

# Passwords

## Overview

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**Introduction** This guide provides the procedures for using passwords in Direct Access (DA),

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**Password Management Information** Initial user passwords are created by the user once his/her account is created using the following format:  
**THeUSCG+<last 4 digits of users SSN>+@+<users 4-digit birth year>.**  
PPC will communicate to the user when the account is created and provide the password format to initially log into the system.

A **Business** email address is required to be able to use the forgotten password function in DA.

After initial log in, users are required to update their password every 90-days.

**Password Reset Timeline:**

- If not in constant use, a password must be updated every 35 days
- The Forgot My Password reset will work from 36 days to 89 days as well as if a password is forgotten
- After 90 days you will need to contact the PPC Customer Care to have your password reset

User passwords are required to contain the following characteristics:

- Minimum length of 15 characters
- Include one special character (e.g., %, &, etc.)
- Include one digit
- Include one lower case character
- Include one upper case character

DA will retain the last nine (9) passwords created and restrict users from reusing them again when creating a new password.

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## Contents


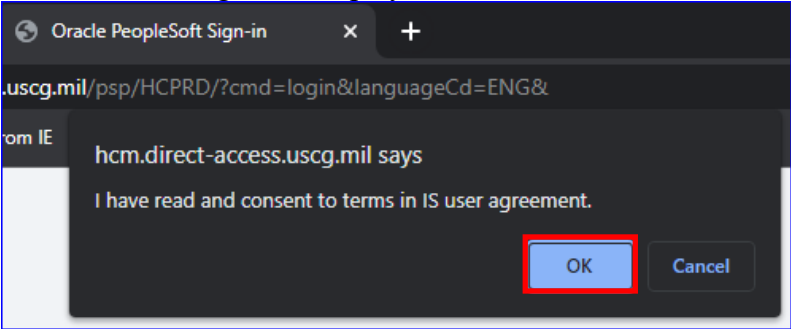
Topic	See Page
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# Initial Direct Access Sign-In

**Introduction** This section provides the procedures for signing into DA for the first time.

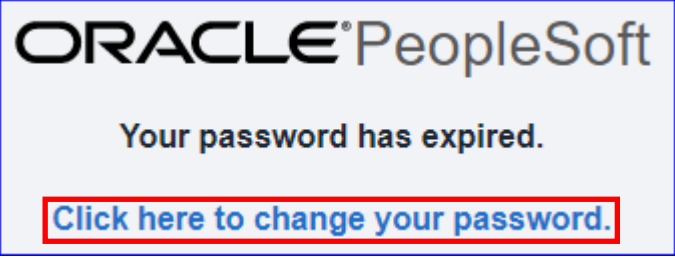
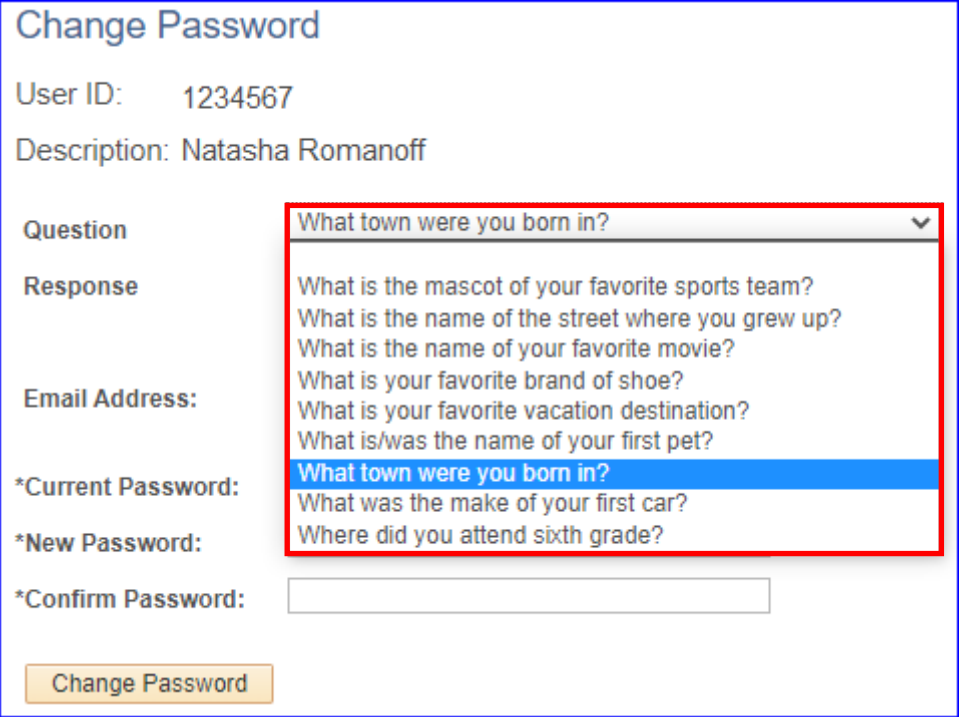
**Procedures** See below.

Step	Action
1	Sign into DA at <a href="https://hcm.direct-access.uscg.mil/psp/HCPRD/?cmd=login&amp;languageCd=ENG&amp;">https://hcm.direct-access.uscg.mil/psp/HCPRD/?cmd=login&amp;languageCd=ENG&amp;</a> .
2	<p>Enter your <b>User ID</b>. Enter the default <b>Password</b> received from PPC Customer Care and click <b>Sign In</b>.</p> 
3	<p>A consent message will display. Click <b>OK</b>.</p> 

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## Initial Direct Access Sign-In, Continued

Procedures,  
continued

Step	Action
4	<p>Because this is the initial login to DA, you will be prompted to change your password. Click on <b>Click here to change your password</b>.</p>  <p>The screenshot shows the Oracle PeopleSoft logo at the top. Below it, the text reads "Your password has expired." At the bottom, there is a blue button with the text "Click here to change your password." The button is highlighted with a red border in the original image.</p>
5	<p>The Change Password page will display. Select a security <b>Question</b> from the drop-down.</p>  <p>The screenshot shows the "Change Password" page. It includes fields for "User ID" (1234567) and "Description" (Natasha Romanoff). There are sections for "Question", "Response", "Email Address", "*Current Password:", "*New Password:", and "*Confirm Password:". A dropdown menu is open under the "Question" section, showing a list of security questions. The question "What town were you born in?" is selected and highlighted in blue. A "Change Password" button is at the bottom.</p>

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## Initial Direct Access Sign-In, Continued

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Procedures,  
continued

Step	Action
6	<p>Enter your <b>Response</b>. Enter in the default <b>Current Password</b>.</p> <div data-bbox="352 524 1222 1162" style="border: 1px solid blue; padding: 5px;"> <p><b>Change Password</b></p> <p>User ID: 1234567</p> <p>Description: Natasha Romanoff</p> <p>Question <input type="text" value="What town were you born in?"/></p> <p>Response <input style="border: 2px solid red;" type="text" value="Topeka"/></p> <p>Email Address: <input type="text" value="Natasha.Romanoff@uscg.mil"/></p> <p>*Current Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p>*New Password: <input type="password"/></p> <p>*Confirm Password: <input type="password"/></p> <p><input type="button" value="Change Password"/></p> </div>
7	<p>Enter your new password in the <b>New Password</b> and <b>Confirm Password</b> fields. Click <b>Change Password</b>.</p> <div data-bbox="352 1272 1208 1883" style="border: 1px solid blue; padding: 5px;"> <p><b>Change Password</b></p> <p>User ID: 1234567</p> <p>Description: Natasha Romanoff</p> <p>Question <input type="text" value="What town were you born in?"/></p> <p>Response <input type="text" value="Topeka"/></p> <p>Email Address: <input type="text" value="Natasha.Romanoff@uscg.mil"/></p> <p>*Current Password: <input type="password" value="*****"/></p> <p>*New Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p>*Confirm Password: <input style="border: 2px solid red;" type="password" value="*****"/></p> <p><input style="border: 2px solid red;" type="button" value="Change Password"/></p> </div>

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## Initial Direct Access Sign-In, Continued

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Procedures,  
continued

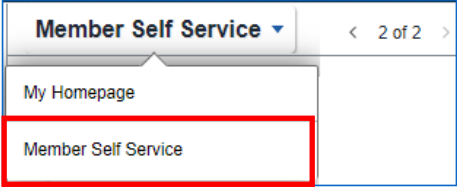
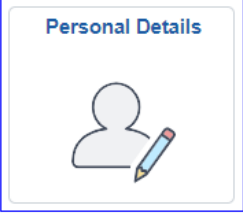
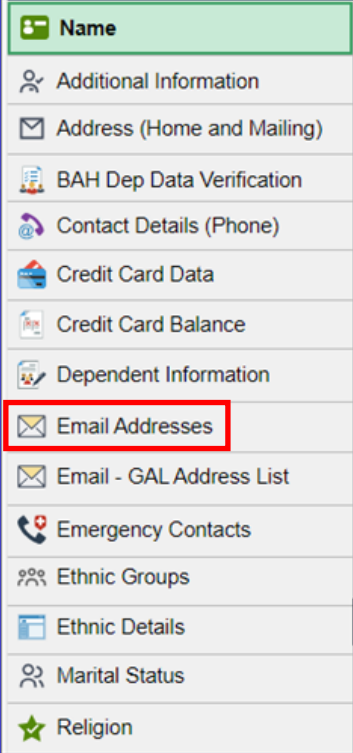
Step	Action
8	<p>A confirmation message will display. Click <b>OK</b>.</p> <div data-bbox="363 526 987 719" style="border: 1px solid black; padding: 10px;"><p>Your password has successfully been changed. (48,28)</p><p style="text-align: center;"><span data-bbox="580 629 756 689" style="border: 2px solid red; padding: 2px 10px;">OK</span></p></div>
9	<p>If you are not returned to the Self Service Homepage, click the <b>House</b> icon in the upper right corner of DA.</p> <div data-bbox="351 831 1374 898" style="border: 1px solid black; padding: 5px;"><p data-bbox="363 846 502 869">&lt; My Homepage</p><p data-bbox="719 846 906 869" style="text-align: center;">Change Password</p><div data-bbox="1161 831 1374 875" style="float: right; border: 1px solid black; padding: 2px;"><span data-bbox="1177 846 1209 875" style="border: 2px solid red; padding: 2px;">🏠</span> <span data-bbox="1225 846 1257 875">🔔</span> <span data-bbox="1289 846 1305 875">⋮</span> <span data-bbox="1337 846 1369 875">🔄</span></div><p data-bbox="1134 882 1369 898" style="font-size: small; text-align: right;">New Window   Help   Personalize Page</p></div>

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# Business Email Address

**Introduction** This section provides the procedures for setting up/verifying the Business email address in DA.

**Procedures** See below.

Step	Action
1	<p>From the Home Page drop down select <b>Member Self Service</b>.</p> 
2	<p>Click on the <b>Personal Details</b> tile.</p> 
3	<p>Under the Tasks drop-down, select the <b>Email Addresses</b> option.</p> 

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## Business Email Address, Continued

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Procedures,  
continued

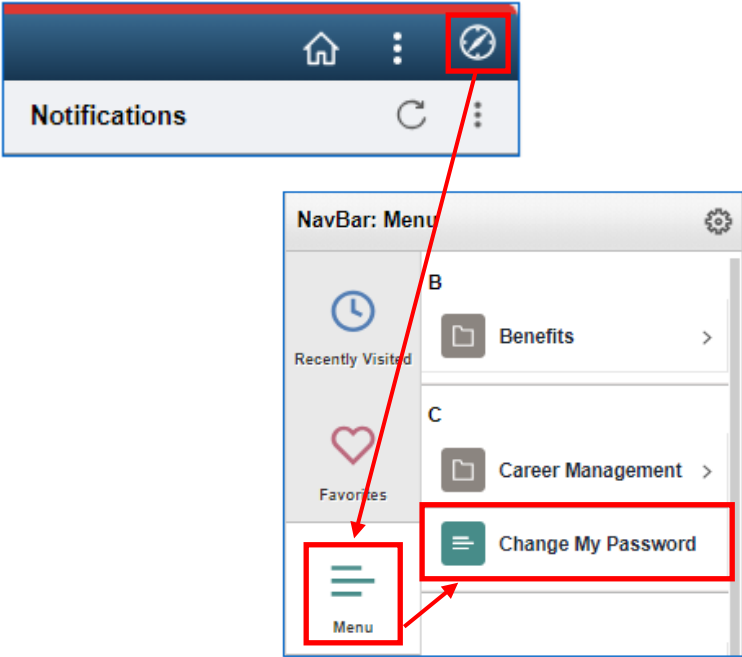
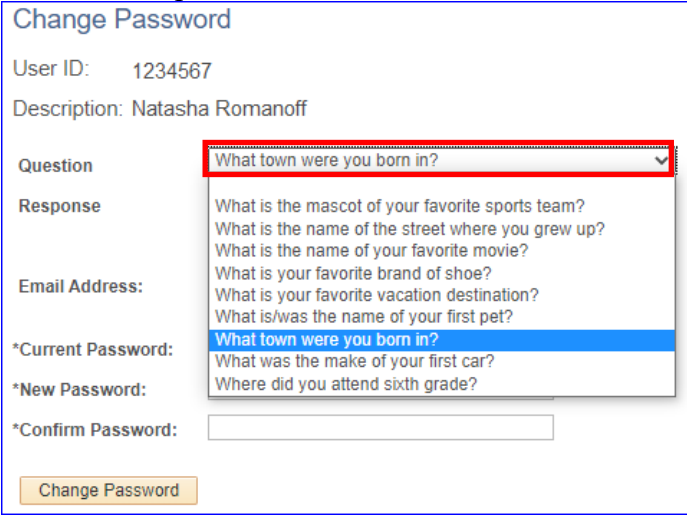
Step	Action												
3	<p>Select Business from the <b>Email Type</b> drop-down. Enter your Email Address. Ensure the <b>Preferred Address?</b> Box is checked and click <b>Save</b>.</p> <div data-bbox="357 600 1369 1021" style="border: 1px solid black; padding: 10px;"> <p><b>My Email</b> NATASHA ROMANOFF</p> <p><b>Email Addresses</b></p> <table border="1" data-bbox="363 719 1362 902"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Business <input type="checkbox"/></td> <td>Natasha.Romanoff@uscg.mil</td> <td><input checked="" type="checkbox"/></td> <td>Delete</td> </tr> <tr> <td>Home <input type="checkbox"/></td> <td>blackwidow@marvel.com</td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p><input type="button" value="Add Email Address"/></p> <p><input checked="" type="button" value="Save"/></p> </div>	Email Type	Email Address	Preferred Address?	Delete	Business <input type="checkbox"/>	Natasha.Romanoff@uscg.mil	<input checked="" type="checkbox"/>	Delete	Home <input type="checkbox"/>	blackwidow@marvel.com	<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete										
Business <input type="checkbox"/>	Natasha.Romanoff@uscg.mil	<input checked="" type="checkbox"/>	Delete										
Home <input type="checkbox"/>	blackwidow@marvel.com	<input type="checkbox"/>	Delete										

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# Setup Forgotten Password/Change Your Password

**Introduction** This guide provides the procedures to setup your forgotten password question and for changing your password.

**Procedure** See below.

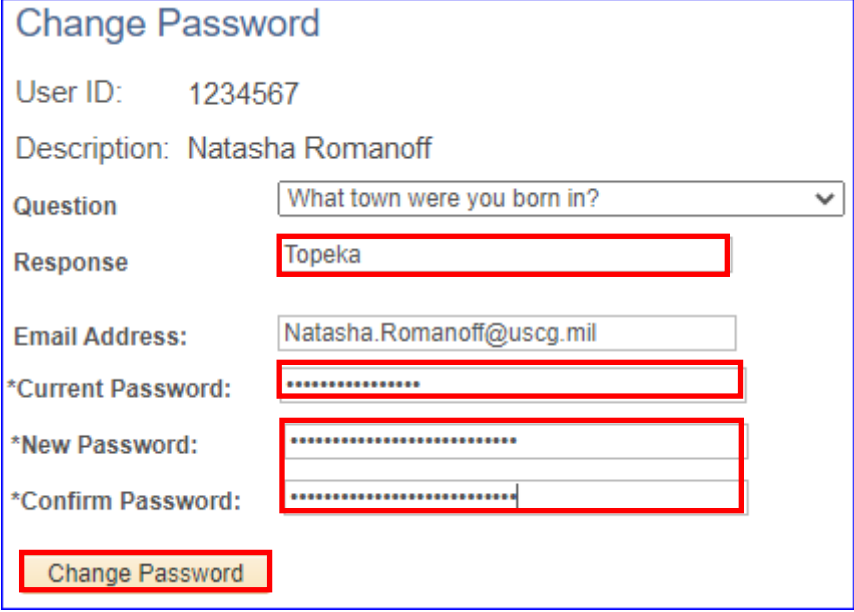
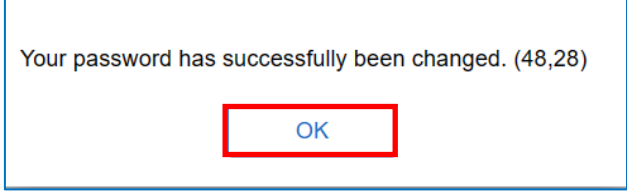
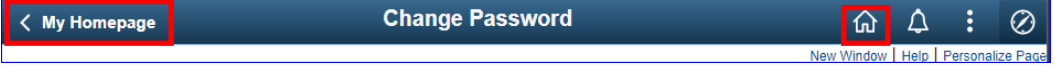
Step	Action
<p><b>1</b></p>	<p>Click the <b>NavBar</b> icon, then click the Menu icon, once it opens select <b>Change My Password</b>.</p>  <p>The image shows two screenshots from a mobile application. The top screenshot shows a dark blue NavBar with a home icon, a vertical ellipsis, and a lock icon. A red box highlights the lock icon. The bottom screenshot shows the 'NavBar: Menu' screen with sections for 'Recently Visited' and 'Favorites'. A red box highlights the 'Menu' icon at the bottom left. Another red box highlights the 'Change My Password' option in the 'Favorites' section. Red arrows point from the lock icon in the top screenshot to the 'Menu' icon in the bottom screenshot, and from the 'Menu' icon to the 'Change My Password' option.</p>
<p><b>2</b></p>	<p>When the Change Password screen appears. Select a security question from the <b>Question</b> drop-down list.</p>  <p>The image shows the 'Change Password' screen. It displays the user's ID (1234567) and description (Natasha Romanoff). There is a 'Question' dropdown menu with a red box around it, showing a list of security questions. The question 'What town were you born in?' is selected and highlighted in blue. Below the dropdown are fields for 'Response', 'Email Address', '*Current Password:', '*New Password:', and '*Confirm Password:'. A 'Change Password' button is at the bottom.</p>

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## Setup Forgotten Password/Change Your Password, Continued


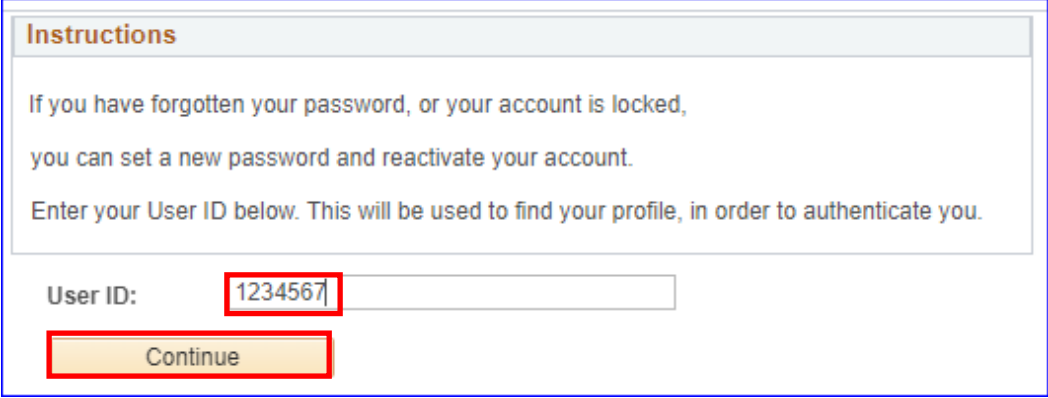
Procedure,  
continued

Step	Action
3	<p>Enter your <b>Response</b> to the question and your <b>Current Password</b>. In the <b>New Password</b> and <b>Confirm Password</b> boxes, enter your new password. Click the <b>Change Password</b> button.</p> 
4	<p>The save confirmation message will display, click <b>OK</b>.</p> 
5	<p>The Change Password screen will reappear. Click on the <b>Home</b> link icon or the <b>My Homepage</b> arrow to return to the main menu.</p> 

# Forgot My Password Feature

**Information** You may reset your own forgotten password in DA. This eliminates calling Customer Care to reset your password.


**Procedure** See below.

Step	Action
<p><b>1</b></p>	<p>Enter your <b>User ID</b> and click the <b>Forgot My Password</b> link.</p> 
<p><b>2</b></p>	<p>The Instruction page will display. Enter your <b>User ID</b> and click <b>Continue</b>.</p> 

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# Forgot My Password Feature, Continued

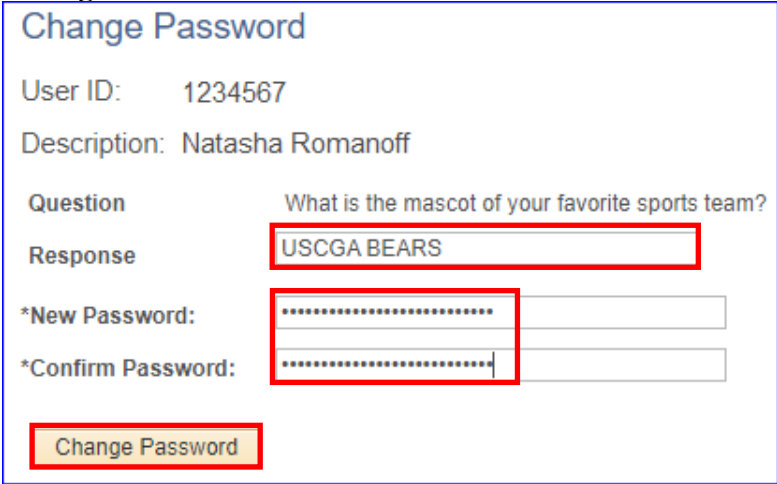
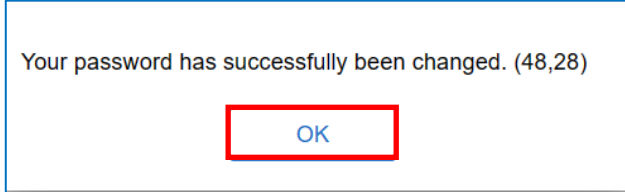
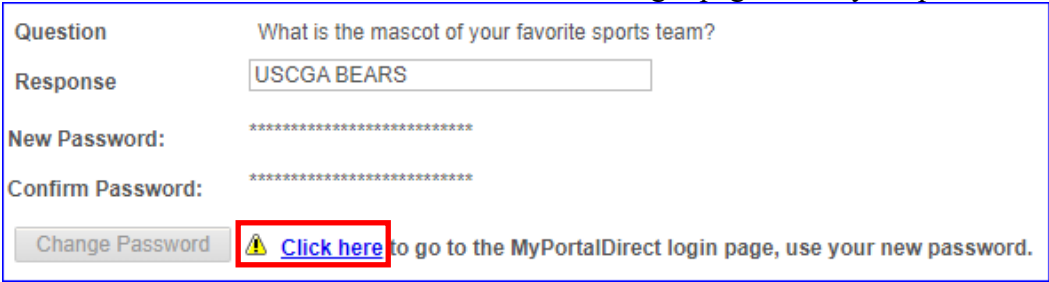
Procedure,  
continued

Step	Action
3	<p>If your account is <b>NOT</b> setup, the following error message will display. Click <b>OK</b> and contact Customer Care for assistance.</p> <div data-bbox="343 528 1390 788" style="border: 1px solid blue; padding: 5px;"> <p>Message</p> <p>A new password can not be sent to user. (48,224)</p> <p>The user has not setup or does not have 1) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact the security administrator.</p> <p style="text-align: center;"><span style="border: 1px solid red; padding: 2px 5px;">OK</span></p> </div>
4	<p>If your account is setup properly, this Password Change Notification will display, and the system will send a password reset link via your Business Email.</p> <div data-bbox="343 898 1350 1254" style="border: 1px solid blue; padding: 5px;"> <p><b>Password Change Notification</b></p> <p>A link to change your password has been emailed.</p> <p>You should receive an email from DoNotReply_V9@direct-access.uscg.mil containing a link. Click the link or copy/paste the link into your internet browser's URL address to set your new password.</p> <p>If you do not receive an email within 60 minutes, please e-mail Customer Care at ppc-dg-customer@uscg.mil or submit a Trouble Ticket using the web form at <a href="https://www.dcms.uscg.mil/ppc/ccb/">https://www.dcms.uscg.mil/ppc/ccb/</a>.</p> </div>
5	<p>Email message with the <b>link</b> to set up the new password.</p> <div data-bbox="343 1337 1385 1883" style="border: 1px solid blue; padding: 5px;"> <p>MyPortalDirect Forgot Password</p> <p> Natasha Romanoff &lt;Natasha.romanoff@uscg.mil&gt; To: Romanoff, Natasha CIV DHS (USA) Retention Policy Non-Capstone (10 years) Expires 10/13/2033 Mon 10/16/2023 1:43 PM</p> <p>----- Forwarded Message ----- From: "donotreply_v9_directaccess@uscg.mil" &lt;donotreply_v9_directaccess@uscg.mil&gt; To: "Natasha.romanoff@uscg.mil" Sent: Monday, October 16, 2023 at 12:06:56 PM CDT Subject: MyPortalDirect Forgot Password</p> <p>Open a new browser window, highlight the link below, copy and paste into your browser URL address to set your new password:</p> <p style="border: 1px solid red; padding: 2px;"><a href="https://hcm.direct-access.uscg.mil/psc/FORGOTPASSWORD/EMPLOYEE/HRMS/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD_GBL?Page=CHANGE_PASSWORD&amp;USER=&amp;SESSION=bhIVcpE0dYTOJFIJZR5kF6uM8%3d">https://hcm.direct-access.uscg.mil/psc/FORGOTPASSWORD/EMPLOYEE/HRMS/c/CG_PORTAL_EXTENSIONS.CG_FRGT_PSWD_GBL?Page=CHANGE_PASSWORD&amp;USER=&amp;SESSION=bhIVcpE0dYTOJFIJZR5kF6uM8%3d</a></p> <p>Note: You will be prompted to answer your security question and change your password. MyPortalDirect passwords must be at least 15 characters long, containing at least 1 number, 1 lowercase, 1 uppercase, and 1 special character.</p> <p>During a recent Direct Access (DA) system upgrade, the forgot password security question "What is your mother's maiden name?" was disabled in DA to reduce the possibility of a compromise of personally identifiable information (PII). For users who originally chose this as a security question, the hint question will now default to "What town were you born in?" but the ANSWER has NOT changed from what the user originally established for "What is your mother's maiden name?"</p> <p>It is recommended that users who originally selected "What is your mother's maiden name?" as their Forgot Password security question, log into DA and follow the user guide below to change the security question, answer, or both.</p> <p>Password Reset Guide: <a href="https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/PSWDRESET/Password_Reset_Guide.pdf">https://www.dcms.uscg.mil/Portals/10/CG-1/PPC/PSWDRESET/Password_Reset_Guide.pdf</a></p> </div>

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## Forgot My Password Feature, Continued

Procedure,  
continued

Step	Action
6	<p>Enter the <b>Response</b> to your security question. Enter your new 15-character password in the <b>New Password</b> and <b>Confirm Password</b> boxes. Click the <b>Change Password</b> button.</p> 
7	<p>Click <b>OK</b>.</p> 
8	<p>Click on the <b>Click here</b> link to return to the DA login page to use your password.</p> 
9	<p>A confirmation email of the change will be sent to your business email.</p> 