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

eAuthentication
Forgotten Password Training Guide

Internal Accounts

January 2017
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.
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
Access Self Service

- Go to https://www.eauth.usda.gov
- Click on Update your account
Access Self Service (continued)

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

• In the next screen you will need to create and verify a new password
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
    ▪ 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
      ![#$%+=::?,~*]
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
• At least half of the characters in the new password must be changed from previous password
• Profile Information (e.g. Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

Note: Your password will expire every 60 days
Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner.
Create a New Password (continued)

• Press the OK button on the task pending screen. Your password has now been reset.
Manual Self Service

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

- Input your User ID and click the OK button
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
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
    ▪ 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
      ! # $ % = + : ; , ? ~ * -
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.
Create a New Password (continued)

Once you have entered a password that meets the requirements, press the **Submit** button in the bottom right corner.
Create a New Password (continued)

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