



PSC AIG 11939 Message 16 May 07

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FM COGARD PSC TOPEKA KS//CSD//
TO AIG 11939
INFO COMDT COGARD WASHINGTON DC//CG-1/CG-102/CG-6//
BT
UNCLAS //N05230//

SUBJ: TRAVEL PREPARATION AND EXAMINATION (T-PAX) SYSTEM PASSWORD REQUIREMENTS
AND MAINTENANCE NOTICE

1. T-PAX WILL NOT BE AVAILABLE FROM 1300, TUESDAY 22 MAY TO 1300, WEDNESDAY 23 MAY 2007, (CENTRAL TIME) DUE TO MAINTENANCE.
2. ALL PENDING TRAVEL CLAIMS MUST BE APPROVED BY THE APPROVING OFFICIAL PRIOR TO 1200, TUESDAY 22 MAY, TO BE PROCESSED FOR PAYMENT PRIOR TO THE DOWNTIME. IF A TRAVEL CLAIM IS IN A PENDING STATUS WITHOUT BEING APPROVED, THE CLAIM WILL HAVE TO BE REENTERED BY THE TRAVELER/PROXY AFTER 1300, WEDNESDAY 23 MAY 2007.
3. THIS UPGRADE INCLUDES MANY SYSTEM ENHANCEMENTS, INCLUDING REINFORCED PASSWORD SECURITY. UPON INITIALLY ACCESSING T-PAX AFTER THE UPGRADE, TRAVELERS WILL BE PROMPTED TO UPDATE THEIR PASSWORD USING NEW PASSWORD REQUIREMENTS.
4. TO ACCESS T-PAX ENTER THE PREVIOUS PASSWORD IN ALL CAPS ON THE LOGON SCREEN. THE SYSTEM WILL PROMPT YOU TO ENTER A NEW PRIMARY AND SECONDARY PASSWORD WITH THE FOLLOWING REQUIREMENTS. PASSWORDS MUST BE 9 CHARACTERS IN LENGTH, CONSISTING OF AT LEAST 1 UPPER CASE LETTER, 1 LOWER CASE LETTER AND 1 NUMERIC DIGIT. EXAMPLES OF THE NEW PASSWORD ARE POSTED ON THE PSC TVL WEBPAGE AT:
[HTTP://WWW.USCG.MIL/HQ/PSC/TVL.ASP](http://www.uscg.mil/hq/psc/tvl.asp)
5. CUSTOMER INQUIRIES MAY BE DIRECTED TO PSC CUSTOMER CARE BRANCH (CCB) AT 785-339-2200/TOLL FREE 1-866-772-8724, VIA E-MAIL TO PSC-CUSTOMERCARE(AT)USCG.MIL, OR BY COMPLETING THE WEB FORM AT THE LINK NOTED BELOW. PHONE SUPPORT HOURS OF OPERATION ARE WEEKDAYS 0700 TO 1600 AND 0730 TO 1600 (CENTRAL TIME) ON SCHEDULED WEEKENDS. FY07 WEEKEND STAFFING SCHEDULE IS AVAILABLE AT
[HTTP://WWW.USCG.MIL/HQ/PSC/CUSTOMERSERVICE.SHTM](http://www.uscg.mil/hq/psc/customerservice.shtm)

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