Coast Guard Pay & Personnel Center
Topeka, KS

Setting Up and Using the Self-Service Password Reset Features in Direct Access and T-PAX

Contents:

Direct Access (DA) Account Setup

Your userID is either:

      A. Your EMPLID; or

      B. The first two letters of your first name followed by the first two letters of your last name followed by the last four digits of your EMPLID

      C. A different userID assigned by PPC or CG-634

Your userID should never change or expire.

Add Your E-Mail Address to Set Up Forgotten Password Function

Your business email address must be correct to use the forgotten password reset.

Follow these steps to **verify** the email address in your user profile:

1. Select the My Email Addresses link from self-service menu

2. Enter your Business Email (Note: If the business type is not listed, select it from the drop-down menu).
    Check the "Preferred Address" box.

Email Addresses			
Email Type	**Email Address**	**Preferred Address?**	**Delete**
Business ▼	first.m.last@uscg.mil	☑	Delete

3. Click the Save button.

To Change Your Password and Change or Setup Forgotten Password Help:

1. Locate the **Enterprise Menu** (bottom, left side of the window) and click the Change My Password. Link
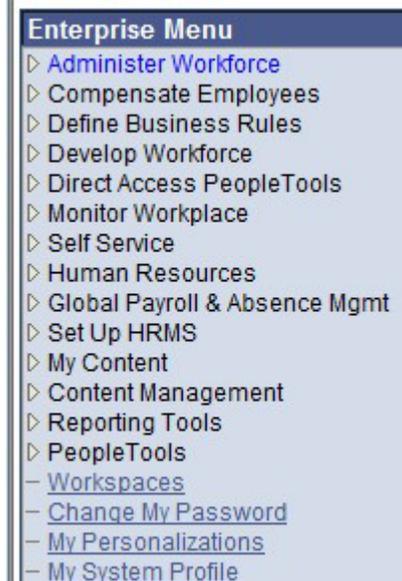
The Change password page appears.

2. Select a security question from the drop-down list.

Question:	What is your mother's maiden name? ▼
Response:	What is the mascot of your favorite sports team?
	What is the name of the street where you grew up?
*Current Password:	What is the name of your favorite movie?
	What is your favorite brand of shoe?
*New Password:	What is your favorite vacation destination?
	What is your mother's maiden name?
*Confirm Password:	What is/was the name of your first pet?
	What town were you born in?
Change Password	What was the make and model of your first car?
	Where did you attend sixth grade?

3. Enter your Response to the security question:

Question:	What is your mother's maiden name? ▼
Response:	Maiden

4. In the **New Password** edit box enter the new password.
    In the **Confirm Password** edit box, enter your new password again.
5. Click **Change Password.**

    Change Password

6. The save conformation page will display:

    Password Saved

    ✔ Your password has successfully been changed.

    OK

    Click the OK button to continue.
7. You will be returned to the Change Password page. Click the Home link, it is located at the top of the screen, to return to the main menu.

Direct Access (DA) Self Service Password Reset

Follow these steps if you forget your password:

1. Click the "***Forgot MY Password?***" link. .

2. Enter **your User ID** and click the **Continue** button.

   Note: If your account is not setup, the following error message will display:
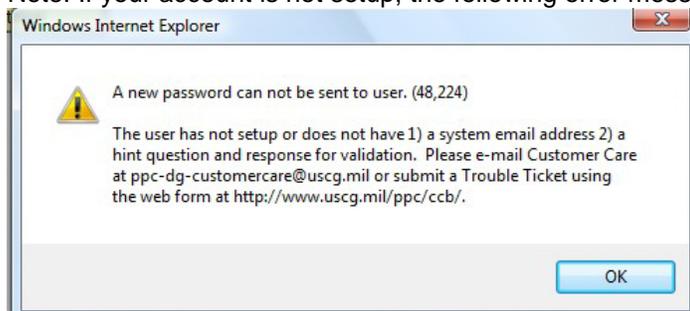
   Follow the instructions in the message for assistance.

3. If your account is properly setup (You have entered your business email address and setup a security question and response) they system will send a password reset link via email:

   Check your email for the link (Note: If the message is not in your inbox, check your Junk Mail folder).

From: ucgppd2@hostingmail.corio.com   Sent: Mon 10/25/2010 10:00 AM
To:
Cc:
Subject: MyPortalDirect Forgot Password

Click the following URL or copy/paste the link into your browser's URL address to set your new password:

   https://ep-dev.direct-access.us/psc/UCGPPD2_PSWD/EMPLOYEE/EMPL/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD.GBL?Page

Note: You will be prompted to answer your security question and change your password. MyPortalDirect passwords must be at least 9 characters long, containing at least 1 number and 1 special character.

4. Follow the instructions in the email to access your password reset page.

5. Enter the response to your security question and click Submit

6. If you entered the correct response, the password reset page will display.

7. Complete the New Password and Confirm Password fields. Note: Passwords must be at least nine characters long and contain at least one number and one special character).
Click the Change Password button.

Note: The system will also send a confirmation email to alert you that your account has been changed.

8. Click the link to return to the portal login page.

9. Login with the password you set in step 6.

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Rules for Direct Access Passwords:

Keep these points in mind when changing your password:

Direct-Access passwords must be **at least 9** characters long,

- at least 1 of which (any one) must be numeric and
- at least 1 of which (any one) must be a special character (e.g. ! @ # $ % ^ & * ( ) - _ = + \ |[ ] {} ; : / ? . > <).

You can create and save a password with more than 9 characters (up to 32). **New passwords cannot be provided via telephone. You must contact PPC Customer Care via our web form or by email for a password reset. See Password Policy for more information.**

The password cannot be the same as your user ID. **Your user ID never changes or expires**.

Follow these guidelines when creating a new password:

- Don't use passwords that are based on personal information that can be easily accessed or guessed.
- Don't use words that can be found in **any dictionary** of any language.
- Develop a mnemonic for remembering complex passwords.
- Use both lowercase and capital letters (**Direct Access passwords are case sensitive**)
- Use a combination of letters, numbers, and **special characters.** (**Direct Access passwords must contain at least 1 number and 1 special character**).
- Use different passwords on different systems.

Travel Preparation and Examination System (TPAX) Account Setup

Your userID is either:
        A. Your EMPLID; or
        B. Your SSN

Your userID should never change or expire.

SET UP FORGOTTEN PASSWORD FUNCTION

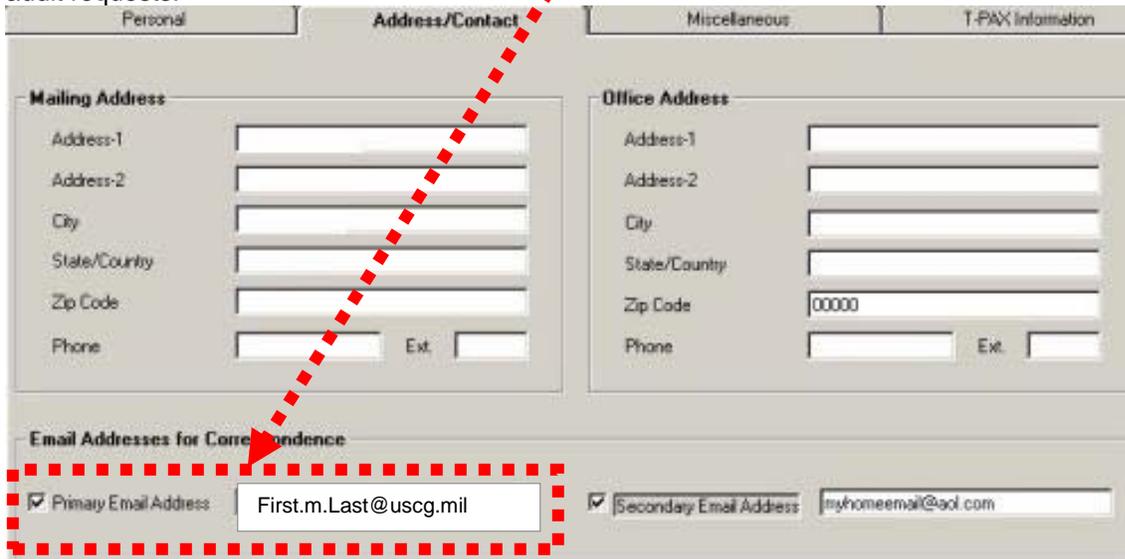Log on to TPAX

1. Access the profile tabs by:

- Clicking on the "Edit Profile" button in the top-left corner of the page.

- 2. Or, select Profile > Modify or View Profile from the menu bar.

3. Profile information is stored across four tabbed sections. **Click the "Address/Contact" tab**

4. Review and update any personal information, including your "Primary Email Address". ==Mark the checkbox next to Primary Email Address and enter your uscg.mil/dhs.gov e-mail address in the space provided. This address field must be completed== in order to obtain a new password, travel information and audit requests.

5. Reset/Change Passwords – Due to security issues, users 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 C**hange Passwords**. You will be required to enter in the "Old Password" prior to resetting/changing. If you have used the "forgotten password" button, please type/paste the system random generated password into the "Old Password" fields.

You can only reset one password at a time!

1. First change the **Logon** password: TOOLS>CHANGE PASSWORDS>enter old password>enter new password>re-enter new password then click OK.
2. Then change the **Secondary** password using the same path above.

The Change Passwords dialog:

Tips:
- Passwords must be **exactly 9** characters in length, consisting of at least 1 number 1 lowercase letter and one upper case letter.
- **Passwords are case sensitive.**
- Do not use special characters. The use of special characters (!@#$%^&*()_+=-{}{|":?>) is not permitted at this time.
- Here are some examples of passwords that meet the new criteria:
  - Kx1ytp205
  - pT91n3qr9
  - 2Hr00w7zb

6. Enter/verify appropriate information in the "Authentication Information" section ("Mother's Maiden Name", "Town of Birth", and "Date of Birth")

7. Click the "Ok" button to save changes

8. For more complete directions on how to review and update your profile, log on to
   http://www.uscg.mil/ppc/travel/t-pax/webhelp/Update_Profile.htm

Travel Preparation and Examination System (TPAX) Password Reset

USING FORGOT PASSWORD

1. Open Internet Explorer and go to the TPAX login page:
   http://cgweb.fincen.uscg.mil/citrix/TPAXPROD.ica You will see the following window:
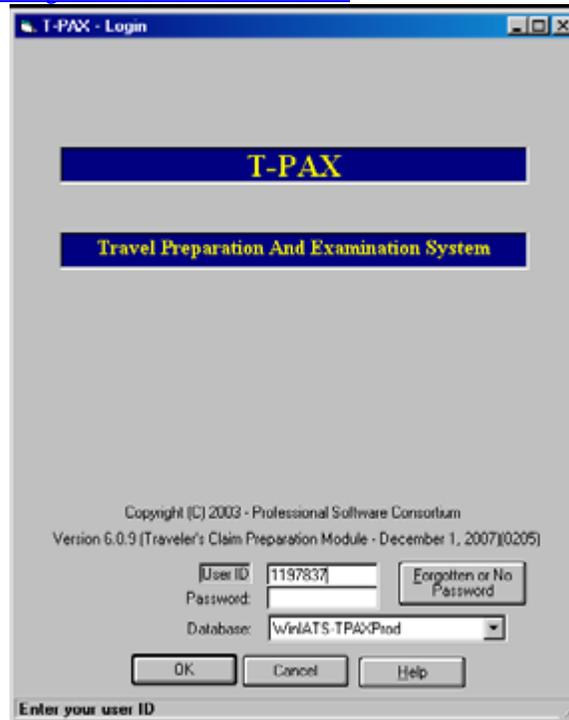

2. Members with employee IDs should enter their employee ID. Other TPAX users must enter their SSN. Please contact PPC Customer Care if you are unsure which number to use.

   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 PPC Customer Care (http://www.uscg.mil/ppc/ccb/) and request that your email address be updated in your TPAX Profile.

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:
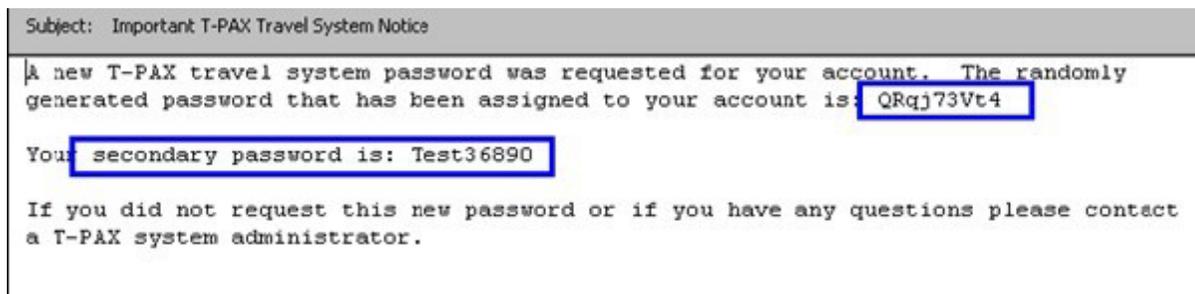
5. Go back to the TPAX login page and paste the login password into the Password field.

6. Accept the license agreement for the program.

7. When the system prompts that your "PASSWORD IS OVER 90 DAYS OLD"," click OK.

8. Copy the system generated login password from the email.

9. Paste this into the "old password" field in the pop-up window or enter your old password.

10. Create a new nine (9) character password that has at least one (1) upper case letter, one (1) lower case letter, one (1) number, and NO SPECIAL CHARACTERS.
 Enter this in the "new password" field.

11. Re-enter the newly-created password.

12. Click OK.

You must change each password (the primary/logon and the secondary/confirmation) individually by clicking OK after entering your newly created password. If you change both passwords, without clicking OK after changing the primary/logon password, the secondary/confirmation password will not be reset.

The system will generate a new window instructing the member that they must create a new secondary password.

13. Go back to the email from the TPAX system. Copy the secondary password from the email.

14. Paste this into the "old (secondary) password" field in the pop-up window

15. Following the password rules in step 3, create and then enter the password into the "new (secondary) password" field.

16. Re-enter the new (secondary) password

17. Click OK again.

The new passwords should now be saved and after a short delay, the member will see the TPAX traveler view.