

Self Service for the CG Civilian Employee Overview

Introduction This guide provides Coast Guard Civilian Employees with the procedures to log into Direct Access for the first time, change their password or use the Forgot Password feature, and to update their email, phone numbers, and emergency contacts in Direct Access (DA).

Important Information While CG Military Personnel use DA for just about all administrative, personnel, and payroll entries; DA is **NOT** the database of official record for CG Civilian Personnel. CG Civilian Employees need to work with their Human Resources Representative to ensure their official employee record is updated through MyEPP, FedHR, and eOPF.

See the last section of this guide for helpful links to these and other websites specific to CG Civilian employees.

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Initial Direct Access Sign-In

Introduction This section provides the procedures for a CG Civilian to log into Direct Access (DA) for the first time.

Before You Begin If you have never logged into 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 type it.

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

- Password Rules**
- Your password:
 - ✓ Must contain at least 15 characters
 - ✓ Must contain at least one number
 - ✓ Must contain at least one uppercase letter
 - ✓ Must contain at least one lowercase letter
 - ✓ Must contain at least one special character (!@#\$\$%^&*()=+_-{}[]\><)
 - Passwords need to be changed every 35 days (DA will prompt you to change your password when logging in if the 35 days has elapsed).
 - When changing your password, it cannot be any of the last 9 used for DA.
 - Passwords cannot be the same as your user ID (your user ID will never change or expire).
 - Do not create passwords based on personal information that can be easily accessed or guessed.
 - Do not create passwords using words that can be found in any dictionary in any language.
 - Use different passwords for different systems.
 - Develop a mnemonic for remembering your password (do not write it down).
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DA Link Log into DA Self Service at [Direct Access Self Service](#).

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Initial Direct Access Sign-In, Continued

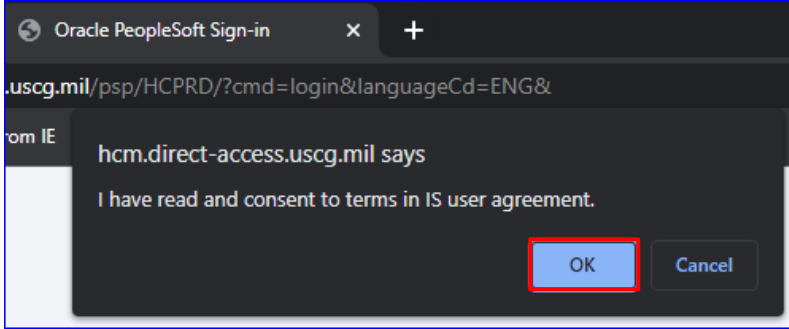
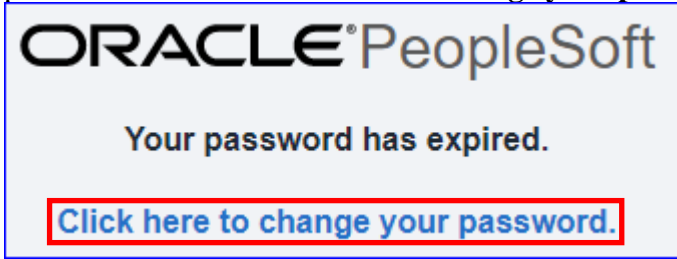
Procedures See below.

Step	Action
1	Sign into DA at https://hcm.direct-access.uscg.mil/psp/HCPRD/?cmd=login&languageCd=ENG& .
2	<p>Enter your User ID. Enter the default Password received from PPC Customer Care and click Sign In.</p>  <p>The screenshot displays the Oracle PeopleSoft login interface. The 'User ID' field contains the text '1234567'. The 'Password' field is masked with asterisks. A prominent blue 'Sign In' button is located below the password field. Below the button, there are three underlined links: 'FORGOT MY PASSWORD', 'Privacy Act Security Statement', and 'Browser Compatibility Guide'. At the very bottom, there is a checkbox labeled 'Enable Screen Reader Mode'.</p>

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Initial Direct Access Sign-In, Continued

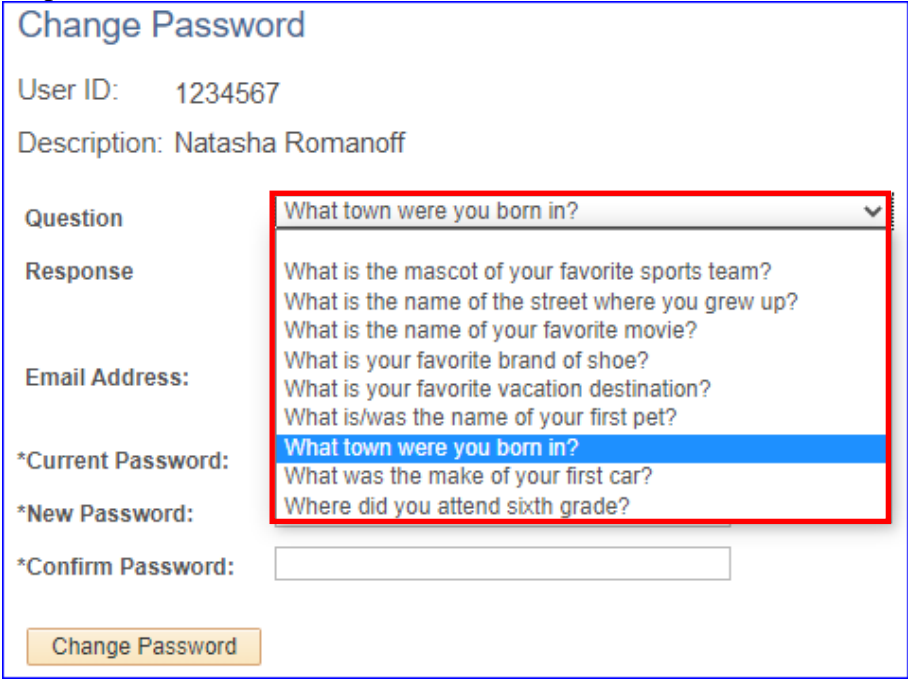
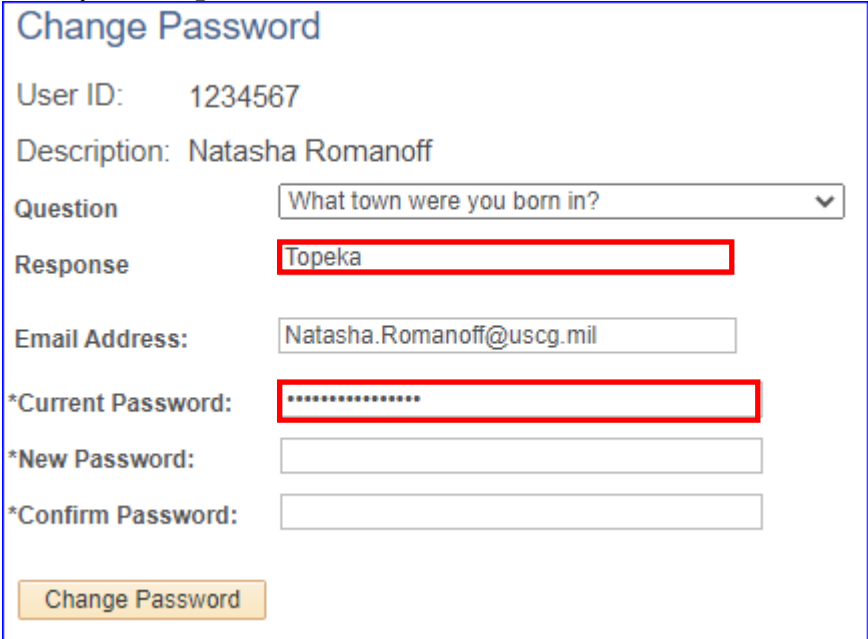
Procedures,
continued

Step	Action
3	<p>A consent message will display. Click OK.</p> 
4	<p>Because this is the initial login to DA, you will be prompted to change your password. Click on Click here to change your password.</p> 

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Initial Direct Access Sign-In, Continued

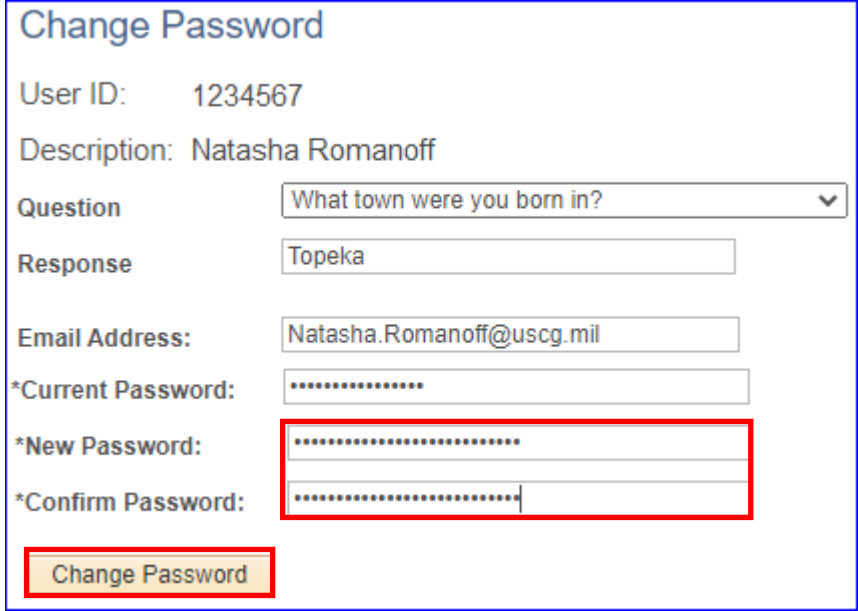
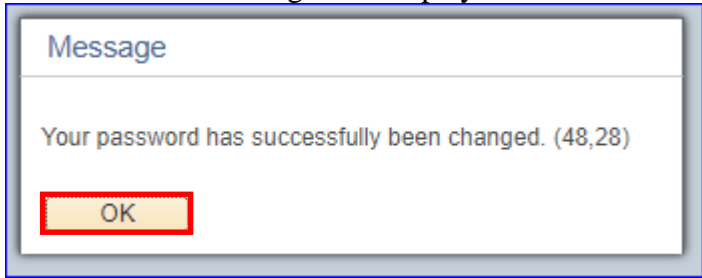
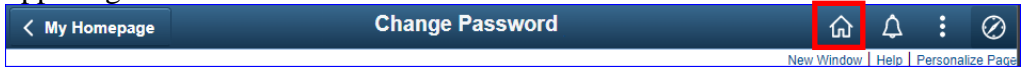
Procedures,
continued

Step	Action
5	<p>The Change Password page will display. Select a security Question from the drop-down.</p> 
6	<p>Enter your Response. Enter in the default Current Password.</p> 

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Initial Direct Access Sign-In, Continued

Procedures,
continued

Step	Action
7	<p>Enter your new password in the New Password and Confirm Password fields. Click Change Password.</p> 
8	<p>A confirmation message will display. Click OK.</p> 
9	<p>If you are not returned to the Self Service Homepage, click the House icon in the upper right corner of DA.</p> 

Change My Password

Introduction This section provides the procedures for a CG Civilian to change their password for accessing DA.

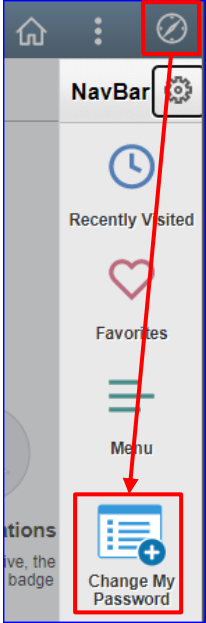
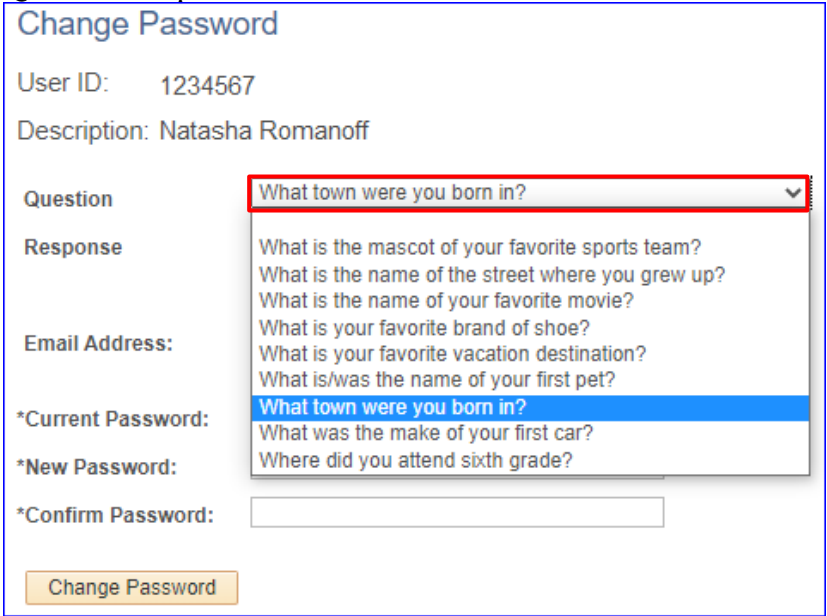
- Password Rules**
- Your password:
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 - ✓ Must contain at least one number
 - ✓ Must contain at least one uppercase letter
 - ✓ Must contain at least one lowercase letter
 - ✓ Must contain at least one special character (!@#%&*()=+_-{}[]\><)
 - Passwords need to be changed every 35 days (DA will prompt you to change your password when logging in if the 35 days has elapsed).
 - When changing your password, it cannot be any of the last 9 used for DA.
 - Passwords cannot be the same as your user ID (your user ID will never change or expire).
 - Do not create passwords based on personal information that can be easily accessed or guessed.
 - Do not create passwords using words that can be found in any dictionary in any language.
 - Use different passwords for different systems.
 - Develop a mnemonic for remembering your password (do not write it down).
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DA Link Log into DA Self Service at [Direct Access Self Service](#).

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Change My Password, Continued

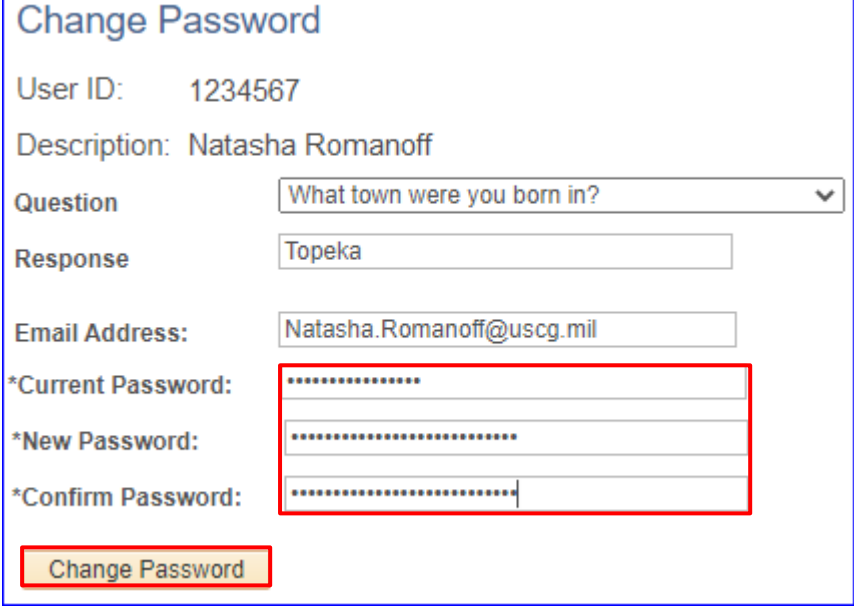
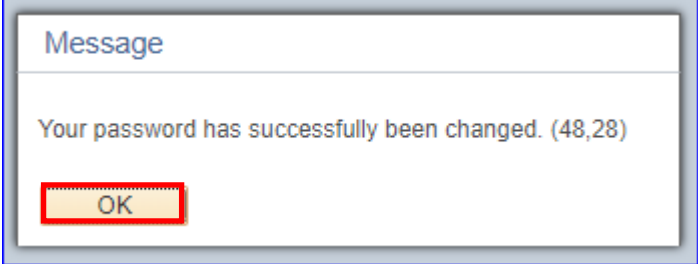
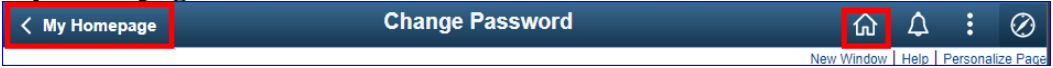
Procedures See below.

Step	Action
1	<p>Click on the NavBar icon and select Change My Password.</p> 
2	<p>The Change Password screen will display. Select a security question from the Question drop-down list.</p> 

Continued on next page

Change My Password, Continued

Procedures,
continued


Step	Action
3	<p>Enter your Current Password. Enter your new password in both the New Password and Confirm Password fields. Click Change Password.</p> 
4	<p>The save confirmation message will display, click OK.</p> 
5	<p>The Change Password screen will reappear. Click on the Home link icon or the My Homepage arrow to return to the main menu.</p> 

Forgot Password

Introduction This section provides the procedures for CG Civilians to access DA if they forget their password.

Important Information This feature will only work if an email address and security question have been previously set up.

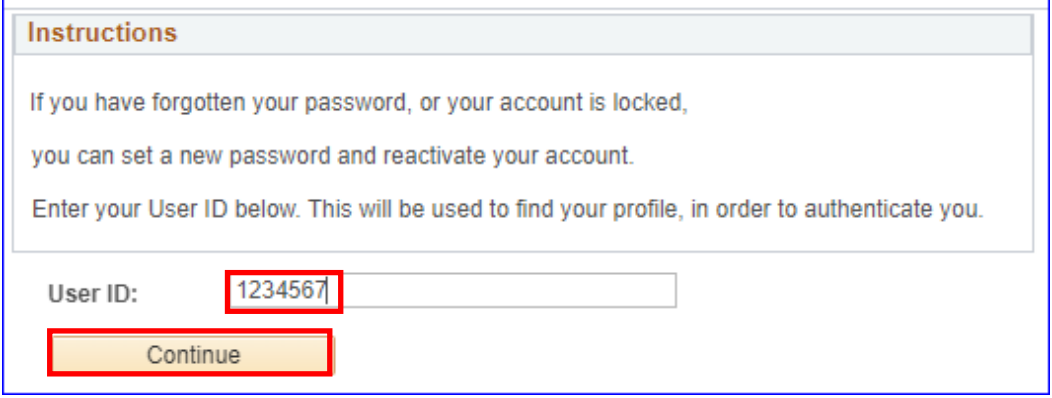
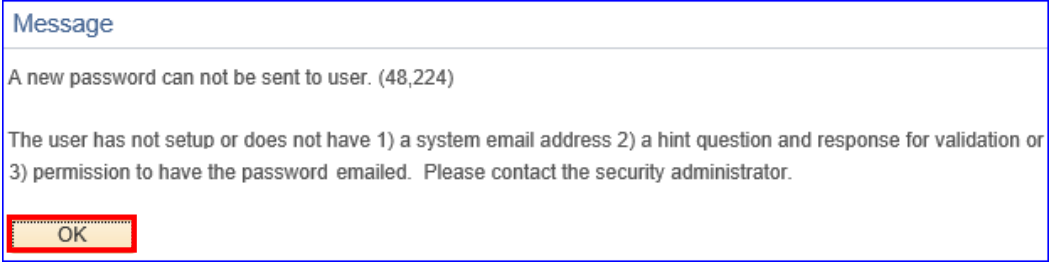
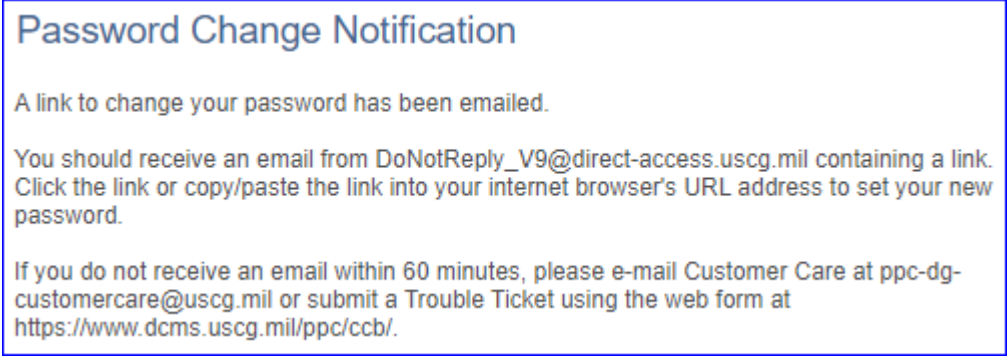
Procedures See below.

Step	Action
1	<p>Enter your User ID and click the Forgot My Password link.</p>  <p>ORACLE® PeopleSoft</p> <p>User ID</p> <p>1234567</p> <p>Password</p> <p>Sign In</p> <p>FORGOT MY PASSWORD</p> <p>Privacy Act Security Statement</p> <p>Browser Compatibility Guide</p> <p><input type="checkbox"/> Enable Screen Reader Mode</p>

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Forgot Password, Continued

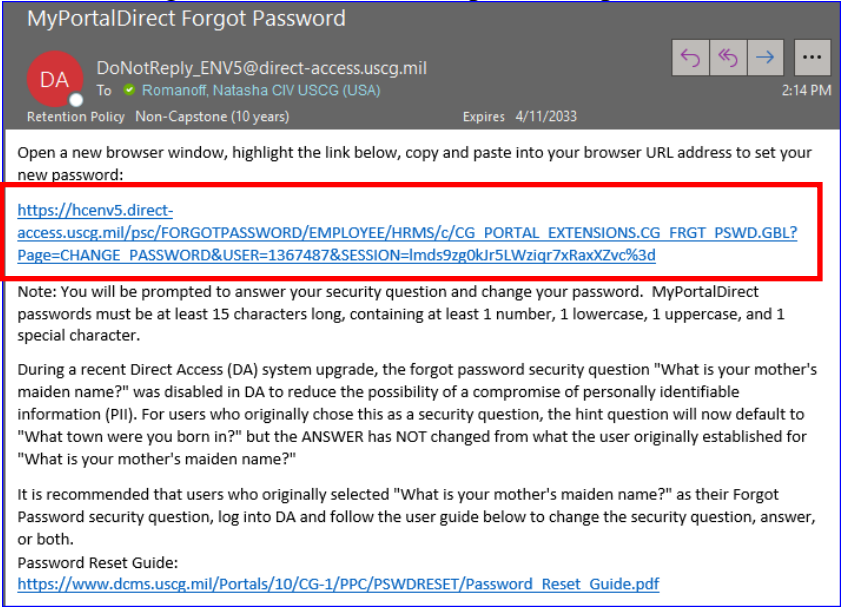
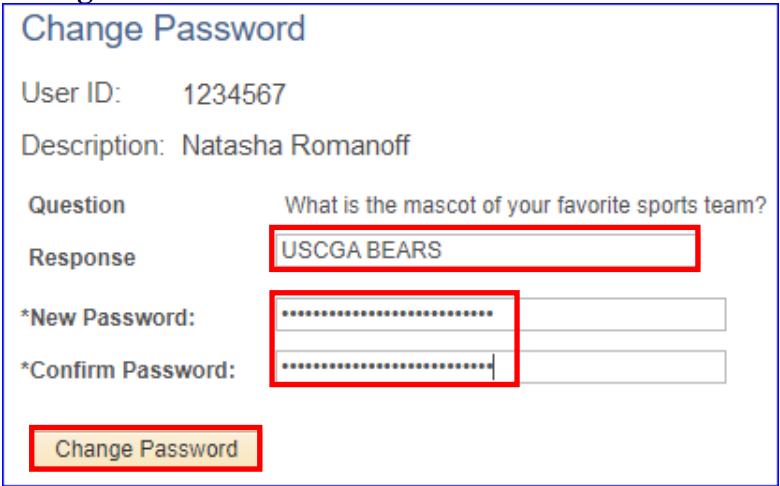
Procedures, continued

Step	Action
2	<p>The Instruction page will display. Enter your User ID and click Continue.</p>  <p>Instructions</p> <p>If you have forgotten your password, or your account is locked, you can set a new password and reactivate your account.</p> <p>Enter your User ID below. This will be used to find your profile, in order to authenticate you.</p> <p>User ID: <input type="text" value="1234567"/></p> <p><input type="button" value="Continue"/></p>
3	<p>If your account is NOT setup, the following error message will display. Click OK and contact Customer Care for assistance.</p>  <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><input type="button" value="OK"/></p>
4	<p>If your account is setup properly, this Password Change Notification will display, and the system will send a password reset link via your Business Email.</p>  <p>Password Change Notification</p> <p>A link to change your password has been emailed.</p> <p>You should receive an email from DoNotReply_V9@direct-access.uscg.mil containing a link. Click the link or copy/paste the link into your internet browser's URL address to set your new password.</p> <p>If you do not receive an email within 60 minutes, please e-mail Customer Care at ppc-dg-customer@uscg.mil or submit a Trouble Ticket using the web form at https://www.dcms.uscg.mil/ppc/ccb/.</p>

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Forgot Password, Continued

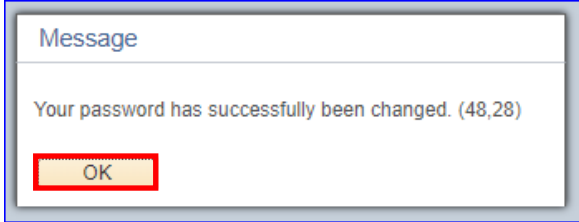
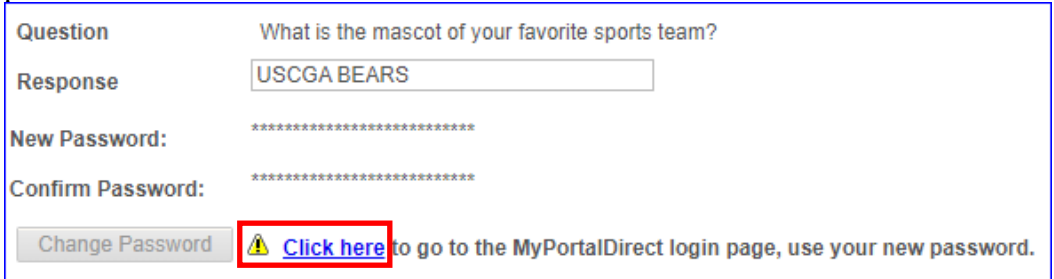
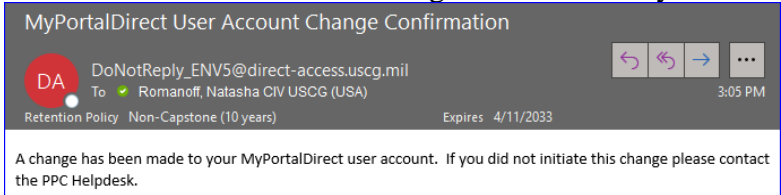
Procedures, continued

Step	Action
5	<p>Email message with the link to set up the new password.</p>  <p>MyPortalDirect Forgot Password</p> <p>DoNotReply_ENV5@direct-access.uscg.mil To: Romanoff, Natasha CIV USCG (USA) Expires: 4/11/2033</p> <p>Retention Policy: Non-Capstone (10 years)</p> <p>Open a new browser window, highlight the link below, copy and paste into your browser URL address to set your new password:</p> <p>https://hcnv5.direct-access.uscg.mil/psc/FORGOTPASSWORD/EMPLOYEE/HRMS/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD.GBL?Page=CHANGE_PASSWORD&USER=1367487&SESSION=lmds9zg0kjr5LWziqr7xRaxXZvc%3d</p> <p>Note: You will be prompted to answer your security question and change your password. MyPortalDirect passwords must be at least 15 characters long, containing at least 1 number, 1 lowercase, 1 uppercase, and 1 special character.</p> <p>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?"</p> <p>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.</p> <p>Password Reset Guide: https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/PSWDRESET/Password_Reset_Guide.pdf</p>
6	<p>Enter the Response to your security question. Enter your new 15-character password in the New Password and Confirm Password boxes. Click the Change Password button.</p>  <p>Change Password</p> <p>User ID: 1234567 Description: Natasha Romanoff</p> <p>Question: What is the mascot of your favorite sports team? Response: USCGA BEARS</p> <p>*New Password: <input type="password"/> *Confirm Password: <input type="password"/></p> <p>Change Password</p>

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Forgot Password, Continued

Procedures, continued

Step	Action
7	<p>Click OK.</p> 
8	<p>Click on the Click here link to return to the DA login page to use your password.</p> 
9	<p>A confirmation email of the change will be sent to your business email.</p> 

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Forgot Password, Continued

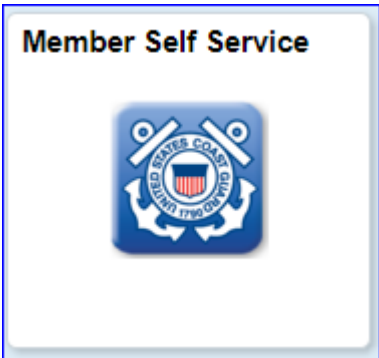
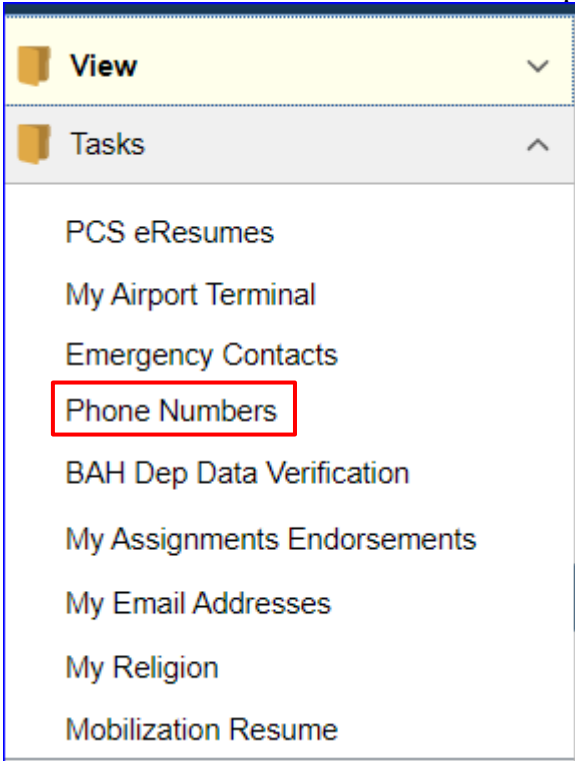
Procedures,
continued

Step	Action
9	<p>Enter your User ID and new Password. Click Sign In.</p> 

Phone Numbers

Introduction This section provides the procedures for a CG Civilian to update their phone numbers in DA.

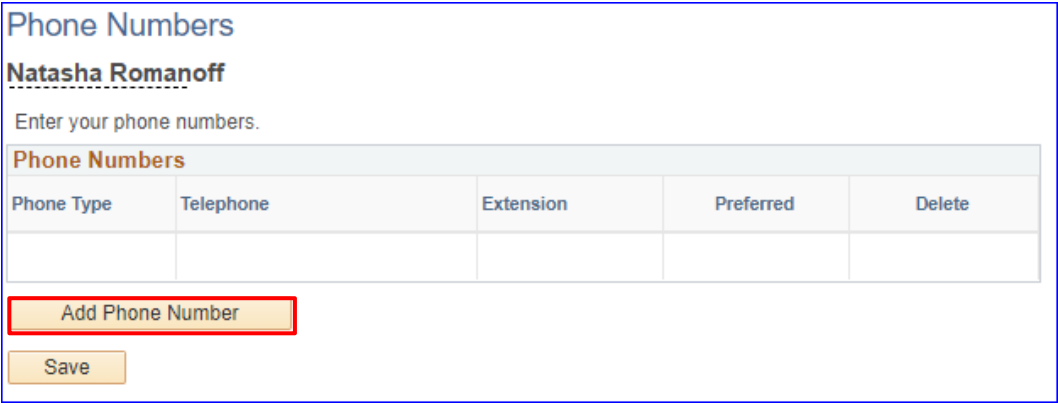
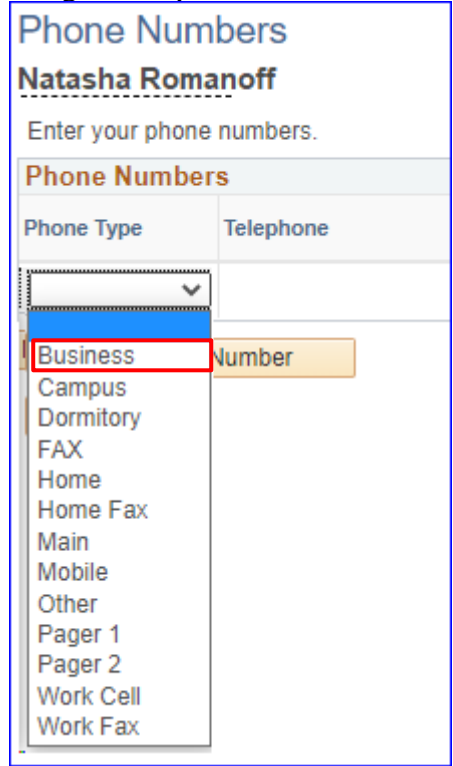
Procedures See below.

Step	Action
1	Click on the Member Self Service Tile. 
1.5	Select Phone Numbers under the Tasks drop-down arrow. 

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Phone Numbers, Continued

Procedures, continued

Step	Action
2	<p>Click Add Phone Number.</p> 
3	<p>Using the drop-down, select the Phone Type (Business, Home, or Other).</p> 

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Phone Numbers, Continued

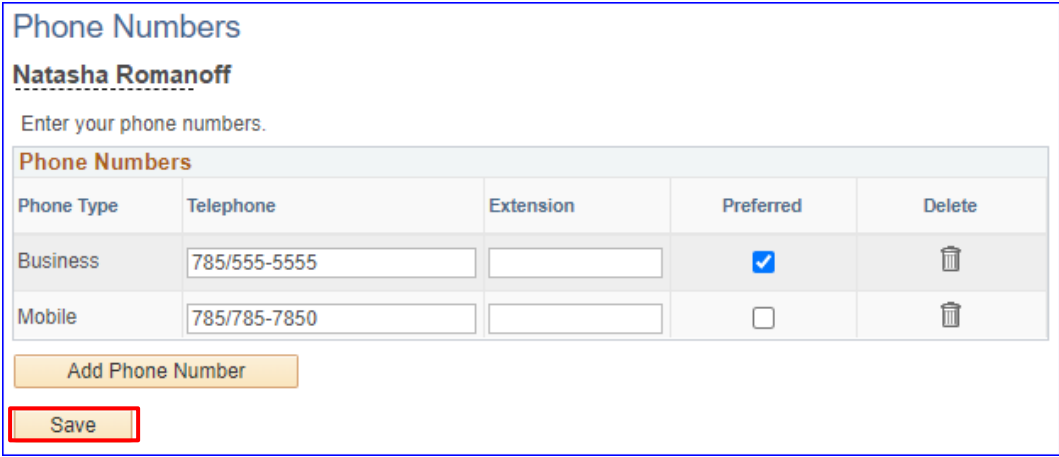
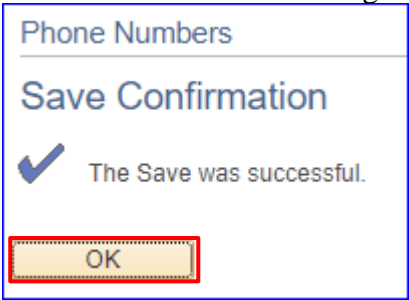
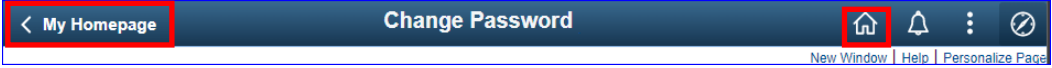
Procedures,
continued

Step	Action															
4	<p>Enter the Telephone number and Extension as appropriate. To add additional phone numbers, repeat Steps 2 & 3.</p> <div><p>Phone Numbers</p><p>Natasha Romanoff</p><p>Enter your phone numbers.</p><table><thead><tr><th>Phone Type</th><th>Telephone</th><th>Extension</th><th>Preferred</th><th>Delete</th></tr></thead><tbody><tr><td>Business</td><td>785/555-5555</td><td></td><td><input type="checkbox"/></td><td></td></tr></tbody></table><p>Add Phone Number</p><p>Save</p></div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	785/555-5555		<input type="checkbox"/>						
Phone Type	Telephone	Extension	Preferred	Delete												
Business	785/555-5555		<input type="checkbox"/>													
5	<p>Once all phone numbers have been entered, indicate which phone number is the preferred contact by clicking the appropriate box under Preferred.</p> <div><p>Phone Numbers</p><p>Natasha Romanoff</p><p>Enter your phone numbers.</p><table><thead><tr><th>Phone Type</th><th>Telephone</th><th>Extension</th><th>Preferred</th><th>Delete</th></tr></thead><tbody><tr><td>Business</td><td>785/555-5555</td><td></td><td><input checked="" type="checkbox"/></td><td></td></tr><tr><td>Mobile</td><td>785/785-7850</td><td></td><td><input type="checkbox"/></td><td></td></tr></tbody></table><p>Add Phone Number</p><p>Save</p></div>	Phone Type	Telephone	Extension	Preferred	Delete	Business	785/555-5555		<input checked="" type="checkbox"/>		Mobile	785/785-7850		<input type="checkbox"/>	
Phone Type	Telephone	Extension	Preferred	Delete												
Business	785/555-5555		<input checked="" type="checkbox"/>													
Mobile	785/785-7850		<input type="checkbox"/>													
6	<p>If a preferred phone number is not selected, the below message will display upon clicking Save. Click OK.</p> <div><p>At least one phone entry must be designated as the preferred phone.</p><p>OK</p></div>															

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Phone Numbers, Continued

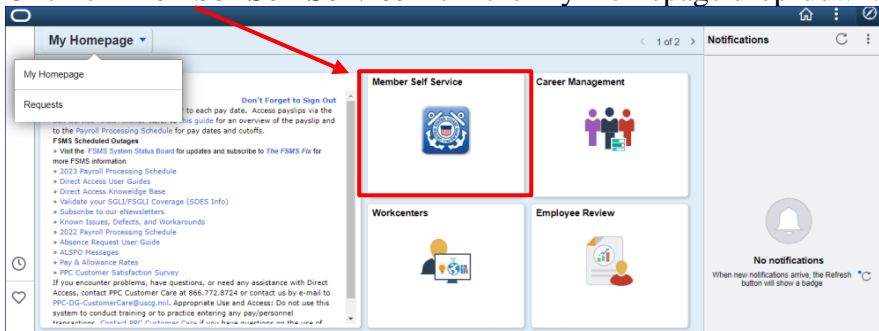
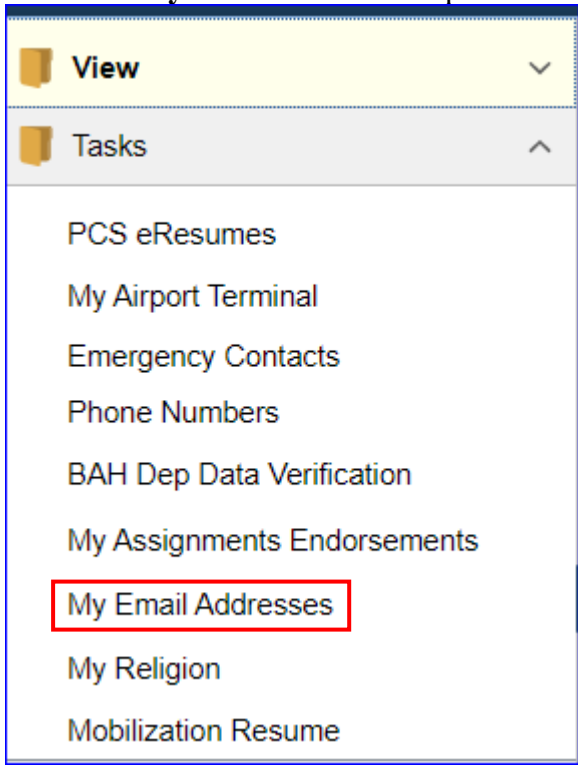
Procedures,
continued

Step	Action
7	<p>Once all phone numbers have been entered and a preferred number selected, click Save.</p> 
8	<p>A Save Confirmation message will display. Click OK.</p> 
9	<p>Click on the Home link icon or the My Homepage arrow to return to the main menu.</p> 
10	<p>For additional information on editing or removing a phone number from DA, review the Phone Numbers guide located under Self Service on PPC's Procedures & Development webpage.</p>

Email Addresses

Introduction This section provides the procedures for a CG Civilian to update their email addresses in DA.

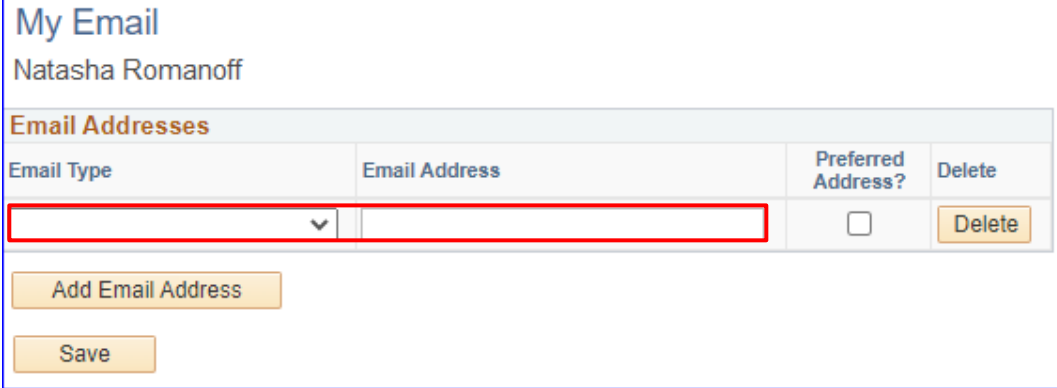
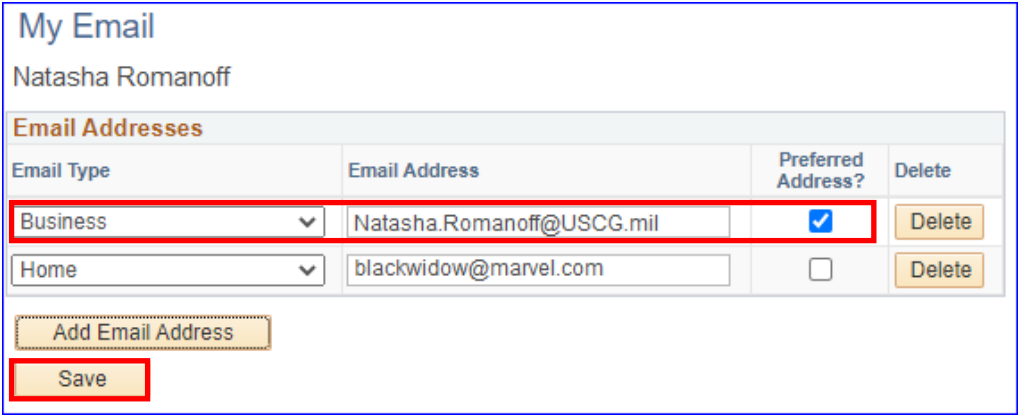
Procedures See below.

Step	Action
1	<p>Click on Member Self Service from the My Homepage drop-down.</p> 
2	<p>Select the My Email Addresses option.</p> 

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Email Addresses, Continued

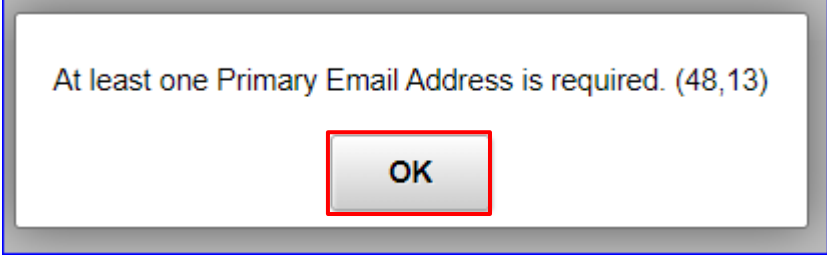
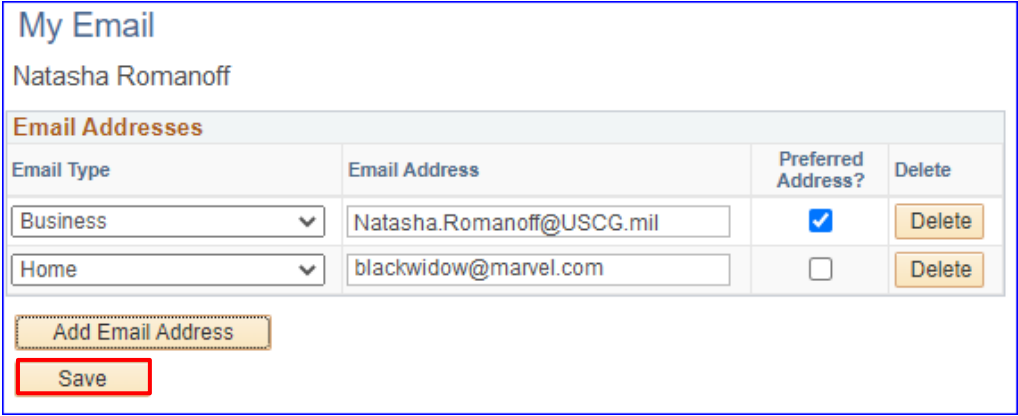
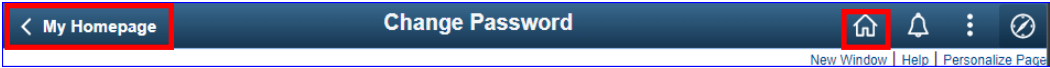
Procedures, continued

Step	Action
3	<p>The My Email page will display. Using the drop-down, select the appropriate Email Type to be entered. Enter the Email Address.</p> 
4	<p>Select Business from the Email Type drop-down. Enter your Email Address. Ensure the Preferred Address? Box is checked and click Save.</p> 

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Email Addresses, Continued

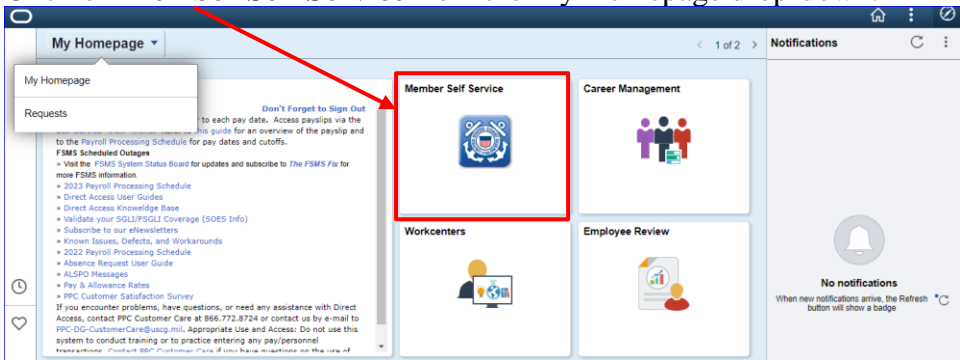
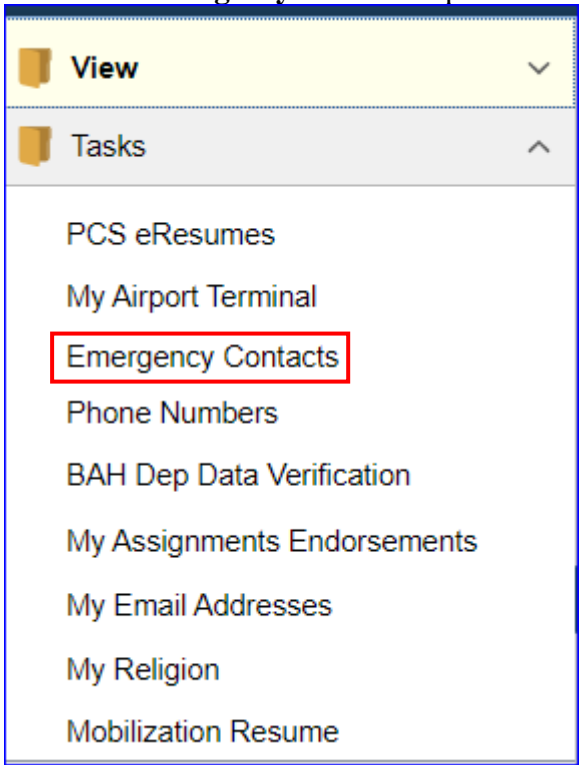
Procedures, continued

Step	Action
5	<p>If a preferred address is not selected, the below error message will display upon clicking Save. Click OK and select a Preferred Address?.</p> 
6	<p>Once all email addresses have been entered and a preferred address selected, click Save.</p> 
7	<p>Click on the Home link icon or the My Homepage arrow to return to the main menu.</p> 
8	<p>For additional information on editing or removing an email address from DA, review the Email Addresses guide located under Self Service on PPC's Procedures & Development webpage.</p>

Emergency Contacts

Introduction This section provides the procedures for a CG Civilian to update their emergency contacts in DA.

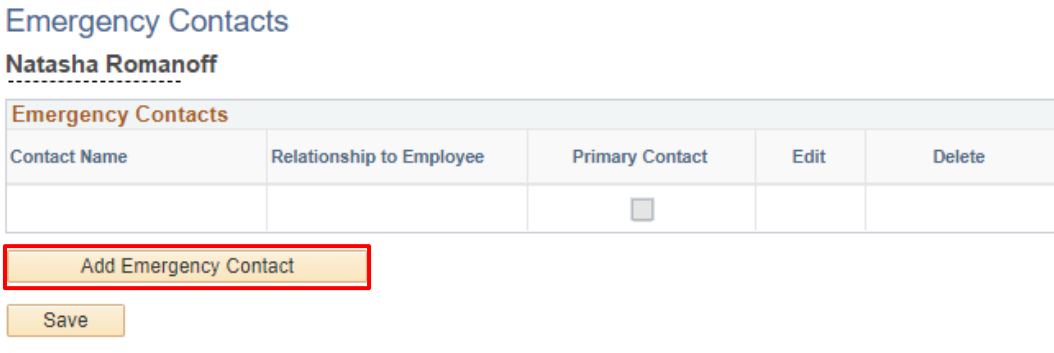
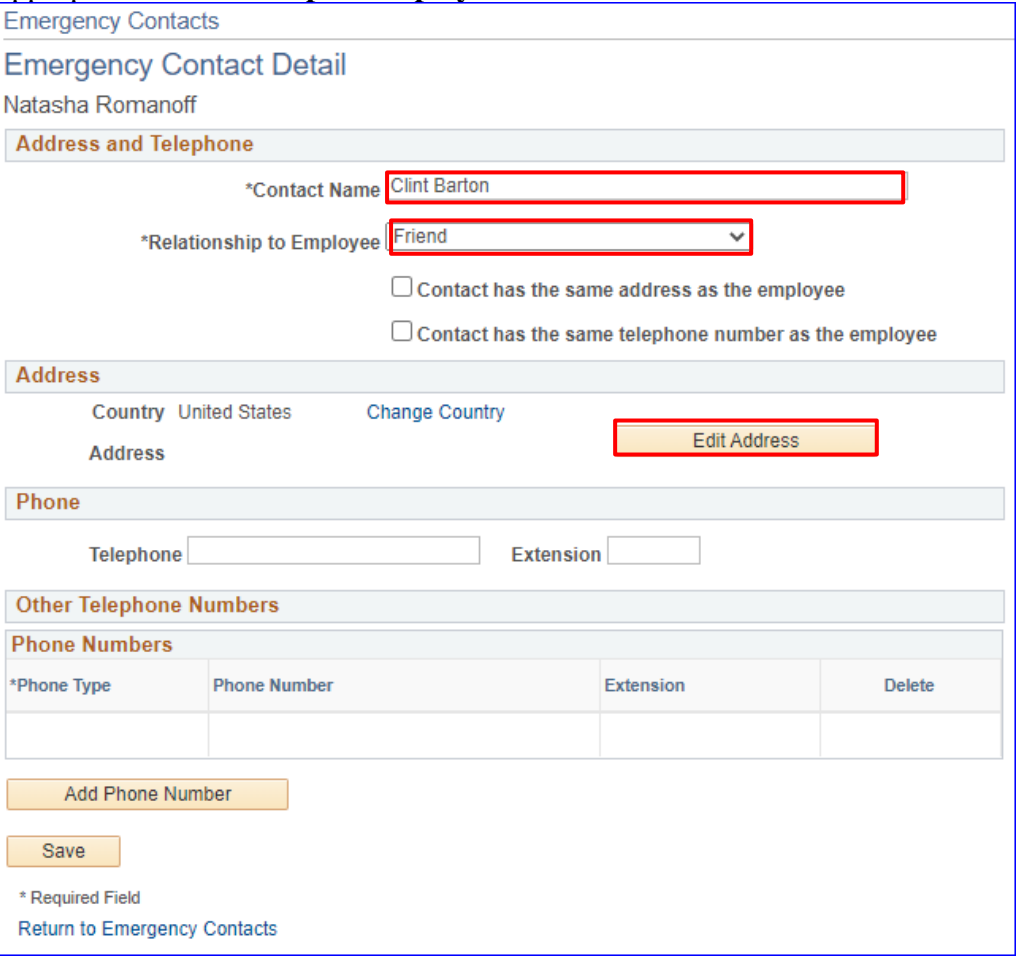
Procedures See below.

Step	Action
1	<p>Click on Member Self Service from the My Homepage drop-down.</p> 
2	<p>Select the Emergency Contacts option.</p> 

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Emergency Contacts, Continued

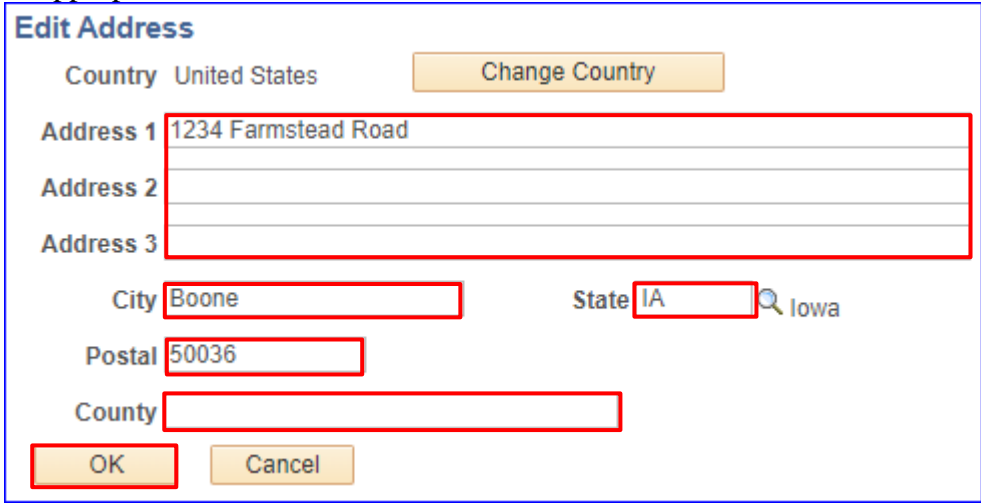
Procedures,
continued

Step	Action
3	<p>The Emergency Contacts page will display. Click Add Emergency Contact.</p> 
4	<p>Enter the Emergency Contact Name. Using the drop-down, select the appropriate Relationship to Employee. Click Edit Address.</p> 

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Emergency Contacts, Continued

Procedures,
continued

Step	Action
5	<p>The Edit Address page will display. Enter the address in the appropriate fields. Click OK.</p> <p>NOTE: If the address to be entered is not within the United States, click Change Country and select the correct country from the list provided. Enter the address as appropriate, then click OK.</p> 

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Emergency Contacts, Continued

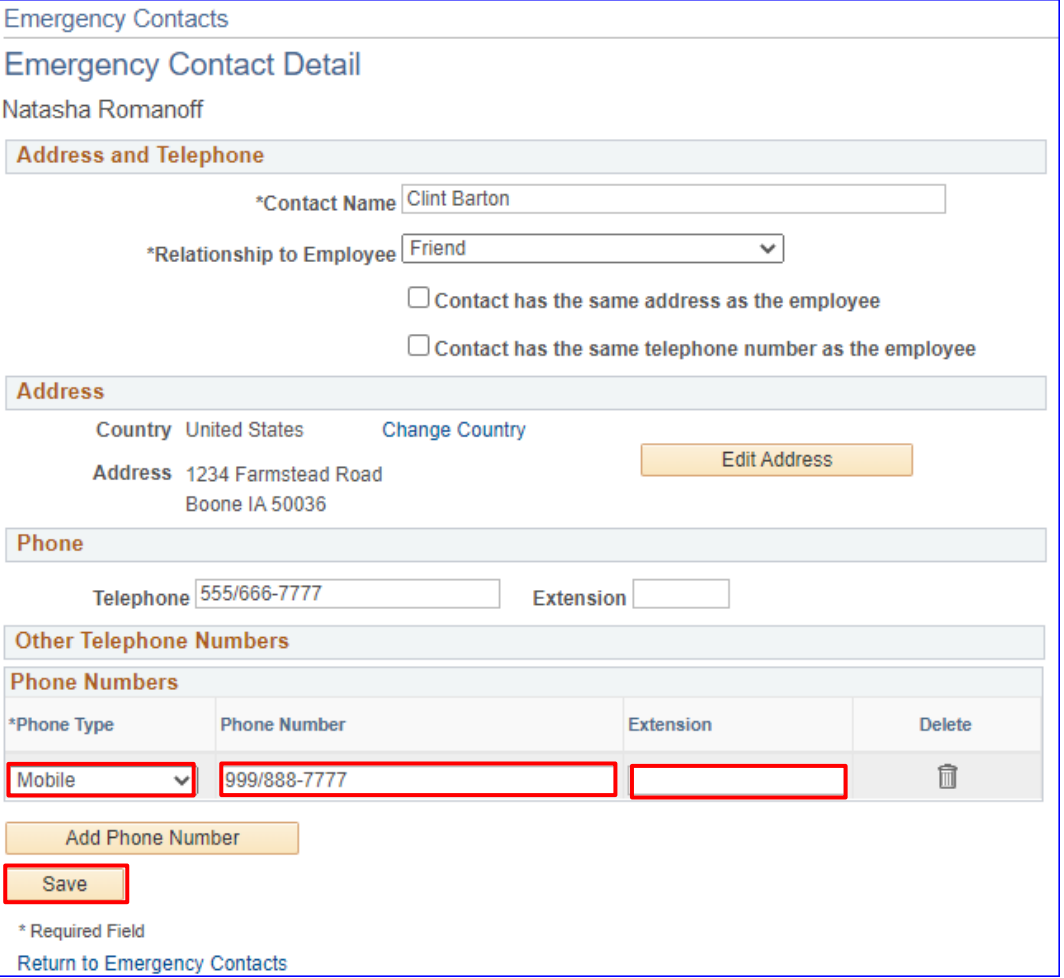
Procedures,
continued

Step	Action								
6	<p>Enter the telephone number for the Emergency Contact in the Telephone field. This field can be updated by overwriting the existing number with the correct one.</p> <p>To add additional phone numbers, click Add Phone Number.</p> <div><div>Emergency Contacts</div><div><div>Emergency Contact Detail</div><div>Natasha Romanoff</div><div><div>Address and Telephone</div><div><div>*Contact Name</div><div>Clint Barton</div></div><div><div>*Relationship to Employee</div><div>Friend</div></div><div><div><input type="checkbox"/> Contact has the same address as the employee</div><div><input type="checkbox"/> Contact has the same telephone number as the employee</div></div></div><div><div>Address</div><div><div>Country</div><div>United States</div><div>Change Country</div></div><div><div>Address</div><div>1234 Farmstead Road</div><div>Boone IA 50036</div><div>Edit Address</div></div></div><div><div>Phone</div><div><div>Telephone</div><div>555/666-7777</div><div>Extension</div><div></div></div></div><div><div>Other Telephone Numbers</div><div><div>Phone Numbers</div><table><thead><tr><th>*Phone Type</th><th>Phone Number</th><th>Extension</th><th>Delete</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td></tr></tbody></table><div><div>Add Phone Number</div><div>Save</div><div>* Required Field</div><div>Return to Emergency Contacts</div></div></div></div></div></div>	*Phone Type	Phone Number	Extension	Delete				
*Phone Type	Phone Number	Extension	Delete						

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Emergency Contacts, Continued


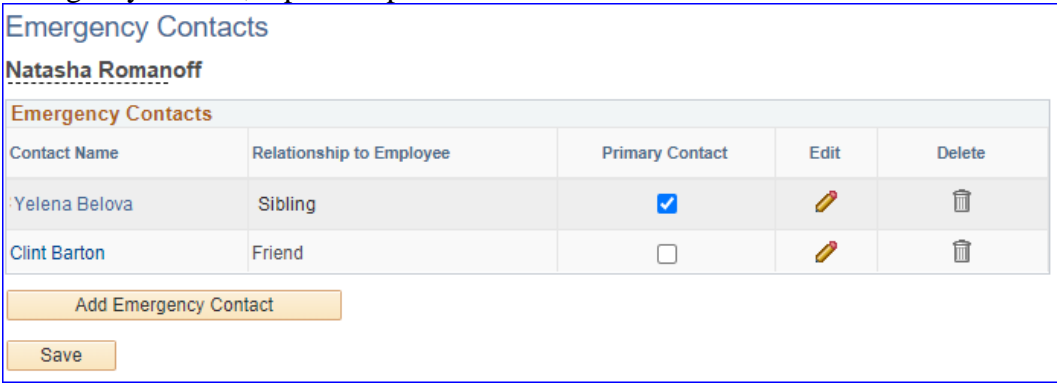
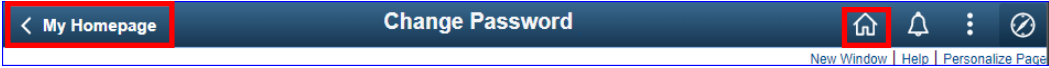
Procedures,
continued

Step	Action
7	<p>Using the drop-down, select the Phone Type. Enter the Phone Number and Extension as appropriate. To add additional numbers, repeat Steps 5 & 6 until all numbers have been entered as applicable. Once finished, click Save.</p>  <p>The screenshot shows the 'Emergency Contact Detail' form for Natasha Romanoff. The form is divided into several sections: 'Address and Telephone', 'Address', 'Phone', and 'Other Telephone Numbers'. In the 'Address and Telephone' section, the contact name is 'Clint Barton' and the relationship is 'Friend'. There are checkboxes for 'Contact has the same address as the employee' and 'Contact has the same telephone number as the employee'. The 'Address' section shows 'United States' as the country and '1234 Farmstead Road, Boone IA 50036' as the address. The 'Phone' section shows '555/666-7777' as the telephone number. The 'Other Telephone Numbers' section contains a table with columns for 'Phone Type', 'Phone Number', 'Extension', and 'Delete'. The first row shows 'Mobile' as the phone type, '999/888-7777' as the phone number, and an empty extension field. The 'Save' button is highlighted with a red box.</p>

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Emergency Contacts, Continued

Procedures, continued

Step	Action
8	<p>A Save Confirmation message will display. Click OK.</p> 
9	<p>You will be returned to the Emergency Contacts page. To add another emergency contact, repeat Steps 2-7.</p> 
10	<p>Click on the Home link icon or the My Homepage arrow to return to the main menu.</p> 
11	<p>For additional information on editing or removing an Emergency Contact from DA, review the Emergency Contacts guide located under Self Service on PPC's Procedures & Development webpage.</p>

CG Civilian Webpages and Links

Introduction

This section provides a list of webpages, their links on the Pixel Dashboard, and a brief description of each that CG Civilians will utilize throughout their career.

Important Information

Many of these websites require input from the CG Civilian Employee to ensure they remain updated with the most recent information (i.e., mailing address, direct deposit information, contact numbers, time keeping, etc.). Most of these links may be found on the [DHS Connect](#) webpage upon logging into the intranet/internet from a CG Workstation or through the Civilian Human Resources page located on the [CG Portal Online](#).

MyEPP



The Employee Personal Page allows employees serviced by the National Finance Center (NFC) to view their payroll, leave, health and life insurance, Wage and Tax statements, and other personal information. The MyEPP allows employees to use the Self Service feature to enter updates to their personal and payroll information. ([MyEPP Latest Update Information page](#))

<https://www.nfc.usda.gov/EPPS/index.aspx?ReturnUrl=%2fepps%2f>

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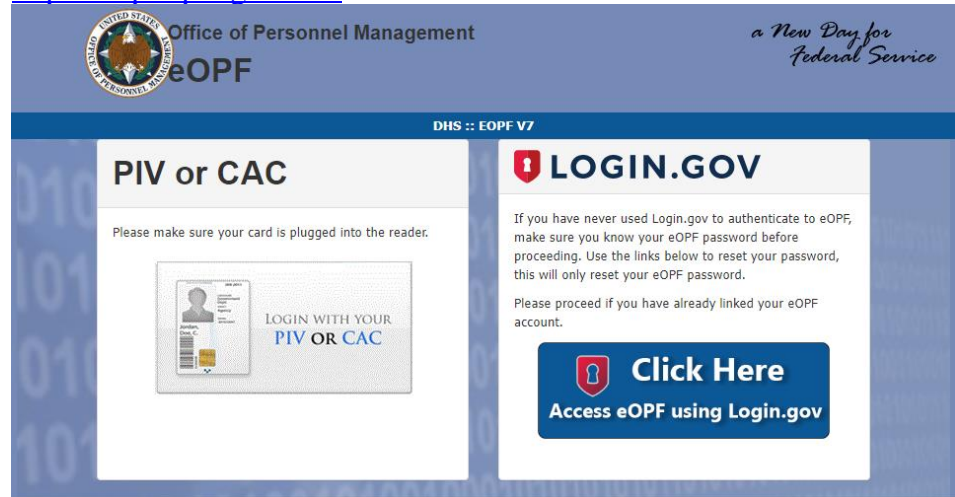
CG Civilian Webpages and Links, Continued

eOPF



The Electronic Official Personnel Folder is an electronic version of your Official Personnel Folder and contains all the official records required to document your Federal career. eOPF may only be accessed from a government workstation.

<https://eopf.opm.gov/dhs/>



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CG Civilian Webpages and Links, Continued

WebTA



WebTA is a web-based time and attendance system that interfaces with the National Finance Center (NFC), the Coast Guard's payroll and personnel service provider. Employees are required to enter and validate their bi-weekly timekeeping data including annual leave, sick leave, comprehensive time, etc. ([WebTA User Guide](#))

<https://wta.hs.nfc.usda.gov/webta/servlet/com.threeis.webta.H000welcome>

webTA Login

You are about to access a U.S. Government computer/information system. Access to this system is restricted to authorized users only. Unauthorized access, use, or modification of this computer system or of the data contained herein, or in transit to/from this system, may constitute a violation of Title 18, United States Code, Section 1030 and other federal or state criminal and civil laws. These systems and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. If monitoring reveals possible misuse or criminal activity, notice of such may be provided to supervisory personnel and law enforcement officials as evidence.

Anyone who accesses a Federal computer system without authorization or exceeds their access authority, and by any means of such conduct obtains, alters, damages, destroys, or discloses information, or prevents authorized use of information on the computer, may be subject to fine or imprisonment, or both.

DO NOT PROCESS CLASSIFIED INFORMATION ON THIS SYSTEM.

[Login using eAuthentication](#)

To login using webTA Credentials, please enter your User ID and Password for the Time & Attendance system:

User ID	<input type="text"/>
Password	<input type="password"/>

(password is case-sensitive)

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CG Civilian Webpages and Links, Continued

FedHR

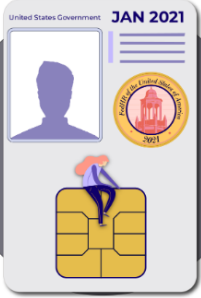


FedHR Navigator provides a secure employee self-service system to submit and track requests sent to the Human Resources office. In addition, FedHR provides a suite of tools, functions, and information on employee benefits.


<https://app.fedhrnavigator.com/frbweb/logon.do?operation=index&client=USCG>


Important Agency Information

Please insert your card
into the reader.



Secure, Simple, Successful





Login with PIV

Login with Username

Please make sure your card is plugged into the reader. After you've inserted your card, press the Login button below. If you do not have a card, please click the 'Login with Username' tab.

Login

By clicking on the Login button above, you acknowledge that you have read the [privacy act](#), [policy](#), the [licensing agreement](#), and the United

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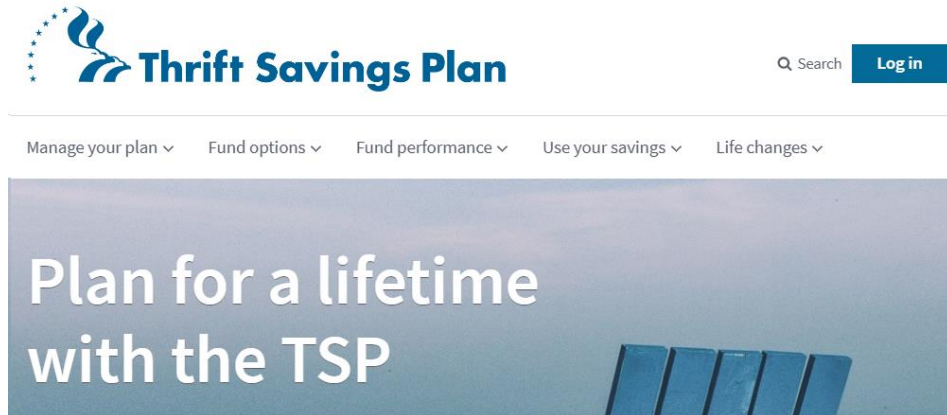
CG Civilian Webpages and Links, Continued

TSP



The Thrift Savings Plan (TSP) is a retirement savings plan similar to 401(k) plans offered to private sector employees. The purpose of TSP is to give employees the ability to participate in a long-term retirement savings and investment plan.

<https://www.tsp.gov/>



CGPAAS



The Coast Guard Personnel Accountability and Assessment System (CGPAAS) is a standardized method for the CG to account, manage, and monitor the recovery process for personnel & their families affected and or scattered by a wide-spread catastrophe (i.e. hurricane, flooding, etc.).

<https://cgpaas.uscg.mil/cas/login?service=https%3A%2F%2Fcgpaas.uscg.mil%2F>

CGPAAS | Coast Guard Personnel Accountability & Assessment System

CGPAAS Login Page

To access all features available to you, log in with your PIV/CAC.

Insert your PIV/CAC before logging in.

LOG IN WITH YOUR PIV/CAC

OR

Log in with limited access using your username or DoD ID and password.

Username or DoD ID

Password

LOG IN WITH LIMITED ACCESS

[Reset your password](#)

What is CGPAAS?

Coast Guard Personnel Accountability and Assessment System (CGPAAS) standardizes a method for the Coast Guard to account, manage, and monitor the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. CGPAAS provides valuable information to all levels of the Coast Guard chain of command, allowing commanders to make strategic decisions which facilitate a return to stability.

CGPAAS allows Coast Guard Personnel to do the following:

- Report Accounting Status
- Update Contact
- Location Information
- View Reference Information

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CG Civilian Webpages and Links, Continued

Civilian Human Resources Page

The Office of Civilian Human Resources webpage provides a wealth of information and tools for the CG Civilian Employee.

<https://www.dcms.uscg.mil/Our-Organization/Assistant-Commandant-for-Human-Resources-CG-1/Civilian-Human-Resources-Diversity-and-Leadership-Directorate-CG-12/Civilian-HR/>

