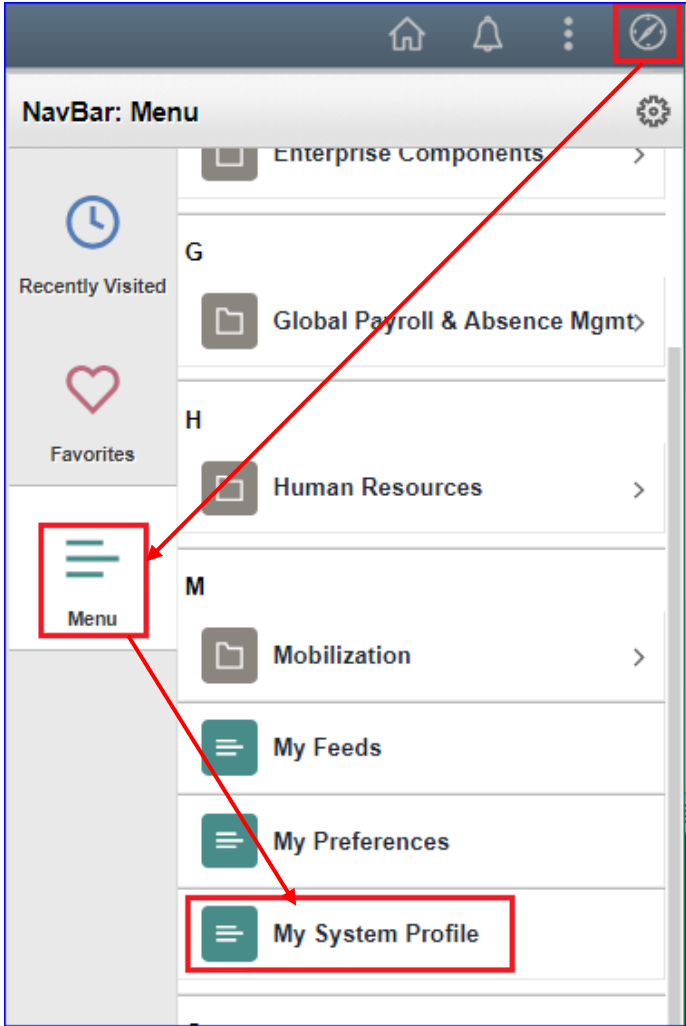# Passwords and Set up/Update Security Questions

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, .mil@mail.mil, .gov, and .edu.
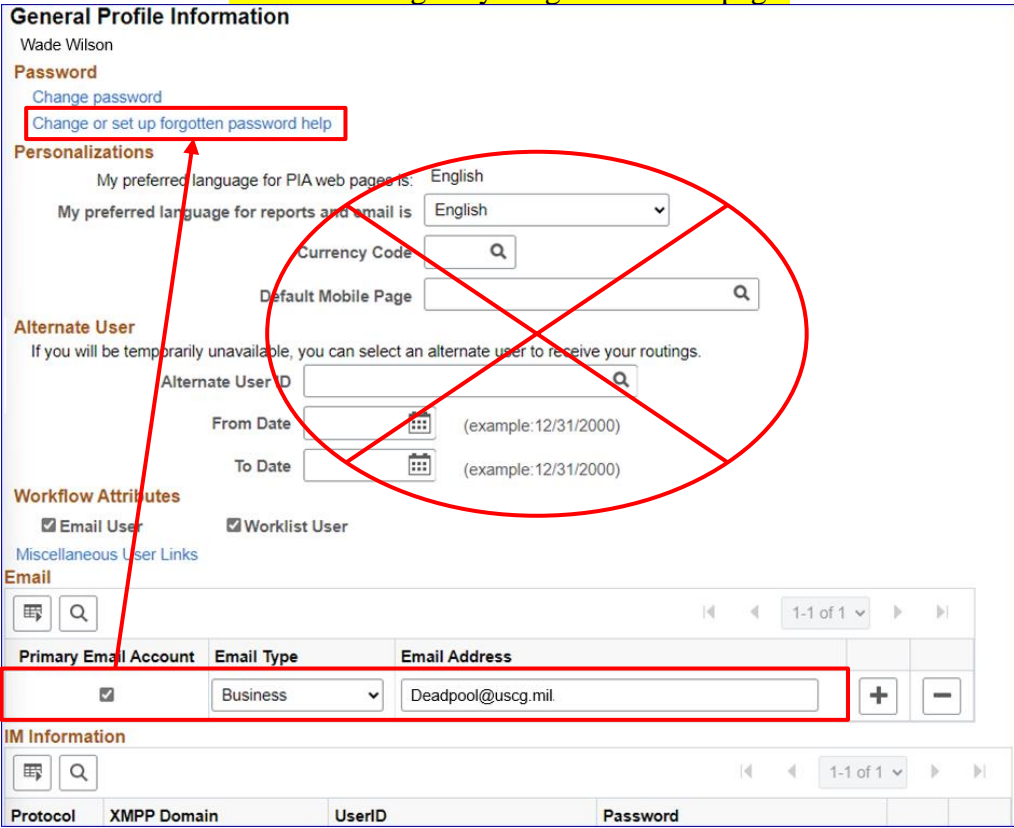
Procedures   See below.

Step	Action
1	Login as you normally word or use the temp password provided by the PPC Customer Care Branch. Navigate to the NavBar icon > Menu > **My System Profile**.

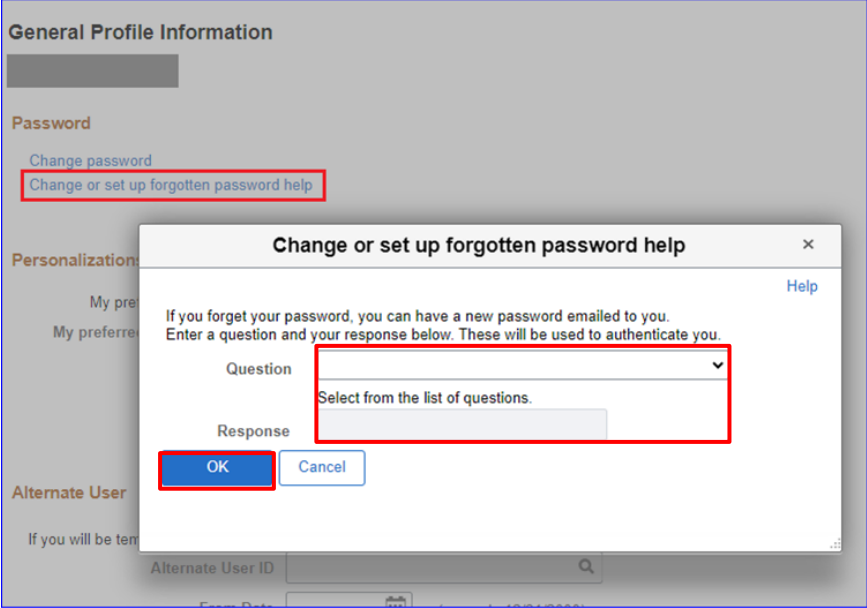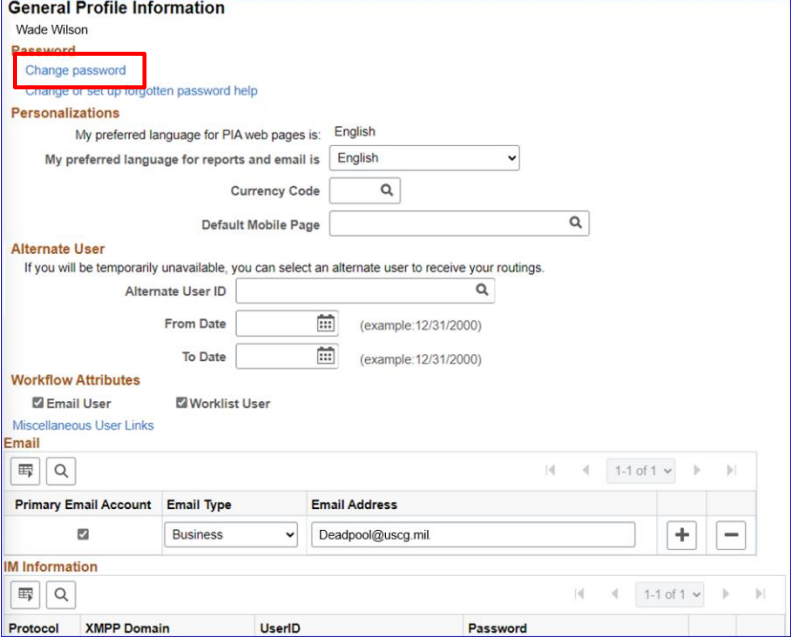# Passwords and Set up/Update Security Questions, Continued

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 Questions. <mark>Do NOT change anything else on this page.</mark>

Passwords and Set up/Update Security Questions, Continued

Procedures,
Continued

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**.
4	Click on the link for **Change Password**.

# Passwords and Set up/Update Security Questions, Continued

Procedures,
Continued

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**.
6	Once completed, click **Save** at the bottom of the page and proceed to Step 7.

Passwords and Set up/Update Security Questions, Continued

7	Verify your email address is listed under the Email Address option in DA via the Personal Details tile.
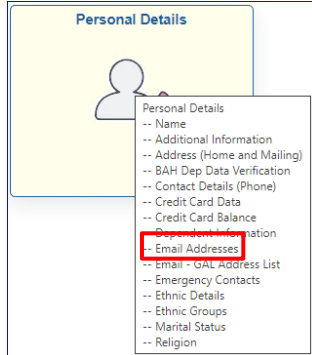
You will need to **Delete** the displayed **Business Email Address**, click **Save**, and then **re-enter** it (click **Add Email Address**) so it will update your Personal Information as shown below. Click **Save**.

Failure to do so will result in not being able to reset passwords.

Personal Information data:

Passwords and Set up/Update Security Questions, Continued

8	If you receive this error message when clicking the **Forgot Password** link, this means that you either have mismatched email addresses as indicated above, and/or, you have not updated your Security Questions in Step 3.
	Message A new password can not be sent to user. (48,224) The user has not setup or does not have 1) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact the security administrator. OK
9	Once the error is received, members are to submit a PPC Customer Care Ticket to PPC-DG-CustomerCare in the following format:
	Send To ⊞ PPC-DG-CustomerCare Cc Subject PASSWORD RESET EMAIL TEMPLATE FOR PASSWORD RESET To request assistance in resetting your password, PPC must have the following information: 1. Full legal name: 2. Rank: 3. EMPLID: Or Last 4 of SSN: 4. Current/Last duty station: