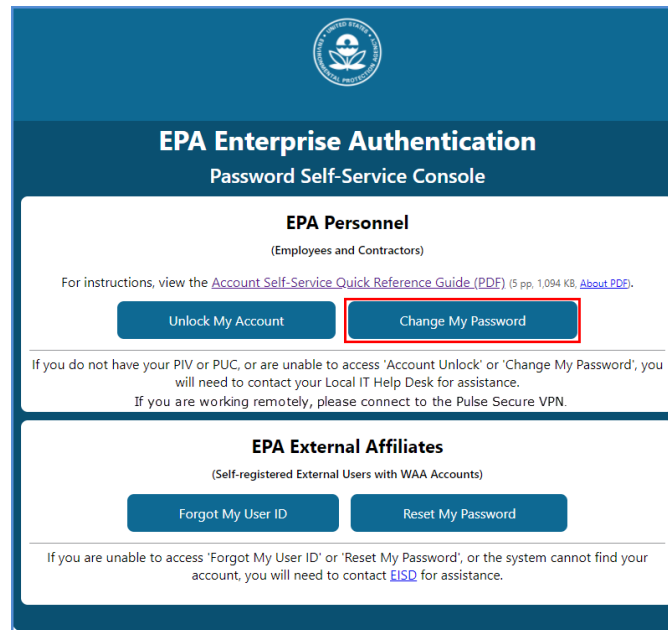


## Account Self-Service Quick Reference Guide

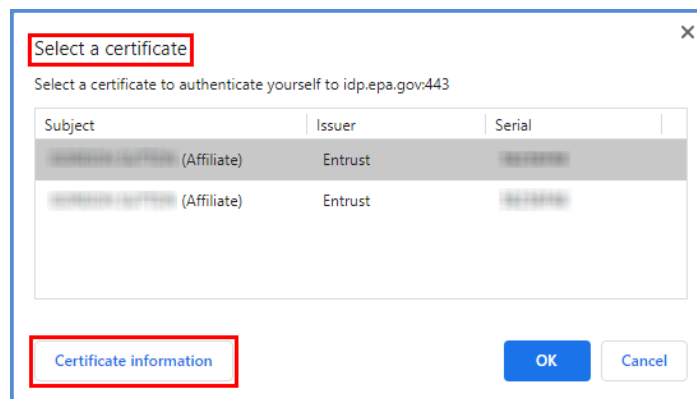
### Procedure

1. Open the Google Chrome Browser and visit the [EPA Enterprise Authentication](#) page to change your LAN Password (your Smart Card is required).
2. Select **Change My Password** (Figure 1).



**Figure 1. Password Self-Service Console**

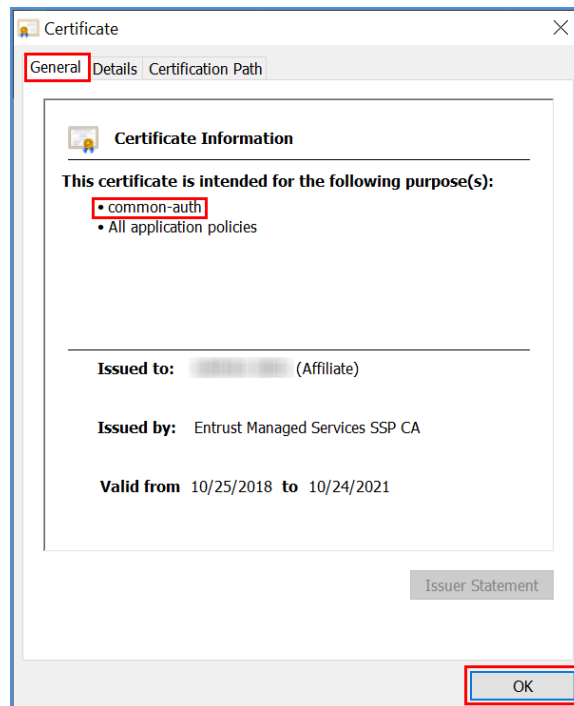
3. For the certificate highlighted by default in the **Select a certificate** box (Figure 2), select the **Certificate Information** button.



**Figure 2. Select a Certificate**



4. On the **General** tab, scroll down to verify that **common-auth** is in the list (Figure 3).
  - a. If **common-auth** is on the list, select **OK** to close the Certificate window (Figure 3 below), then select **OK** in the **Select a certificate** box (Figure 2 above) to proceed to step 5.
  - b. If **common-auth** is **NOT** on the list, exit this window and go back to the **Select a certificate** box (Figure 2 above) and select another certificate. Repeat this process until you identify the certificate with **common-auth**. Once you have identified the certificate with **common-auth**, select **OK** to close the Certificate window (Figure 3 below), then select **OK** in the **Select a certificate** box (Figure 2 above) to proceed to step 5.

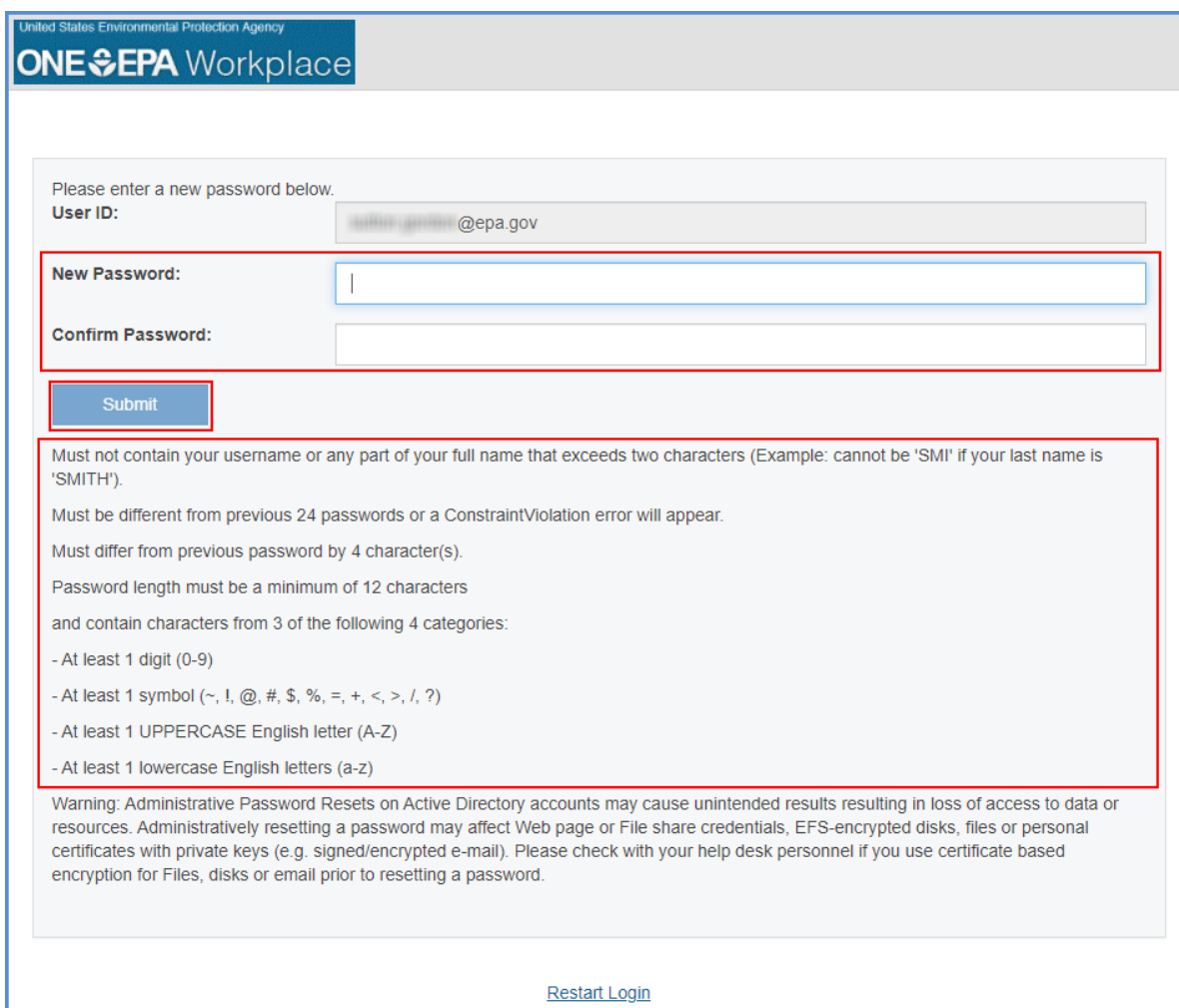


**Figure 3. Certificate, General tab, verify common-auth**





6. Enter and confirm the new password (Figure 7).
7. Select **Submit** to finalize the password change.
8. Once the form is submitted and the password has been changed, you will need to cache the password in the next step.



United States Environmental Protection Agency

**ONE EPA Workplace**

Please enter a new password below.

User ID:

New Password:

Confirm Password:

Must not contain your username or any part of your full name that exceeds two characters (Example: cannot be 'SMI' if your last name is 'SMITH').

Must be different from previous 24 passwords or a ConstraintViolation error will appear.

Must differ from previous password by 4 character(s).

Password length must be a minimum of 12 characters

and contain characters from 3 of the following 4 categories:

- At least 1 digit (0-9)
- At least 1 symbol (~, !, @, #, \$, %, =, +, <, >, /, ?)
- At least 1 UPPERCASE English letter (A-Z)
- At least 1 lowercase English letters (a-z)

Warning: Administrative Password Resets on Active Directory accounts may cause unintended results resulting in loss of access to data or resources. Administratively resetting a password may affect Web page or File share credentials, EFS-encrypted disks, files or personal certificates with private keys (e.g. signed/encrypted e-mail). Please check with your help desk personnel if you use certificate based encryption for Files, disks or email prior to resetting a password.

[Restart Login](#)

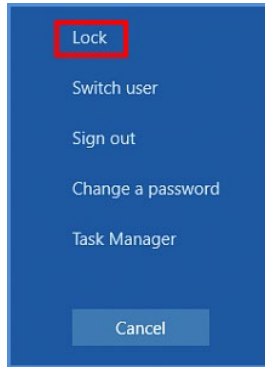
**Figure 7. New Password Selection and Rules**

**NOTE: The new password must be different from the previous 24 passwords or a Constraint Violation error will appear: **Warning: Password does not meet history requirements. You must complete the password change before leaving this page, or you may be locked out.****



**NOTE: If you are working REMOTELY, please connect to the Pulse Secure VPN ([Quick Reference VPN Guide](#)).**

9. Press “Ctrl+Alt+Del” on your keyboard and click **Lock** (Figure 8).



*Figure 8. Windows Lock Screen*

10. Sign back in with Smart Card and Smart Card PIN. The process is now complete.

## Environment

Password Self Service Console

## URL

EPA Enterprise Authentication: <https://pss.epa.gov/>

If you need further assistance, please contact the Enterprise IT Service Desk (EISD) at 866-411-4372, then select option 3; or email your request to [eisd@epa.gov](mailto:eisd@epa.gov). Additional information regarding EISD can be found on [EISD's intranet site](#).

You can also contact your [Local IT Help Desk](#) Support.

