

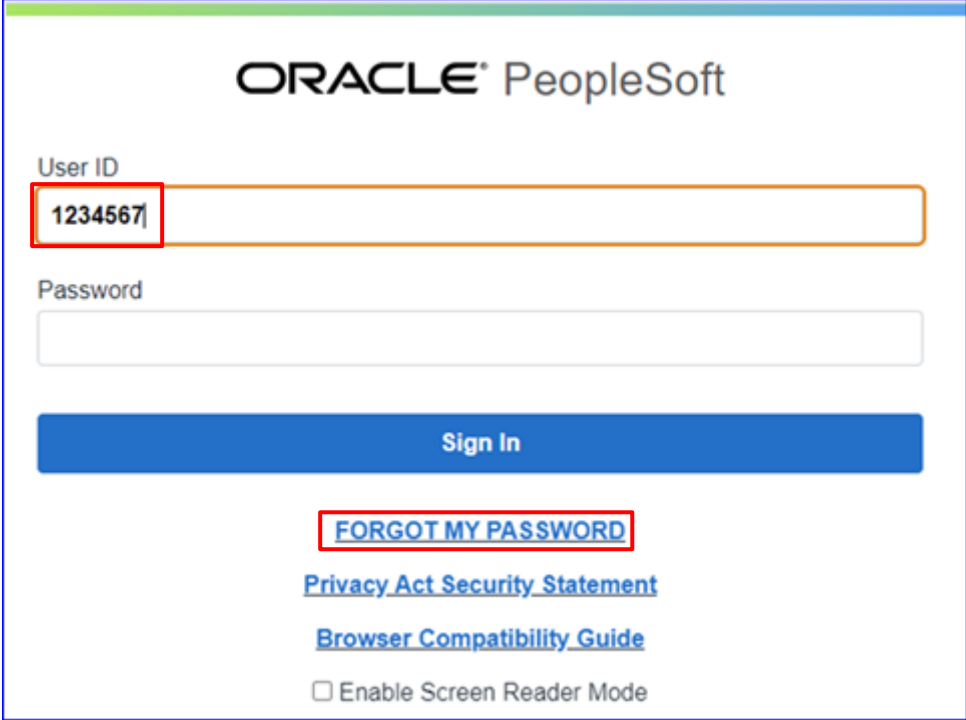
Forgot Password

Introduction This section provides the procedures for Retirees, Annuitants, and Former Spouses to access Direct Access if they forget their password.

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

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.

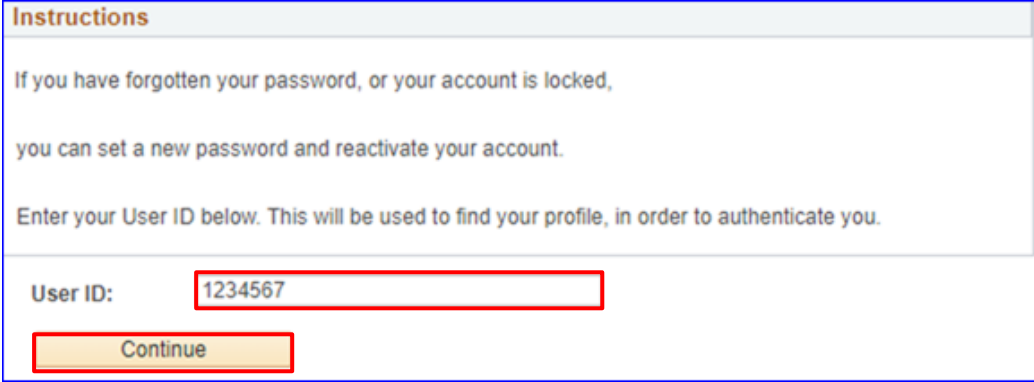
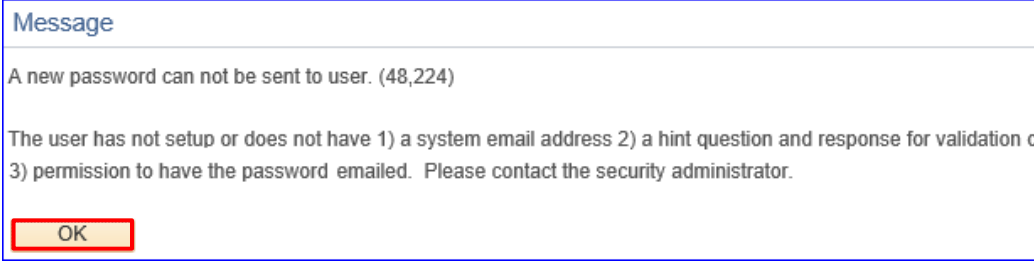
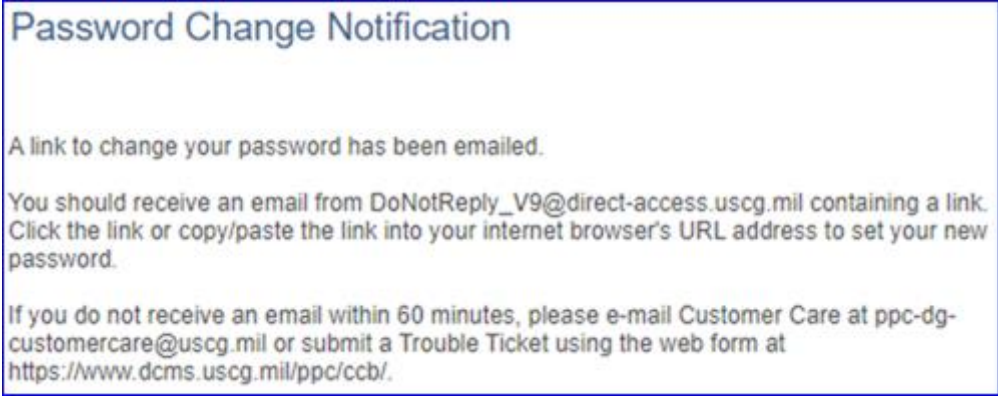
Procedures See below.

Step	Action
1	<p data-bbox="325 1010 975 1039">Enter your User ID. Click Forgot My Password.</p>  <p data-bbox="325 1043 1294 1760">The screenshot shows the Oracle PeopleSoft login interface. At the top, it says 'ORACLE PeopleSoft'. Below that is a 'User ID' label and a text input field containing '1234567'. Underneath is a 'Password' label and an empty password field. A blue 'Sign In' button is centered below the password field. Below the button is a red-bordered box containing the text 'FORGOT MY PASSWORD'. At the bottom, there are two blue links: 'Privacy Act Security Statement' and 'Browser Compatibility Guide', followed by a checkbox labeled 'Enable Screen Reader Mode'.</p>

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Forgot Password, Continued

Procedures,
continued

Step	Action
2	<p>The Forgot My Password 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 email has not been set up, the following message will display. You will need to contact PPC Customer Care to have your password reset. Click OK to exit.</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 has been set up properly, a Password Change Notification will display, and Direct Access (DA) will send a change password link to the preferred email address listed in DA.</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/ccbf/.</p>

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Forgot Password, Continued

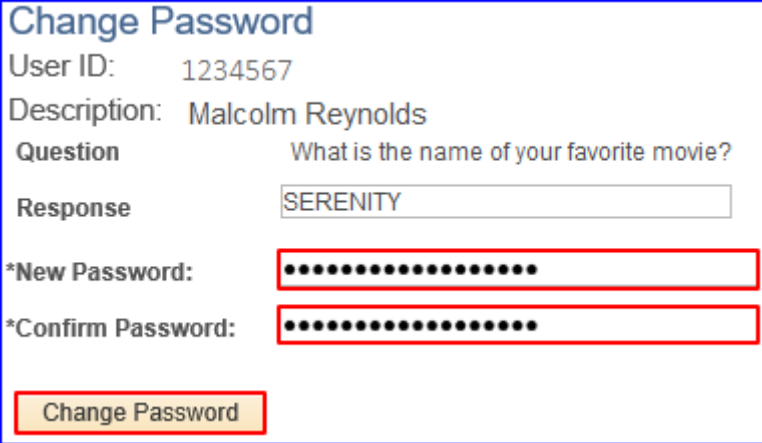
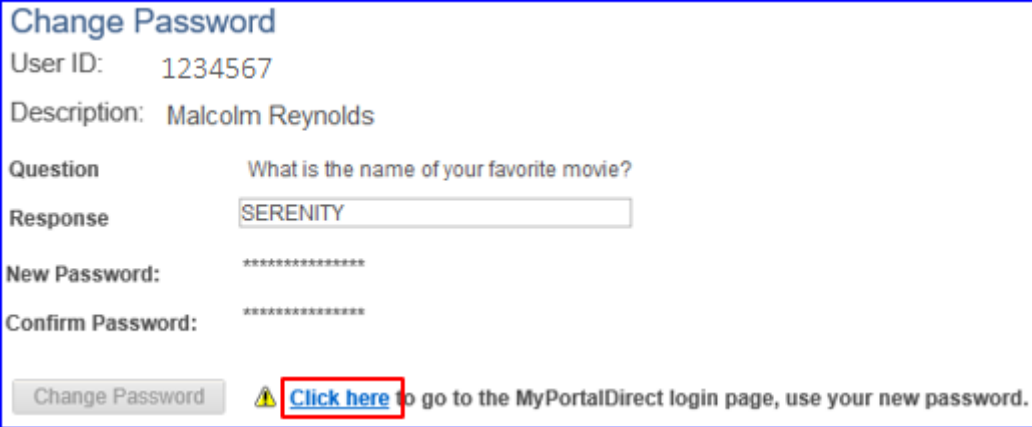
Procedures,
continued

Step	Action
5	<p>Click the link provided in the email or open a new browser window, highlight the link provided in the email and copy it into the new browser window.</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://hcenv5.direct-access.uscg.mil/psc/FORGOTPASSWORD/EMPLOYEE/HRMS/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD.GBL?Page=CHANGE_PASSWORD&USER=2141423&SESSION=ABE4iObf1PT7Ud7Mbw4PVFYCsG</p>
6	<p>This will open the Change Password page. Enter the Response to your security question. Click Submit.</p> <div data-bbox="325 902 1066 1317" style="border: 1px solid blue; padding: 5px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: Malcolm Reynolds</p> <p>Question: What is the name of your favorite movie?</p> <p>Response: <input style="border: 1px solid red;" type="text" value="SERENITY"/></p> <p><input style="border: 1px solid red;" type="button" value="Submit"/></p> </div>

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Forgot Password, Continued

Procedures,
continued

Step	Action
7	<p>You will be prompted to change your password. Enter your new password in both the *New Password and *Confirm Password fields. Click Change Password.</p> <p>Remember: The new password must be at least 15 characters long with at least 1 number, 1 lowercase letter, 1 uppercase letter, and one special character.</p> 
8	<p>Upon acceptance of the password, select the Click here link to return to the Direct Access Sign on page or exit the webpage and re-access the webpage.</p> 

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Forgot Password, Continued

Procedures,
continued

Step	Action
9	<p data-bbox="325 461 1182 495">Enter your User ID and new Password to sign into Direct Access.</p>  <p data-bbox="568 555 1086 600">ORACLE® PeopleSoft</p> <p data-bbox="357 658 448 680">User ID</p> <p data-bbox="373 707 475 730">1234567</p> <p data-bbox="357 786 472 808">Password</p> <p data-bbox="373 835 624 857">.....</p> <p data-bbox="788 947 871 969">Sign In</p> <p data-bbox="676 1039 979 1061">FORGOT MY PASSWORD</p> <p data-bbox="639 1095 1015 1120">Privacy Act Security Statement</p> <p data-bbox="655 1153 999 1178">Browser Compatibility Guide</p> <p data-bbox="651 1211 1003 1234"><input type="checkbox"/> Enable Screen Reader Mode</p>
