

Retired Global Pay Self Service

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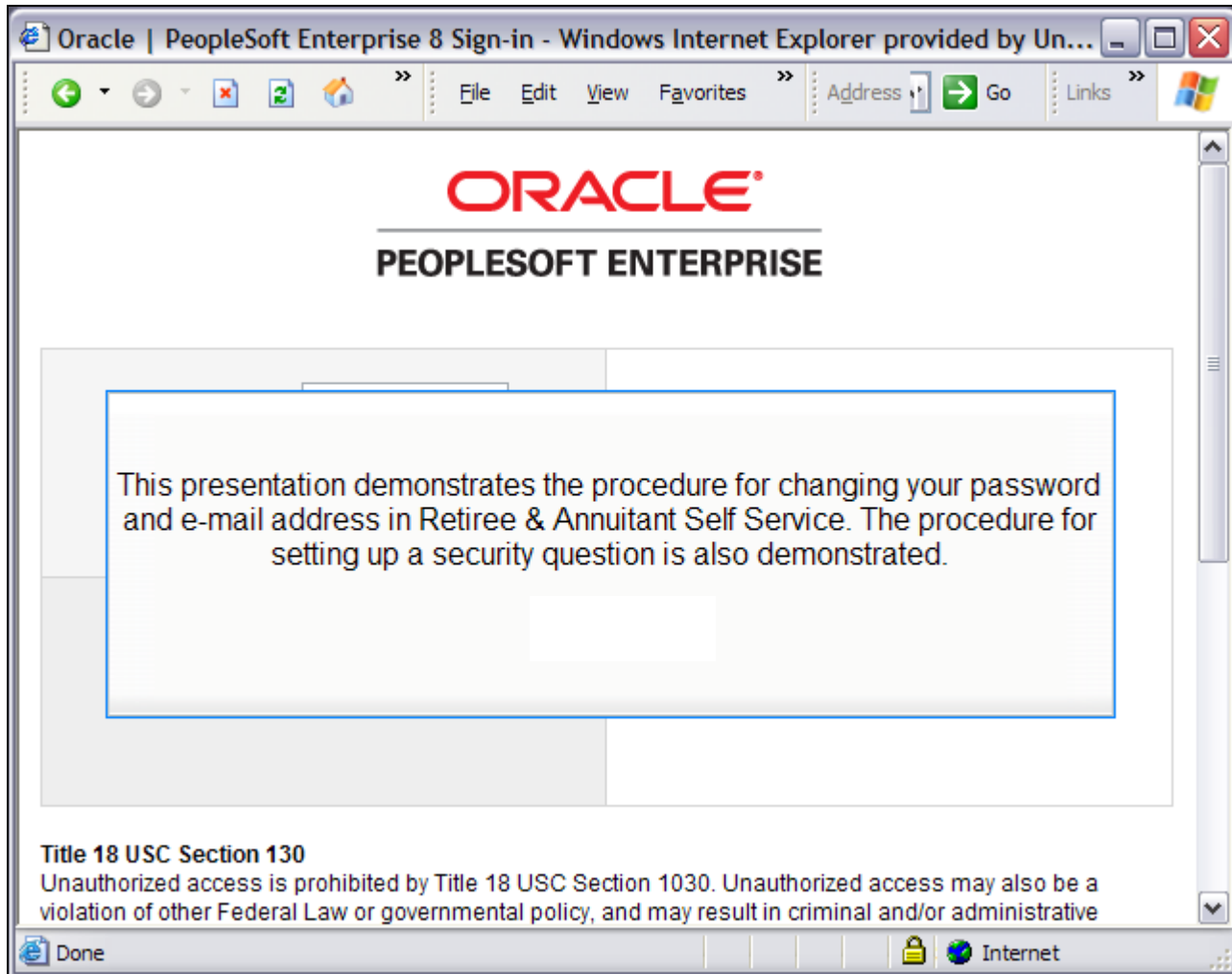
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Commanding Officer (ras)
U. S. Coast Guard
Pay & Personnel Center
444 SE Quincy St
Topeka, KS 66683-0001
<http://www.uscg.mil/ppc/ras>
Email: ppc-dg-ras@uscg.mil
1-800-PPC-USCG (772-8724)

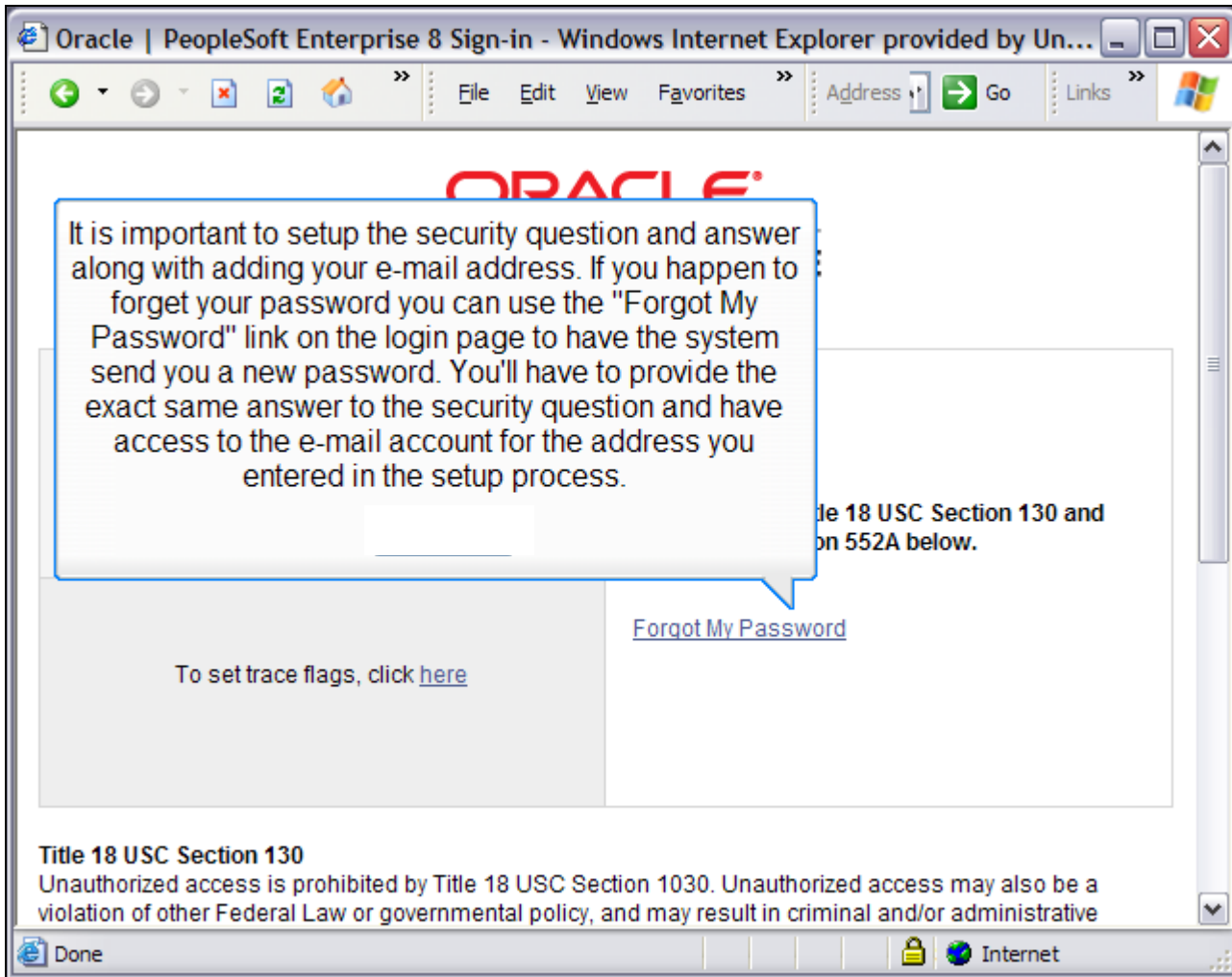
Step 1 – Introduction



Text Captions

This presentation demonstrates the procedure for changing your password and e-mail address in Retiree & Annuitant Self Service. The procedure for setting up a security question is also demonstrated.

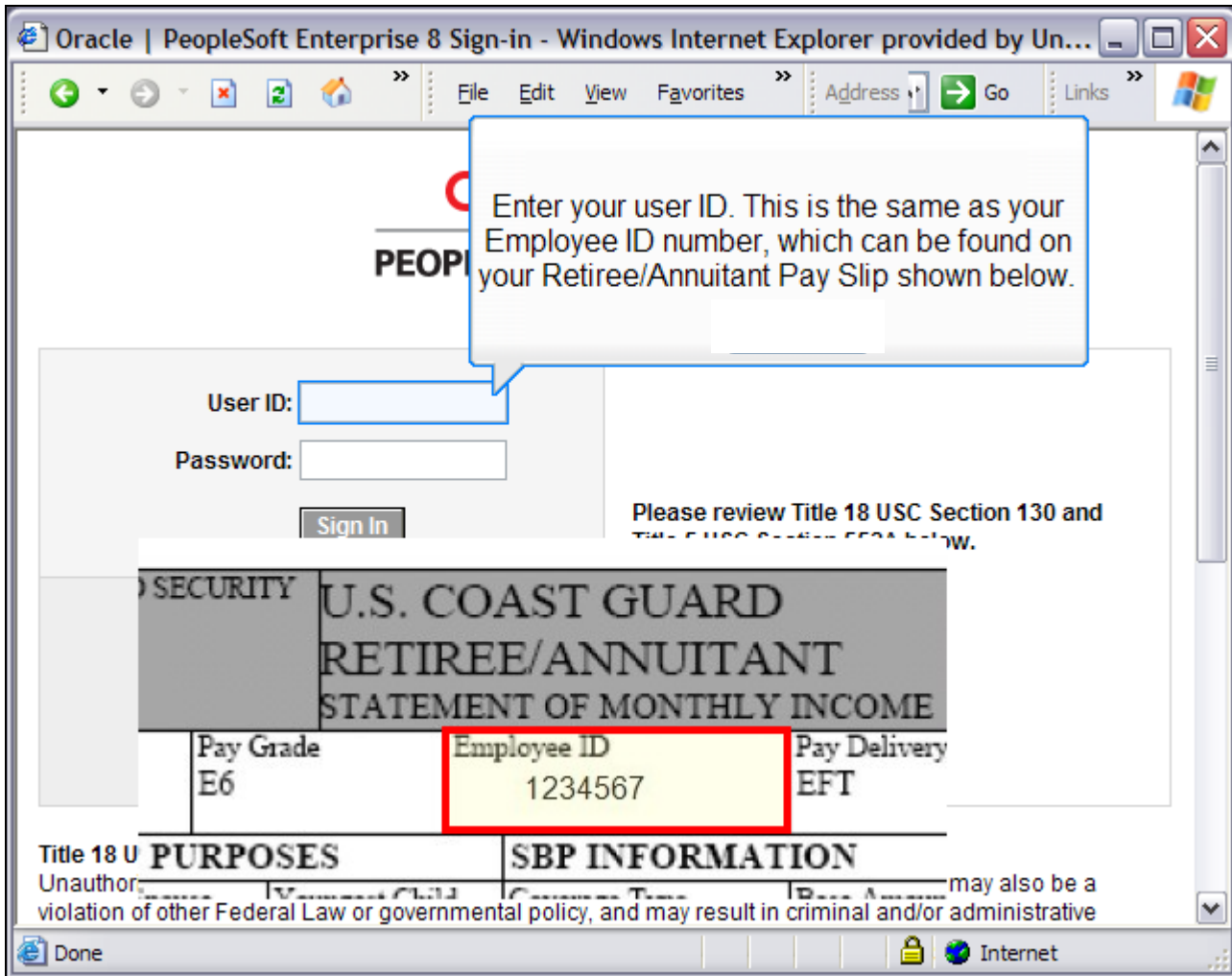
Step 2 – Introduction, continued



Text Captions

It is important to setup the security question and answer along with adding your e-mail address. If you happen to forget your password you can use the "Forgot My Password" link on the login page to have the system send you a new password. You'll have to provide the exact same answer to the security question and have access to the e-mail account for the address you entered in the setup process.

Step 3 – Enter User ID



Text Captions

Enter your user ID. This is the same as your Employee ID number, which can be found on your Retiree/Annuitant Pay Slip.

Step 4 – Enter Password



Text Captions

[Enter your password](#)

Your default password will be setup for you initially. You will be prompted to change it upon login.

The formula for your default password follows:

CG + last 4 of your SSN @ four digit birth year.

For example, if the last 4 digits of your SSN are 1234 and you were born in 1956, your default password is CG1234@1956.

The password is case sensitive, so be sure to capitalize the CG when you type it in.

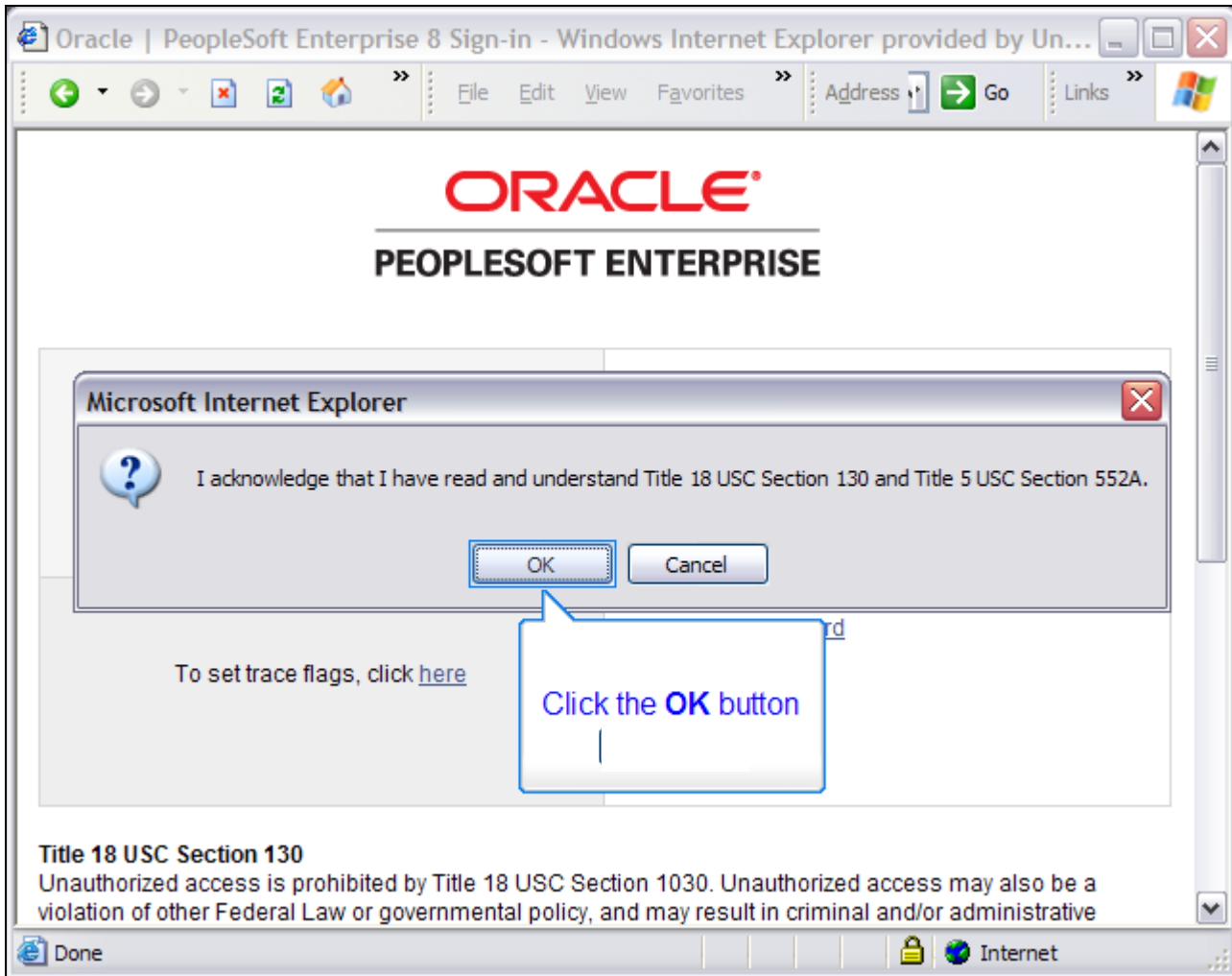
Step 5 – Sign in



Text Captions

Click the **Sign In** button

Step 6 – Acknowledge Use Warning



Text Captions

Click the **OK** button

Step 7 – Select the Change My Password link



Your password has expired.

[Click here to change your password.](#)

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Text Captions

The **Your Password has expired** page appears

Select the **Click here to change your password** link

Step 8 – Enter Current Password



Text Captions

The **Change My Password** page appears

Enter your **Current Password** (the one you just signed in with)

Step 9 – Enter New Password

Change My Password - Windows Internet Explorer provided by United States Coast G...

United States Coast Guard
U.S. Department of Homeland Security

Home Sign out

Change Password

User ID: CG_SELFSERVICE
Description: CG_SELFSERVICE

*Current Password:

*New Password:

*Confirm Password:

If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to verify your identity.

Question:

Enter a New Password following these rules:

- 1) Global Pay passwords must:
 - a) Be between 9 and 32 characters long;
 - b) Include at least 1 number, and
 - c) Have at least 1 special character. For example, ! @ # \$ % & * () - + \ | [{ } ; : / ? .
- 2) Passwords are case sensitive. You should use both lowercase and capital letters in your password.
- 3) Your password cannot be the same as your User ID.
- 4) Don't use passwords that are based on personal or any other type of information that can be easily accessed or guessed such as your address or children's names.

Text Captions

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- 3) Your password cannot be the same as your User ID.
- 4) Don't use passwords that are based on personal or any other type of information that can be easily accessed or guessed such as your address or children's names.

Step 10 – Confirm New Password



Change My Password - Windows Internet Explorer provided by United States Coast G...

United States Coast Guard
U.S. Department of Homeland Security

Home Sign out

New Window | Help | Customize Page | http

Change Password

User ID: CG_SELFSERVICE
Description: CG_SELFSERVICE

*Current Password:

*New Password:

*Confirm Password:

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to verify your identity.

Question:

Select the ***Confirm Password** box and reenter the new password.

Done Internet

Text Captions

Select the ***Confirm Password** box and reenter the new password.

Step 11 – Select Security Question



Text Captions

Select the drop down list

Step 12 – Select Security Question, continued

The screenshot shows a web browser window titled "Change My Password - Windows Internet Explorer provided by United States Coast G...". The browser's address bar is empty, and the menu bar includes File, Edit, View, and Favorites. The page header features the United States Coast Guard logo and the text "United States Coast Guard U.S. Department of Homeland Security". Navigation links for "Home" and "Sign out" are visible in the top right.

The main content area contains the following fields and instructions:

- Current Password:** A text input field with a masked password of ten dots.
- *New Password:** A text input field with a masked password of ten dots.
- *Confirm Password:** A text input field with a masked password of ten dots.

Below the password fields, the text reads: "If you forget your password, you can have a new password emailed to you. Enter a question and your response below. These will be used to authenticate you."

The **Question:** field is a dropdown menu. The **Response:** field is a text input area. A list of potential security questions is displayed in a scrollable box, with the first option, "What is your favorite brand", highlighted. A blue text overlay reads "Select a Question from the list".

Other fields include "Please verify your primary" (partially obscured), "Email Address:", and a yellow "Change Password" button.

The browser's status bar at the bottom shows "Done" on the left and "Internet" on the right.

Text Captions

Select a **Question** from the list

Step 13 – Enter Security Question Answer



The screenshot shows a web browser window titled "Change My Password - Windows Internet Explorer provided by United States Coast G...". The page header includes the United States Coast Guard logo and the text "United States Coast Guard U.S. Department of Homeland Security". Navigation links for "Home" and "Sign out" are visible in the top right.

The main form contains the following fields and instructions:

- Current Password:** A text input field with a masked password of ten dots.
- *New Password:** A text input field with a masked password of ten dots.
- *Confirm Password:** A text input field with a masked password of ten dots.
- Question:** A dropdown menu with the selected option "What is your favorite brand of shoe?". Below it, the text "Select from the list of questions." is displayed.
- Response:** An empty text input field.
- Email Address:** A text input field containing "alan.m.oneil@us". Above this field, the text "Please verify your primary email address." is displayed.
- Change Password:** A yellow button.

A blue callout box with a pointer to the "Response" field contains the text: "Enter your **Answer** for the security question."

Text Captions

Enter your **Answer** for the security question.

Step 14 – Update Email Address



Text Captions

Select the **Email Address** box

Step 15 – Update Email Address, continued



Text Captions

Enter your Email address.

Step 16 – Save Your Changes

Change My Password - Windows Internet Explorer provided by United States Coast G...

United States Coast Guard
U.S. Department of Homeland Security

Home Sign out

Current Password: [.....]

*New Password: [.....]

*Confirm Password: [.....]

If you forget your password, you can have a new password emailed to you.
Enter a question and your response below. These will be used to authenticate you.

Question: [What is your favorite brand of shoe?]

Select from the list of questions.

Response: [Keds]

Please verify your email address.
Email Address: [.....]

Change Password

Click the **Change Password** button

Text Captions

Click the **Change Password** button

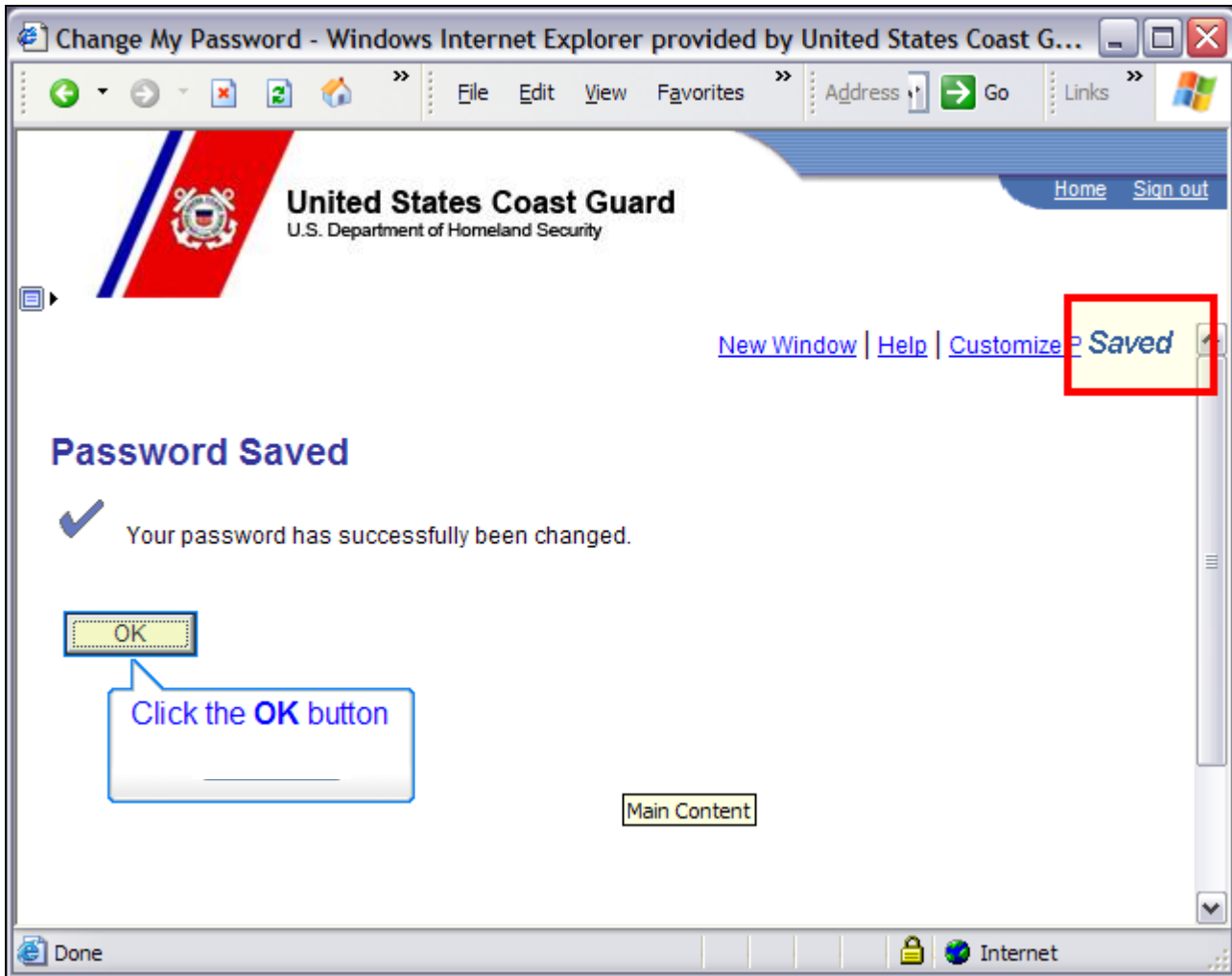
Step 17 – Save Your Changes, continued



Text Captions

The "Processing" message will appear.

Step 18 – Save Complete



Text Captions

Click the **OK** button

Step 19 – Return to the Self Service menu**Text Captions**

The **Self Service content** page appears.
You can select another menu item or Sign Out of the system.

Select the **Sign out** link

Step 20 – Exit System



Text Captions

The Oracle | PeopleSoft Enterprise 8 Sign-in page appears