

# Initial Direct Access Sign On

## Overview

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### Introduction

This guide provides the procedures to sign into Direct Access (DA) for the first time, set up your email, and turn off pop-up blockers to access DA documents.

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### Compatible Devices

Currently only desktop and laptop computers can support DA using the compatible web browsers listed below. At this time, mobile devices (e.g. cell phones and tablets) are not supported.

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### Compatible Web Browsers

Below is a list of the internet browsers compatible with DA.

Browser/Version	
Mozilla Firefox (Max OS X & Windows 10)  Support for the most current major ESR version and above, in production only	Google Chrome (Mac OS X & Windows 10)  Support for the most current major stable channel release only
Microsoft Internet Explorer (Windows 10)  Microsoft Internet Explorer 11- Microsoft has deprecated IE 11 in Windows 10 and recommends using Edge as the default browser.	Microsoft Edge (Windows 10)  Support for the latest major version of Microsoft Edge Chromium.
Apple Safari (for iOS & Max OS X operating systems)  Support for most current major production release and one prior release	

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## Initial Direct Access Sign-In

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**Information** This section provides the procedures for logging into Direct Access (DA) for the first time.

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**Default Password Information** If you have never logged into Direct Access (DA), your default password will be set up for you initially. The formula for your default password is:

THEUSCG + last 4 of your SSN + @ + four digit birth year

For example, if the last 4 of your SSN is 1234 and you were born in 1966, your default password will be THEUSCG1234@1966. Passwords in DA are case sensitive, so be sure to capitalize where appropriate when you type it.

You will be prompted to change your password upon your initial login.

**NOTE:** If you run into issues and are unable to log on, please contact PPC Customer Care at 1-866-772-8724 or [ppc-dg-customer@uscg.mil](mailto:ppc-dg-customer@uscg.mil).

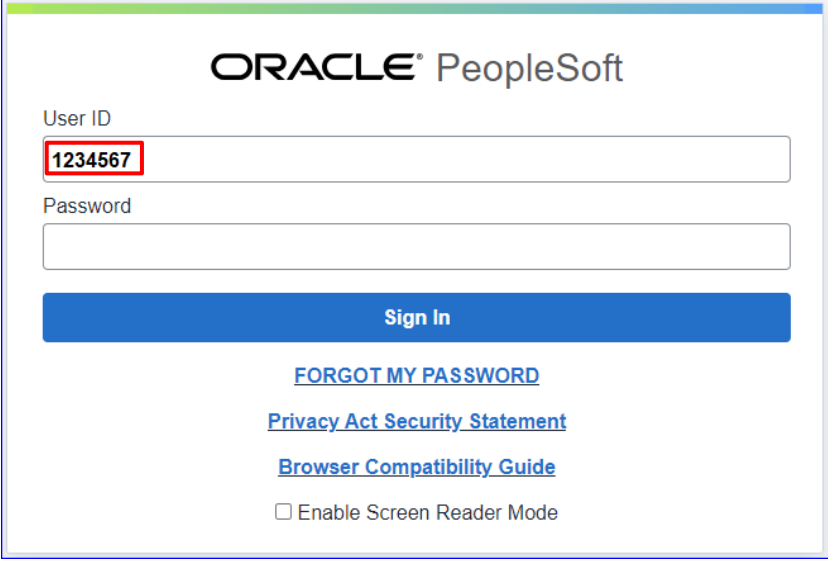
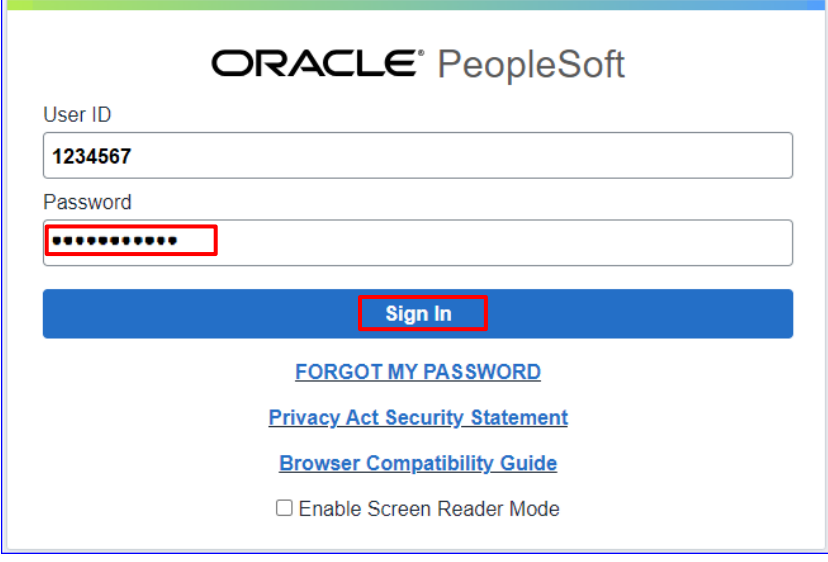
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- Password Rules**
- Your password:
    - ✓ Must Contain at least 15 characters
    - ✓ Must contain at least one number
    - ✓ Must contain at least one upper case letter
    - ✓ Must contain at least one lower case letter
    - ✓ Must contain at least one special character (!@#%&^&\*-)\_{}[]<>/)
  - Passwords need to be changed every 35 days
  - From 36 to 89 days, use the login screen **Forgot Password** function.
  - 90+ days will require you to **contact PPC for help** with your password.
  - When changing your password, it cannot be any of the last 9 passwords used.
  - Passwords cannot be the same as your user ID (your user ID will never change or expire).
  - Do not create passwords based on personal information that can be easily accessed or guessed.
  - Do not create passwords using words that can be found in any dictionary in any language.
  - Use different passwords for different systems.
  - Develop a mnemonic for remembering your password (do not write it down).
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## Initial Direct Access Sign-In, Continued

Procedures See below.


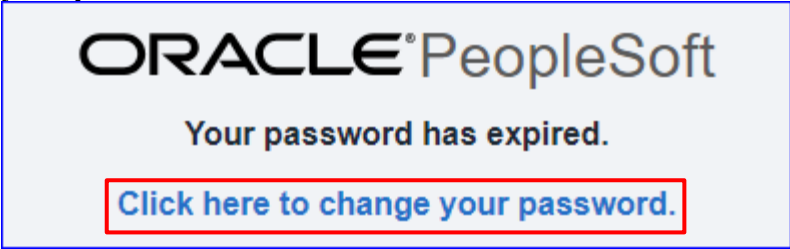
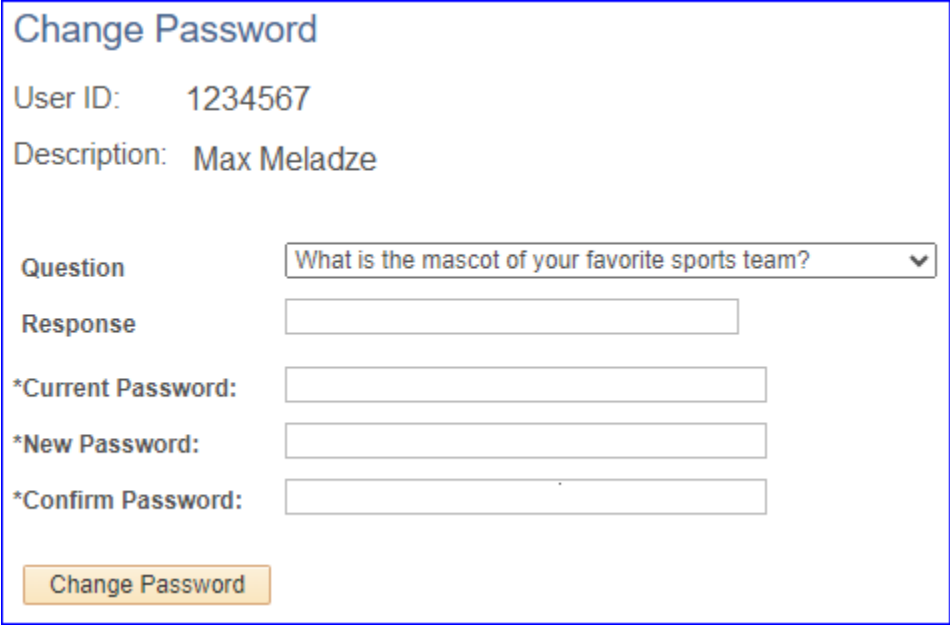
Step	Action
1	Log into DA Self Service at <a href="#">Direct Access Self Service</a> .
2	<p>Upon opening Direct Access (the link can be found on <a href="#">PPC's webpage</a>), enter your 7-digit Employee ID (Empl ID) in the <b>User ID</b> field.</p>  <p>The screenshot shows the Oracle PeopleSoft login interface. At the top, it says 'ORACLE® PeopleSoft'. Below that, there are two input fields: 'User ID' and 'Password'. The 'User ID' field contains the text '1234567' and is highlighted with a red rectangular box. The 'Password' field is currently empty. Below the input fields is a blue button labeled 'Sign In'. Underneath the button are several links: 'FORGOT MY PASSWORD', 'Privacy Act Security Statement', and 'Browser Compatibility Guide'. At the bottom, there is a checkbox labeled 'Enable Screen Reader Mode'.</p>
3	<p>Enter your <b>default password</b> in the <b>Password</b> field. Click <b>Sign In</b>.</p>  <p>The screenshot shows the same Oracle PeopleSoft login interface as in step 2. The 'User ID' field still contains '1234567'. The 'Password' field is now filled with a series of dots and is highlighted with a red rectangular box. The blue 'Sign In' button is also highlighted with a red rectangular box. The rest of the page content, including the links and the 'Enable Screen Reader Mode' checkbox, remains the same.</p>

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## Initial Direct Access Sign-In, Continued

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Procedures,  
continued

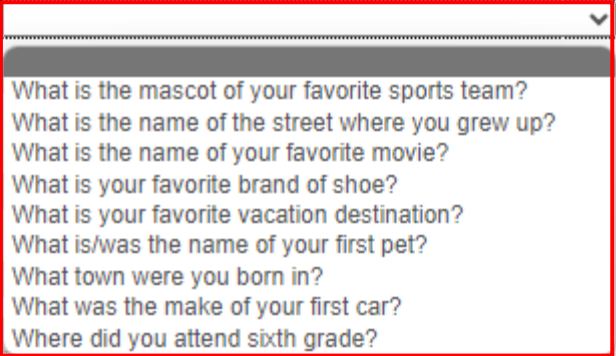
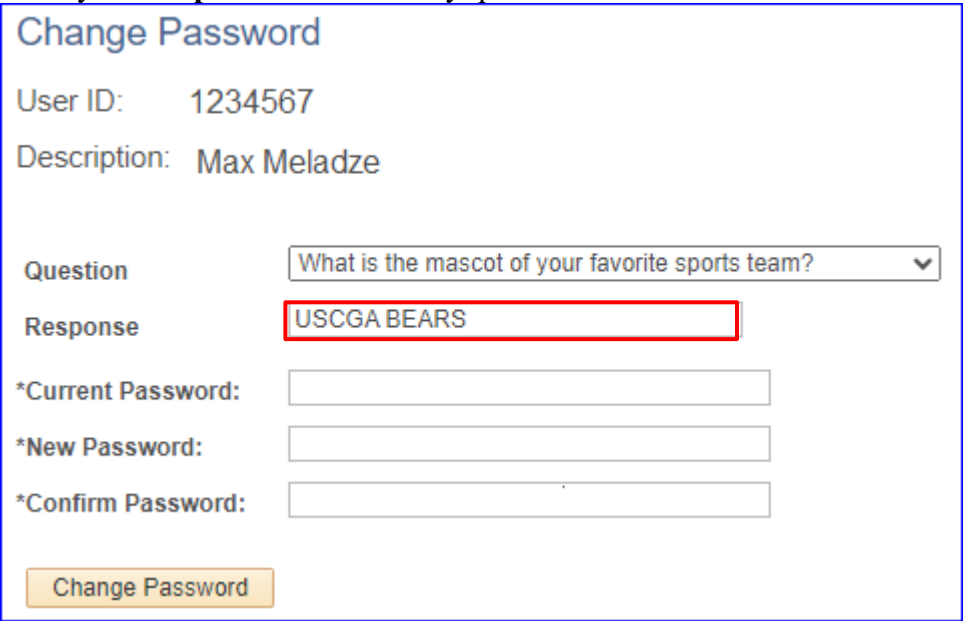
Step	Action
4	<p>You will be prompted with a Consent Acknowledgement message. Click <b>OK</b>.</p> 
5	<p>You will be prompted to change your password. Select <b>Click here to change your password</b>.</p> 
6	<p>The Change Password page will display.</p> 

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## Initial Direct Access Sign-In, Continued

Procedures,  
continued

Step	Action
7	<p>Select a security <b>Question</b> from the drop-down.</p> <div data-bbox="327 517 1257 1193" style="border: 1px solid blue; padding: 10px;"> <p><b>Change Password</b></p> <p>User ID: 1234567 Description: Max Meladze</p> <p>Question <input type="text"/></p> <p>Response <input type="text"/></p> <p>Email Address: <input type="text"/></p> <p>*Current Password: <input type="password"/></p> <p>*New Password: <input type="password"/></p> <p>*Confirm Password: <input type="password"/></p> <p><input type="button" value="Change Password"/></p> </div> 
8	<p>Enter your <b>Response</b> to the security question.</p> <div data-bbox="327 1265 1294 1883" style="border: 1px solid blue; padding: 10px;"> <p><b>Change Password</b></p> <p>User ID: 1234567 Description: Max Meladze</p> <p>Question <input type="text" value="What is the mascot of your favorite sports team?"/></p> <p>Response <input type="text" value="USCGA BEARS"/></p> <p>*Current Password: <input type="password"/></p> <p>*New Password: <input type="password"/></p> <p>*Confirm Password: <input type="password"/></p> <p><input type="button" value="Change Password"/></p> </div> 

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## Initial Direct Access Sign-In, Continued

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Procedures,  
continued

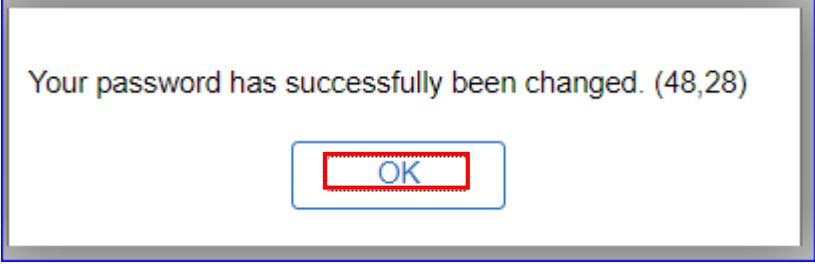

Step	Action
<p><b>9</b></p>	<p>Enter your default password in <b>*Current Password</b>.</p> <div data-bbox="327 517 1174 1068" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: Max Meladze</p> <p>Question <input type="text" value="What is the mascot of your favorite sports team?"/></p> <p>Response <input type="text" value="USCGA BEARS"/></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>
<p><b>10</b></p>	<p>Enter your new password in both the <b>*New Password</b> and <b>*Confirm Password</b> fields. Click <b>Change Password</b>.</p> <p><b>Remember:</b> The new password must be at least 15 characters long with at least 1 number, 1 lowercase letter, 1 uppercase letter, and one special character. See the <a href="#">Password Rules</a> information in the Overview section for more details.</p> <div data-bbox="327 1328 1166 1865" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 1234567</p> <p>Description: Max Meladze</p> <p>Question <input type="text" value="What is the mascot of your favorite sports team?"/></p> <p>Response <input type="text" value="USCGA BEARS"/></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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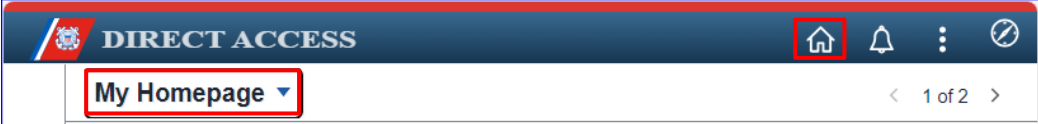
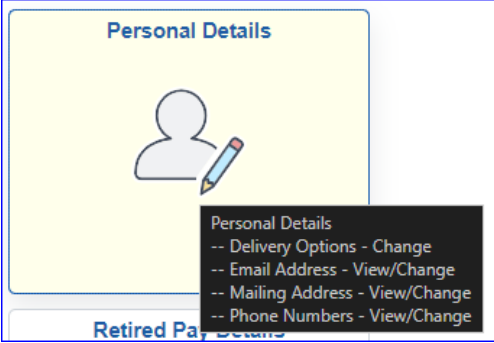
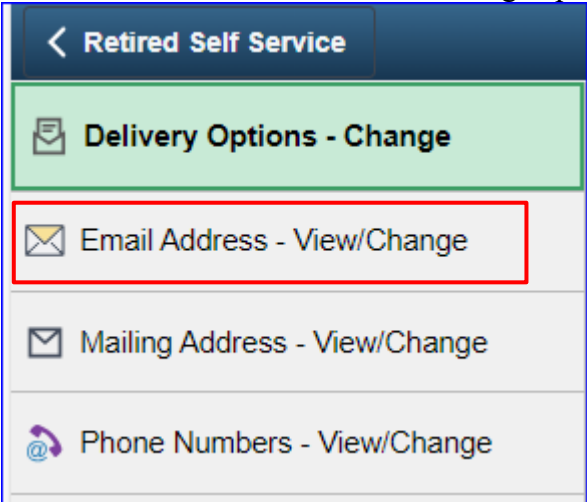
Procedures,  
continued

Step	Action
11	<p>A confirmation message will display. Click <b>OK</b>.</p>  <p>The screenshot shows a white rectangular dialog box with a blue border. Inside, the text reads "Your password has successfully been changed. (48,28)". Below the text is a button with the text "OK" in blue, which is highlighted by a red rectangular box.</p>
12	<p>To Return to the Self Service Menu, click the <b>House</b> icon in the upper right corner or the <b>Retired Self Service</b> back arrow.</p>  <p>The screenshot shows a dark blue navigation bar. On the left, there is a back arrow icon followed by the text "Retired Self Service", which is highlighted by a red box. In the center, the text "Direct Access" is displayed. On the right, there are four icons: a house icon (highlighted by a red box), a bell icon, a vertical ellipsis icon, and a circular icon with a diagonal slash.</p>

# Email Set up

**Introduction** This section provides the procedures to set up your email Address in DA.

**Procedures** See below.

Step	Action
1	Log into DA Self Service at <a href="#">Direct Access Self Service</a> .
2	Navigate to <b>Retired Self Service</b> via the drop-down or by page <b>arrows</b> . 
3	Click on the Personal Details tile. 
4	Select the Email Address – View/Change option. 

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## Email Set up, Continued





Procedures,  
continued

Step	Action								
<p>5</p>	<p>The My Email page will display. If an <b>Email Address</b> is already populated, verify it is correct and the <b>Preferred Address?</b> Box is checked.</p> <ul style="list-style-type: none"> <li>• If the address is correct and Preferred is checked, no further action is required.</li> <li>• If the email address is blank or incorrect continue to <b>Step 6</b>.</li> </ul> <div data-bbox="328 633 1369 965" style="border: 1px solid blue; padding: 5px;"> <p><b>My Email</b> MAX MELADZE</p> <p><b>Email Addresses</b></p> <table border="1" data-bbox="328 734 1369 846"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td>myhome@domain.com</td> <td><input checked="" type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete	Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete						
<p>6</p>	<p>Click <b>Add Email Address</b>.</p> <div data-bbox="328 1043 1369 1375" style="border: 1px solid blue; padding: 5px;"> <p><b>My Email</b> MAX MELADZE</p> <p><b>Email Addresses</b></p> <table border="1" data-bbox="328 1149 1369 1261"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete			<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
		<input type="checkbox"/>	Delete						
<p>7</p>	<p>Select an <b>Email Type</b> from the drop-down.</p> <div data-bbox="328 1453 1369 1785" style="border: 1px solid blue; padding: 5px;"> <p><b>My Email</b> MAX MELADZE</p> <p><b>Email Addresses</b></p> <table border="1" data-bbox="328 1559 1369 1671"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Business Home Other</p> </div>	Email Type	Email Address	Preferred Address?	Delete			<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
		<input type="checkbox"/>	Delete						

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## Email Set up, Continued

Procedures,  
continued

Step	Action								
<p><b>8</b></p>	<p>Enter the <b>Email Address</b>.</p> <div data-bbox="327 488 1366 835"> <p><b>My Email</b> MAX MELADZE</p> <p><b>Email Addresses</b></p> <table border="1"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td>myhomeemail@domain.com</td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete	Home	myhomeemail@domain.com	<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
Home	myhomeemail@domain.com	<input type="checkbox"/>	Delete						
<p><b>9</b></p>	<p>Check the <b>Preferred Address?</b> Box. Click <b>Save</b>. Repeat Steps 6-8 to add additional email addresses.</p> <div data-bbox="327 943 1366 1279"> <p><b>My Email</b> MAX MELADZE</p> <p><b>Email Addresses</b></p> <table border="1"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td>myhome@domain.com</td> <td><input checked="" type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete	Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete						
<p><b>10</b></p>	<p>To Return to the Self Service Menu, click the <b>House</b> icon in the upper right corner or the <b>Retired Self Service</b> back arrow.</p> <div data-bbox="327 1391 1366 1458"> <p>Personal Details    </p> </div>								

# Turning off Pop-up Blockers

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## Introduction

This section provides guidance for turning off pop-up blockers. This is necessary when viewing or printing certain documents, such as paystips and tax documents, in Direct Access (DA).

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## Compatible Web Browsers

### Google Chrome (for Windows)



- 1) Click the **Customize and Control Google Chrome** menu (the 3 dots located in the upper right corner of the browser).
  - 2) Select **Settings**.
  - 3) Scroll to the bottom of the list and click **Advanced**.
  - 4) Locate **Privacy and Security** section and click **Content/Site Settings** button.
  - 5) Select **Pop-ups and redirects**.
  - 6) Click the **Blocked (recommended)** switch.
- 

### Microsoft Internet Explorer



- 1) Click the **Tools** menu (the gear icon located in the upper right corner of the browser).
  - 2) Select **Internet options**.
  - 3) Select the **Privacy** tab.
  - 4) Uncheck the **Turn on Pop-up Blocker** box.
  - 5) Click **OK**.
- 

### Modzilla Firefox



- 1) Click **Open menu** (the three bars located in the upper right corner of the browser).
  - 2) Click **Options** (or Preferences depending on the version begin used).
  - 3) Select **Privacy & Security** (located on the left side of the page).
  - 4) Scroll down the page and uncheck **Block pop-up windows** box.
  - 5) Close and relaunch Firefox browser.
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### Microsoft Edge



- 1) Click the **More** button (the three dots located in the upper right corner of the browser).
  - 2) Select **Settings**.
  - 3) Scroll down and select **View Advanced Settings**.
  - 4) Click the **Block pop-ups** switch to off.
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### Apple Safari



- 1) Click the **Safari** menu.
  - 2) From the drop-down menu, select **Preferences**.
  - 3) Select **Security**.
  - 4) Uncheck the **Block pop-up windows** box.
-