

Password Overview

Introduction

This user guide provides the procedures to change your password or update a forgotten password, to access DA.

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 upper case letter
 - ✓ Must contain at least one lower case letter
 - ✓ Must contain at least one special character (!@#\$%^&*()-_{}[]<>/)
- Passwords need to be changed every 35 days
- From 36 to 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 passwords 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 Overview, Continued

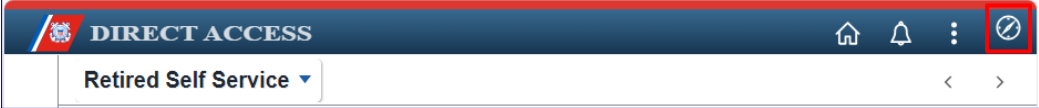
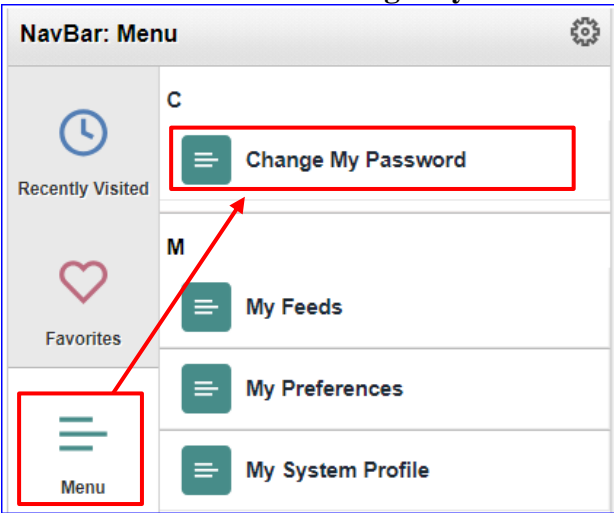
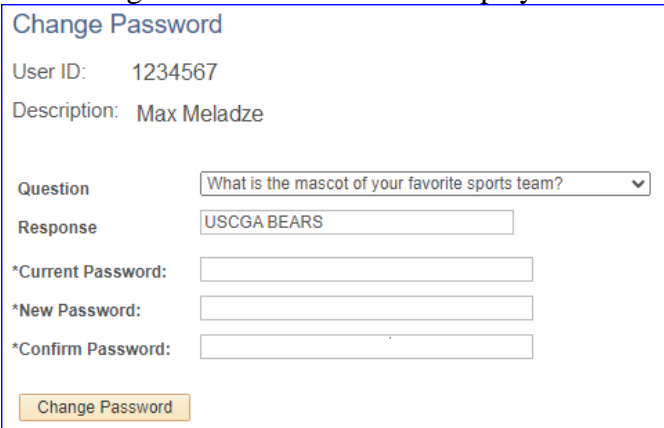
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Change My Password

Introduction This section provides the procedures for you to change your password to access DA.

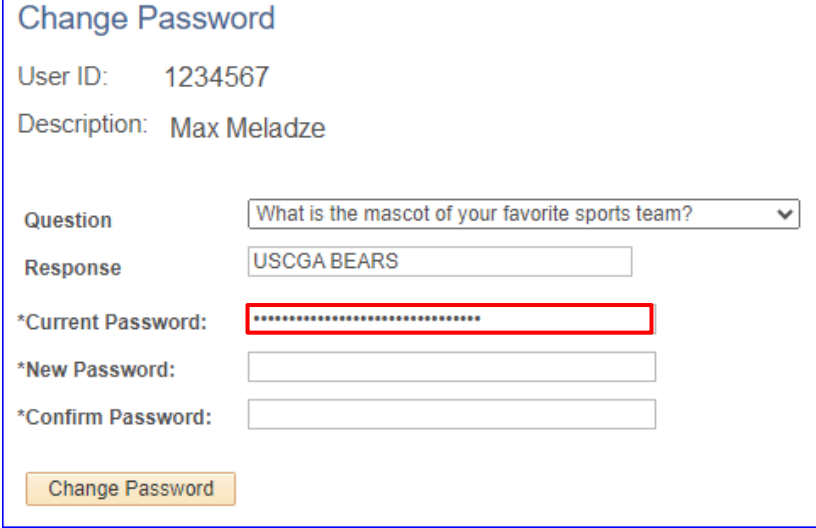
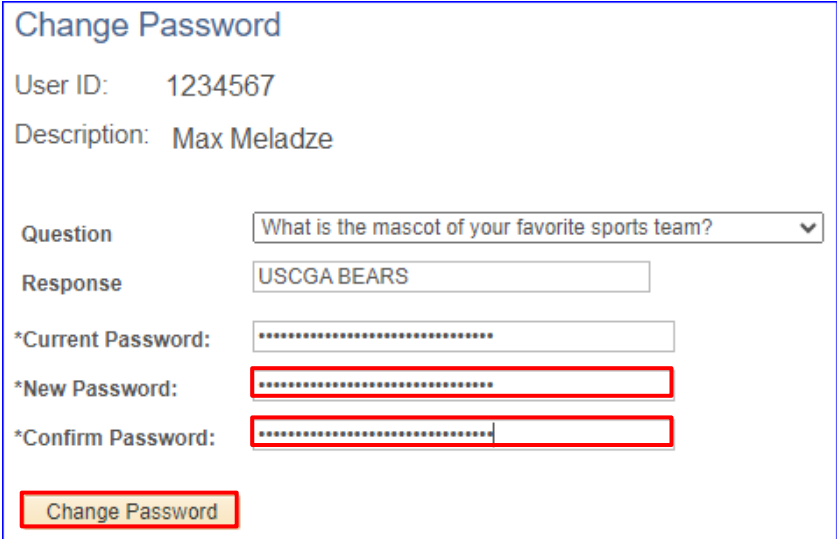
Procedures See below.

Step	Action
1	Log into DA Self Service at Direct Access Self Service .
2	Click the NavBar icon. 
3	Select Menu then click Change My Password . 
4	The Change Password screen will display. 

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Change My Password, Continued

Procedures,
continued

Step	Action
5	<p>Enter your *Current Password.</p> 
6	<p>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. See the Password Rules information in the Overview section for more details.</p> 

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Change My Password, Continued

Procedures,
continued

Step	Action
7	<p>A save confirmation message will display. Click OK.</p> 
8	<p>To return to the Self Service Menu, click the House icon in the upper right corner or the Retired Self Service back arrow.</p> 

Forgot My Password

Introduction This section provides the procedures for you to update your password, if you have forgotten it, to access DA.

Procedures See below.

Step	Action
1	Navigate to DA Self Service at Direct Access Self Service .
2	Enter your User ID and click the Forgot My Password link. <div data-bbox="328 645 1230 1249" style="border: 1px solid blue; padding: 10px; margin: 10px 0;"> </div>
3	The Instruction page will display. Enter your User ID and click Continue . <div data-bbox="328 1323 1369 1697" style="border: 1px solid blue; padding: 10px; margin: 10px 0;"> </div>

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Forgot My Password, Continued

Procedures,
continued

Step	Action
4	<ul style="list-style-type: none"> • If the message below does not display continue to Step 5. • If your account 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. <div data-bbox="328 633 1370 891" 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>
5	<p>A Password Change Notification will display, and DA will send a change password link to your preferred email address listed in DA.</p> <div data-bbox="328 1003 1195 1310" 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/ccbf/.</p> </div>
6	<p>Click the link provided in the email.</p> <div data-bbox="328 1384 1370 1883" style="border: 1px solid blue; padding: 5px;"> <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="328 1447 1286 1541" style="border: 1px solid red; padding: 2px;"> <p>https://hcenv11-direct-access.uscg.mil/psc/FORGOTPASSWORD/EMPLOYEE/HRMS/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD.GBL?Page=CHANGE_PASSWORD&USER=I&SESSION=b57QrvzR%2b%2fmSrceSGAmzaS%2ftpl4%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>

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Forgot My Password, Continued

Procedures,
continued

Step	Action
7	<p>The Change Password page will open. Enter the Response to your security question. Click Submit.</p> <div data-bbox="328 506 1198 848" style="border: 1px solid blue; padding: 5px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: OPERATOR DESCRIPTION</p> <p>Question What is the mascot of your favorite sports team?</p> <p>Response <input style="border: 1px solid red;" type="text" value="USCGA BEARS"/></p> <p><input style="border: 1px solid red;" type="button" value="Submit"/></p> </div>
8	<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. See the Password Rules information in the Overview section for more details.</p> <div data-bbox="328 1126 1166 1603" style="border: 1px solid blue; padding: 5px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: OPERATOR DESCRIPTION</p> <p>Question What is the mascot of your favorite sports team?</p> <p>Response <input type="text" value="USCGA BEARS"/></p> <p>*New Password: <input style="border: 1px solid red;" type="password" value="....."/></p> <p>*Confirm Password: <input style="border: 1px solid red;" type="password" value="....."/></p> <p><input style="border: 1px solid red;" type="button" value="Change Password"/></p> </div>
9	<p>A success message will display. Click OK.</p> <div data-bbox="328 1659 1112 1912" style="border: 1px solid blue; padding: 10px; text-align: center;"> <p>Your password has successfully been changed. (48,28)</p> <p><input style="border: 1px solid red;" type="button" value="OK"/></p> </div>

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Forgot My Password, Continued

Procedures,
continued

Step	Action
10	<p>Click on the Click here link to return to the DA login page and use your new password.</p> <p>NOTE: A confirmation email for the change will be sent to you.</p> <div data-bbox="327 629 1369 779" style="border: 1px solid black; padding: 5px;"><p>New Password: *****</p><p>Confirm Password: *****</p><p><input type="button" value="Change Password"/> ⚠ Click here to go to the MyPortalDirect login page, use your new password.</p></div>
