Account Self-Service Quick Reference Guide

Changing your LAN Password
To successfully change your password and avoid being disconnected from the EPA Network:
- CONNECT TO THE NETWORK (VPN When Working Remotely)
- FOLLOW ALL 10 STEPS IN THE PROCEDURE
  (Steps 9 & 10 ensure proper saving of new password)

Procedure
1. Open the Google Chrome Browser and visit https://pss.epa.gov/ to change your LAN Password (your Smart Card is required).
2. Click 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), click the Certificate Information button.
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, click **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.
5. Enter your PIN and select **OK** (Figure 4).

**Figure 4. Smart Card PIN Entry**

**NOTE:** For Virtual Smart Card users, see Figures 5 & 6 for certificate selection and PIN entry.
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.
**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” and click **Lock** (Figure 8).

![Figure 8. Windows Lock Screen](image)

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

**Unlock Your Account**

1. Select Unlock My Account.
2. Your LAN ID should appear in User ID field (based on PIV card used) (Figure 9).
3. Select **Unlock**.

![Figure 9. Windows Unlock Button](image)

4. When successful, **Account unlocked** displays in a green banner (Figure 10). The account is now unlocked.
5. To exit, close the browser tab or browser.
Environment
Password Self Service Console

URL
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. Additional information regarding EISD can be found at https://work.epa.gov/information-technology.

You can also contact your Local IT Help Desk Support.