

## Change My Password

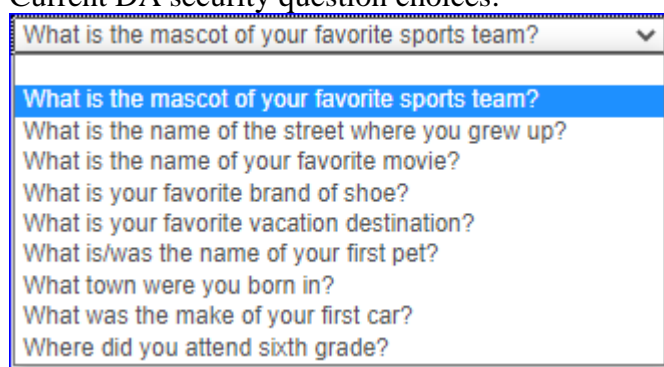
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**Introduction** This guide provides the procedures for a Retiree, Annuitant, or Former Spouse to change their password to access Direct Access (DA).

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**IMPORTANT** If you selected “**What is your mother’s maiden name?**” as your Forgot Password security question, **this question has been removed from the list.** It will now default to the question “**What town were you born in?**” The answer to this will **still be your mother’s maiden name.** It is recommended that you update your security question and answer immediately.

Current DA security question choices:



### 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.
- Between 36 – 89 days, use the login screen **Forgot Password** function.
- 90+ days will require you to **contact PPC for help** with your password.
- When changing your password, it cannot be any of the last 9 used.
- 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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# Change My Password, Continued

Procedures See below.

Step	Action																																														
1	Log into DA Self Service at <a href="#">Direct Access Self Service</a> .																																														
2	<p>Select <b>Change My Password</b>.</p> <p><b>NOTE:</b> Some Retirees may have more than one user access; in which case, you will need to select the <b>Self Service</b> tab to view the Self Service menu.</p> <div data-bbox="316 607 1396 1279" style="border: 1px solid black; padding: 5px;"> <p><b>Self Service Message</b></p> <p>Welcome to Direct Access Self Service for Retirees, Annuitants, and Former Spouses. You can use Self-Service to perform the functions listed below.</p> <ul style="list-style-type: none"> <li>CAUTION: If you are planning to make a change to your tax withholding based on the IRS's new form, please ensure you are not completing "Step 4: Other Adjustments: a) Other Income" with an incorrect number. The amount entered should NOT reflect the annual amount of any additional income. Whatever number you put in that block will be deducted, in its entirety, from your monthly paycheck. Please consult a tax specialist prior to completing that area.</li> <li>User guides and video tutorials are available via PPC's website at <a href="https://www.dcms.uscg.mil/ppc/ras/gp/">https://www.dcms.uscg.mil/ppc/ras/gp/</a></li> <li>If you encounter problems, contact call PPC at 1-866-772-8724 or email <a href="mailto:PPC-DG-CustomerCare@uscg.mil">PPC-DG-CustomerCare@uscg.mil</a>.</li> <li>Timing: Please note that pay delivery, allotments (voluntary deductions), mailing address, and tax withholding changes entered in after the cutoff date shown below will not be included in your next pay check (for the 1st of the following next month) or reflected on your payslip. This is due to payroll processing lead-time. We prepare the monthly payroll between the 18th and 23rd of each month. This process includes generation of payslips and transmittal of files to the Department of the Treasury for disbursement. Any changes entered after the cutoff date will not be included in the current month's payroll. They will be carried over to the next payroll period. The schedule for this year is:</li> </ul> <table border="1" data-bbox="359 1003 518 1279"> <thead> <tr> <th>Payday</th> <th>Cutoff Date</th> </tr> </thead> <tbody> <tr> <td>01 Dec</td> <td>17 Nov</td> </tr> <tr> <td>30 Dec</td> <td>19 Dec</td> </tr> <tr> <td colspan="2" style="text-align: center;">2023</td> </tr> <tr> <td>01 Feb</td> <td>23 Jan</td> </tr> <tr> <td>01 Mar</td> <td>17 Feb</td> </tr> <tr> <td>31 Mar</td> <td>23 Mar</td> </tr> <tr> <td>01 May</td> <td>20 Apr</td> </tr> <tr> <td>01 Jun</td> <td>19 May</td> </tr> <tr> <td>30 Jun</td> <td>22 Jun</td> </tr> </tbody> </table> <div data-bbox="858 645 1396 1279" style="border: 1px solid black; padding: 5px;"> <table border="1"> <tbody> <tr> <td>01 Aug   21 Jul</td> <td></td> </tr> <tr> <td>01 Sep   23 Aug</td> <td></td> </tr> <tr> <td>29 Sep   21 Sep</td> <td></td> </tr> <tr> <td>01 Nov   20 Oct</td> <td></td> </tr> <tr> <td>01 Dec   21 Nov</td> <td></td> </tr> <tr> <td>29 Dec   20 Dec</td> <td></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Please note: Pay slips and tax forms will open in a new window. Turn off the pop-up blocker in your web browser to view pay slips and 1099R forms. In Internet Explorer, click on Tools to access the pop-up blocker options.</li> </ul> <table border="1" data-bbox="858 880 1396 1279"> <tbody> <tr> <td><b>View My Payslip</b> This link will take you to a list of all available payslips to view and/or download.</td> <td><b>View/Print My Year End Forms</b> Affirmative consent to receive only an electronic copy of Year-End Tax Forms.</td> </tr> <tr> <td><b>View My 1099R</b> This link will take you to a list of all available 1099R tax documents to view and/or download.</td> <td><b>View/Change Mailing Address</b> View and make changes to your mailing address. 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# Change My Password, Continued

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Procedures,  
continued

Step	Action
3	<p>The Change Password page will display.</p> <div data-bbox="316 495 1281 1088" style="border: 1px solid blue; padding: 10px;"><p><b>Change Password</b></p><p>User ID: 7654321</p><p>Description: Malcolm Reynolds</p><p>Question <input type="text" value="What is the name of your favorite movie?"/> <input type="button" value="v"/></p><p>Response <input type="text" value="SERENITY"/></p><p>*Current Password: <input type="password"/></p><p>*New Password: <input type="password"/></p><p>*Confirm Password: <input type="password"/></p><p><input type="button" value="Change Password"/></p></div>
4	<p>Enter your *Current Password.</p> <div data-bbox="316 1162 1270 1785" style="border: 1px solid blue; padding: 10px;"><p><b>Change Password</b></p><p>User ID: 7654321</p><p>Description: Malcolm Reynolds</p><p>Question <input type="text" value="What is the name of your favorite movie?"/> <input type="button" value="v"/></p><p>Response <input type="text" value="SERENITY"/></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>

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# Change My Password, Continued

Procedures,  
continued

Step	Action
5	<p>Enter your new password in both the <b>*New Password</b> and <b>*Confirm Password</b> fields. Click <b>Change Password</b>.</p> <p><b>Remember:</b> The new password must be at least 15 characters with at least one uppercase letter, one lowercase letter, one number, and one special character.</p> <div data-bbox="316 640 1289 1279" style="border: 1px solid blue; padding: 10px;"><p><b>Change Password</b></p><p>User ID: 7654321 Description: Malcolm Reynolds</p><p>Question: <input type="text" value="What is the name of your favorite movie?"/></p><p>Response: <input type="text" value="SERENITY"/></p><p>*Current Password: <input type="password"/></p><p>*New Password: <input style="border: 2px solid red;" type="password"/></p><p>*Confirm Password: <input style="border: 2px solid red;" type="password"/></p><p><input style="border: 2px solid red;" type="button" value="Change Password"/></p></div>
6	<p>A save confirmation message will display. Click <b>OK</b>.</p> <div data-bbox="316 1357 954 1608" style="border: 1px solid blue; padding: 10px;"><p><b>Message</b></p><p>Your password has successfully been changed. (48,28)</p><p><input style="border: 2px solid red;" type="button" value="OK"/></p></div>
7	<p>To return to the Self Service menu, click the <b>Home</b> icon in the upper right corner of the page.</p> <div data-bbox="316 1720 708 1809" style="border: 1px solid blue; padding: 5px;"><p><input style="border: 2px solid red;" type="button" value="Home"/>   Sign Out</p><p>Add To ▾</p></div>

**9 March 2023**