

Passwords

Overview

Introduction This guide provides the procedures for using passwords in Direct Access (DA),

Password Management Information Initial user passwords are created by the user once his/her account is created using the following format:
THeUSCG+<last 4 digits of users SSN>+@+<users 4-digit birth year>.
PPC will communicate to the user when the account is created and provide the password format to initially log into the system.

A **Business** email address is required to be able to use the forgotten password function in DA.

After initial log in, users are required to update their password every 90-days.

Password Reset Timeline:

- If not in constant use, a password must be updated every 35 days
- The Forgot My Password reset will work from 36 days to 89 days as well as if a password is forgotten
- After 90 days you will need to contact the PPC Customer Care to have your password reset

User passwords are required to contain the following characteristics:

- Minimum length of 15 characters
- Include one special character (e.g., %, &, etc.)
- Include one digit
- Include one lower case character
- Include one upper case character

DA will retain the last nine (9) passwords created and restrict users from reusing them again when creating a new password.


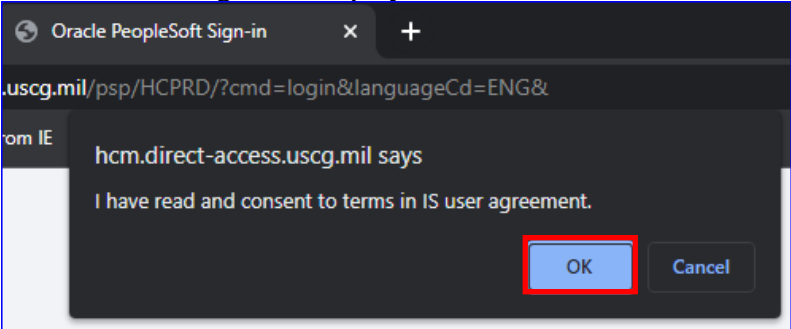
Contents

Topic	See Page
Initial Direct Access Sign-In	2
Business Email Address	6
Setup Forgotten Password/Change Your Password	8
Forgot My Password Feature	10

Initial Direct Access Sign-In

Introduction This section provides the procedures for signing into DA for the first time.

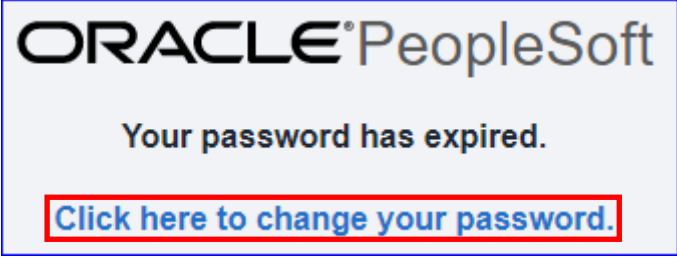
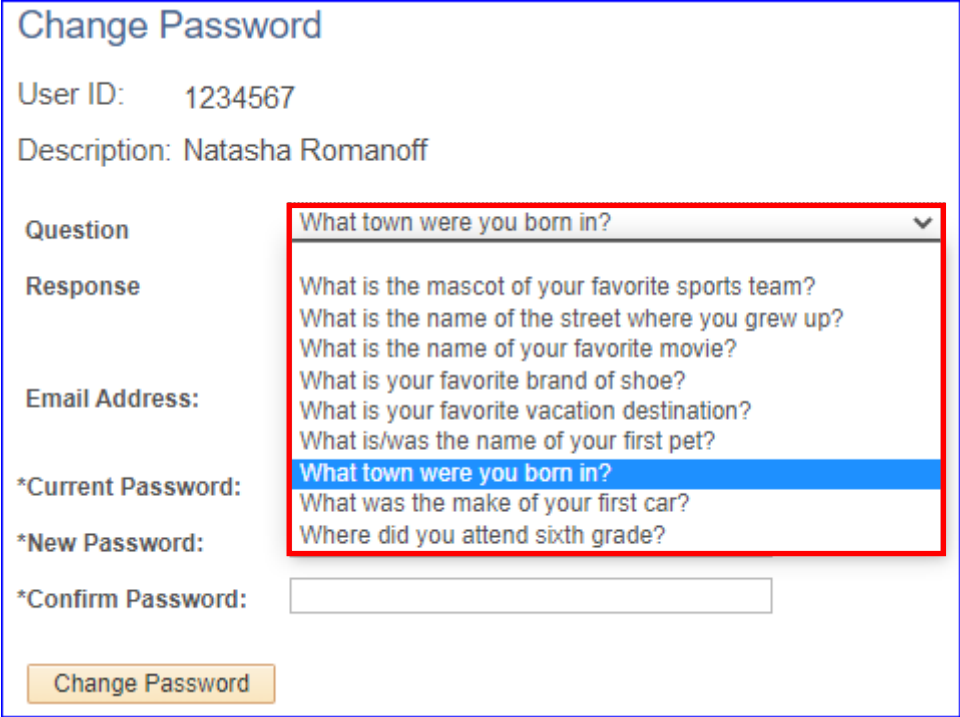
Procedures See below.

Step	Action
1	Sign into DA at https://hcm.direct-access.uscg.mil/psp/H CPRD/?cmd=login&languageCd=ENG& .
2	<p>Enter your User ID. Enter the default Password received from PPC Customer Care and click Sign In.</p> 
3	<p>A consent message will display. Click OK.</p> 

Continued on next page

Initial Direct Access Sign-In, Continued

Procedures,
continued

Step	Action
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>  <p>The screenshot shows the Oracle PeopleSoft logo at the top. Below it, the text reads "Your password has expired." At the bottom of the message box, there is a blue link that says "Click here to change your password." This link is highlighted with a red rectangular border.</p>
5	<p>The Change Password page will display. Select a security Question from the drop-down.</p>  <p>The screenshot shows the "Change Password" page. It includes fields for "User ID" (1234567) and "Description" (Natasha Romanoff). There is a "Question" dropdown menu with a red border, currently showing "What town were you born in?". Below the dropdown is a "Response" field with a list of security questions. The question "What town were you born in?" is highlighted in blue. Other questions include "What is the mascot of your favorite sports team?", "What is the name of the street where you grew up?", "What is the name of your favorite movie?", "What is your favorite brand of shoe?", "What is your favorite vacation destination?", "What is/was the name of your first pet?", "What was the make of your first car?", and "Where did you attend sixth grade?". There are also fields for "*Current Password:", "*New Password:", and "*Confirm Password:". At the bottom, there is a "Change Password" button.</p>

Continued on next page

Initial Direct Access Sign-In, Continued

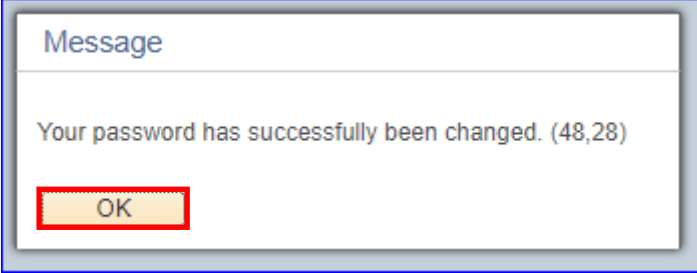
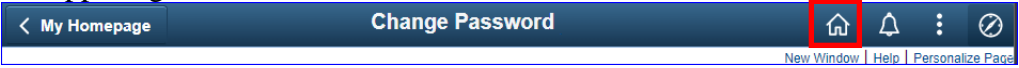
Procedures,
continued

Step	Action
6	<p>Enter your Response. Enter in the default Current Password.</p> <div data-bbox="352 524 1222 1162" style="border: 1px solid blue; padding: 5px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: Natasha Romanoff</p> <p>Question <input type="text" value="What town were you born in?"/></p> <p>Response <input style="border: 2px solid red;" type="text" value="Topeka"/></p> <p>Email Address: <input type="text" value="Natasha.Romanoff@uscg.mil"/></p> <p>*Current Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p>*New Password: <input type="password"/></p> <p>*Confirm Password: <input type="password"/></p> <p><input type="button" value="Change Password"/></p> </div>
7	<p>Enter your new password in the New Password and Confirm Password fields. Click Change Password.</p> <div data-bbox="352 1272 1208 1883" style="border: 1px solid blue; padding: 5px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: Natasha Romanoff</p> <p>Question <input type="text" value="What town were you born in?"/></p> <p>Response <input type="text" value="Topeka"/></p> <p>Email Address: <input type="text" value="Natasha.Romanoff@uscg.mil"/></p> <p>*Current Password: <input type="password" value="*****"/></p> <p>*New Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p>*Confirm Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p><input style="border: 2px solid red;" type="button" value="Change Password"/></p> </div>

Continued on next page

Initial Direct Access Sign-In, Continued

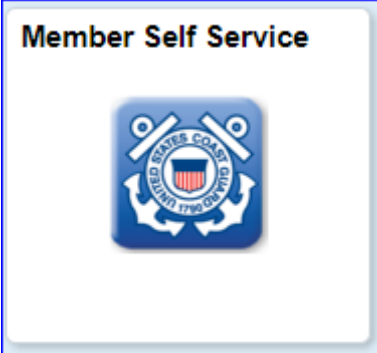
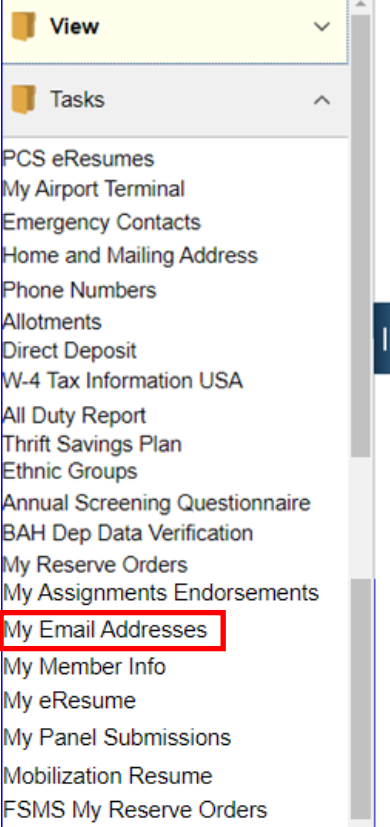
Procedures,
continued

Step	Action
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> 

Business Email Address

Introduction This section provides the procedures for setting up/verifying the Business email address in DA.

Procedures See below.

Step	Action
<p>1</p>	<p>Click on the Member Self Service Tile.</p> 
<p>2</p>	<p>Under the Tasks drop-down, select the My Email Addresses option.</p> 

Continued on next page

Business Email Address, Continued

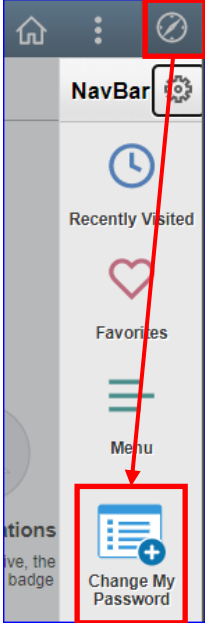
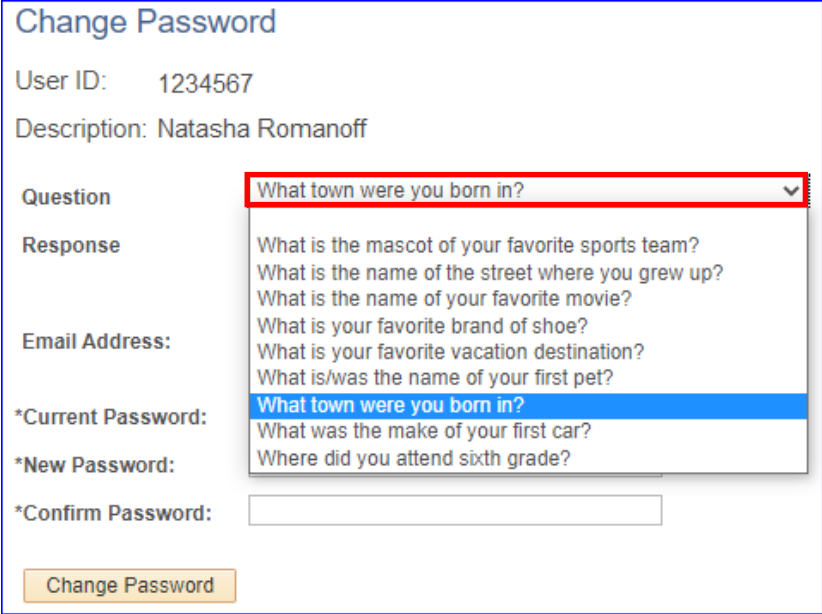
Procedures,
continued

Step	Action												
3	<p>Select Business from the Email Type drop-down. Enter your Email Address. Ensure the Preferred Address? Box is checked and click Save.</p> <div data-bbox="352 562 1370 972" style="border: 1px solid blue; padding: 5px;"> <p>My Email</p> <p>Natasha Romanoff</p> <p>Email Addresses</p> <table border="1" data-bbox="357 674 1358 853"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business</td> <td>Natasha.Romanoff@USCG.mil</td> <td><input checked="" type="checkbox"/></td> <td>Delete</td> </tr> <tr> <td>Home</td> <td>blackwidow@marvel.com</td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete	Business	Natasha.Romanoff@USCG.mil	<input checked="" type="checkbox"/>	Delete	Home	blackwidow@marvel.com	<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete										
Business	Natasha.Romanoff@USCG.mil	<input checked="" type="checkbox"/>	Delete										
Home	blackwidow@marvel.com	<input type="checkbox"/>	Delete										

Setup Forgotten Password/Change Your Password

Introduction This guide provides the procedures to setup your forgotten password question and for changing your password.

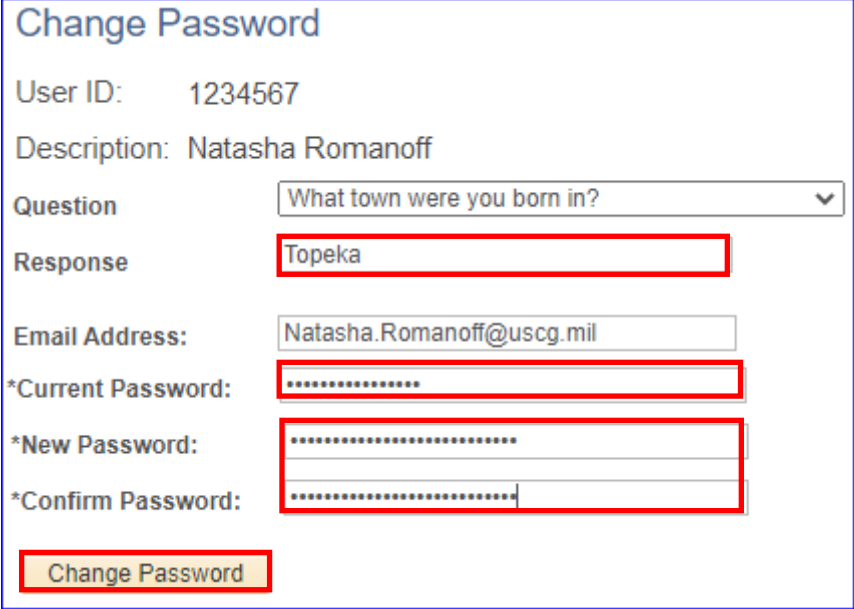
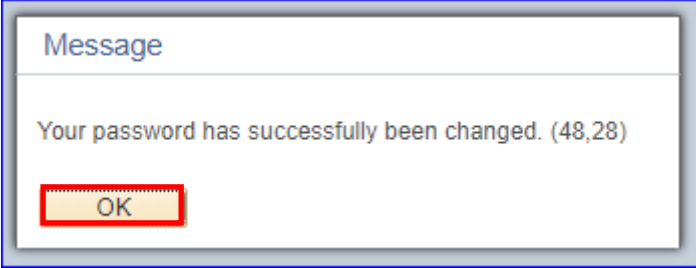
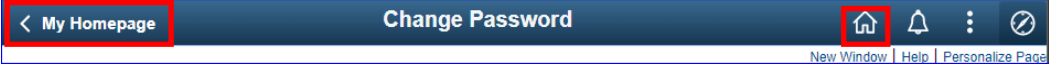
Procedure See below.

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

Continued on next page

Setup Forgotten Password/Change Your Password, Continued

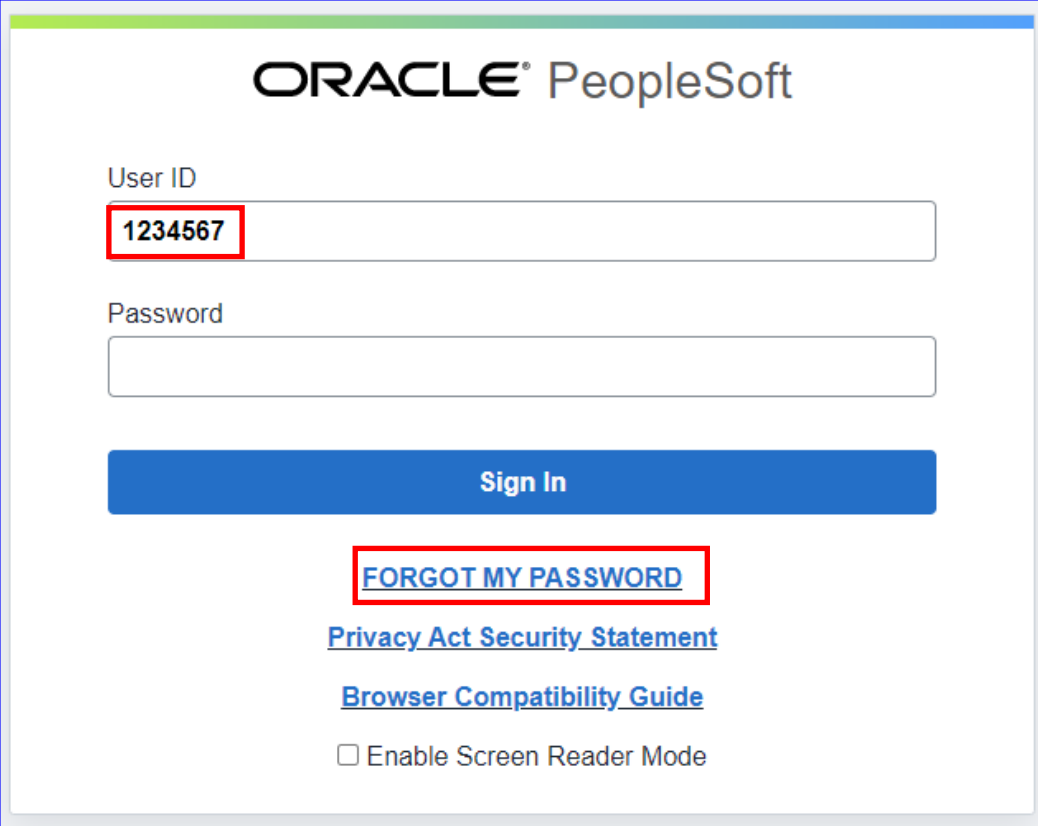
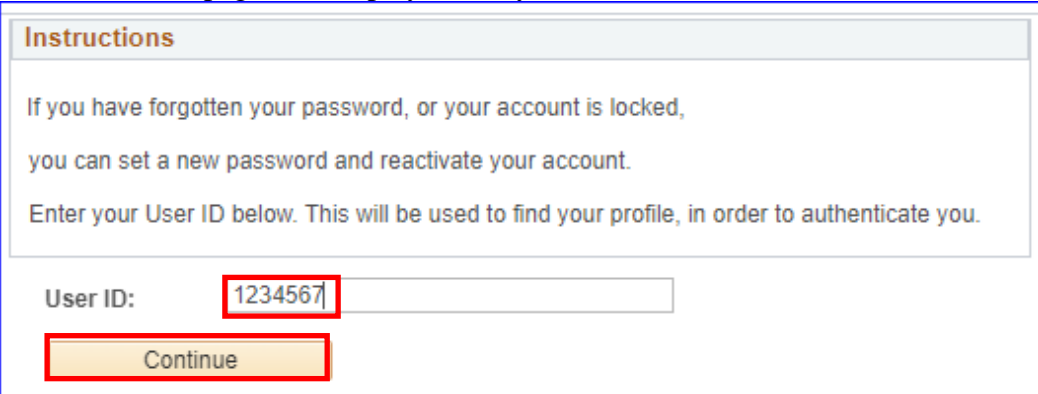
Procedure,
continued

Step	Action
3	<p>Enter your Response to the question and your Current Password. In the New Password and Confirm Password boxes, enter your new password. Click the Change Password button.</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 My Password Feature

Information You may reset your own forgotten password in DA. This eliminates calling Customer Care to reset your password.


Procedure See below.

Step	Action
1	<p>Enter your User ID and click the Forgot My Password link.</p>  <p>The screenshot shows the Oracle PeopleSoft login interface. At the top, it says 'ORACLE PeopleSoft'. Below that are two input fields: 'User ID' and 'Password'. The 'User ID' field contains the text '1234567'. Below the input fields is a blue 'Sign In' button. Underneath the 'Sign In' button is a red-bordered box containing the text 'FORGOT MY PASSWORD'. Below this box are three links: 'Privacy Act Security Statement', 'Browser Compatibility Guide', and 'Enable Screen Reader Mode' (with an unchecked checkbox).</p>
2	<p>The Instruction page will display. Enter your User ID and click Continue.</p>  <p>The screenshot shows the 'Instructions' page. It has a title 'Instructions' in a grey box. The text reads: 'If you have forgotten your password, or your account is locked, you can set a new password and reactivate your account. Enter your User ID below. This will be used to find your profile, in order to authenticate you.' Below this text is a 'User ID:' label followed by an input field containing '1234567'. At the bottom is a yellow 'Continue' button.</p>

Continued on next page

Forgot My Password Feature, Continued

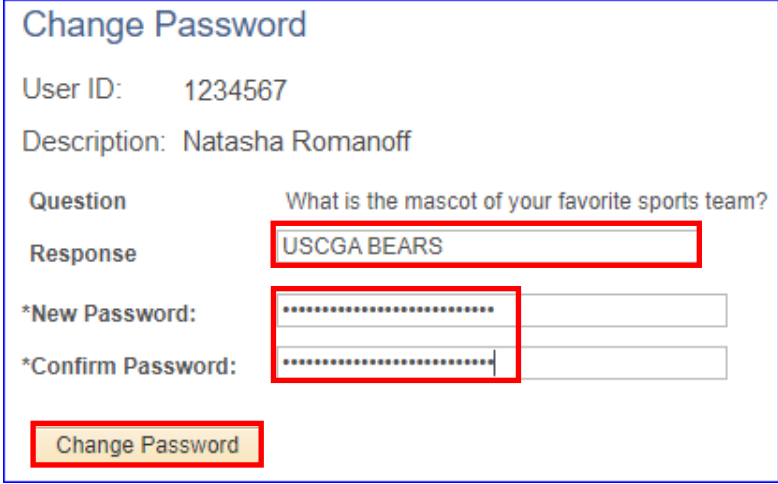
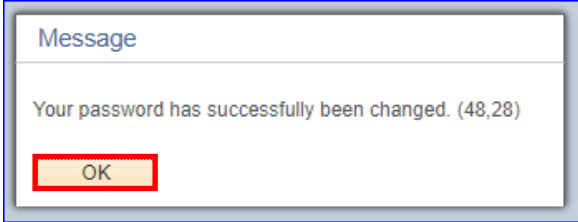
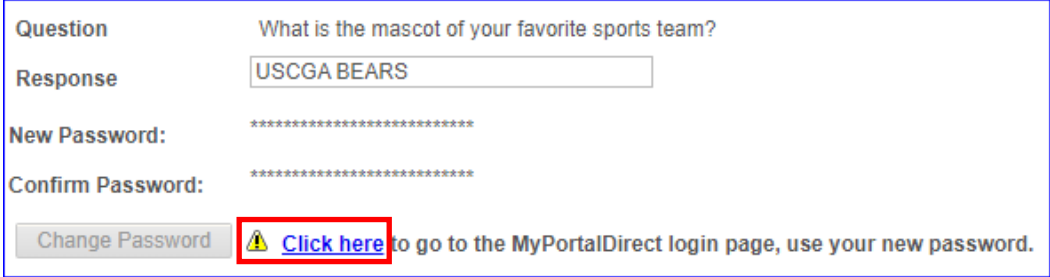
Procedure,
continued

Step	Action
3	<p>If your account is NOT setup, the following error message will display. Click OK and contact Customer Care for assistance.</p> <div data-bbox="343 528 1393 790" style="border: 1px solid blue; 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 style="text-align: center;">OK</p> </div>
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> <div data-bbox="343 898 1350 1256" style="border: 1px solid blue; padding: 5px;"> <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> </div>
5	<p>Email message with the link to set up the new password.</p> <div data-bbox="343 1330 1182 1933" style="border: 1px solid blue; padding: 5px;"> <p>MyPortalDirect Forgot Password</p> <p> DoNotReply_ENV5@direct-access.uscg.mil To: Romanoff, Natasha CIV USCG (USA) 2:14 PM</p> <p>Retention Policy Non-Capstone (10 years) Expires 4/11/2033</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> <div data-bbox="343 1509 1163 1608" style="border: 2px solid red; padding: 2px;"> <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> </div> <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> </div>

Continued on next page

Forgot My Password Feature, Continued

Procedure,
continued

Step	Action
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> 
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> 