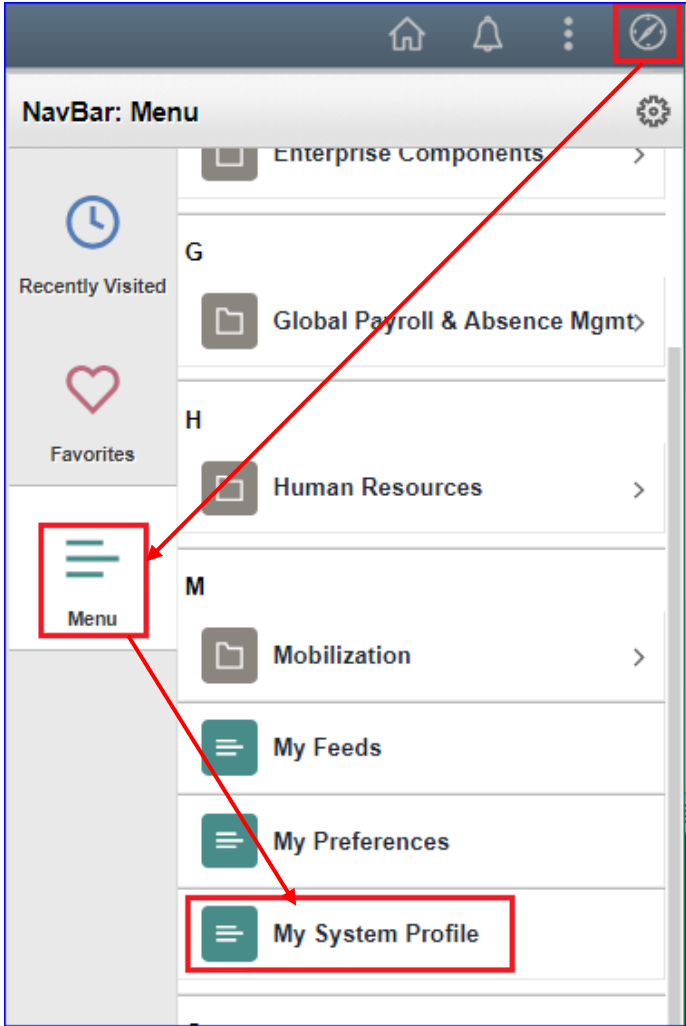


Passwords and Set up/Update Security Questions

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.

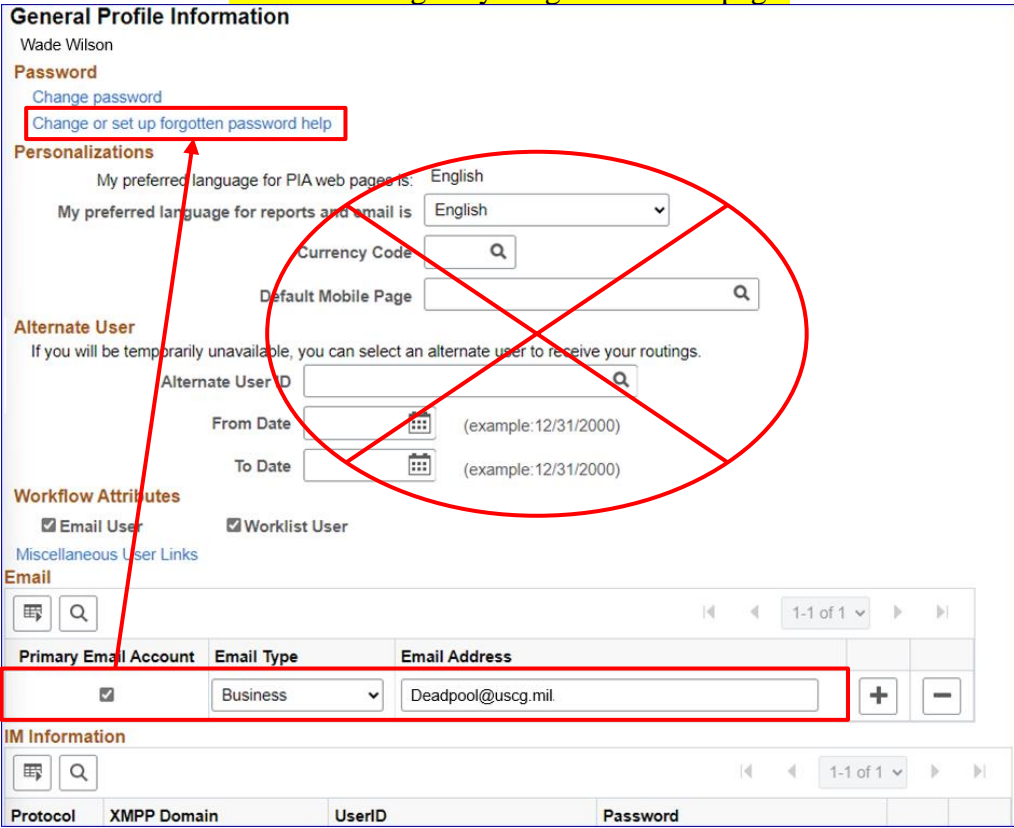
Procedures See below.

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

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Passwords and Set up/Update Security Questions, Continued

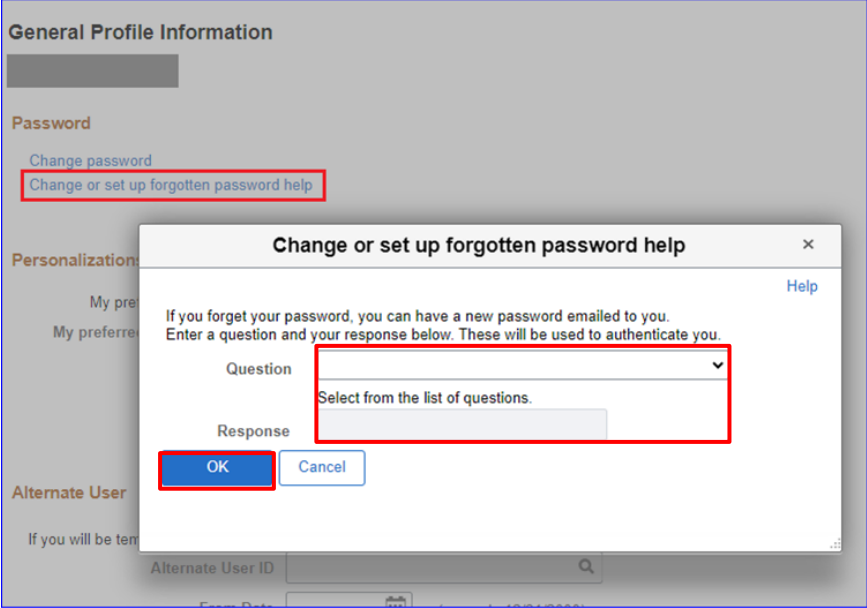
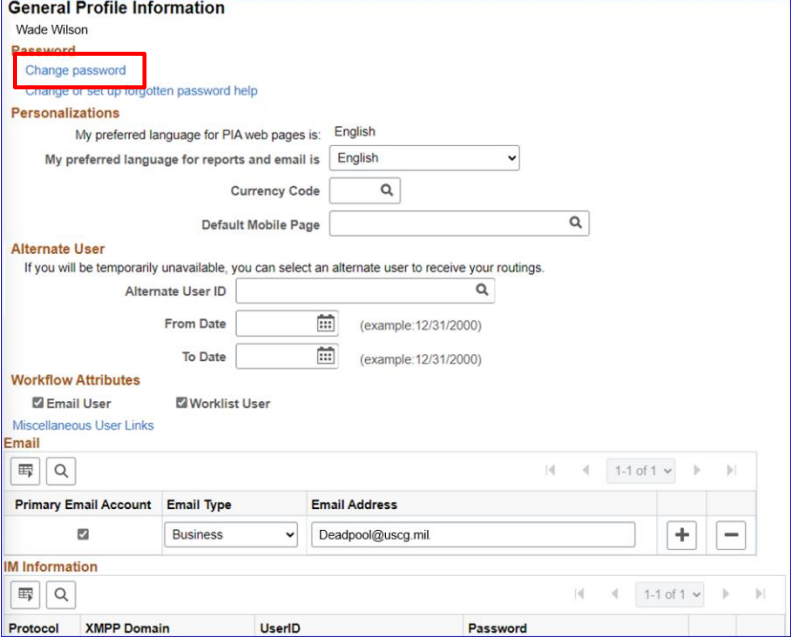
Procedures,
Continued

Step	Action														
2	<p>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.</p> <p style="text-align: center;">Do NOT change anything else on this page.</p>  <p>General Profile Information Wade Wilson</p> <p>Password Change password Change or set up forgotten password help</p> <p>Personalizations My preferred language for PIA web pages is: English My preferred language for reports and email is: English Currency Code: [input] Default Mobile Page: [input]</p> <p>Alternate User If you will be temporarily unavailable, you can select an alternate user to receive your routings. Alternate User ID: [input] From Date: [calendar] (example:12/31/2000) To Date: [calendar] (example:12/31/2000)</p> <p>Workflow Attributes <input checked="" type="checkbox"/> Email User <input checked="" type="checkbox"/> Worklist User</p> <p>Email</p> <table border="1"> <thead> <tr> <th>Primary Email Account</th> <th>Email Type</th> <th>Email Address</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Business</td> <td>Deadpool@uscg.mil</td> </tr> </tbody> </table> <p>IM Information</p> <table border="1"> <thead> <tr> <th>Protocol</th> <th>XMPP Domain</th> <th>UserID</th> <th>Password</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Primary Email Account	Email Type	Email Address	<input checked="" type="checkbox"/>	Business	Deadpool@uscg.mil	Protocol	XMPP Domain	UserID	Password				
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Passwords and Set up/Update Security Questions, Continued

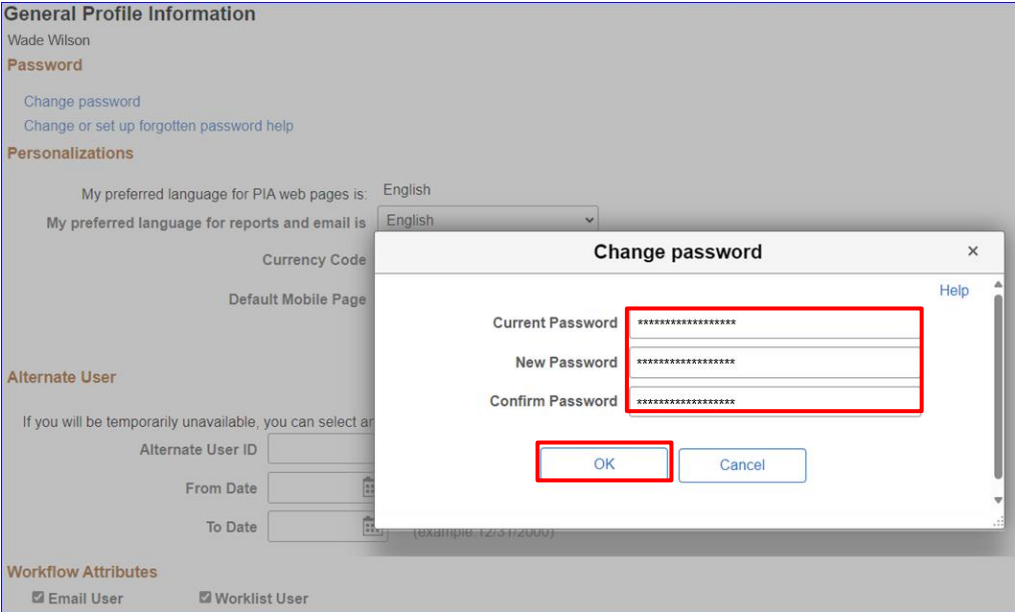
Procedures,
Continued

Step	Action
3	<p>A new window will display. Select a Question from the drop-down arrow and enter the answer in the Response field. Click OK.</p> 
4	<p>Click on the link for Change Password.</p> 

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Passwords and Set up/Update Security Questions, Continued

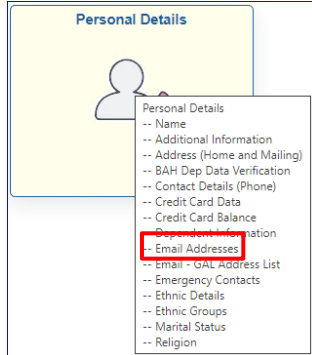
Procedures,
Continued

Step	Action
5	<p>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.</p>  <p>The screenshot shows a user profile page with sections for 'General Profile Information', 'Personalizations', 'Alternate User', and 'Workflow Attributes'. A 'Change password' dialog box is open in the foreground, with the 'OK' button highlighted in red.</p>
6	<p>Once completed, click Save at the bottom of the page and proceed to Step 7.</p>

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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.

A screenshot of the 'Email Address' management interface for Wade Wilson. It shows a table of email addresses and buttons for adding and saving.

Email Type	Email Address	Preferred Address?	Delete
Business	Deadpool@uscg.mil	<input checked="" type="checkbox"/>	Delete
Home	Wadewilson@yahoo.com	<input type="checkbox"/>	Delete

Buttons: Add Email Address, Save

Red annotations: A red box highlights the 'Business' type and the 'Deadpool@uscg.mil' address. Another red box highlights the 'Delete' button for this address. A red arrow points from the 'Delete' button to the 'Add Email Address' button. A second red arrow points from the 'Delete' button to the 'Save' button.

Personal Information data:

A screenshot of the 'Personal Information' data page for Wade Wilson (Emp ID 1234567). The page shows various details including addresses, phone numbers, and email addresses.

The 'Email Addresses' section shows a table with the following data:

Email Type	Email Address	Preferred
Business	Deadpool@uscg.mil	<input checked="" type="checkbox"/>
Home	Wadewilson@yahoo.com	<input type="checkbox"/>

A red box highlights the 'Business' row, and a red arrow points from the 'Delete' button in the previous screenshot to this row.

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Passwords and Set up/Update Security Questions, Continued

<p>8</p>	<p>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.</p> <div data-bbox="316 427 1350 636" style="border: 1px solid black; padding: 5px;"><p>Message</p><p>A new password can not be sent to user. (48,224)</p><p>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.</p><p>OK</p></div>									
<p>9</p>	<p>Once the error is received, members are to submit a PPC Customer Care Ticket to PPC-DG-CustomerCare in the following format:</p> <div data-bbox="316 752 1393 1384" style="border: 1px solid black; padding: 5px;"><table border="0"><tr><td style="border: 1px solid gray; padding: 2px;">Send</td><td style="border: 1px solid gray; padding: 2px;">To</td><td style="border: 1px solid gray; padding: 2px;">PPC-DG-CustomerCare</td></tr><tr><td></td><td style="border: 1px solid gray; padding: 2px;">Cc</td><td></td></tr><tr><td style="border: 1px solid gray; padding: 2px;">Subject</td><td colspan="2" style="border: 1px solid gray; padding: 2px;">PASSWORD RESET</td></tr></table><p>EMAIL TEMPLATE FOR PASSWORD RESET</p><p>To request assistance in resetting your password, PPC must have the following information:</p><ol style="list-style-type: none">1. Full legal name:2. Rank:3. EMPLID: Or Last 4 of SSN:4. Current/Last duty station:</div>	Send	To	PPC-DG-CustomerCare		Cc		Subject	PASSWORD RESET	
Send	To	PPC-DG-CustomerCare								
	Cc									
Subject	PASSWORD RESET									
