



QRC15: Initial Logon and Password Reset

Before you can log on and use E2, you need a user ID and access credentials. If you are unsure of your account details, contact the Travel Assist Team for assistance.

When your account is available, you will receive an email message with a link to complete your security profile. You must follow the link within 72 hours. If you do not, the link expires. If this happens, contact the Travel Assist Team or an administrator in your office to resend the “new user” email.

See *UG15 – First Logon and Profile Updates* for more information.

1. Click the link in your notification email. This displays the Password Maintenance page.

Figure 1: Password Maintenance — Initialize Security Information

2. Complete the security information. The information you enter must match your account information. If you have questions, contact your travel policy manager.
 - a. Enter your user ID (i.e., USCG-#####, where ##### is your employee ID number) in the **E2 User Id** field.
 - b. Enter your employee ID number in the **Social Security Number or Employee Id** field.

3. Click **Continue**. This displays the Edit Password Information section of the Password Maintenance page.

Figure 2: Password Maintenance — Edit Password Information

4. Complete your security credentials.
 - a. Enter and confirm your **New Password**. Passwords must conform to the rules shown above the field.
 - b. Select your **Security Questions**, and enter and confirm your answers. Each question and answer must be unique. Unlike passwords, security challenge answers are not case-sensitive. (The answer and confirmation fields here must match exactly; answers are case-insensitive when you are prompted for credentials.)
5. Click **Save**. This displays the WARNING MESSAGE AND PRIVACY ACT NOTICE window.
6. Scroll down to read the entire notice, and then click **Accept**. This displays the Rules of Behavior window.
7. Read the rules, and then click **I have read and acknowledge the Rules of Behavior**. You are taken into E2 Solutions on the My E2 **At a Glance** tab; you are now logged on, and can begin using E2.



Figure 3: My E2 At a Glance – After Initial Logon

Resetting Your Password

You must know the answers to your security questions to reset your password. Use the "Retrieve Phone Number" or "Email your Minor Customer" sections on the Login Help page to request assistance from the designated minor customer point of contact.

Refer to *UG20 – Getting Started* for more information on resetting your password.

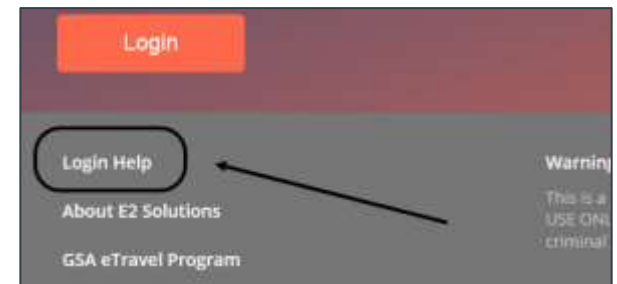


Figure 4: E2 Login — Login Help link

1. Click **Login Help** on the E2 Login page. This displays the Login Help page.

The screenshot shows the 'Login Help' page with three main sections:

- E2 User ID and Password Assistance:** Contains instructions for password resets and links for 'Reset Password' and 'Retrieve E2 User ID'.
- Retrieve Phone Number:** A form with dropdown menus for Agency (US Coast Guard), Organization (COG EIGHT), Major Customer (SECTOR NEW ORLEANS), and Minor Customer (08-00713 SEC NOLA CND CADRE). The Phone Number field is populated with 800-800-6724 and a 'Retrieve Number' button is present.
- Email your Minor Customer:** A form with input fields for Your Name, Your Email Address, and Your Phone Number. It also includes the same Agency, Organization, Major Customer, and Minor Customer dropdowns as the previous section, along with a 'Send Email' button.

Figure 5: Login Help page

2. Click **Reset Password**. This displays the Password Maintenance page.
3. Enter your **E2 User Id** and **Primary Email Address** (from your E2 profile).
4. Click **Continue**.
5. Enter the answers to your security questions. (Unlike your password, these answers are not case-sensitive.)
6. Click **Continue**. A confirmation message displays, and you will receive an email with a link that you must follow within 72 hours to complete the process.

Contacting Your Help Desk via Telephone

1. Select your customer hierarchy from the following fields in the "Retrieve Phone Number" section of the Login Help page:
 - **Agency**
 - **Organization**
 - **Major Customer**
 - **Minor Customer**
2. Click **Retrieve Number**. The phone number displays in the **Phone Number** field above the button.

Contacting Your Travel Assist Team via Email

1. Enter information in the following fields in the "Email your Minor Customer" section of the Login Help page.
 - **Your Name**
 - **Email Address**
 - **Phone Number**
2. Click **Send Email**. A confirmation message displays, and you will receive an email with a link that you must follow within 72 hours to complete the process.

Expedited Self-Service Process for Expired Passwords

E2 will detect the entry of an expired password when you log on, and will require you to enter the answers to your security questions.

1. Enter the answers to your security questions.
2. Click **Continue**. This displays the Edit Password Information section of the Password Maintenance page. (See [Figure 2](#))
3. Enter and confirm your new password.
4. Select your security questions and answers.

TIP: You do not need to change your security questions and answers, but you must still complete this step (i.e., select your current questions and enter your current answers).
5. Click **Save**, and then accept the Warning Message and Privacy Notice to log on to E2.

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