

## Updating the Security Question

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<b>Introduction</b>	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.
<b>Before You Begin</b>	If you have <b>never</b> logged into Direct Access (DA), your default password will be set up for you initially. The formula for your default password is:  <p style="text-align: center;">THeUSCG + last 4 of your SSN + @ + four digit birth year</p> <p>For example, if the last 4 of your SSN is 1234 and you were born in 1966, your default password will be <b>THeUSCG1234@1966</b>. The password is case sensitive, so be sure to capitalize where appropriate when you enter it.</p> <p>You will be prompted to change your password upon your initial login.</p> <p><b>NOTE:</b> If you run into issues and are unable to log on, please contact PPC Customer Care at 1-866-772-8724 or <a href="mailto:ppc-dg-customer@uscg.mil">ppc-dg-customer@uscg.mil</a>.</p>
<b>Password Reset Guidance – Forgot Password Link</b>	During a recent Direct Access (DA) system upgrade, the Forgot Password security question " <i>What is your mother's maiden name?</i> " 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 " <i>What town were you born in?</i> " but the ANSWER has <b><u>NOT</u></b> changed from what the user originally established for " <i>What is your mother's maiden name?</i> "  For those who have tried to use the Forgot Password feature and have been locked out of DA, please email <a href="mailto:PPC-DG-CustomerCare@uscg.mil">PPC-DG-CustomerCare@uscg.mil</a> 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 " <i>What is your mother's maiden name?</i> " 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: <a href="#">password.pdf (uscg.mil)</a>
<b>Information</b>	Log into DA Self Service at <a href="#">Direct Access Self Service</a> .

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## Updating the Security Question, Continued

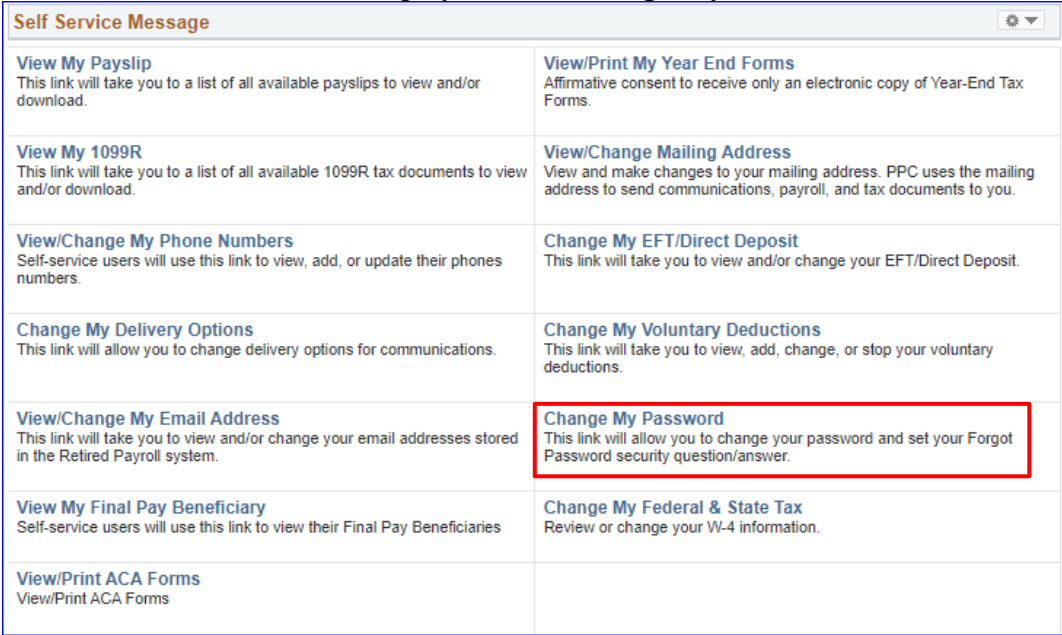
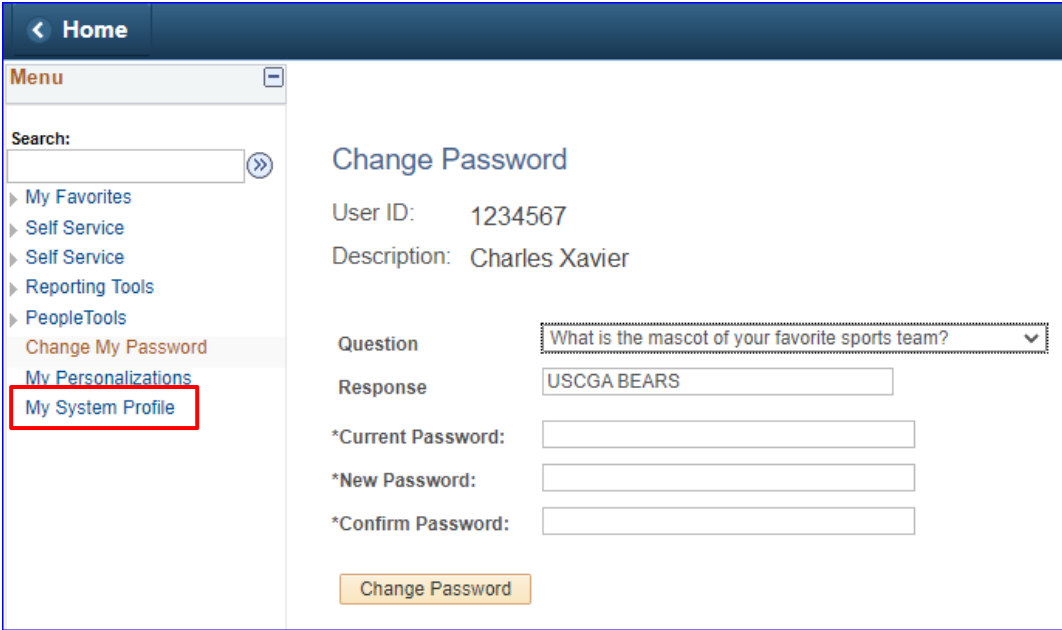
**Procedures** See below.

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
<p><b>3</b></p>	<p>The Self Service Menu will display. Select <b>Change My Password</b>.</p>  <p>The screenshot shows a 'Self Service Message' header and a grid of links. The 'Change My Password' link is highlighted with a red border. Other links include 'View My Payslip', 'View/Print My Year End Forms', 'View My 1099R', 'View/Change Mailing Address', 'View/Change My Phone Numbers', 'Change My EFT/Direct Deposit', 'Change My Delivery Options', 'Change My Voluntary Deductions', 'View/Change My Email Address', 'View My Final Pay Beneficiary', and 'View/Print ACA Forms'.</p>
<p><b>4</b></p>	<p>The Change Password page will display. Select <b>My System Profile</b> from the Menu.</p>  <p>The screenshot shows the 'Change Password' page. On the left is a 'Menu' with 'My System Profile' highlighted in a red box. The main content area shows 'User ID: 1234567', 'Description: Charles Xavier', and a 'Question' dropdown set to 'What is the mascot of your favorite sports team?'. The 'Response' field contains 'USCGA BEARS'. There are input fields for '*Current Password:', '*New Password:', and '*Confirm Password:', followed by a 'Change Password' button.</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="327 488 1394 1653" style="border: 1px solid blue; padding: 5px;"> <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: English <input type="text" value="English"/></p> <p>Currency Code <input type="text" value=""/></p> <p>Default Mobile Page <input type="text" value=""/></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" value=""/></p> <p>From Date <input type="text" value=""/> (example: 12/31/2000)</p> <p>To Date <input type="text" value=""/> (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> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>Home</td> <td>invalid@bogusemail.com</td> <td>+</td> <td>-</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> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>XIMPP</td> <td></td> <td></td> <td></td> <td>+</td> <td>-</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			XIMPP				+	-
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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> <div data-bbox="328 450 1393 891"><p><b>Change or set up forgotten password help</b></p><p>If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.</p><p>Question <input data-bbox="632 629 1382 689" type="text" value="What is the mascot of your favorite sports team?"/></p><p>Select from the list of questions.</p><p>Response <input data-bbox="632 741 1155 801" type="text" value="USCGA BEARS"/></p><p><input data-bbox="347 815 555 875" type="button" value="OK"/> <input data-bbox="563 815 719 875" type="button" value="Cancel"/></p></div>
7	<p>Click <b>OK</b>.</p> <div data-bbox="328 967 1393 1413"><p><b>Change or set up forgotten password help</b></p><p>If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you.</p><p>Question <input data-bbox="632 1155 1374 1216" type="text" value="What is/was the name of your first pet?"/></p><p>Select from the list of questions.</p><p>Response <input data-bbox="632 1267 1150 1328" type="text" value="Bruiser"/></p><p><input data-bbox="347 1335 555 1395" type="button" value="OK"/> <input data-bbox="563 1335 719 1395" type="button" value="Cancel"/></p></div>

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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="327 448 1393 1619" 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: <input type="text" value="English"/></p> <p>Currency Code: <input type="text" value=""/></p> <p>Default Mobile Page: <input type="text" value=""/></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" value=""/></p> <p>From Date: <input type="text" value=""/> (example: 12/31/2000) To Date: <input type="text" value=""/> (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" value=""/></td> <td><input type="text" value=""/></td> <td><input type="text" value=""/></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" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
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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 1680 1393 1955" style="border: 1px solid black; padding: 5px;"> <p><b>User Self Service</b> <span style="float: right;"><b>Home</b></span></p> <p><b>General Profile Information</b></p> <p>Charles Xavier</p> <p><b>Password</b></p> <p><a href="#">Change password</a></p> </div>														