

Updating Your Security Question

Introduction This guide provides the procedures for updating your security question in Direct Access (DA).

Information If you have **never** logged into Direct Access (DA), your default password will be set up for you initially. The formula for your default password is:

THeUSCG + last 4 of your SSN + @ + four digit birth year

For example, if the last 4 of your SSN is 1234 and you were born in 1966, your default password will be **THeUSCG1234@1966**. The password is case sensitive, so be sure to capitalize where appropriate when you enter it.

You will be prompted to change your password upon your initial login.

NOTE: If you run into issues and are unable to log on, please contact PPC Customer Care at 1-866-772-8724 or ppc-dg-customer@uscg.mil.

**Password Reset Guidance –
Forgot Password Link** During a recent Direct Access (DA) system upgrade, the Forgot Password security question "**What is your mother's maiden name?**" was disabled in DA to reduce the possibility of a compromise of personally identifiable information (PII).

For users who originally chose this as a security question, the hint question will now default to "**What town were you born in?**" but the ANSWER has **NOT** changed from what the user originally established for "**What is your mother's maiden name?**"

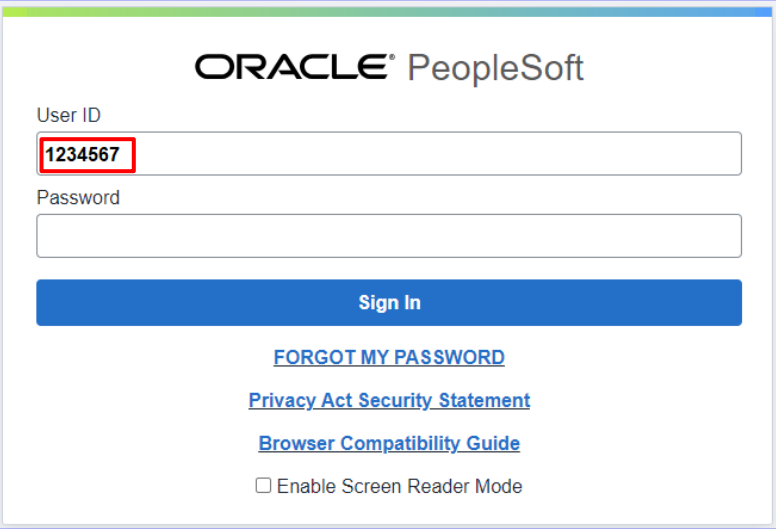
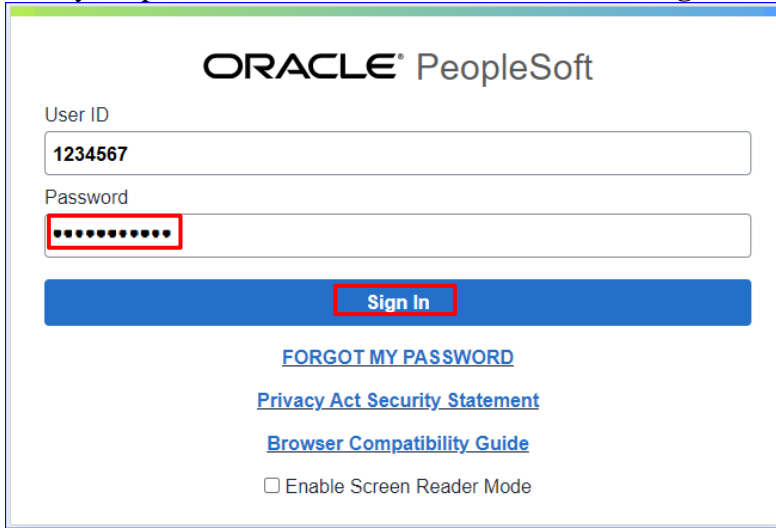
For those who have tried to use the Forgot Password feature and have been locked out of DA, please email PPC-DG-CustomerCare@uscg.mil to request a temporary password. Once logged into DA, you will need to follow the user guide below to change your security question, answer, or both.

It is recommended that users who originally selected "**What is your mother's maiden name?**" as their Forgot Password security question, log into DA and follow the user guide below to change the security question, answer, or both.

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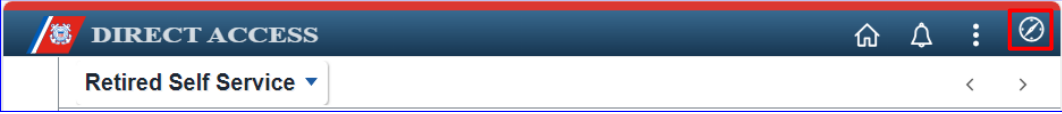
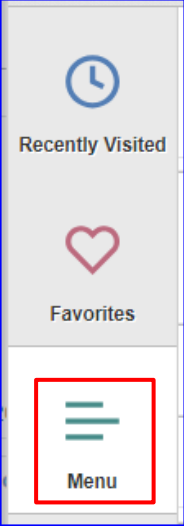
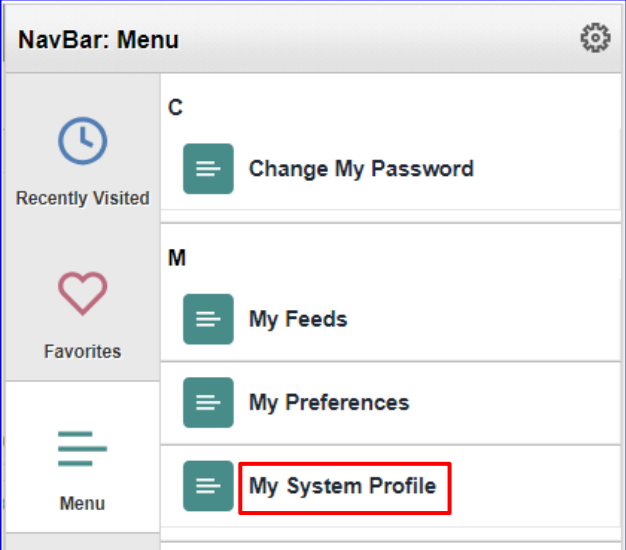
Procedures See below.

Step	Action
1	Log into DA Self Service at Direct Access Self Service .
2	<p>Upon opening Direct Access (the link can be found on PPC's webpage), enter your 7-digit Employee ID (Emplid) in the User ID field.</p> 
3	<p>Enter your password in the Password field. Click Sign In.</p> 

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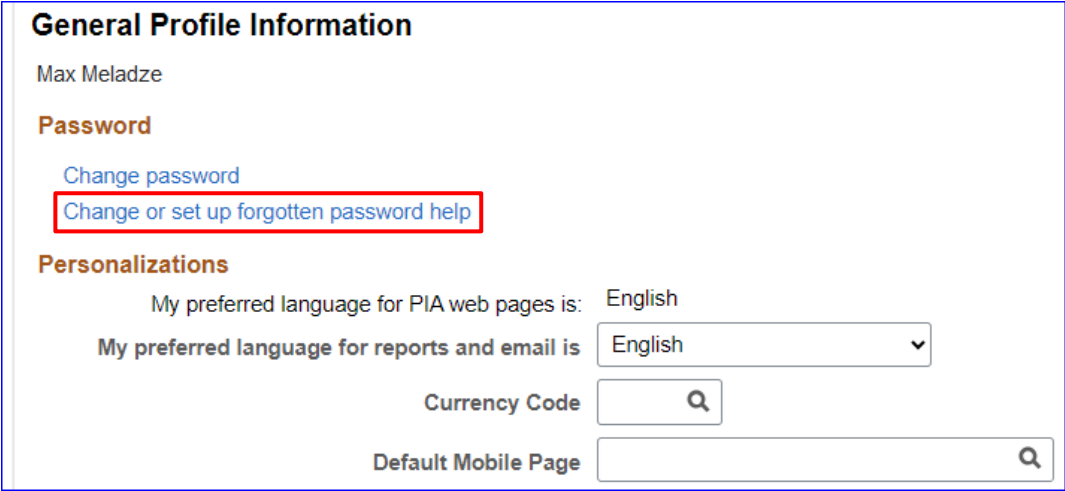
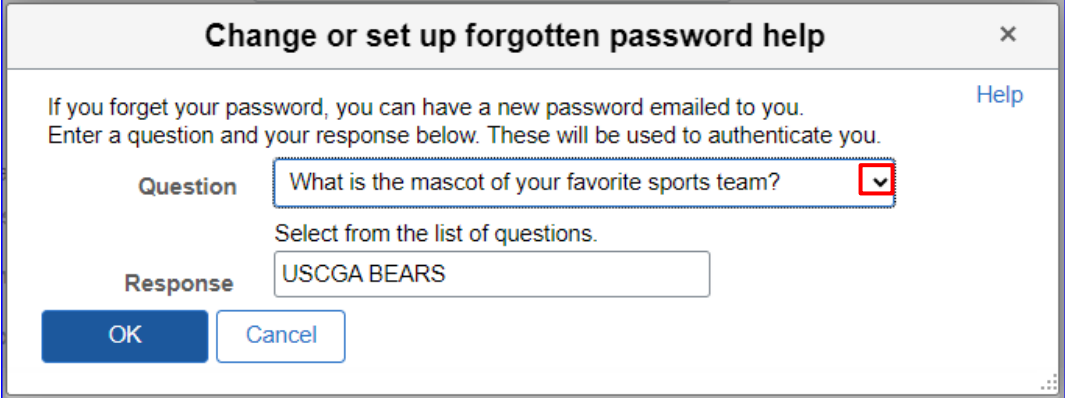
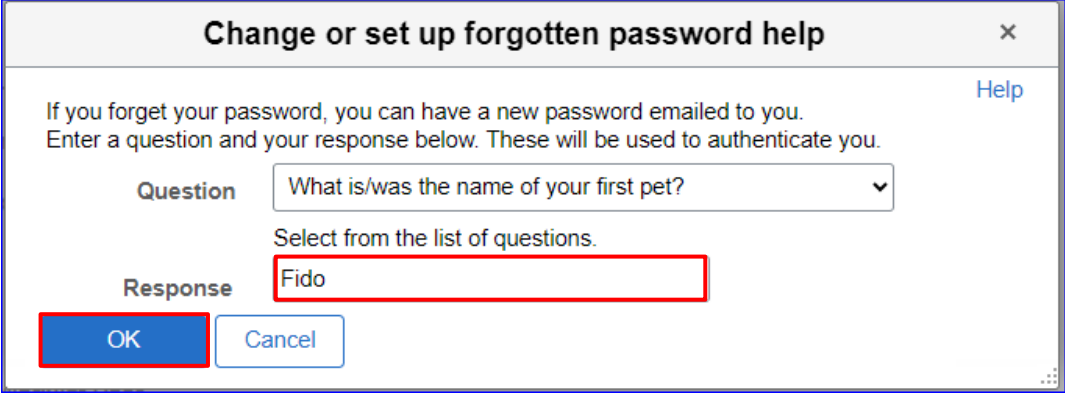
Procedures,
continued

Step	Action
4	<p>Click on the NavBar icon on the top right of the Home page.</p>  <p>The screenshot shows a dark blue navigation bar with the text "DIRECT ACCESS" on the left and icons for home, notifications, and a menu on the right. The menu icon, represented by a circle with a diagonal slash, is highlighted with a red rectangular box.</p>
5	<p>Click Menu.</p>  <p>The screenshot shows a vertical sidebar menu with three sections: "Recently Visited" (with a clock icon), "Favorites" (with a heart icon), and "Menu" (with a green hamburger icon). The "Menu" option is highlighted with a red rectangular box.</p>
6	<p>The NavBar: Menu will display. Scroll down and then select My System Profile from the Menu.</p>  <p>The screenshot shows the "NavBar: Menu" dropdown. On the left is a sidebar with "Recently Visited", "Favorites", and "Menu" icons. The main area lists menu items under the letter "C" and "M": "Change My Password", "My Feeds", "My Preferences", and "My System Profile". The "My System Profile" item is highlighted with a red rectangular box.</p>

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Updating Your Security Question, Continued

Procedures,
continued

Step	Action
7	<p>The General Profile Information page will display. Select Change or set up forgotten password help.</p>  <p>General Profile Information</p> <p>Max Meladze</p> <p>Password</p> <p>Change password</p> <p>Change or set up forgotten password help</p> <p>Personalizations</p> <p>My preferred language for PIA web pages is: English</p> <p>My preferred language for reports and email is: English</p> <p>Currency Code</p> <p>Default Mobile Page</p>
8	<p>Select a security Question from the drop-down.</p>  <p>Change or set up forgotten password help</p> <p>If you forget your password, you can have a new password emailed to you. Help</p> <p>Enter a question and your response below. These will be used to authenticate you.</p> <p>Question What is the mascot of your favorite sports team?</p> <p>Select from the list of questions.</p> <p>Response USCGA BEARS</p> <p>OK Cancel</p>
9	<p>The new question will display. Enter the Response. Click OK.</p>  <p>Change or set up forgotten password help</p> <p>If you forget your password, you can have a new password emailed to you. Help</p> <p>Enter a question and your response below. These will be used to authenticate you.</p> <p>Question What is/was the name of your first pet?</p> <p>Select from the list of questions.</p> <p>Response Fido</p> <p>OK Cancel</p>

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Updating Your Security Question, Continued

Procedures,
continued

Step	Action																						
<p>10</p>	<p>You will be returned to the General Profile Information page. Click Save.</p> <div data-bbox="327 454 1396 1395" style="border: 1px solid black; padding: 5px;"> <p>General Profile Information</p> <p>Max Meladze</p> <p>Password</p> <p>Change password</p> <p>Change or set up forgotten password help</p> <p>Personalizations</p> <p>My preferred language for PIA web pages is: English</p> <p>My preferred language for reports and email is: <input type="text" value="English"/></p> <p>Currency Code: <input type="text" value=""/></p> <p>Default Mobile Page: <input type="text" value=""/></p> <p>Alternate User</p> <p>If you will be temporarily unavailable, you can select an alternate user to receive your routings.</p> <p>Alternate User ID: <input type="text" value=""/></p> <p>From Date: <input type="text" value=""/> (example: 12/31/2000)</p> <p>To Date: <input type="text" value=""/> (example: 12/31/2000)</p> <p>Workflow Attributes</p> <p><input checked="" type="checkbox"/> Email User <input checked="" type="checkbox"/> Worklist User</p> <p>Miscellaneous User Links</p> <p>Email</p> <table border="1"> <thead> <tr> <th>Primary Email Account</th> <th>Email Type</th> <th>Email Address</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Home</td> <td>invalid@bogusemail.com</td> <td>+</td> <td>-</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> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>XMPP</td> <td><input type="text" value=""/></td> <td><input type="text" value=""/></td> <td><input type="text" value=""/></td> <td>+</td> <td>-</td> </tr> </tbody> </table> <p>Save</p> </div>	Primary Email Account	Email Type	Email Address			<input checked="" type="checkbox"/>	Home	invalid@bogusemail.com	+	-	Protocol	XMPP Domain	UserID	Password			XMPP	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	+	-
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XMPP	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	+	-																		
<p>11</p>	<p>Return to the main homepage by clicking the Change Password back button or the House icon.</p> <div data-bbox="327 1507 1396 1597" style="border: 1px solid black; padding: 5px;"> <p>< Change Password Direct Access </p> <p style="text-align: right;">New Window Help Personalize Page</p> </div>																						