NEW USERNAME AND PASSWORD RESET CAPABILITY RELEASED!

Select Login Method

- ○ Common Access Card (CAC)
- ● Username and Password
- ○ Personal Information

Email: _____
(e.g., Sponsor's .mil addr)
Password: _____
(YYYYMMDDXXXX, e.g., 197602294321)

I don't know my password and/or username

Initial password is the sponsor's Date of Birth and last 4 of their SSN(Foreign Nationals use 0000 for the last 4 of their SSN).

Note:IRR Reservists and contractors in the Continental U.S. can NOT login at this time.

[LOGIN]

Select Login Method

Sponsor SSN: _____
(No dashes or spaces)

DOB: [DD] [JAN ⌄] [YYYY]

Last name: _____

Note:IRR Reservists and contractors in the Continental U.S. can NOT login at this time.

[LOGIN] [Cancel]

Sponsors can now change their username and reset their password from the log-in screen in a self-service mode. By selecting the **Username and Password** log-in method and then clicking on the **"I don't know my password and/or username"** link, sponsors will be taken to a SSN/DOB/Last Name screen for authentication and then into the system to update their security profile. Android, and certain touch-screen Blackberry phones (not iPad or non-touchscreen phones)

From here a user can select their primary or secondary email address on within the system or input a new primary or secondary email address to change their username. Sponsors may also reset their password back to their DOB and last 4 of SSN.

Many Sponsors don't know their official email address or have an outdated email address within the system. This new capability will allow these personnel to update their log-in credentials in a self-service mode, rather than calling the help desk.

Change Username and Reset Password

🔓 **Change Username**

Current username: ░░░░░░░░░░░░░░░░░░

To change username:
Set your username from one of the email address options below

- ○ **Primary Email:** ░░░░░░░░░░░░░░░░░
- ○ **Secondary Email:** ░░░░░░░░░░░░░░
- ○ **NEW Primary Email:** _____
- ○ **NEW Secondary Email:** _____

NOTE:
- ▫ Username must be a properly formatted email address (*e.g. john.doe@example.com*).
- ▫ Selection of NEW email address will update the sponsor's contact information on the My Info page.
- ▫ For security purposes, if the username is changed, a message will be sent to all email addresses on file for the sponsor (i.e. old primary email, old secondary email, and new primary or secondary email).

🔒 **Reset Password**

To reset your password:
Check on box below and click the save button to reset your password

- ☐ **Reset password**

NOTE:
- ▫ Resetting a password will reset it to the sponsor's DOB and last 4 of SSN, YYYYMMDDXXXX (0000 is used for the last 4 of a Foreign National's SSN).