

**Password Requirements
And
Step-By-Step Instructions to Change Passwords
For Three Systems**

This document provides a definition of the password requirements and the steps necessary to change passwords within the following three systems:

**Army Knowledge On-Line (AKO)
Defense Civilian Personnel Data System (DCPDS), and
Customer Support Unit (CSU)**

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Definition of Password Requirements Army Knowledge On-Line (AKO)

AKO passwords expire every 150 days.

AKO Passwords must meet all of these requirements:

1. Password must be at least ten (10) characters long.
2. Password must contain a mixture of:
 - a. At least two (2) UPPER case letters
 - b. At least two (2) lower case letters
 - c. At least two (2) numbers
 - d. At least two (2) special characters

Special Characters Allowed Within AKO Passwords Are:
! @ # \$ % ^ & * _ - + = ' : ; , .

3. Password cannot begin with a dollar sign (\$).
4. Password must not contain any consecutively repeating characters.
5. Password cannot be one of your last ten (10) passwords used within AKO.
6. Password must have a minimum of two (2) characters different from previous password.

Additionally, you must select three security questions whenever you change your AKO password. There are several questions to choose from. Your security questions must meet all of these requirements:

1. Answers to security questions are case sensitive.
2. Answers to security questions cannot include any spaces.
Example: You cannot use "San Francisco", but you can use "SanFrancisco".
3. Answers to security questions must be different for each question.
Example: If you select question "Where is your place of birth?" and answer "Sacramento"; and then select question "Where is your high school located?", you cannot answer "Sacramento" even though that may be the correct answer. To avoid these problems, select three questions where the answers are different.

You are not required to select new security questions each time you change your AKO password. You may use the same three security questions, with the same answers to those questions, every time you change your AKO password.

Note: Use your AKO account name and password to logon to Civilian Personnel On-Line (CPOL).

Note: As of 30 April 2006, you must register your Common Access Card (CAC) within AKO before you will be able to change your AKO password. Please refer to the [CAC Troubleshooting Guide](#) for instructions on registering your CAC card within AKO. If you are forced to change your AKO password before registering your CAC card, be sure that you change your AKO password AGAIN, AFTER registering your CAC card so that your new AKO password will be valid for the maximum of 150 days.

Definition of Password Requirements Defense Civilian Personnel Database System (DCPDS)

DCPDS passwords expire every 60 days.

DCPDS Passwords must meet all of these requirements:

1. Password must be at least nine (9) characters long.
2. Password must contain a mixture of:
 - a. At least two (2) UPPER case letters
 - b. At least two (2) lower case letters
 - c. At least two (2) numbers
 - d. At least two (2) special characters

Special Characters Allowed Within DCPDS Passwords Are:
` ~ ! @ # \$ % ^ & * () _ + - = { } [] \ : " ; ' < > ? , . /

3. Password must not contain any consecutively repeating characters.
4. Password cannot be one of your last five (5) passwords used within DCPDS.
5. Password must have a minimum of two (2) characters different from previous password.

Note: Your DCPDS account name and password is used to access MyBiz.

Definition of Password Requirements Customer Support Unit (CSU)

CSU passwords expire every 60 days.

CSU Passwords must meet all of these requirements:

1. Password must be at least nine (9) characters long.
2. Password must begin with an alphabetic character.
3. Password must contain a mixture of:
 - a. At least two (2) UPPER case letters
 - b. At least two (2) lower case letters
 - c. At least two (2) numbers
 - d. At least two (2) special characters

Special Characters Allowed Within CSU Passwords Are:
\$ _

4. Password cannot be one of your last five (5) passwords used within CSU.
5. Password must have a minimum of three (3) characters different from previous password.

Note: Your CSU account name and password is used to access Army Regional Tools (ART) Gatekeeper.

Note: If your CSU password has expired, or has been reset, you will not be able to logon to ART Gatekeeper until AFTER you logon to CSU and change your CSU password.

Summary of Password Requirements

Password Requirement	AKO	DCPDS	CSU
Passwords expire every	150 days	60 days	60 days
Minimum number of characters	10	9	9
Must contain at least 2 UPPER case letters	Yes	Yes	Yes
Must contain at least 2 lower case letters	Yes	Yes	Yes
Must contain at least 2 numbers	Yes	Yes	Yes
Must contain at least 2 special characters	Yes	Yes	Yes
Special characters acceptable include	! @ # \$ % ^ & * _ - + = ' : ; , .	` ~ ! @ # \$ % ^ & * () _ + - = { } [] \ : " ; ' < > ? , . /	# \$ _
Consecutively repeating characters allowed	No	Yes	No
Minimum number of characters that must be different from previous password	2	2	3
Password history	10	5	5
Additional requirements	1. Must register CAC Card before allowed to change password. 2. Password cannot begin with a dollar sign (\$).	None	1. Password must begin with an alphabetical character.

Tips For Selecting Passwords

Although it may seem difficult, you can create passwords that will satisfy all three of these systems. There are no limitations on using the same password to logon to all three of these systems. However, you must go through the process of changing the password within each system separately. If you choose your password carefully, you can use the same password for other systems as well, which will make it easier for you to remember.

Steps to create a password that will work in all three systems (AKO, DCPDS, and CSU):

1. Think of two short words that do not have consecutively repeating characters.
2. Capitalize the first digit of each word.
3. Begin your password with an alphabetical character.
4. Use two special characters that are acceptable in all three systems.

Hint: These three special characters are acceptable in AKO, DCPDS, and CSU: # \$ _

5. Select two numbers.
6. Ensure your password is at least ten (10) characters long.

Here are examples of passwords that meet all of the password requirements for AKO, DCPDS, and CSU (please do not use any of these passwords for your accounts):

MyWord#1#1

ToyBox\$4\$4

RedCar_9_9

Steps for Changing AKO Password

Use these instructions to change your AKO password.

1. Make sure your CAC Card has not expired.
2. Slide your CAC Card into your card reader (face up, bottom first).

Note: Your CAC Card reader is different from your CEFMS Card reader.

3. Access the **Army Knowledge On-Line (AKO)** web site: <https://www.us.army.mil>
4. Click on the link **Login using my CAC**.

Note: If you have not registered your CAC Card within AKO, please follow the instructions in the [CAC Troubleshooting Guide](#).

5. A pop-up window will display asking for your PIN; enter your 6-digit (numeric) CAC Card PIN.

Note: If your AKO password has expired you will be forced to change your AKO password. You may be asked to verify your user info. Review/correct your data and click on the Submit button. Skip to step (8) below to continue changing your AKO password.

6. Click on the **My Account** link, located in the upper right of the window, near the Logout option.
7. Click on **Change Password**, located under the heading "My Account Settings".
8. Enter your current and new AKO passwords in the fields provided.
9. Select three separate questions from the pull-down lists and type in each answer twice. Please see security question requirements and notes listed above.
10. Click on the **Submit** button at the bottom of the screen. When your password has been successfully changed you will see a message so stating.
11. Click on the **Logout** link in the upper right corner to exit AKO. Click on **OK** button to close browser window. Close any remaining Internet browser windows that may be open and remove your CAC Card from the reader.
12. Test your new password by accessing the AKO web site again and selecting the option **Login to AKO**. Enter your AKO user-id and NEW password. If you successfully access AKO with your new password, access the My Account link to see the date when your AKO password will expire.

If you have any problems accessing AKO, please contact the AKO helpdesk directly. Click on **AKO Helpdesk** on the AKO site: <https://www.us.army.mil>

Note: Use your AKO account name and password to logon to Civilian Personnel On-Line (CPOL).

Steps for Changing DCPDS Password When Password HAS Been Reset

Use these instructions to logon to DCPDS (a.k.a. Modern) and change your password when your DCPDS password has been reset:

1. Access the **Civilian Personnel On-Line (CPOL)** web site: <http://www.cpol.army.mil>
2. Click on the **Employee Login** link.
3. Enter your Army Knowledge On-Line (AKO) user-id and password. (Refer to AKO instructions above if you have problems with your AKO password.)
4. From the CPOL Portal page, click on the **Manager** tab (or **HR Specialist** tab).
5. Click on the Defense **Civilian Personnel Data System (DCPDS)** link under the Automation Tools heading on the right side of the Manager tab (or HR Specialist tab).
6. On the ORACLE E-Business Suite logon window, enter your **DCPDS user-id** (this is the user-id with dots and a responsibility designation such as /MGR, -MGR, /MGA, -MGA, /RMM, -RMM [e.g., joe.g.doe/mgr or jane.r.doe-mga]), and the **reset password** provided to you via e-mail. Click on the **Connect** button.
7. You will see an ORACLE window indicating that your password has expired. Enter the reset password provided to you via e-mail for your old password, and your new password in the fields provided. Click on the **Save** button.
8. When the system accepts your new password you will see the DoD Navigation menu.
9. Close the DoD Navigation window (use the X in the upper right corner of the window), to return to the Portal window, if you do not need to work within DCPDS during this session.

Note: Use your DCPDS account name and password to logon to MyBiz.

When you are finished with your CPOL session, click on the green logout button in the upper right corner to logout of the Portal. Do not logout of Portal if you are also changing your CSU password during the same session.

Steps for Changing DCPDS Password When Password HAS NOT Expired

Use these instructions to logon to DCPDS (a.k.a. Modern) and change your password before your DCPDS password expires:

1. Access the **Civilian Personnel On-Line (CPOL)** web site: <http://www.cpol.army.mil>
2. Click on the **Employee Login** link.
3. Enter your Army Knowledge On-Line (AKO) user-id and password. (Refer to AKO instructions above if you have problems with your AKO password.)
4. From the CPOL Portal page, click on the **Manager** tab (or **HR Specialist** tab).
5. Click on the **Defense Civilian Personnel Data System (DCPDS)** link under the Automation Tools heading on the right side of the Manager tab (or HR Specialist tab).
6. On the ORACLE E-Business Suite logon window, enter your **DCPDS user-id** (this is the user-id with dots and a responsibility designation such as /MGR, -MGR, /MGA, -MGA, /RMM, -RMM [e.g., joe.g.doe/mgr or jane.r.doe-mga]), and your **current DCPDS password**. Click on the **Connect** button.
7. When you see the DoD Navigation window, click on your **MGR or RMM responsibility** label to display the menu options available to you.
8. From the center menu option list, click on **Civilian In-Box**. Wait for the Civilian In-Box to fully load.
9. While viewing the Civilian In-Box click on the **Edit** menu option (along the top of the window), and move your mouse down to **Preferences** (bottom of list) and over to **Change Password**, click.
10. You will see a change password window, enter your old and new passwords in the fields provided. Click on the **OK** button.

Note: Occasionally when this option is used, an error message will display instructing you to enter your current password correctly, even when you are confident you have not made any typographical errors. When this happens, you cannot change your password using this option; you must have your DCPDS password reset. Contact your Personnel Systems Manager.
11. You will know that your new password has been accepted when you do not receive an error message and you are returned to the Civilian In-Box view.
12. When finished with your DCPDS session, click on the **File** menu option and **Exit ORACLE Applications**. Click on **OK** when asked. Close the two ORACLE applications windows open in the background (use the X in the upper right corner of the windows), to return to the Portal.

Note: Use your DCPDS account name and password to logon to MyBiz.

When you are finished with your CPOL session, click on the green logout button in the upper right corner to logout of the Portal. Do not logout of Portal if you are also changing your CSU password during the same session.

Steps for Changing CSU Password When Password HAS Been Reset

Use these instructions to logon to CSU and change your password when your CSU password has been reset:

1. Access the **Civilian Personnel On-Line (CPOL)** web site: <http://www.cpol.army.mil>
2. Click on the **Employee Login** link.
3. Enter your Army Knowledge On-Line (AKO) user-id and password. (Refer to AKO instructions above if you have problems with your AKO password.)
4. From the CPOL Portal page, click on the **Manager** tab (or **HR Specialist** tab).
5. Click on the **Central CSU 11i - Web Enabled** link, under the Automation Tools heading on the right side of the Manager tab (or HR Specialist tab).
6. On the (ORACLE) Customer Support Unit (CSU) logon window enter your **CSU username** (this is the user-id with underscores and no responsibilities e.g., joe_g_doe), and the **reset password** provided to you via e-mail. Click on the **Connect** button.
7. You will see a pop-up window indicating that your password has expired, click on the **OK** button.
8. On the Change Password window, enter the reset password provided to you via e-mail for the "old password", and your new password in the fields provided. Click on the **OK** button.

You will know that your new password has been accepted when you do not receive an error message, and you are returned to the CSU (ORACLE) logon window.

Note: This will refer to an ORACLE password, but you are changing your CSU password here not your DCPDS password.

9. After your new password is accepted try to logon again to CSU with your new password to ensure it works. If you get to the CSU Options Window (with four gray buttons), you have successfully accessed CSU. Click on the **EXIT** button to return to the logon window, then close the CSU (ORACLE) logon window (use the X in the upper right corner of the window) to return to the Portal.

Note: Use your CSU account name and password to logon to ART Gatekeeper.

When you are finished with your CPOL session, click on the green logout button in the upper right corner to logout of the Portal. Do not logout of Portal if you are also changing your DCPDS password during the same session.

Steps for Changing CSU Password When Password HAS NOT Expired

Use these instructions to logon to CSU and change your password before your CSU password expires:

1. Access the **Civilian Personnel On-Line (CPOL)** web site: <http://www.cpol.army.mil>
2. Click on the **Employee Login** link.
3. Enter your Army Knowledge On-Line (AKO) user-id and password. (Refer to AKO instructions above if you have problems with your AKO password.)
4. From the CPOL Portal page, click on the **Manager** tab (or **HR Specialist** tab).
5. Click on the **Central CSU 11i - Web Enabled** link, under the Automation Tools heading on the right side of the Manager tab (or HR Specialist tab).
6. On the (ORACLE) Customer Support Unit (CSU) logon window enter your **CSU username** (this is the user-id with underscores and no responsibilities e.g., joe_g_doe), and your **current CSU password**. Click on the **Connect** button.
7. On the CSU Options window, click on the **OK** button.
8. On the CSU Title window, click on the **Password** button (bottom row of the center column). You may need to maximize the window to see the option.
9. On the Change Password window, enter your **current CSU password** for the "old password", and your new password in the fields provided. Click on the **OK** button.

You will know that your new password has been accepted when you do not receive an error message, and you are returned to the CSU Title Window.

Note: This will refer to an ORACLE password, but you are changing your CSU password here not your DCPDS password.

10. To Exit out of CSU, click on the **EXIT** button on the CSU Title Window (lower right corner), and then click on the **EXIT** button on the CSU Options window.
11. You should be back to the CSU logon window now. Logon to CSU with your new password to ensure it works. If you get to the CSU Options window again, you have successfully accessed CSU with your new password. Click on the **EXIT** button to return to the logon window, then close the CSU (ORACLE) logon window (use the X in the upper right corner of the window) to return to the Portal.

Note: Use your CSU account name and password to logon to ART Gatekeeper.

When you are finished with your CPOL session, click on the green logout button in the upper right corner to logout of the Portal. Do not logout of Portal if you are also changing your DCPDS password during the same session.