Passwords and Set up/Update Security Questions

Introduction This guide provides the procedures for a work around to change your password, as well as to set up and/or update your security question for the Forgot Password function in Direct Access (DA).

To avoid any complications to accessing your DA account, the preferred business email addresses for Active and Reserve members are email addresses ending in: @uscg.mil, <u>.mil@mail.mil</u>, .gov, and .edu.

Procedures See below.



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Procedures,

Continued

Step	Action
2	Enter in your Business Email Address (provided at your Accession Entry
	point) and verify the Primary Email Account box is checked. Next, click on
	the link to Change or set up forgotten password help to set up your Security
	Ouestions.
	Do NOT change anything else on this page
	General Profile Information
	Wade Wilson
	Password
	Change password Change or set up fornotten password bein
	Personalizations
	My preferred language for PIA web pages is: English
	My preferred language for reports and small is English
	Currency Code Q
	Default Mobile Page
	Alternate User
	Alternate User D
	(example:12/31/2000)
	To Date (example:12/31/2000)
	Workflow Attritutes
	Email User Worklist User
	Miscellaneous User Links Email
	Primary Email Account Email Type Email Address
	Rusiness Y Deadhool@usca mil
	Protocol XMPP Domain UserID Password

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Procedures,

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Step	Action
3	A new window will display. Select a Question from the drop-down arrow and
	enter the answer in the Response field. Click OK .
	Conoral Profile Information
	General Prome mormation
	Password
	Change password
	Change or set up forgotten password help
	Change or set up forgotten password help ×
	Personalization Help
	My pre If you forget your password, you can have a new password emailed to you.
	My preferre Enter a question and your response below. These will be used to authenticate you.
	Question Y
	Select from the list of questions.
	Response
	Alternate User
	It you will be tem
4	Click on the link for Change Password.
	General Profile Information
	Paseword
	Change password
	Personalizations
	My preferred language for PIA web pages is: English v
	Currency Code Q
	Default Mobile Page
	Alternate User
	Alternate User ID
	From Date (example:12/31/2000)
	To Date (example: 12/31/2000)
	Workflow Attributes
	Miscellaneous User Links
	■ Q 4 1-1 of 1 ~ > > > > > > > > > > > > > > > > > >
	Primary Email Account Email Type Email Address
	Business V Deadpool@uscg.mil + -
	IM Information
	Image: Image
	Protocol XMPP Domain UserID Password

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Procedures,

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Step	Action
5	A new window will display. Enter in the Current Password given to you for logging into DA. Enter in your New Password and Confirm Password . Click
	OK.
	General Profile Information Wade Wilson Password
	Change password Change or set up forgotten password help Personalizations
	My preferred language for PIA web pages is: English My preferred language for reports and email is English
	Currency Code Change password ×
	Default Mobile Page
	Alternate User Confirm Password If you will be temporarily unavailable, you can select ar
	Alternate User ID OK Cancel
	To Date (example: 12/3 H2000)
	Workflow Attributes Image: Comparison of the second seco
6	Once completed, click Save at the bottom of the page and proceed to Step 7.

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Information a	as shown	belo	w. (Click	Save.	<i>b)</i> 50 it will	apu	ate your	i crisonar
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Email Addr	ess						_		
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A new password can The user has not set the security administ	i not be sent to user. (48 up or does not have 1) a rator.	1.224) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact
Once the e	rror is rece CustomerC	eived, members are to submit a PPC Customer Care Ticket to Care in the following format:
Send	То	<u>PPC-DG-CustomerCare</u>
	Cc]
	Subject	PASSWORD RESET
EMAIL TEM	PLATE FOR	PASSWORD RESET in resetting your password, PPC must have the following information:
To request 1. Full le	gal name:	
To request 1. Full le 2. Rank:	gal name:	
To request 1. Full leg 2. Rank: 3. EMPLI Or Last 4 of	gal name: D:	