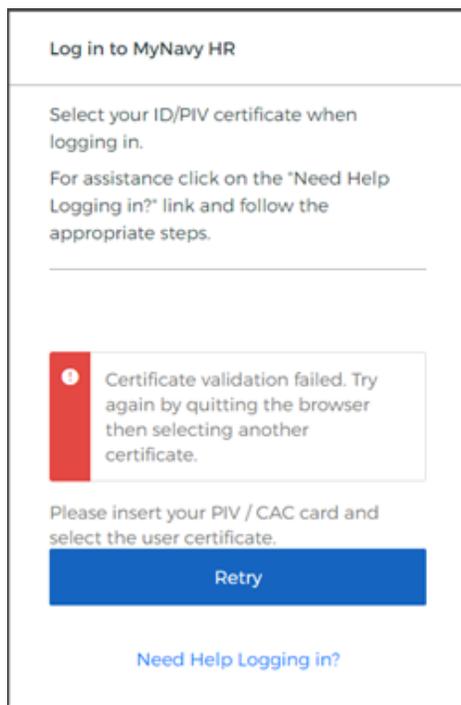
### How to Troubleshoot

Email [askmncc.fct@navy.mil](mailto:askmncc.fct@navy.mil) to unlock your account. Suggested template below. Edit everything in *red with your information!*

<i>To:</i>	<a href="mailto:askmncc.fct@navy.mil">askmncc.fct@navy.mil</a>														
<i>Subject:</i>	ACCOUNT UNLOCK														
<i>Body:</i>	<p>Good morning MNCC,</p> <p>The below user's SalesForce account is disabled, please assist in creating a case and routing back to the Helpdesk Hypercare team to unlock their SalesForce account. Thank you!</p> <table border="1"><tr><td>Last name</td><td><i>NAVY</i></td></tr><tr><td>First name</td><td><i>JOE</i></td></tr><tr><td>Rank/rate/GS grade</td><td><i>PS2 // GS-7</i></td></tr><tr><td>Account Username or DODID</td><td><i>joe.navy@navynpc.my.salesforce.mil</i> <i>--or--</i> <i>0123456789</i></td></tr><tr><td>Email</td><td><i>joe.navy@navy.mil</i></td></tr><tr><td>Profile</td><td><i>PERS-Pay</i></td></tr><tr><td>Role</td><td><i>CPPA</i></td></tr></table>	Last name	<i>NAVY</i>	First name	<i>JOE</i>	Rank/rate/GS grade	<i>PS2 // GS-7</i>	Account Username or DODID	<i>joe.navy@navynpc.my.salesforce.mil</i> <i>--or--</i> <i>0123456789</i>	Email	<i>joe.navy@navy.mil</i>	Profile	<i>PERS-Pay</i>	Role	<i>CPPA</i>
Last name	<i>NAVY</i>														
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Email	<i>joe.navy@navy.mil</i>														
Profile	<i>PERS-Pay</i>														
Role	<i>CPPA</i>														

## CERTIFICATE VALIDATION FAILED

### Error Encountered

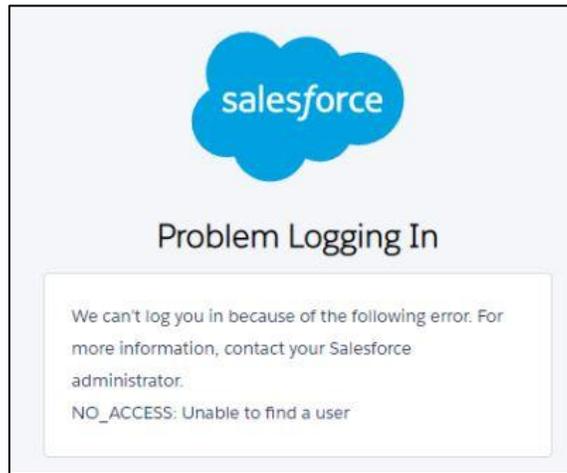


### How to Troubleshoot

1. Ensure you utilized your authentication certificate on your CAC. If you did, then 9 times out of 10 you do not have a SalesForce account and need to submit a new SAAR. If you submitted a SAAR to [eCMR\\_perspay.fct@navy.mil](mailto:eCMR_perspay.fct@navy.mil) over 2 weeks ago and you (1) have not received an email stating your account has been created or (2) get the above error, then you NEED to submit a new SAAR for access using the instructions and template that has been distributed via email.
2. If you are certain you had an account created or have any other doubt, then email [askmncc.fct@navy.mil](mailto:askmncc.fct@navy.mil) or call the CPPA Pro Cell at 1-833-330-6622 and dialing 2 after the survey prompt. Be sure to describe your issue as detailed as you can and tell them you are encountering the "Certificate validation failed" message. The admins may need to adjust your account settings.
3. If have an account and you contacted the Call Center about your issue and they closed your case saying they "reactivated your account" or had taken some other action, BUT you STILL get this error: contact the Call Center again via email or phone and refer to the case # of your last case. This will enable the admins to know that something more may be going on with your account. If you have multiple accounts from different roles in SalesForce, be sure to let them know what accounts you have and usernames (if you know those, otherwise just give them as much info as you can).

## NO\_ACCESS

### Error Encountered



### How to Troubleshoot

If you get this error, it means you do in fact have an account, but it may be deactivated or there could be another issue in that your CAC is trying to take you to a deactivated account, but your name is on a second account created. Whatever, the reason may be, you must email [askmncc.fct@navy.mil](mailto:askmncc.fct@navy.mil) or call the CPPA Pro Cell at 1-833-330-6622 (dial 2 after the survey prompt to talk to Pro Cell). You must describe your issue in clearly and give as many details about your user account as you know. If your case gets closed email or call back to the Call Center and reference your closed case. They may need to take a different action on your account. A suggested template is below:

<i>To:</i>	<a href="mailto:askmncc.fct@navy.mil">askmncc.fct@navy.mil</a>														
<i>Subject:</i>	NO_ACCESS Error														
<i>Body:</i>	<p>Good morning MNCC,</p> <p>When I login I get the error "NO_ACCESS". Below are my account details. Please assist in creating a case and routing back to the Helpdesk Hypercare team to fix my account as needed. Thank you!</p> <table border="1"> <tr> <td>Last name</td> <td>NAVY</td> </tr> <tr> <td>First name</td> <td>JOE</td> </tr> <tr> <td>Rank/rate/GS grade</td> <td>PS2 or GS-7 or CTR or whatever it is your rank is...</td> </tr> <tr> <td>Account Username or DODID</td> <td>joe.navy@navynpc.my.salesforce.mil --or-- 0123456789</td> </tr> <tr> <td>Email</td> <td>joe.navy@navy.mil</td> </tr> <tr> <td>Profile</td> <td>PERS-Pay</td> </tr> <tr> <td>Role</td> <td>CPPA</td> </tr> </table>	Last name	NAVY	First name	JOE	Rank/rate/GS grade	PS2 or GS-7 or CTR or whatever it is your rank is...	Account Username or DODID	joe.navy@navynpc.my.salesforce.mil --or-- 0123456789	Email	joe.navy@navy.mil	Profile	PERS-Pay	Role	CPPA
Last name	NAVY														
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Email	joe.navy@navy.mil														
Profile	PERS-Pay														
Role	CPPA														

## NMCI CBII SCRIPT

### Error Encountered

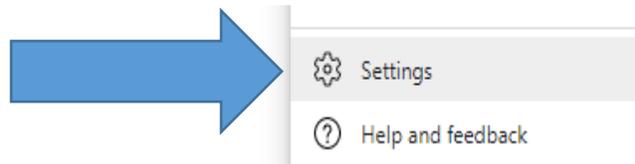
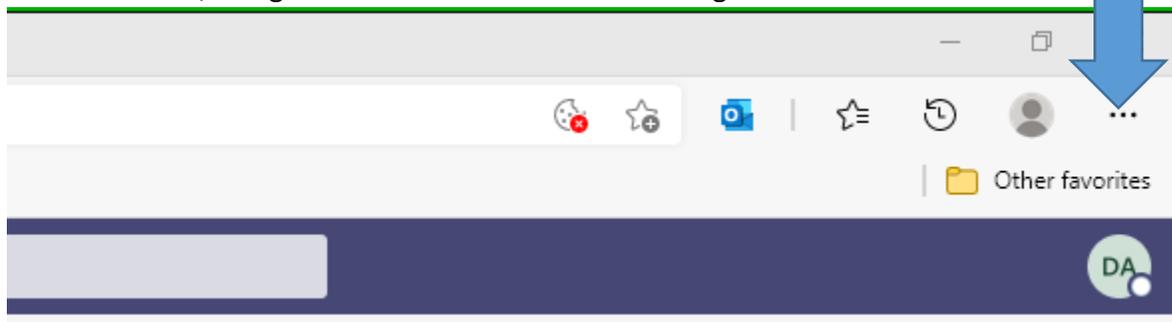
A CAC AUTHENTICATION SCREEN UPON OPENING A WEB BROWSER. Specifically you may encounter a something that says “...NMCI CBII...”

### How to Troubleshoot

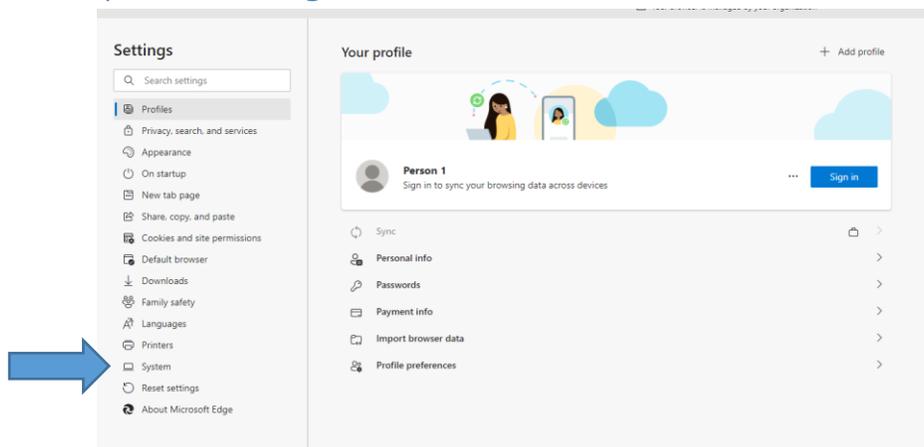
#### Step One: Open the Microsoft Edge Web Browser



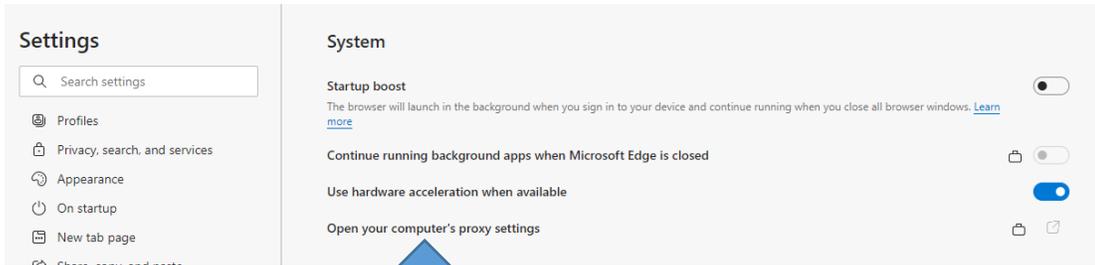
- From there, navigate to the 3-Dot and select Settings



#### Step Two: Navigate to the left side of the screen and Select System.

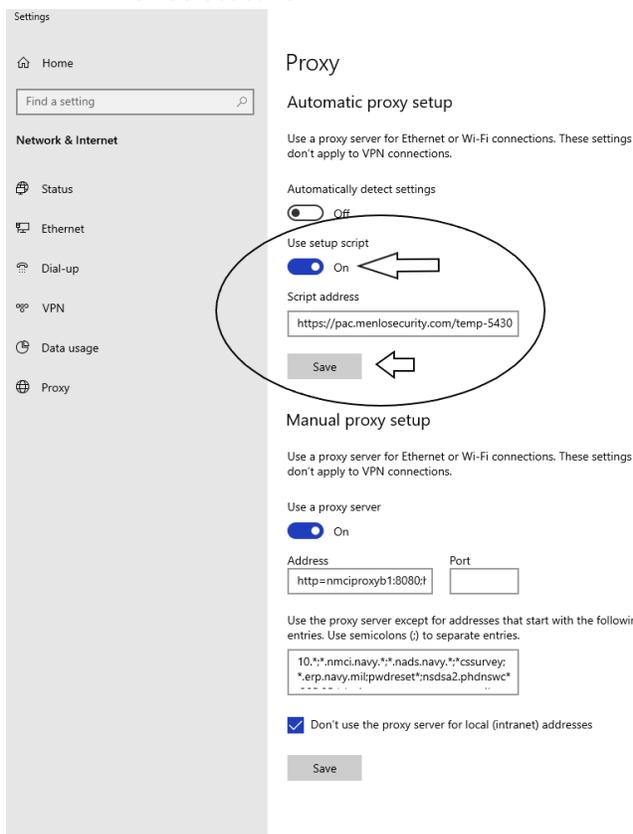


- Then, select **Open** your computer’s proxy settings.



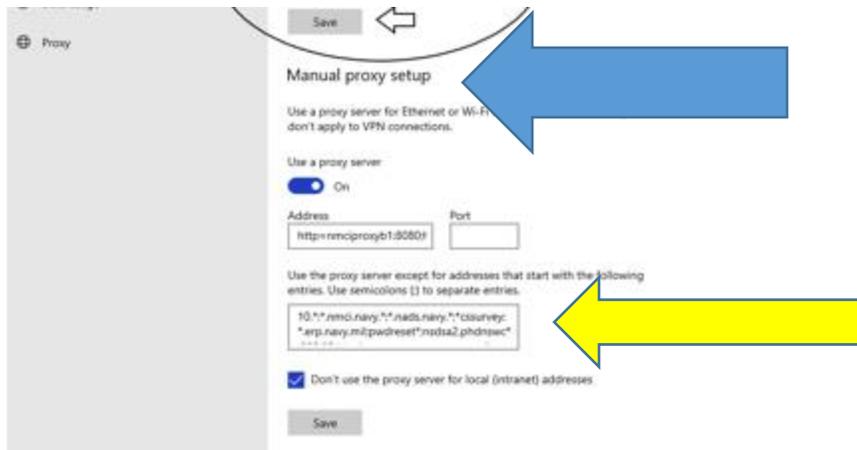
### Step Three: Navigate to the Automatic Proxy Setup.

- From there, turn **off** the “Use Setup Script”.
- Then select save.



**While you are there:**

Scroll down to the Manual proxy setup



And cut and paste this: \*.salesforce.mil;

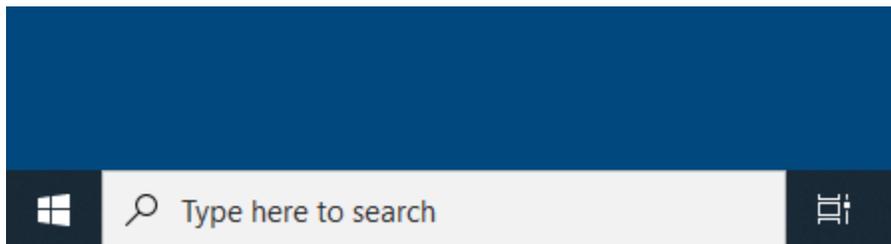
into the window marked with the yellow arrow. Hit save.

Once these steps are complete, close the web browser and start a new session.

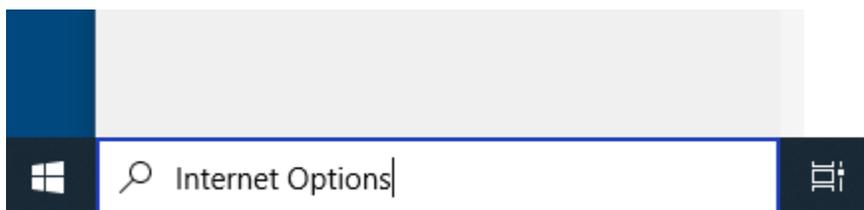
*Note: You may continuously experience the NMCI script that blocks certain website traffic. Each time your machine performs an update, or a restart, the settings will default.*

## Then...

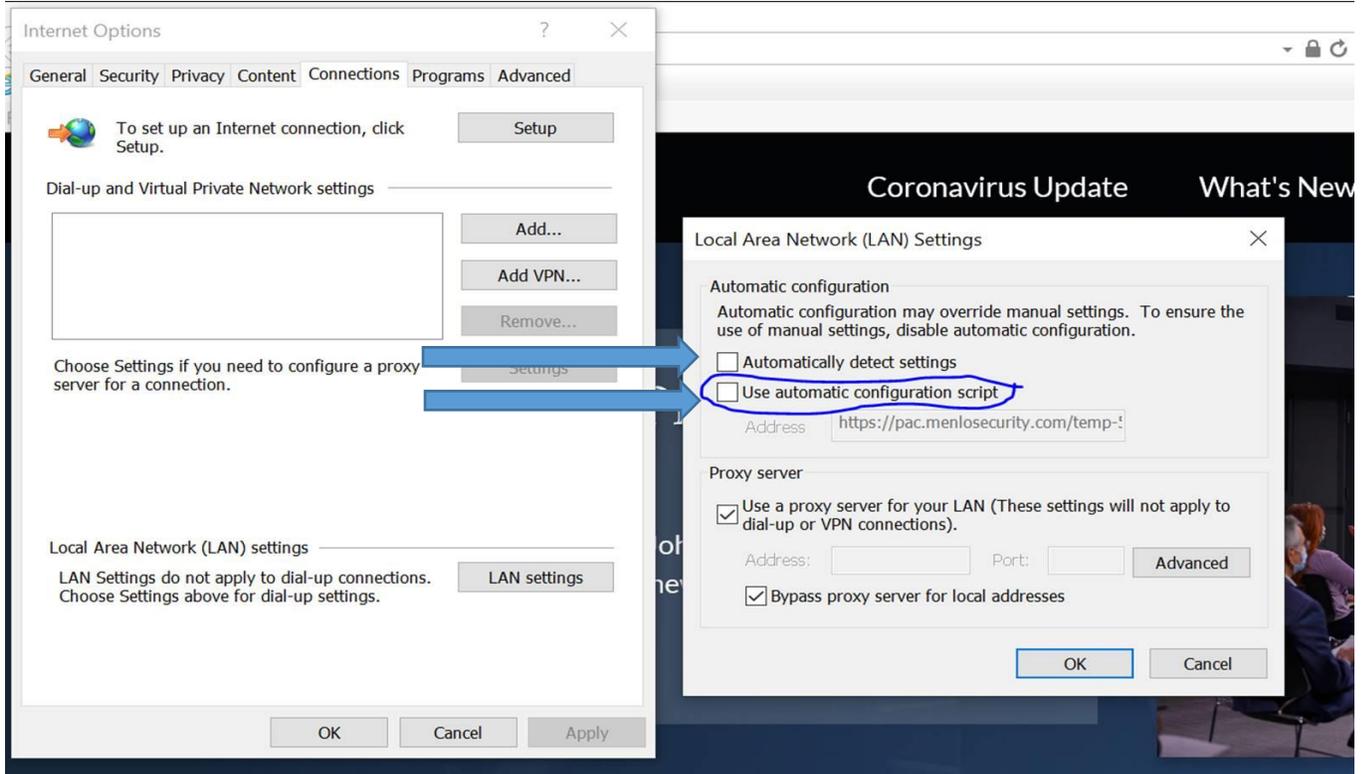
Bottom left of your screen:



Type in "Internet Options"



If a user gets the message to select a cert but screen doesn't provide the certs to select, then first thing to check is this setting, MAKE SURE both are left unchecked.



(If these instructions did not help, do not suffer in silence. Let MNCC know. Thanks)