

# Updating the Security Question

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**Introduction** This guide provides Retirees, Annuitants, and Former Spouses the procedures for updating their security question in Direct Access (DA) if they need to utilize the Forgot Password feature at a later date.

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**Before You Begin** If you have **never** logged into Direct Access (DA), your default password will be set up for you initially. The formula for your default password is:

THeUSCG + last 4 of your SSN + @ + four digit birth year

For example, if the last 4 of your SSN is 1234 and you were born in 1966, your default password will be **THeUSCG1234@1966**. The password is case sensitive, so be sure to capitalize where appropriate when you enter it.

You will be prompted to change your password upon your initial login.

**NOTE:** If you run into issues and are unable to log on, please contact PPC Customer Care at 1-866-772-8724 or [ppc-dg-customer@uscg.mil](mailto:ppc-dg-customer@uscg.mil).

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**Password Reset Guidance – Forgot Password Link** 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?**"

For those who have tried to use the Forgot Password feature and have been locked out of DA, please email [PPC-DG-CustomerCare@uscg.mil](mailto:PPC-DG-CustomerCare@uscg.mil) to request a temporary password. Once logged into DA, you will need to follow the user guide below to change your security question, answer, or both.

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. See the Forgot Password section of the Initial Direct Access Sign-In user guide for more information: [password.pdf \(uscg.mil\)](#)

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**Information** Log into DA Self Service at [Direct Access Self Service](#).

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# Updating the Security Question, Continued

Procedures See below.

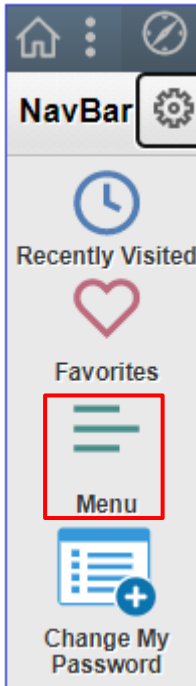
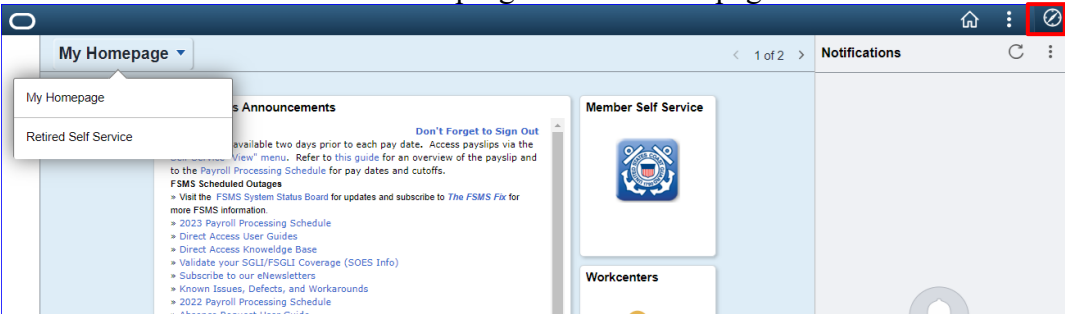
Step	Action
1	<p>Upon opening Direct Access (the link can be found on <a href="#">PPC's webpage</a>), enter your 7-digit Employee ID (Emplid) in the <b>User ID</b> field.</p> 
2	<p>Enter your password in the <b>Password</b> field. Click <b>Sign In</b>.</p> 

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# Updating the Security Question, Continued

Procedures,  
continued

Step	Action
3	Click on the <b>NavBar</b> icon on the top right of the Home page.
3.5	Click <b>Menu</b> .

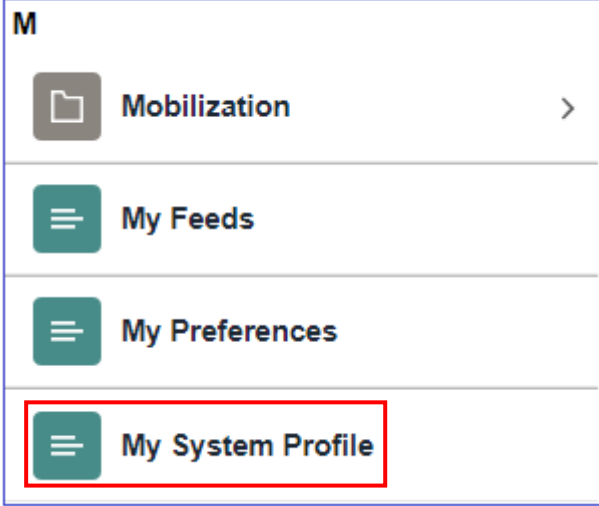


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# Updating the Security Question, Continued

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Procedures,  
continued

Step	Action
4	<p data-bbox="328 394 1378 461">NavBar: Menu will display. Scroll down and then select <b>My System Profile</b> from the Menu.</p>  <p>The screenshot shows a vertical menu with a blue border. At the top left is a large letter 'M'. Below it are four menu items, each with a green square icon containing a white symbol: 'Mobilization' with a folder icon and a right-pointing chevron; 'My Feeds' with a list icon; 'My Preferences' with a list icon; and 'My System Profile' with a list icon. The 'My System Profile' item is enclosed in a red rectangular box.</p>

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# Updating the Security Question, Continued

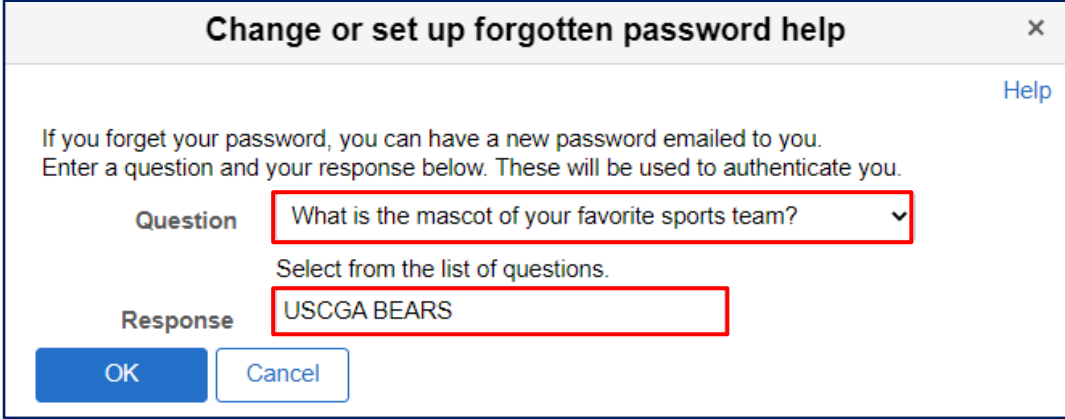
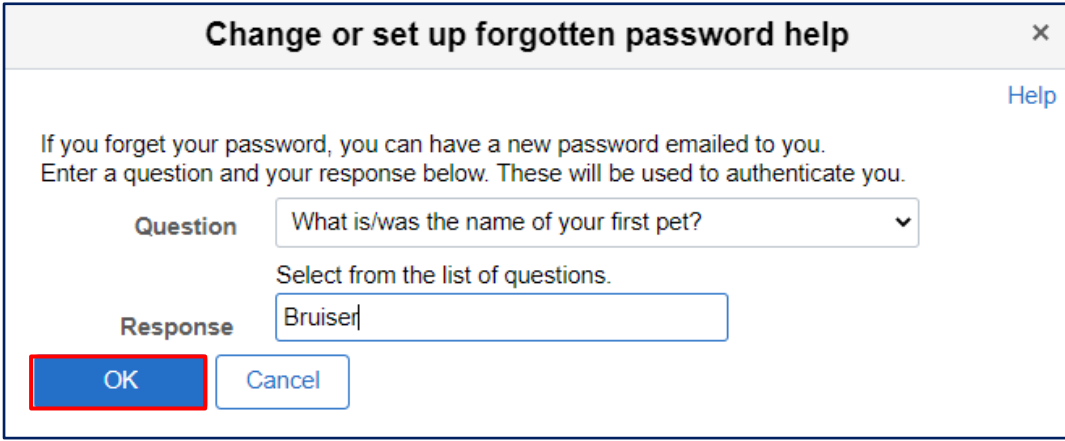
Procedures,  
continued

Step	Action														
5	<p>The General Profile Information page will display. Select <b>Change or set up forgotten password help</b>.</p> <div data-bbox="327 465 1396 1635" style="border: 1px solid black; padding: 10px;"> <p><b>General Profile Information</b></p> <p>Charles Xavier</p> <p><b>Password</b></p> <p><a href="#">Change password</a></p> <p><a href="#">Change or set up forgotten password help</a></p> <p><b>Personalizations</b></p> <p>My preferred language for PIA web pages is: English</p> <p>My preferred language for reports and email is: <input type="text" value="English"/></p> <p>Currency Code: <input type="text"/></p> <p>Default Mobile Page: <input type="text"/></p> <p><b>Alternate User</b></p> <p>If you will be temporarily unavailable, you can select an alternate user to receive your routings.</p> <p>Alternate User ID: <input type="text"/></p> <p>From Date: <input type="text"/> (example: 12/31/2000)</p> <p>To Date: <input type="text"/> (example: 12/31/2000)</p> <p><b>Workflow Attributes</b></p> <p><input checked="" type="checkbox"/> Email User    <input checked="" type="checkbox"/> Worklist User</p> <p>Miscellaneous User Links</p> <p><b>Email</b></p> <table border="1"> <thead> <tr> <th>Primary Email Account</th> <th>Email Type</th> <th>Email Address</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Home</td> <td>invalid@bogusemail.com</td> </tr> </tbody> </table> <p><b>IM Information</b></p> <table border="1"> <thead> <tr> <th>Protocol</th> <th>XMPP Domain</th> <th>UserID</th> <th>Password</th> </tr> </thead> <tbody> <tr> <td>XMPP</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p><input type="button" value="Save"/></p> </div>	Primary Email Account	Email Type	Email Address	<input checked="" type="checkbox"/>	Home	invalid@bogusemail.com	Protocol	XMPP Domain	UserID	Password	XMPP	<input type="text"/>	<input type="text"/>	<input type="text"/>
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# Updating the Security Question, Continued

Procedures,  
continued

Step	Action
6	<p>Using the drop-down, select a security <b>Question</b>. Then enter the <b>Response</b>.</p> 
7	<p>Click <b>OK</b>.</p> 

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# Updating the Security Question, Continued

Procedures,  
continued

Step	Action														
<p><b>8</b></p>	<p>You will be returned to the General Profile Information page. Click <b>Save</b>.</p> <div data-bbox="327 432 1396 1601" style="border: 1px solid black; padding: 5px;"> <p><b>General Profile Information</b></p> <p>Charles Xavier</p> <p><b>Password</b></p> <p><a href="#">Change password</a> <a href="#">Change or set up forgotten password help</a></p> <p><b>Personalizations</b></p> <p>My preferred language for PIA web pages is: English My preferred language for reports and email is: English</p> <p>Currency Code: <input type="text"/></p> <p>Default Mobile Page: <input type="text"/></p> <p><b>Alternate User</b></p> <p>If you will be temporarily unavailable, you can select an alternate user to receive your routings.</p> <p>Alternate User ID: <input type="text"/></p> <p>From Date: <input type="text"/> (example: 12/31/2000) To Date: <input type="text"/> (example: 12/31/2000)</p> <p><b>Workflow Attributes</b></p> <p><input checked="" type="checkbox"/> Email User <input checked="" type="checkbox"/> Worklist User</p> <p>Miscellaneous User Links</p> <p><b>Email</b></p> <table border="1"> <thead> <tr> <th>Primary Email Account</th> <th>Email Type</th> <th>Email Address</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Home</td> <td>invalid@bogusemail.com</td> </tr> </tbody> </table> <p><b>IM Information</b></p> <table border="1"> <thead> <tr> <th>Protocol</th> <th>XMPP Domain</th> <th>UserID</th> <th>Password</th> </tr> </thead> <tbody> <tr> <td>XMPP</td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table> <p><b>Save</b></p> </div>	Primary Email Account	Email Type	Email Address	<input checked="" type="checkbox"/>	Home	invalid@bogusemail.com	Protocol	XMPP Domain	UserID	Password	XMPP	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<p><b>9</b></p>	<p>To return to the Self Service Menu, click <b>User Self Service</b> or <b>Home</b>.</p> <div data-bbox="327 1664 1396 1937" style="border: 1px solid black; padding: 5px;"> <p><b>User Self Service</b>   <b>General Profile Information</b>   <b>Home</b></p> <p><b>Menu</b></p> <p>Search: <input type="text"/></p> <ul style="list-style-type: none"> <li>My Favorites</li> <li>Self Service</li> <li>Self Service</li> <li>Reporting Tools</li> <li>PeopleTools</li> </ul> <p><b>General Profile Information</b></p> <p>Charles Xavier</p> <p><b>Password</b></p> <p><a href="#">Change password</a></p> </div>														