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Why will my CAC registration not successfully work?

Paul Paisley - 2025-01-10 - [Comments \(0\)](#) - [Frequently Asked Questions](#)

Question: I filled out the correct information for "First Time CAC user, click here" but my CAC registration will not work successfully.

Answer: CAC failure usually occurs when a new CAC is issued. PDF Solution for troubles Registering/Logging In with a CAC Card. Please see attached PDF for a description on how to resolve a CAC registration issue.

Author: Nisha Aggarwal

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Attachments

- [cacregistration.pdf \(148.58 KB\)](#)