Office of Chief Information Officer
Client Technology Services
Identity and Access Services Branch

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eAuthentication

Forgotten Password Guide

Customer Accounts

January 2017

Self-Service “I Forgot my Password”

USDA eAuthentication customer account holders can reset their forgotten passwords at any time without helpdesk assistance by using the self-service “**I forgot my User ID | Password**” feature.

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

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Steps for Resetting Your Password

1. Access Self-Service for "**I forgot my User ID | Password**"
2. Enter your information for Self-Service
3. Create a new password
4. Contact the helpdesk if assistance is required

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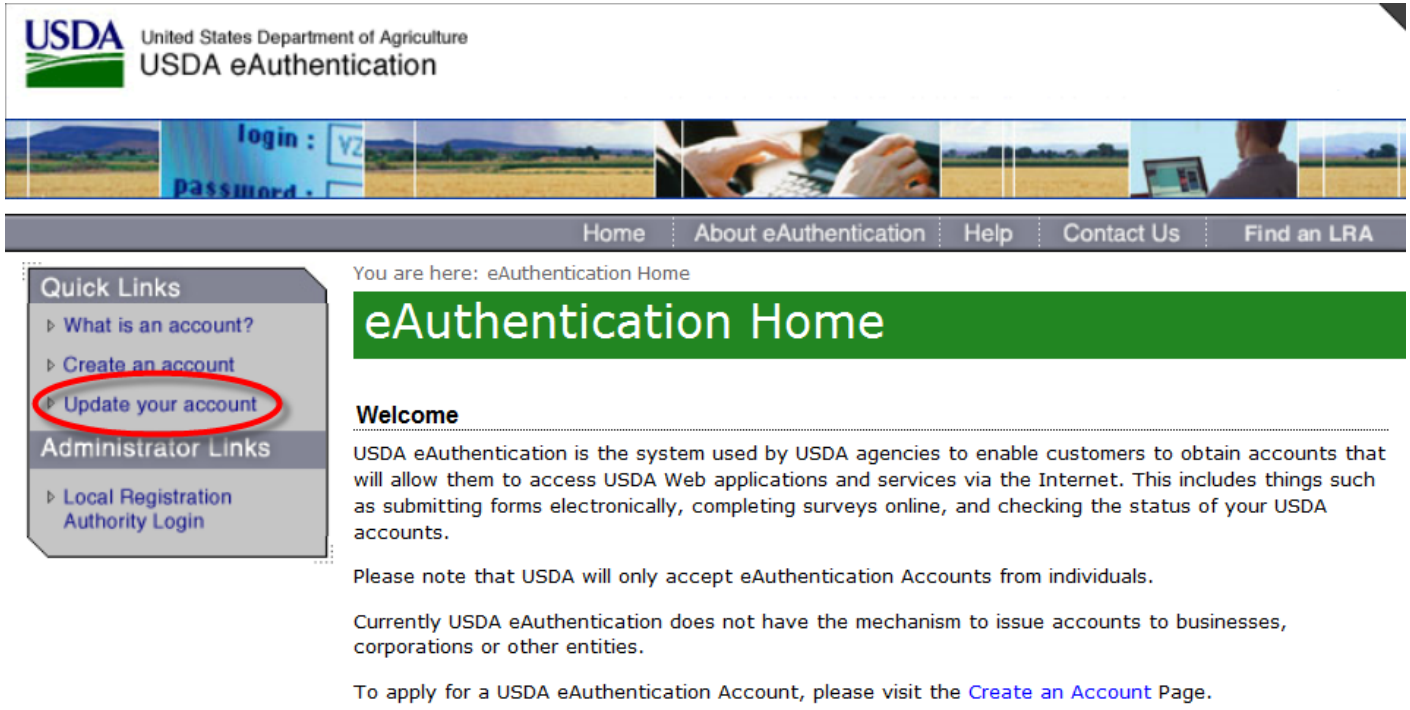
Access Self Service

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



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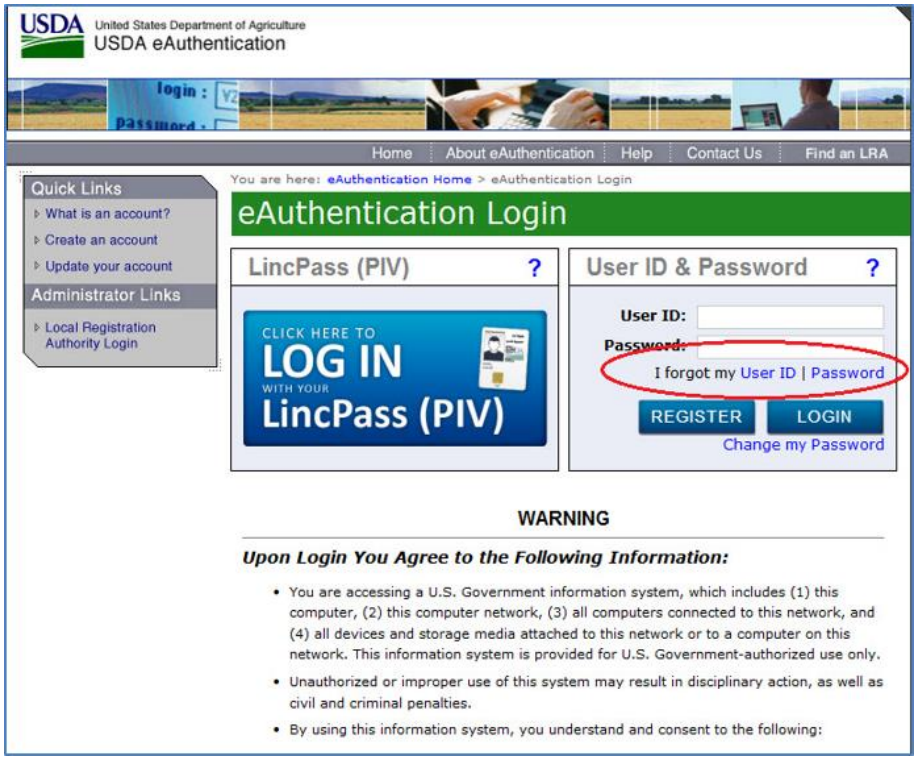
Access Self Service (continued)

- Review the “Warning” message
- Click on the word “password” in the link titled “I forgot my User ID | Password”



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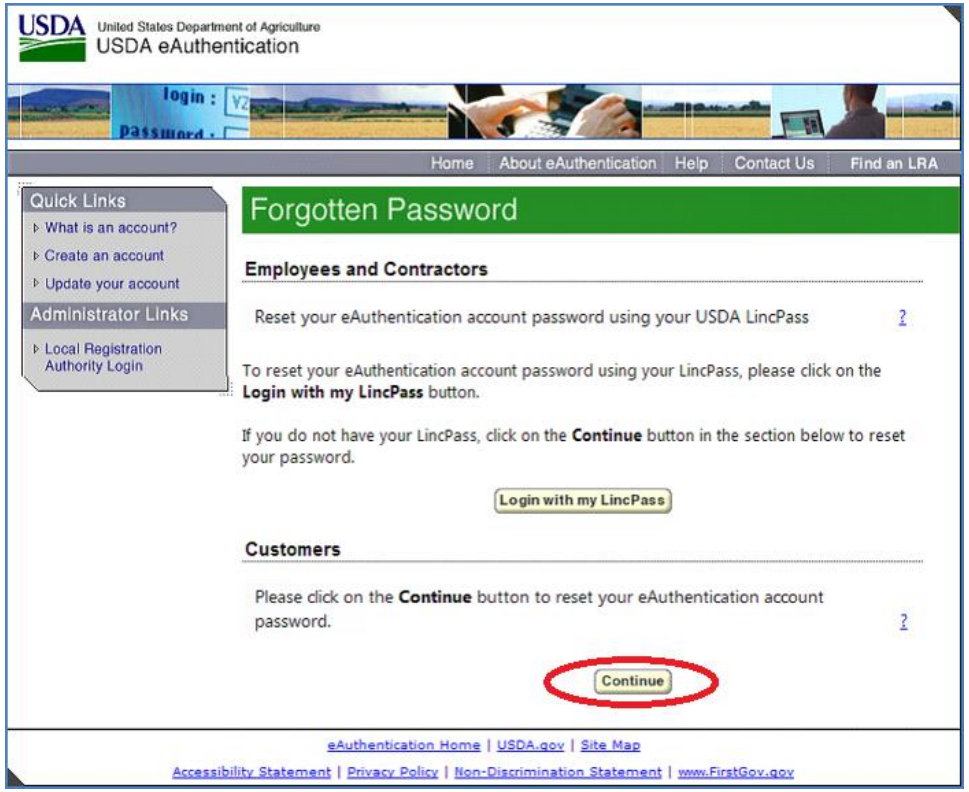
Access Self Service (continued)

- As a customer of the USDA, please press the **Continue** button to proceed with a password reset



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Enter Your Information

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

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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

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Create a New Password

- You will now be prompted to create a new password. The password must meet the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - Dictionary words may not be used in passwords
    - At least half of the characters in the new password must be changed from previous password
    - The previous 24 passwords may not be re-used
    - Previous passwords may not be re-used within 365 days
    - one or more of the following special characters

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

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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
- At least half of the characters in the new password must be changed from previous password
- 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.

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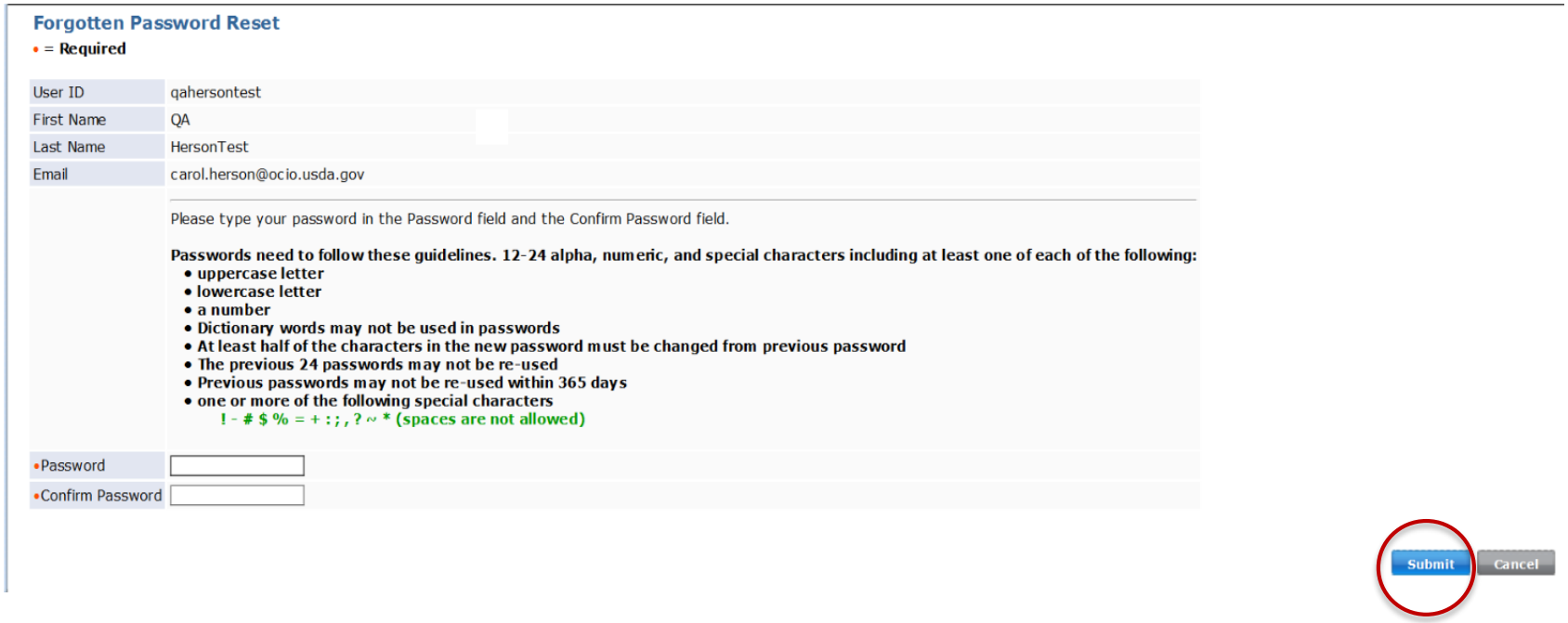
Create a New Password (continued)

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



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Create a New Password (continued)

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

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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

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