Overview

Introduction

This guide will provide Retirees, Annuitants, and Former Spouses the procedures for how to sign into Direct Access for the first time, change their password, and use the forgotten password feature in Direct Access (DA).

This guide also provides a list of internet browsers compatible with DA and guidance on how to turn off pop-up blockers, necessary when attempting to access certain documents such as payslips and tax documents.

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Initial Direct Access Sign-In

Introduction
This section will provide Retirees, Annuitants, and Former Spouses the procedures for logging into Direct Access (DA) for the first time.

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 type 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-customercare@uscg.mil.

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 (DA will prompt you to change your password when logging in if the 35 days has elapsed).

• When changing your password, it cannot be any of the last 9 used for DA.

• 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).

Information
Log into DA Self Service at Direct Access Self Service.

Continued on next page
## Initial Direct Access Sign-In, Continued

### Procedures
See below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>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 <strong>User ID</strong> field.</td>
</tr>
<tr>
<td>2</td>
<td>Enter your default password in the <strong>Password</strong> field. Click <strong>Sign In</strong>.</td>
</tr>
</tbody>
</table>
### Initial Direct Access Sign-In, Continued

### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>You will be prompted with a Consent Acknowledgement message. Click OK.</td>
</tr>
<tr>
<td><img src="image1.png" alt="Consent Acknowledgement Message" /></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Because this is the first time logging into Direct Access, you will be prompted to change your password. Select <strong>Click here to change your password.</strong></td>
</tr>
<tr>
<td><img src="image2.png" alt="Password Change Prompt" /></td>
<td></td>
</tr>
</tbody>
</table>

*Continued on next page*
## Initial Direct Access Sign-In, Continued

### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>The Change Password page will display.</td>
</tr>
</tbody>
</table>

![Change Password form](image)

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Select a security Question from the drop-down.</td>
</tr>
</tbody>
</table>

![Change Password form](image)

Continued on next page
### Initial Direct Access Sign-In, Continued

#### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Enter your <strong>Response</strong> to the security question.</td>
</tr>
<tr>
<td></td>
<td><strong>Change Password</strong></td>
</tr>
<tr>
<td></td>
<td><strong>User ID:</strong> 7654321</td>
</tr>
<tr>
<td></td>
<td><strong>Description:</strong> Malcolm Reynolds</td>
</tr>
<tr>
<td></td>
<td><strong>Question:</strong> What is the name of your favorite movie?</td>
</tr>
<tr>
<td></td>
<td><strong>Response:</strong> SERENITY</td>
</tr>
<tr>
<td></td>
<td><strong>Current Password:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>New Password:</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Confirm Password:</strong></td>
</tr>
<tr>
<td></td>
<td>[Change Password]</td>
</tr>
</tbody>
</table>

| 8    | Enter your default password in **Current Password**. |
|      | **Change Password** |
|      | **User ID:** 7654321 |
|      | **Description:** Malcolm Reynolds |
|      | **Question:** What is the name of your favorite movie? |
|      | **Response:** SERENITY |
|      | **Current Password:** *************** |
|      | **New Password:** |
|      | **Confirm Password:** |
|      | [Change Password] |

*Continued on next page*
### Change Password

**User ID:** 7654321  
**Description:** Malcolm Reynolds

**Question:** What is the name of your favorite movie?  
**Response:** SERENITY

**Current Password:**  
**New Password:**  
**Confirm Password:**

---

**Step** | **Action**
---|---
9 | Enter your new password in the *New Password* and *Confirm Password* fields. Click Change Password.

**Remember:** The new password must be at least 15 characters with at least one uppercase letter, one lowercase letter, one number, and one special character.

---

10 | A confirmation message will display. Click OK.

**Message**

Your password has successfully been changed. (48,28)

---

11 | If you are not returned to the Self Service menu, click the House icon in the upper right corner of Direct Access.

**Note:** It is very important to set up an email address in Direct Access to utilize the Forgot Password function. See the next section of this guide for more information on how to set up your email.
Setting up My Email

Introduction
This section provides Retirees, Annuitants, and Former Spouses the procedures to set up their Email Address in Direct Access.

Information
Log into DA Self Service at Direct Access Self Service.

Procedures
See below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Select View/Change My Email Address.  

**Note:** Some Retirees may have more than one user access; in which case, you will need to select the Self Service tab to view the Self Service menu.

---

Continued on next page
### Setting up My Email, Continued

#### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 2    | The My Email page will display. If an email address is already populated, verify it is correct and the Preferred Address? box is checked. If the address is correct and Preferred is checked, no further action is required.  

**If the email address is blank or incorrect, continue with Step 3.** |

<table>
<thead>
<tr>
<th>Email Addresses</th>
<th>Email Type</th>
<th>Email Address</th>
<th>Preferred Address?</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home</td>
<td><a href="mailto:myhome@domain.com">myhome@domain.com</a></td>
<td>✓</td>
<td>Delete</td>
<td></td>
</tr>
</tbody>
</table>

**Add Email Address**  
**Save** |

| 3    | Click **Add Email Address**. |

<table>
<thead>
<tr>
<th>Email Addresses</th>
<th>Email Type</th>
<th>Email Address</th>
<th>Preferred Address?</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Add Email Address**  
**Save**

---

*Continued on next page*
### Setting up My Email, Continued

**Procedures, continued**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Select an <strong>Email Type</strong> from the drop-down.</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="Email Type Selection" /></td>
</tr>
<tr>
<td>5</td>
<td>Enter the <strong>Email Address</strong>.</td>
</tr>
<tr>
<td></td>
<td><img src="image2.png" alt="Email Address Entry" /></td>
</tr>
</tbody>
</table>

*Continued on next page*
<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Check the <strong>Preferred Address?</strong> box. Click <strong>Save</strong>. Repeat Steps 3 – 5 to add additional email addresses.</td>
</tr>
<tr>
<td></td>
<td><img src="image1.png" alt="Image" /></td>
</tr>
<tr>
<td>7</td>
<td>To return to the Self Service menu, click the <strong>House</strong> icon in the upper right corner of the page.</td>
</tr>
</tbody>
</table>

23 March 2021
Change My Password

Introduction

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

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 (DA will prompt you to change your password when logging in if the 35 days has elapsed).

- When changing your password, it cannot be any of the last 9 used for DA.

- 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).

Information

Log into DA Self Service at Direct Access Self Service.

Continued on next page
### Procedures

See below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Select **Change My Password**.  

**Note:** Some Retirees may have more than one user access; in which case, you will need to select the **Self Service** tab to view the Self Service menu.

![Self Service menu](image)

Please note: Pay slips and 1095R forms will open in a new window. Turn off the pop-up blocker in your web browser to view pay slips and 1095R forms. In Internet Explorer, click on Tools to access the pop-up blocker options.

- **View My Payslip**
  - This link will take you to a list of all available payslips to view and/or download.
- **View My 1099R**
  - This link will take you to a list of all available 1099R tax documents to view and/or download.
- **View/Change My Phone Numbers**
  - Self-service users will use this link to view, add, or update their phones numbers.
- **View/Change My Email Address**
  - This link will take you to view and/or change your email addresses stored in the Retired Payroll system.
- **Change My Password**
  - This link will allow you to change your password and set your Forgot Password security question/answer.
- **Change My Delivery Options**
  - This link will allow you to change delivery options for communications.
- **Change My Voluntary Deductions**
  - This link will take you to view, add, change, or stop your voluntary deductions.
- **Change My EFT/Direct Deposit**
  - This link will take you to view and/or change your EFT/Direct Deposit.
- **View/Change Mailing Address**
  - View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.
- **View/Print ACA Forms**
  - View/Print ACA Forms
- **View/Print My Year End Forms**
  - Affirmative consent to receive only an electronic copy of Year-End Tax Forms.
- **View/Change My Federal & State Tax**
  - Review or change your W-4 information.

*Continued on next page*
### Change My Password, Continued

#### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The Change Password page will display.</td>
</tr>
</tbody>
</table>

**Change Password**

User ID: 7654321  
Description: Malcolm Reynolds

**Question** What is the name of your favorite movie?  
**Response** SERENITY

*Current Password: ________________________

*New Password: ________________________

*Confirm Password: ________________________

[Change Password]

| 3    | Enter your *Current Password. |

**Change Password**

User ID: 7654321  
Description: Malcolm Reynolds

**Question** What is the name of your favorite movie?  
**Response** SERENITY

*Current Password: **************

*New Password: ________________________

*Confirm Password: ________________________

[Change Password]  

*Continued on next page*
### Change My Password, Continued

**Procedures, continued**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| **4** | Enter your new password in both the *New Password* and *Confirm Password* fields. Click **Change Password**.  
 **Remember:** The new password must be at least 15 characters with at least one uppercase letter, one lowercase letter, one number, and one special character. |
| **5** | A save confirmation message will display. Click **OK**. |
| **6** | To return to the Self Service menu, click the **House** icon in the upper right corner of the page. |

---

*United States Coast Guard, US Department of Homeland Security*
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.

Procedures
See below.

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Enter your User ID. Click Forgot My Password.</td>
</tr>
</tbody>
</table>

User ID

![Image of Peoplesoft login interface]

Password

Sign In

Privacy Act Security Statement

Forgot My Password

Continued on next page
### Forgot Password, Continued

**Procedures, continued**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 2    | The Forgot My Password page will display. Enter your User ID and click Continue.  

*Instructions*  
If you have forgotten your password, or your account is locked, you can set a new password and reactivate your account. Enter your User ID below. This will be used to find your profile, in order to authenticate you.  

**User ID:** 7854321  
**Continue**  

| 3    | 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.  

**Message**  
A new password can not be set to user. (48,224)  
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.  

**OK**  

| 4    | 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.  

**Password Change Notification**  
A link to change your password has been emailed.  

You should receive an email from DoNotReply_Portal@direct-access.us containing a link. Click the link or copy/paste the link into your internet browser's URL address to set your new password.  

If you do not receive an email within 60 minutes, please e-mail Customer Care at ppc-lg-customercare@uscg.mil or submit a Trouble Ticket using the web form at http://www.uscg.mil/ppc/ccb/.

*Continued on next page*
## Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5</strong></td>
<td><strong>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.</strong></td>
</tr>
</tbody>
</table>

![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.](image)

Notes: 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.

| **6** | **This will open the Change Password page. Enter the Response to your security question. Click Submit.** |

**Change Password**

User ID: 7654321

Description: Malcolm Reynolds

<table>
<thead>
<tr>
<th>Question</th>
<th>What is the name of your favorite movie?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response</td>
<td>SERENITY</td>
</tr>
</tbody>
</table>

Click Submit

---

*Continued on next page*
### Procedures, continued

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 7    | You will be prompted to change your password. Enter your new password in both the **New Password** and **Confirm Password** fields. Click **Change Password**.  
**Remember:** The new password must be at least 15 characters long with at least one number, one uppercase letter, one lowercase letter, and one special character. |
| 8    | Upon acceptance of the password, select the **Click here** link to return to the Direct Access Sign on page.  
**Change Password**  
User ID: 7654321  
Description: Malcolm Reynolds  
  
**Question:** What is the name of your favorite movie?  
**Response:** SERENITY  
**New Password:** ***************  
**Confirm Password:** ***************  
  
**Click here** to go to the MyPortalDirect login page, use your new password. |

*Continued on next page*
# Forgot Password, Continued

**Procedures, continued**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Enter your <strong>User ID</strong> and new <strong>Password</strong> to sign into Direct Access.</td>
</tr>
</tbody>
</table>

![User ID and Password Entry](image)

- **User ID**: 7654321
- **Password**: **********
Direct Access Browser Requirements

Introduction
This guide provides a list of internet browsers compatible with Direct Access (DA). This guide will also provide guidance on how to turn off pop-up blockers, necessary when attempting to access certain documents such as payslips and tax documents.

Compatible Devices
Currently, only desktop and laptop computers can support Direct Access (DA) using the compatible web browsers listed below. At this time, mobile devices such as cell phones and tablets are not supported. DA is in the process of being converted and tested for use on mobile devices.

Compatible Web Browsers

<table>
<thead>
<tr>
<th>Browser/Version</th>
<th>Browser/Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mozilla Firefox (Max OS X &amp; Windows 10)</td>
<td>Google Chrome (Mac OS X &amp; Windows 10)</td>
</tr>
<tr>
<td>Support for the most current major ESR version and above, in production only</td>
<td>Support for the most current major stable channel release only</td>
</tr>
<tr>
<td>Microsoft Internet Explorer (Windows 10)</td>
<td>Microsoft Edge (Windows 10)</td>
</tr>
<tr>
<td>Microsoft Internet Explorer 11- Microsoft has deprecated IE 11 in Windows 10 and recommends using Edge as the default browser.</td>
<td>Support for the latest major version of Microsoft Edge Chromium.</td>
</tr>
<tr>
<td>Apple Safari (for iOS &amp; Max OS X operating systems)</td>
<td></td>
</tr>
</tbody>
</table>
## Turning off Pop-up Blockers

### Introduction

This section provides the procedures for turning off pop-up blockers to allow for the viewing and printing of payslips and tax documents in Direct Access (DA).

<table>
<thead>
<tr>
<th>Browser</th>
<th>Steps</th>
</tr>
</thead>
</table>
| **Google Chrome** (for Windows) | 1) Click the Customize and Control Google Chrome menu (the 3 dots located in the upper right corner of the browser).  
2) Select Settings.  
3) Scroll to the bottom of the list and click Advanced.  
4) Locate Privacy and Security section and click Content/Site Settings button.  
5) Select Pop-ups and redirects.  
6) Click the Blocked (recommended) switch. |
| **Microsoft Internet Explorer** | 1) Click the Tools menu (the gear icon located in the upper right corner of the browser).  
2) Select Internet options.  
3) Select the Privacy tab.  
4) Uncheck the Turn on Pop-up Blocker box.  
5) Click OK. |
| **Mozilla Firefox** | 1) Click Open menu (the three bars located in the upper right corner of the browser).  
2) Click Options (or Preferences depending on the version begin used).  
3) Select Privacy & Security (located on the left side of the page).  
4) Scroll down the page and uncheck Block pop-up windows box.  
5) Close and relaunch Firefox browser. |
| **Microsoft Edge** | 1) Click the More button (the three dots located in the upper right corner of the browser).  
2) Select Settings.  
3) Scroll down and select View Advanced Settings.  
4) Click the Block pop-ups switch to off. |
| **Apple Safari** | 1) Click the Safari menu.  
2) From the drop-down menu, select Preferences.  
3) Select Security.  
4) Uncheck the Block pop-up windows box. |