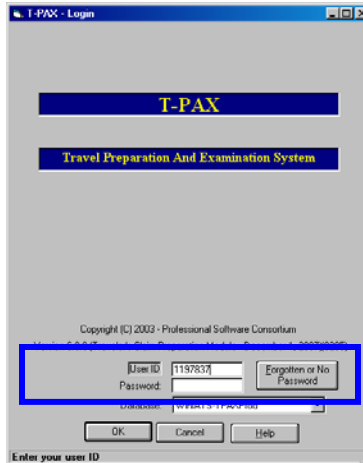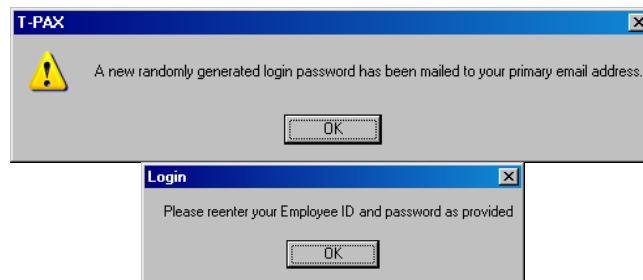Forgotten Password in T-PAX

1. Once at the T-PAX log on screen, if you have forgotten your password, type in the user ID and click the "Forgotten or No Password" button.

2. By clicking this button, T-PAX will generate random passwords and send them to the primary email address listed in the T-PAX profile. Message boxes will appear. Click OK.

3. If you do not have an email listed in the profile, you must submit a trouble ticket to PSC Customer Care (http://www.uscg.mil/hq/psc/cg1/psc/ccb/) to have the password reset.

4. T-PAX now has two system generated passwords that are emailed to the user's primary email account that is listed in T-PAX when the Forgotten Password button is clicked. One for the logon password (primary) and one for the secondary/confirmation password. Once you have received the email, highlight the password and copy it. Return to the log on screen.

Note the two (primary and secondary) passwords provided in the email message:

5. Paste the password into the password field and click OK.

6. This will bring up a screen that states you must change your password, click OK

Reset/Change Passwords – Due to security issues, members may no longer change their T-PAX passwords in their profile on the T-PAX Information tab. These fields have been disabled. To reset/change T-PAX passwords, please click the Tools menu and then Change Passwords. You will be required to enter in the "Old Password" prior to resetting/changing. If you have used the above "forgotten password" button, please type the system random generated password into the "Old Password" field.

7. Paste the system generated password into the **Logon Password Old Password** field
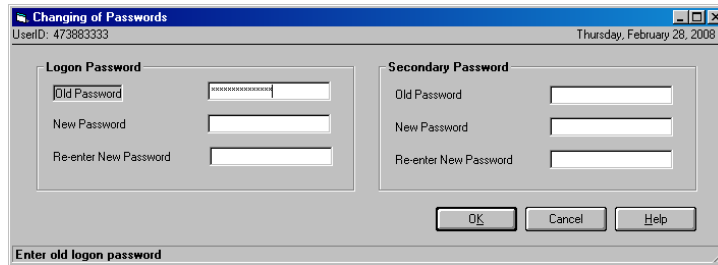
8. Now input the "New Password" with the format of 9 digits containing at least one upper case, one lower case, and one number (no special characters are to be used).

9. Re-enter the New password in the New password field.

10. Copy and paste the system generated secondary password into the Secondary Password, Old Password field. Input the "New Password" secondary password with the format of 9 digits containing at least one upper case, one lower case, and one number (no special characters are to be used). Re-enter the New secondary password in the New password field.

11. Click the OK button and you will be returned to your T-PAX Traveler View.

12. Your passwords have now been reset.

13. If you want to reset your Passwords again, click on the Tools menu at the top left of your screen and select Change Passwords.