

Update 26 November 2007 (Version 6.09):

Increased First time login Verification – when a member is initially loaded into the TPAX, they will need to complete an authentication information screen. If the information is not correct, the system will not allow you into Tpac, if it is correct member will be taken to Tpac profile to be completed. Members will be able to log in using the just created password.

TPAX Initial Logon



[Printer friendly version of these instructions.](#)

Start Internet Explorer and navigate to this link:

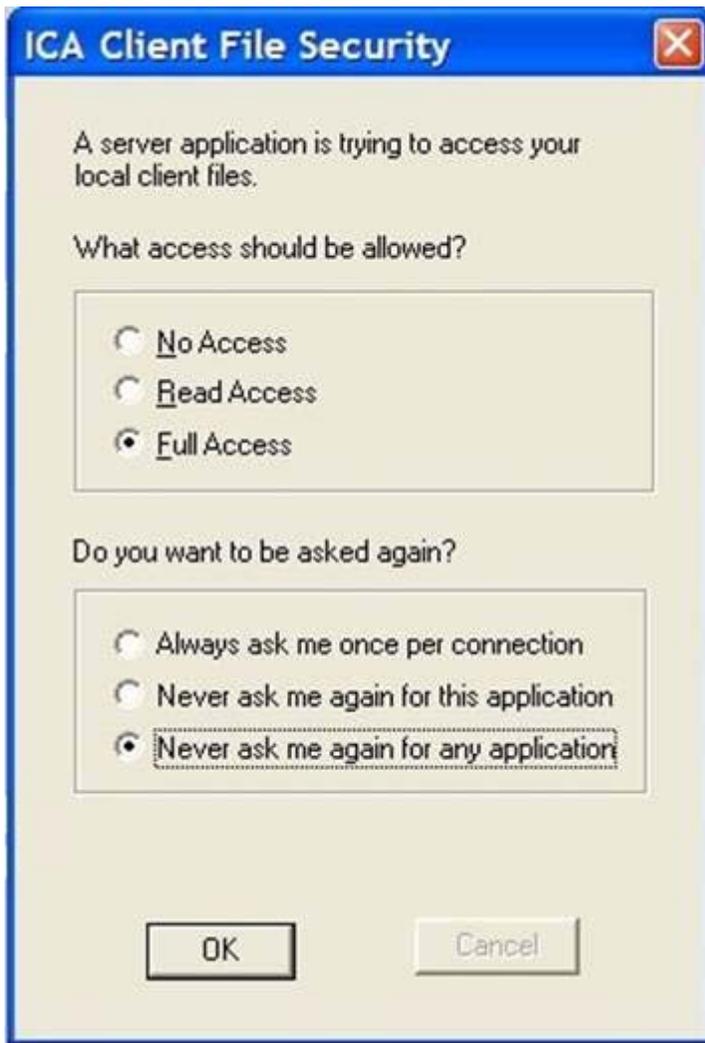
<http://cgweb.fincen.uscg.mil/metaframe.htm> and click the link “[Launch TPAX Application](#)” link in the right-hand column of the page.



If this is the first time you have accessed the *Citrix Metaframe*, you may get this notice.

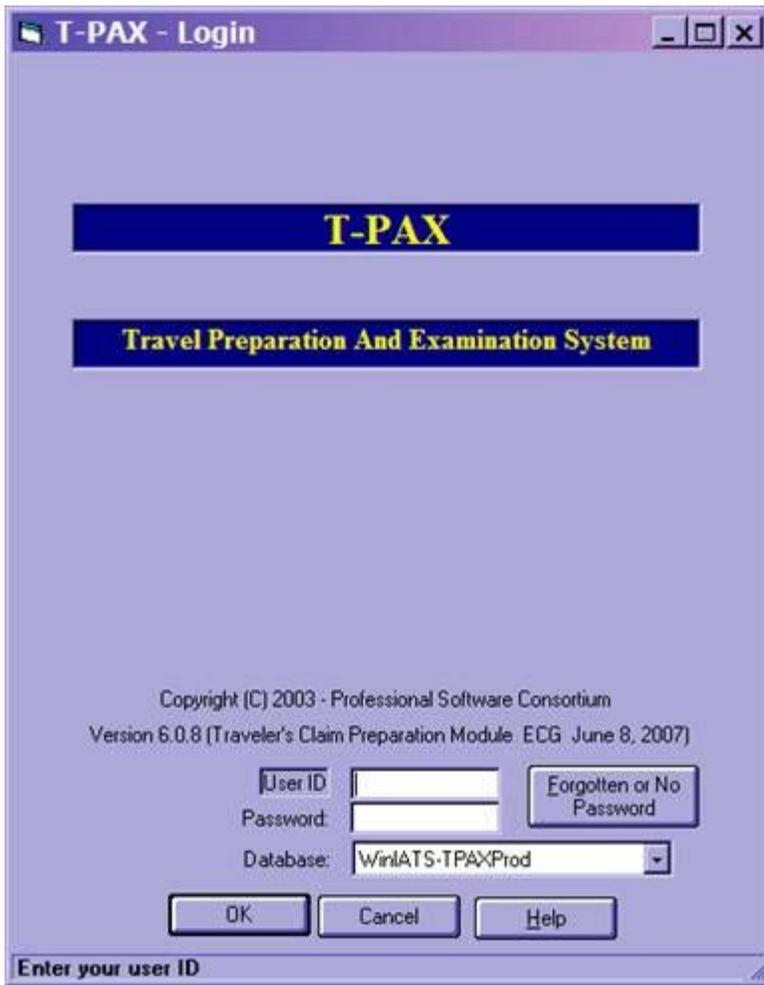
A screen may come up asking you what permissions you want

- Click “Full” permissions
- Click “Never ask again for any application”



Note: You may also access the Login page for TPAX from the this online help file (<http://www.uscg.mil/hq/psc/t-pax/webhelp/>) click on the Use T-PAX topic in the table of contents.

You will get the below screen



Follow these steps to establish your TPAX user profile:

Step	Action
1	Enter your Employee ID number into the User ID field.
2	Click the "Forgotten or No Password" button. 1. Complete the Authentication Information.



First Time Login Verification Tuesday, November 20, 2007

Authentication Information

Please enter all of the following information to verify your identity and edit your T-PAX traveler profile.

SSN:

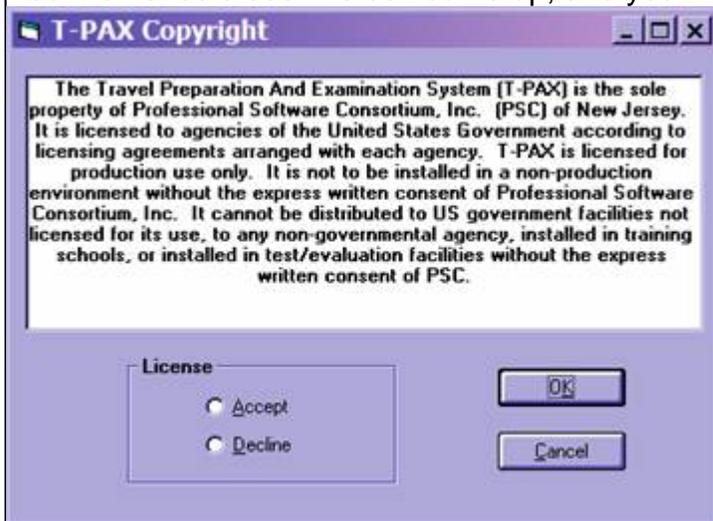
Last Name: First Name: M. I.

Employee Status:

Grade/Rank:

2. Click the **Verify** button

3 You then should see this box come up, and you must select **Accept**, and click **Ok**.



T-PAX Copyright

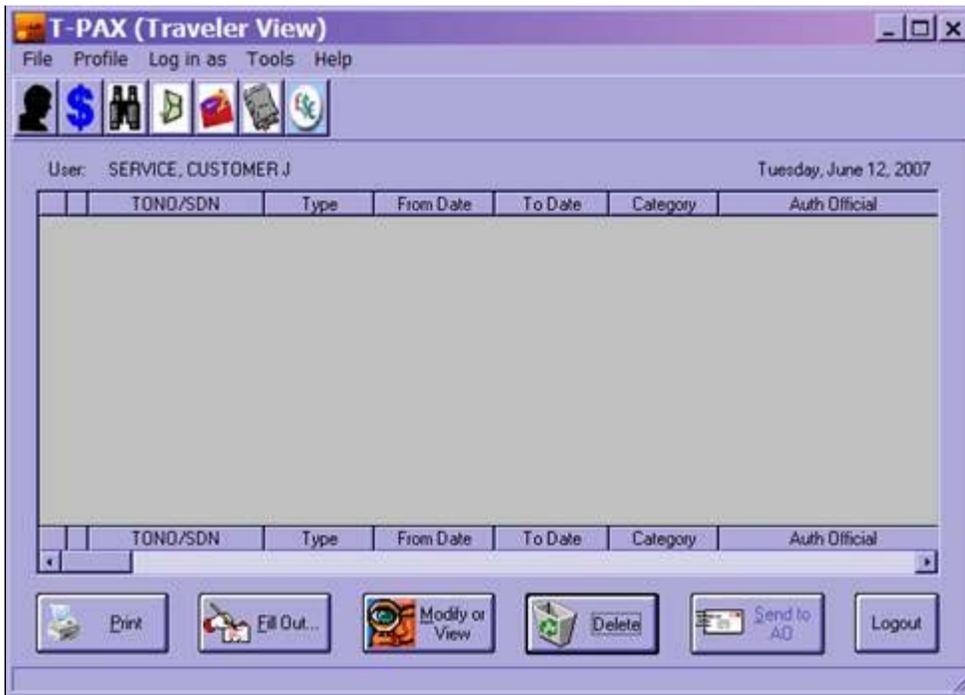
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License

Acept

Decline

4 You should be brought to a screen that has your Traveler view showing.



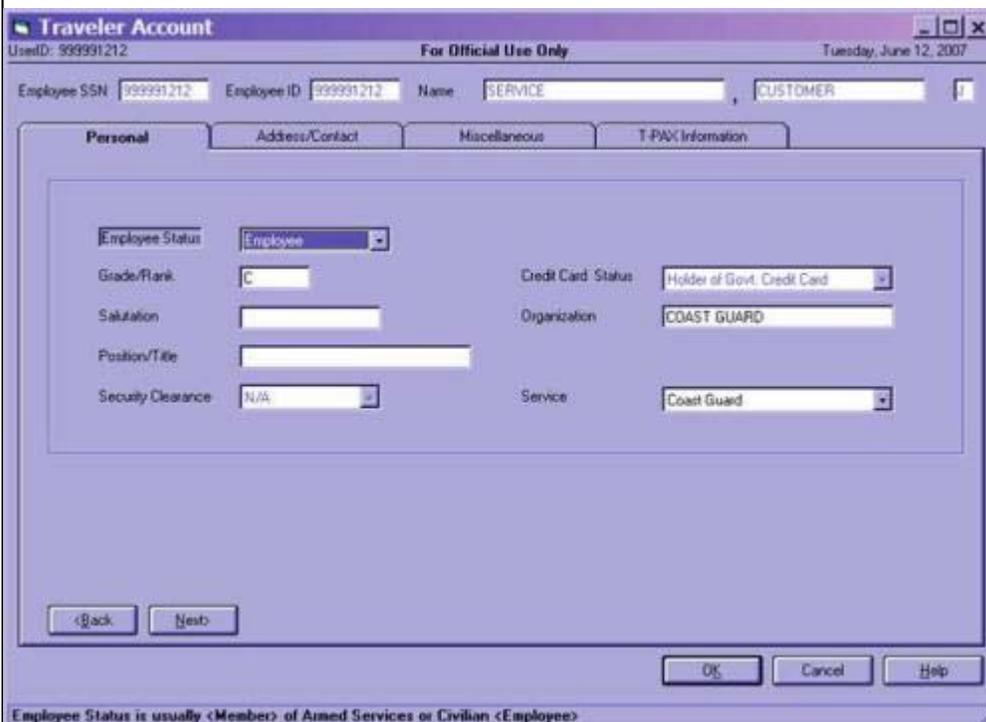
5 Click on the black silhouette profile icon:



Or the “Profile” drop down list, and select “Modify Or View”.

6 Complete the Personal profile:

- Enter your Salutation (Mr. Mrs, LT. ect.)
- Ensure your organization is completed,
- Verify your service.



7 Click the **Address/Contact** tab OR click the next button at the bottom left corner to go to the

next page.

Address/Contact

Address/Contact page:

- Please ensure that you enter your home, and work mailing address.
- Enter your work e-mail address in the proper spot, and **check the primary address box**. This will ensure that you receive the notification from your AO when your claim has been approved. You will receive an e-mail from the system when your claim is completed by PSC. This is also the e-mail address that will be used, by the system, for forgotten password resets.
- You can choose to enter two e-mail addresses and check both for delivery, and you will get the notification at both locations.

Traveler Account
User ID: 999991212 For Official Use Only Tuesday, June 12, 2007

Employee SSN 999991212 Employee ID 999991212 Name SERVICE CUSTOMER

Personal Address/Contact Miscellaneous T-PAX Information

Mailing Address

Address-1 444 SE QUINCY
Address-2
City TOPEKA
State/Country KS KANSAS
Zip Code 66683
Phone 785-339-2200 Ext.

Office Address

Address-1 444 SE QUINCY
Address-2
City TOPEKA
State/Country KS KANSAS
Zip Code 66683
Phone 785-339-2200 Ext.

Email Addresses for Correspondence

Primary Email Address Secondary Email Address

< Back Next

OK Cancel Help

Primary Email address to be used for correspondence

8 Click the **TPAX Information** tab OR CLICK the next button at the bottom left corner to go to the next page.

T-PAX Information

TPAX Information page:

- Enter a new logon password; it must be **nine characters**, with one capital letter, one lower case letter and one number (example: Zrp4x83yq). You may not use special characters.
- Repeat this same password in the re-enter block.
- Enter a secondary password, and re-enter it again.
- You may choose to have the same password for both your logon password, and your secondary password.
- Under Authentication Information, you will need to enter your mother's maiden name,
- **Your town of birth** (you may use spaces in the city), and
- **Your date of birth** (in MM/DD/YYYY format).
- If you know who will be approving most of your claims, you may select a default **Authorizing Official** at this time
- You may designate a **Unit Representative**. This will allow the selected individual to view the traveler/AO box/claims and certain profile information to assist with any

problems the traveler/AO may be having.

9 Click the **OK** button in the bottom right corner to save all of your profile information.



10 Once you click OK, you should be redirected back to this screen

You are now able to enter a claim, or authorization.

	Please remember to keep the information in this profile up to date, and ensure that anytime your e-mail address changes, you must update it to continue to get your notifications from the system.
11	Congratulations on completing the TPAX Initial Log On. Refer to http://www.uscg.mil/hq/psc/travel/t-pax/webhelp/ for instructions on creating authorizations and claims.
12	Click the Logout button to exit the system. End of Procedure.



[Printer friendly version of these instructions.](#)

Questions, problems, need more information or have a comment?
[Submit an Online Trouble-Ticket/Info Request](#) or call
(866) 772-8724 (toll free) or (785) 339-2200 -- 0700-1600 M-F (central time) and select weekends as posted
on <http://www.uscg.mil/hq/psc/ccb/>
(Note: Password resets are not provided via telephone. Use the [Online Trouble-Ticket](#) for password problems)