Office of Chief Information Officer
Client Technology Services
Identity Access Branch

eAuthentication

Forgotten Password Training Guide

Internal Accounts

December 2016

Self-Service “I forgot my Password”

USDA workers with an Internal eAuthentication account can reset their forgotten passwords at any time without helpdesk assistance by using our self-service “**I forgot my User ID | Password**” feature.

Please follow the steps provided in this guide to reset your forgotten Internal account password.

icam
YOUR KEY TO USDA

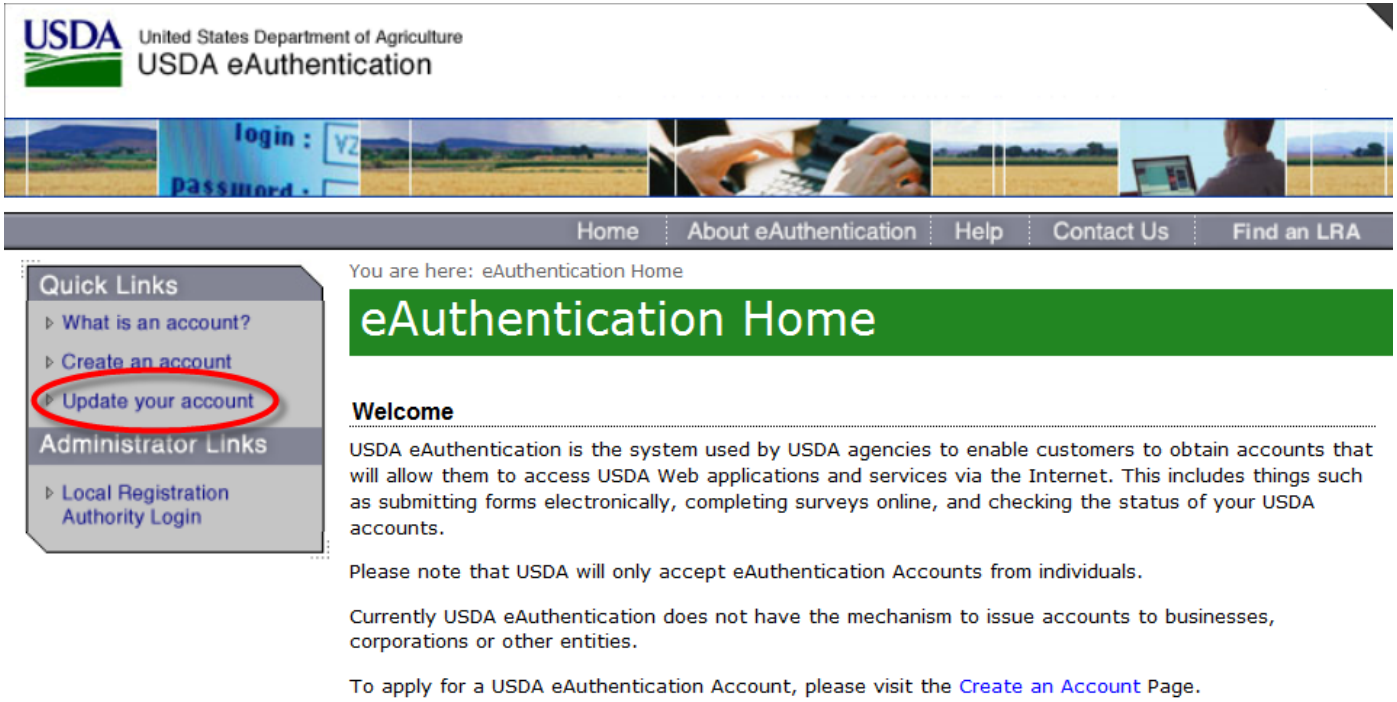
Steps for Resetting Your Password

1. Access Self-Service for "**I forgot my User ID | Password**"
2. Choose to reset your password with your LincPass or through manual Self-Service
3. LincPass Self-Service
   a. Log into Identity Manager with your LincPass
   b. Create a new password
4. Manual Self-Service
   a. Enter your information for Self-Service
   b. Create a new password
5. Contact the Helpdesk if assistance is required

icam
YOUR KEY TO USDA

Access Self Service

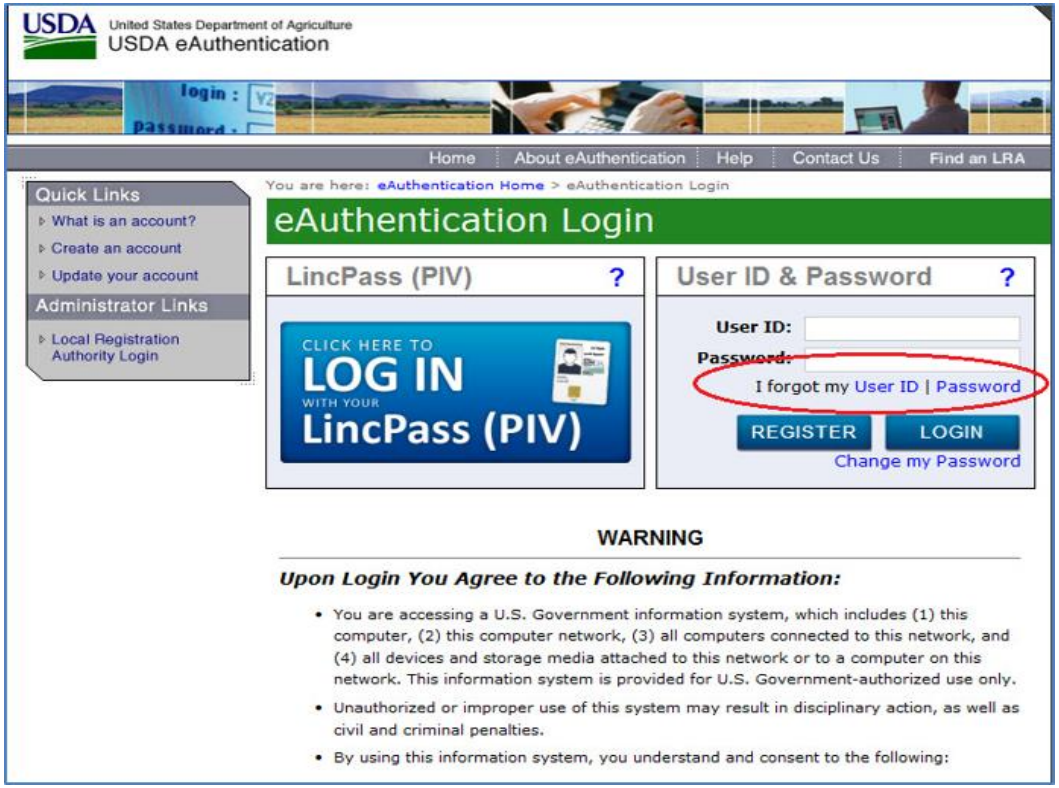
- Go to https://www.eauth.usda.gov
- Click on **Update your account**



icam
YOUR KEY TO USDA

Access Self Service (continued)

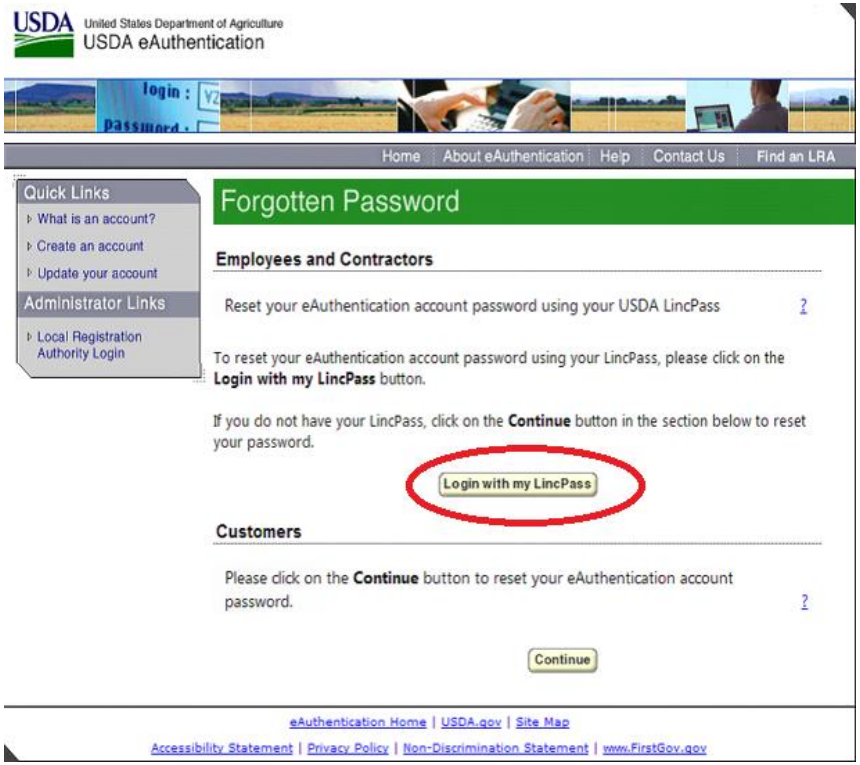
- Review the “Warning” message
- On the eAuthentication Login page, click **I forgot my User ID | Password** below the “Password” field



icam
YOUR KEY TO USDA

LincPass Self Service

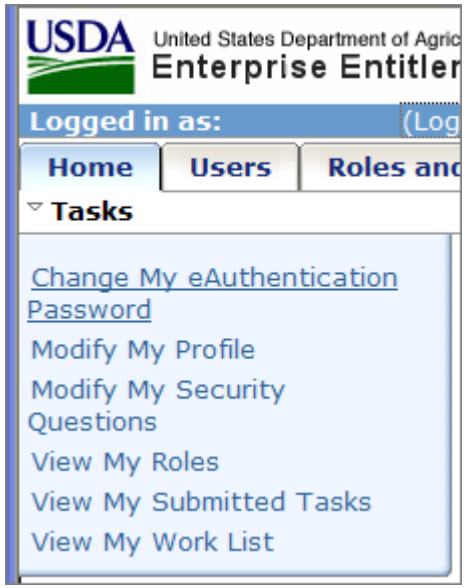
- As a USDA worker, we encourage you to use your LincPass for Self Service and for logging into our system
- Please select the **Login with my LincPass** option first



icam
YOUR KEY TO USDA

Log into Identity Manager

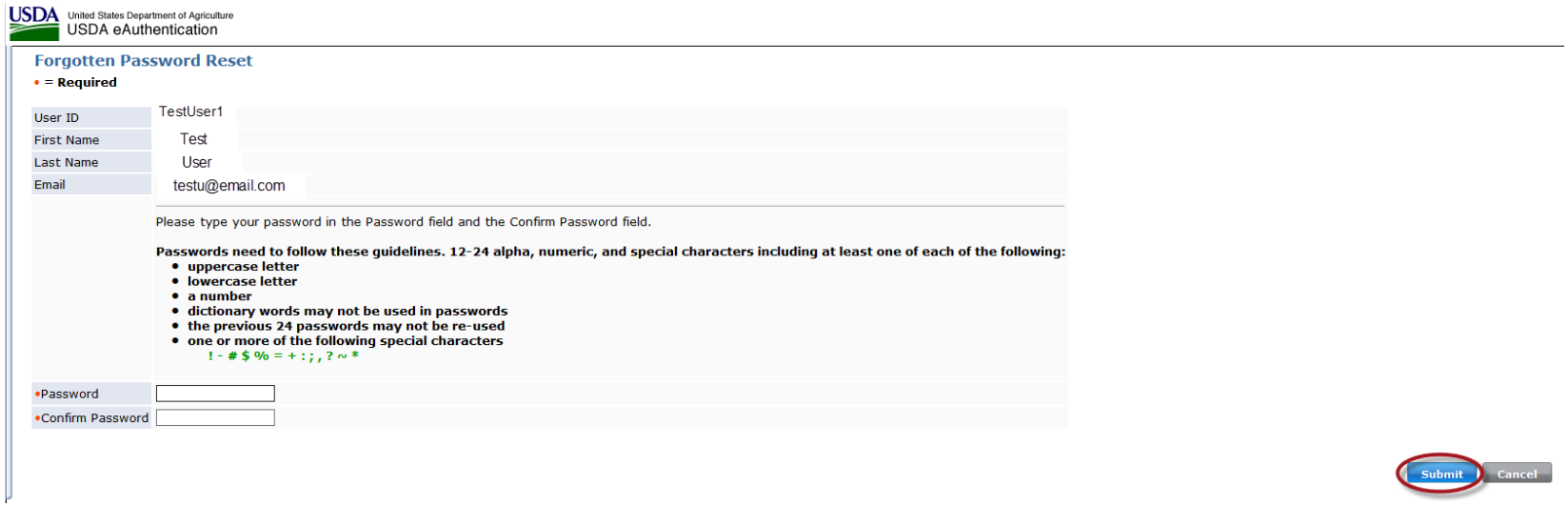
- Once you have logged into Identity Manager with your LincPass, go to the **Home** menu and select **Change My eAuthentication Password**



icam
YOUR KEY TO USDA

Create a New Password

- In the next screen you will need to create and verify a new password



icam
YOUR KEY TO USDA

Create a New Password (continued)

- You will now be prompted to create a new password. The password must use the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - one or more of the following special characters

! # $ % = + : ; , ? ~ * -

icam
YOUR KEY TO USDA

Create a New Password (continued)

Password Restrictions include:

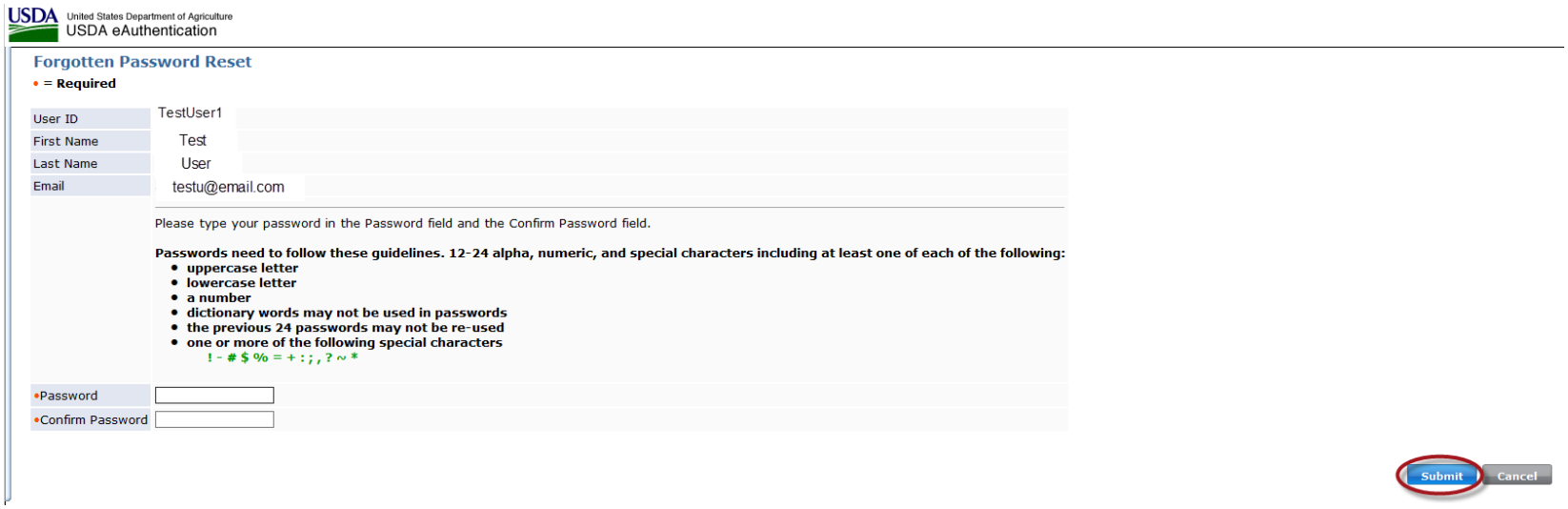
- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be re-used
- Profile Information (e.g. Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc)

Note: Your password will expire every 60 days

icam
YOUR KEY TO USDA

Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner



icam
YOUR KEY TO USDA

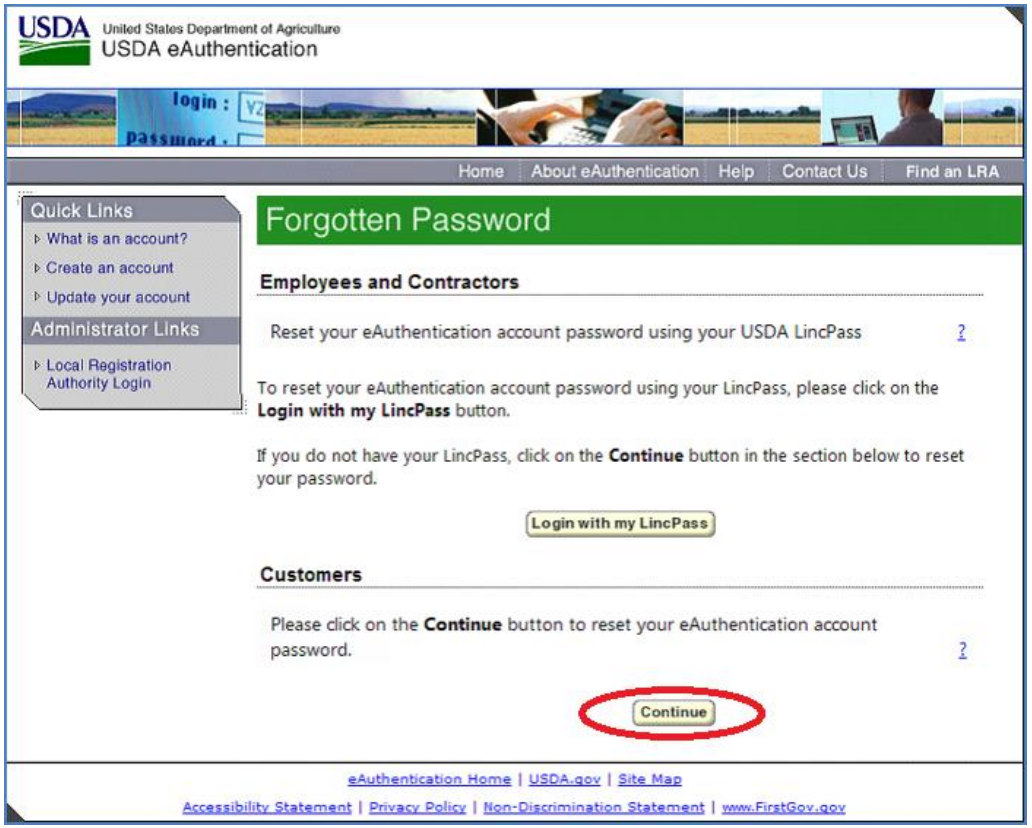
Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset.

icam
YOUR KEY TO USDA

Manual Self Service

- For manual Self Service, please press the **Continue** button to proceed with a password reset



icam
YOUR KEY TO USDA

Enter Your Information

- Input your User ID and click the **OK** button

icam
YOUR KEY TO USDA

Enter Your Information (continued)

- You will be prompted to answer 3 of your security questions (Security questions are a set of questions and answers you provided when you first registered for your account)
- Please provide the correct answer and press the **OK** button

icam
YOUR KEY TO USDA

Create a New Password

- You will now be prompted to create a new password. The password must use the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - one or more of the following special characters

      ! # $ % = + : ; , ? ~ * -

icam
YOUR KEY TO USDA

Create a New Password (continued)

Password Restrictions include:

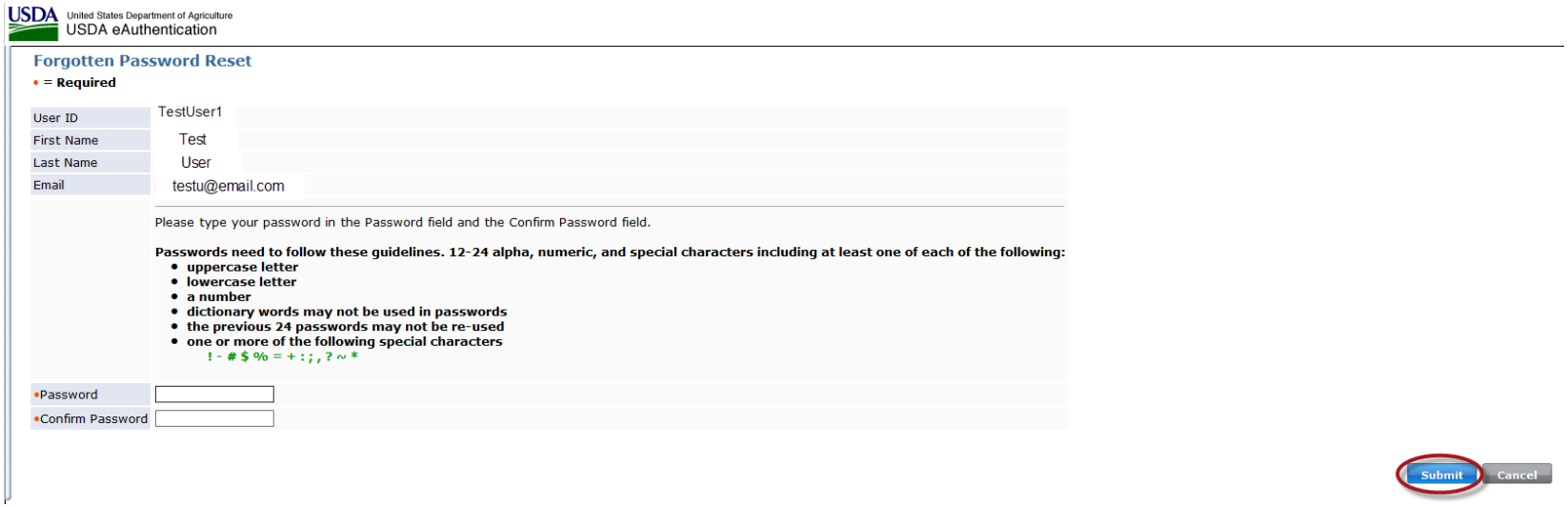
- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

Note: Your password will expire periodically, according to USDA policy.

icam
YOUR KEY TO USDA

Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner



icam
YOUR KEY TO USDA

Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset

icam
YOUR KEY TO USDA

Contact the Helpdesk

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- eAuthHelpDesk@ftc.usda.gov

icam
YOUR KEY TO USDA