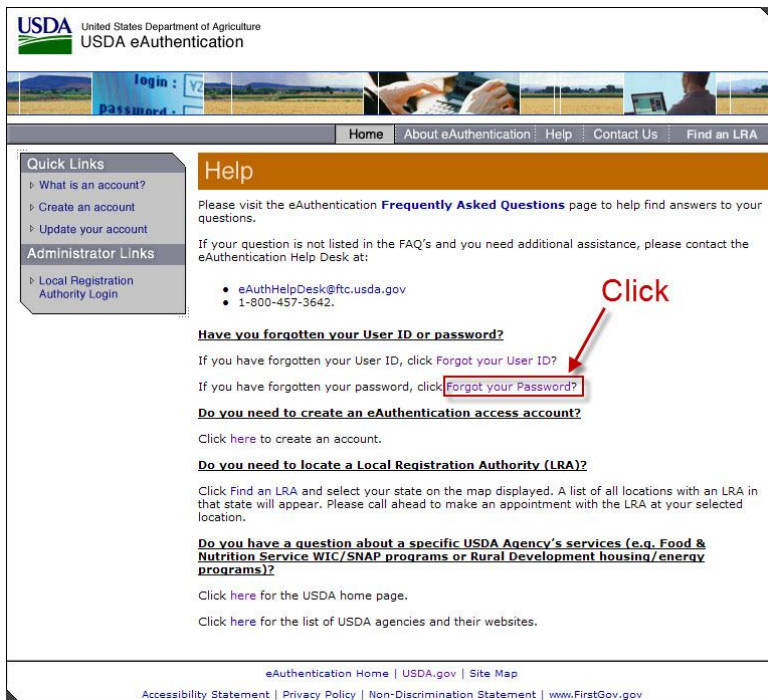


eAuthentication Password Reset Procedure

- 1) Close any open browser windows. You must be logged out of any eAuth protected applications before continuing.
- 2) You can directly access the Password Reset Page [here](#).
You can also Select the “Forgot your Password?” link provided on the eAuthentication Help Page <http://www.eauth.egov.usda.gov/eauthHelp.html>



- 3) On the Forgotten Password Screen Enter your User ID then click “Continue”.



- 4) Depending on your User Access Level you may or may not be prompted to answer your “Security Questions”. If you are **NOT prompted** for security questions **skip to Step 12**.
- 5) Level 2 Users will be prompted for security questions. Answer the security questions (created during account setup) and click “Continue”.

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Forgotten Password

Please answer your security questions:

User ID: [REDACTED]

What city was your first job in?

What is your father's middle name?

Click "Continue" or click "Back" to re-enter your User ID

6) If successful you will be prompted to enter a new password. Carefully read and follow the password complexity requirements and then click "Continue". Once entered click on "Continue".

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Forgotten Password

Password Requirements

Required Characters

- 9 to 12 characters long
- At least 1 of these characters:
 0 1 2 3 4 5 6 7 8 9
 ! # - \$ % * = + : ; , ? ~
- Have one uppercase letter (A, B, C, etc.)
- Have one lowercase letter (a, b, c, etc.)

Restricted Information (Do Not Use)

- Dictionary Words
- Profile Information:
 Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.

For additional recommendations regarding passwords, click [here](#).

[REDACTED]

New Password:

Confirm New Password:

7) Assuming you have entered a new, valid password you are now taken to the "Verify Security Information" screen where you can update the e-mail address associated with this account as well as update the Security Questions and Answers used for your Account. Click "Continue".

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Quick Links
What is an account?
Create an account
Update your account

Employee Links
Local Registration
Authority Login

Forgotten Password

Verify Security Information

Your password reset is successful.

Please take this opportunity to review or change your security questions, answers, and current email address.

Use of the special characters & ; < > " are not allowed.

Email:

Confirm Email:

Question:

1. What is the name of your first pet?
2. What is your father's middle name?
3. What city were you born in?
4. What city was your first job in?

Answer:

Click

8) You should now be prompted to verify the e-mail address and security questions and answers from the previous screen. Click "Continue".

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Confirm your security questions

These are the questions you selected and the answers you provided. Please review your answers for correctness. If you need to make any changes, please select the **Back** button.

Email Address:

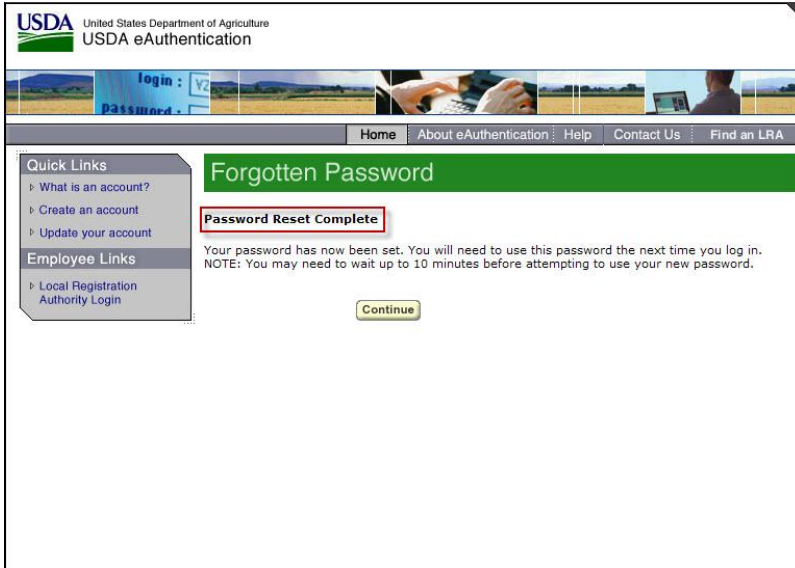
Question:

1. What is the name of your first pet?
2. What is your father's middle name?
3. What city were you born in?
4. What city was your first job in?

Answer:

Click

9) You should now see a screen that says "Password Reset Complete". Click "Continue" to return to <http://www.eauth.egov.usda.gov>.



10) The e-mail address associated with the account should receive an e-mail message from the system similar to the one shown below. This message is to advise you your password reset has been completed.

From: eAuthHelpDesk@ftc.usda.gov [mailto:eAuthHelpDesk@ftc.usda.gov]
Sent: Thursday, October 27, 2011 12:56 PM
To: [REDACTED]
Subject: USDA eAuthentication "Reset My Forgotten Password" Success

Your eAuthentication password has been reset as you have specified.

Please use your new password the next time you log in.

If you did not initiate this change, please contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 1-800-457-3642.

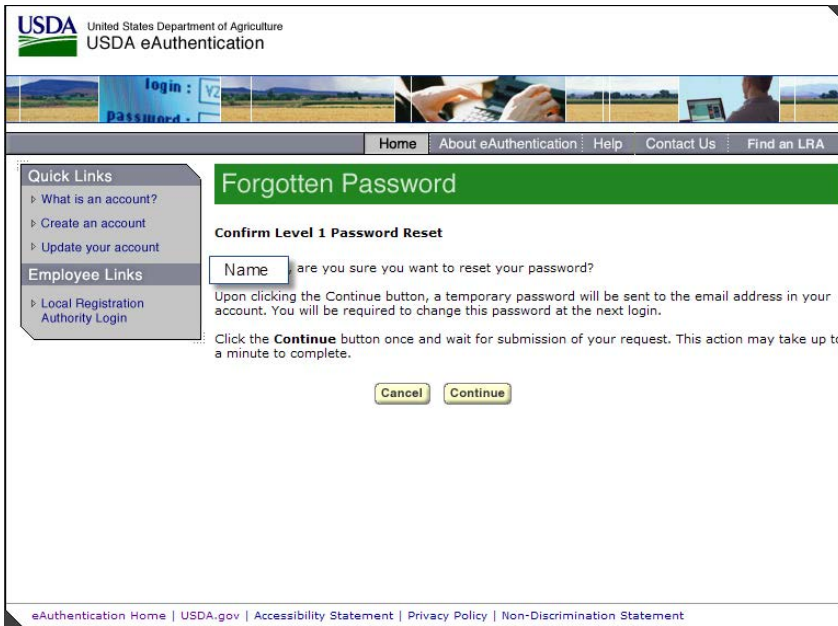
Please include the following information in your email:

- Your first and last name
- Your eAuthentication User ID
- Indicate whether you are a public customer, federal, state, or district employee.
- If you are a federal employee, provide the name of your employing agency.
- The text of any error messages and a detailed description of the problem.

11) Your Level 2 Access account password reset is complete.

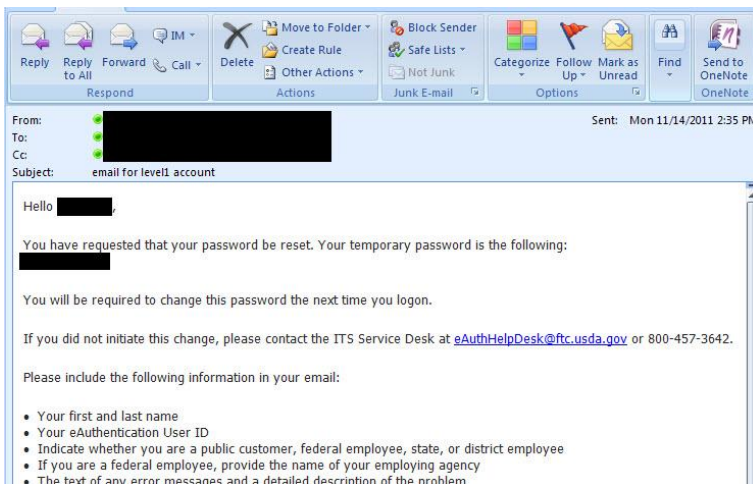
Level 1 Users Continue Here

12) Once you have entered your User ID and clicked Continue on the "Forgotten Password" screen you will be taken to the "Confirm Level 1 Password Reset" screen. When you click "Continue" the system will generate a random password for your account and send it to the e-mail address associated with the account.

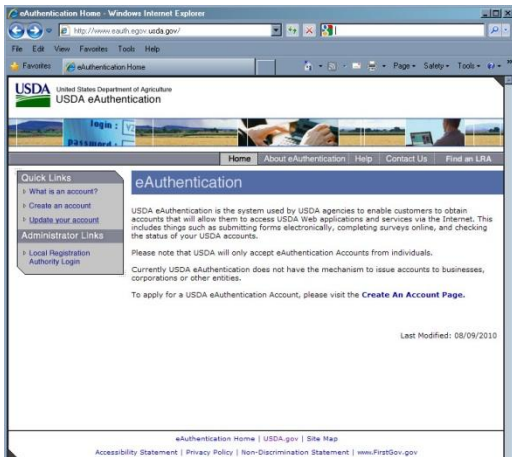


13) You will receive a confirmation that an e-mail with a temporary password has been sent. Click “Continue” to return to the eAuthentication Home Page.

14) Check your e-mail for the message with your temporary password. You may want to Copy (highlight and press Ctrl-C) directly from the e-mail so you can paste it into the login form below. When copying your password try to make sure you do not pick up any extra blank spaces. Copy only the letters, numbers and special characters of the password.



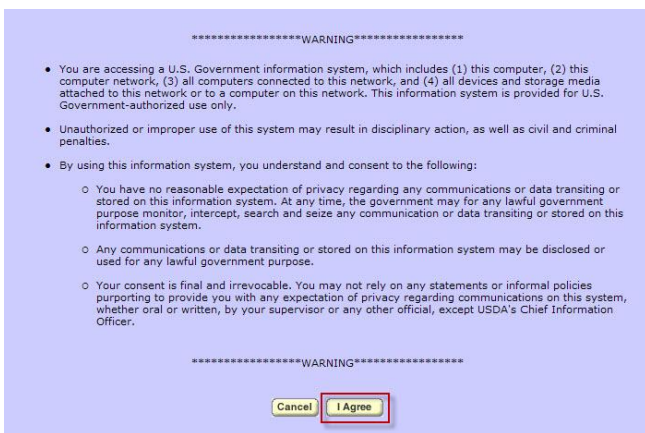
15) Access the eAuthentication Home Page at <http://www.eauth.egov.usda.gov>



16) Select "Update your account" link from the left-hand Quick Links menu.



17) Click "I Agree" when presented with the government information systems warning and authorized use screen.

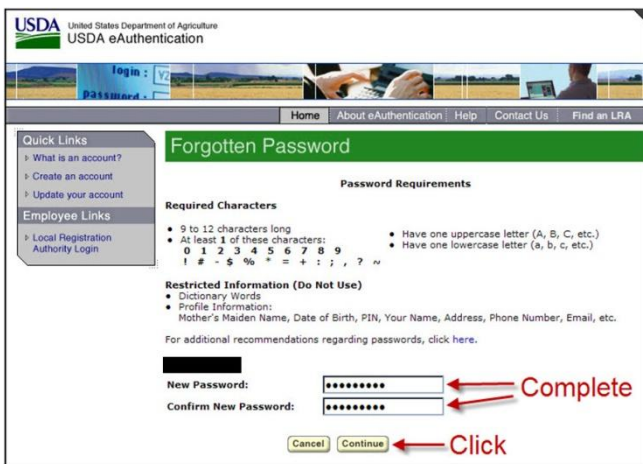


18) You should now be taken to the eAuthentication Login Page.



19) Login using your User ID and the temporary password provided in the e-mail message. If you Copied (Ctrl-C) your password back in step 14 you can Paste (Ctrl-V) it into the password field here.

20) Upon Sign-In you will be prompted to set a new password. Carefully read and follow the password complexity requirements and then click "Continue".



21) You will receive a confirmation when you have selected a new compatible password. Click "Continue".



22) You should now have a “Welcome to IdentityMinder” screen. Verify your name is displayed in the upper-left corner of the screen.

If you are not taken to the “Welcome to IdentityMinder” screen please note any error messages and contact the eAuth Service Desk - 800-457-3642 Option 1 or eAuthHelpDesk@ftc.usda.gov.

Click on “Logout” in the upper-right corner to close your Identity Minder session.



Once logged out you should be able to use your eAuthentication User ID and Password to access your eAuth USDA protected applications. If you have other issues accessing your application please contact the designated application support provider. This information is usually located on the “Contact Us” link provided on the application’s login screen.