



Account Self-Service Quick Reference Guide

Using the Account Self-Service Homepage

1. Open the Google Chrome web browser and navigate to <https://pss.epa.gov>

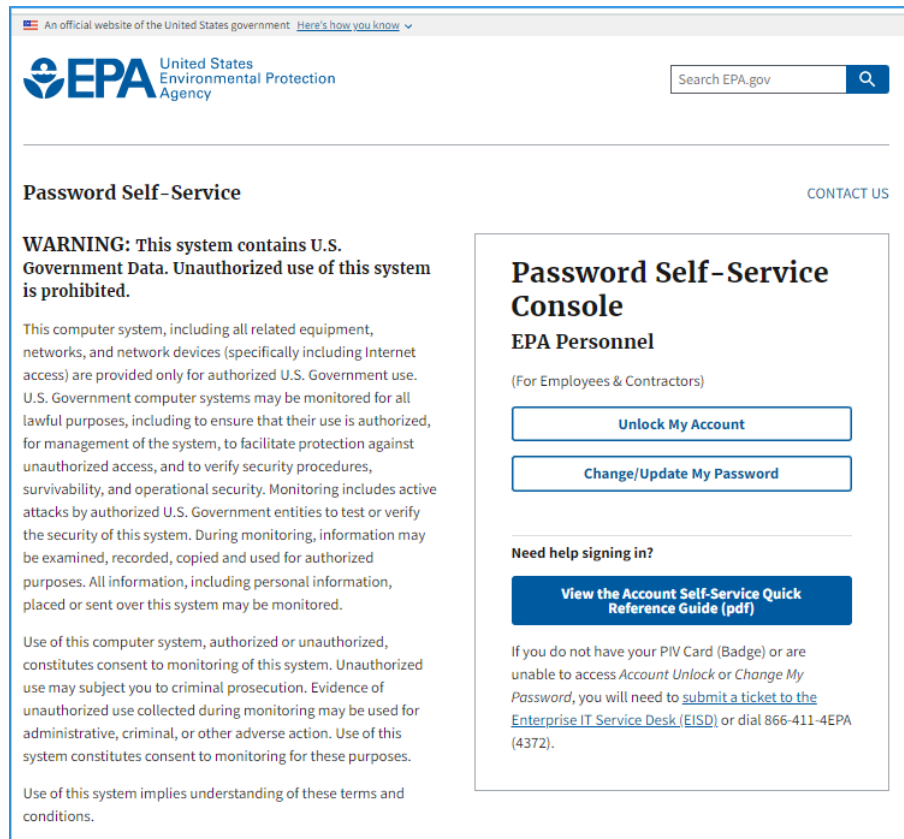


Figure 1: Account Self-Service Homepage

2. Select "Unlock My Account" or "Change/Update My Password" and follow the steps outlined this document.

Changing Your LAN Password

To successfully change your password and avoid being disconnected from the EPA Network:

- Connect to the EPA Network (Use Pulse VPN when working remotely).
- Follow all steps in this guide
Note: Steps 8 and 9 will ensure your new password is saved correctly.

Selecting a Certificate

1. Once you have selected "Change/Update My Password", you will be prompted to "Select A Certificate".
2. For the certificate highlighted by default in the **Select a certificate** box (Figure 2), select the **Certificate Information** link.

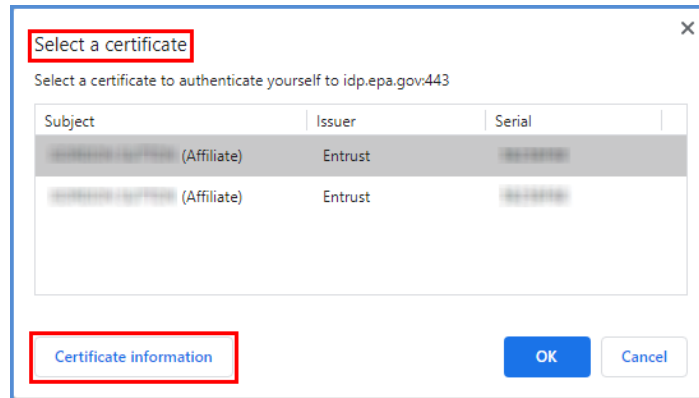


Figure 2: Select A Certificate Box

3. On the General tab, scroll down to verify that common-auth is in the list (Figure 3).

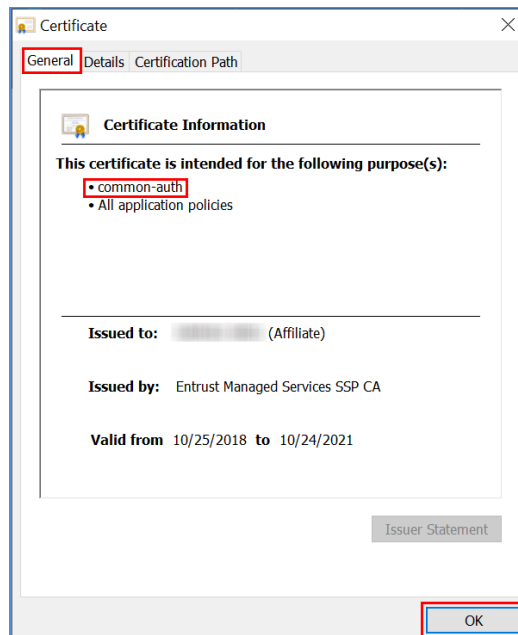


Figure 3: Certificate Window, with "General" tab open.



4. If **common-auth** is on the list, select **OK** to close the Certificate window (Figure 3), then select **OK** in the **Select a certificate** box (Figure 2 above) to proceed to the next step.

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 identified, proceed to the next step.

5. Enter your PIN in the Windows Security Dialogue box and select OK.
Note: For Virtual Smart Card users, ensure that the smart card option is selected in the "Select a certificate" box and enter your PIN.

Entering a New Password

6. When the New Password page has finished loading, enter your new password into the New Password field. Verify your new password in the "Confirm Password" field.

Note: The User ID field is auto populated based on your login information.

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 4: New Password window highlighting password fields and password rules.



- a. Your new password must meet the following criteria:
 - i. 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').
 - ii. Must be different from previous 24 passwords or a Constraint Violation error will appear.
 - iii. Password length must be a minimum of 12 characters
 - iv. and contain characters from 3 of the following 4 categories:
 - v. At least 1 digit (0-9)
 - vi. At least 1 symbol (~, !, @, #, \$, %, =, +, <, >, /, ?)
 - vii. At least 1 UPPERCASE English letter (A-Z)
 - viii. At least 1 lowercase English letters (a-z)
 - ix. Must be different from the previous 24 passwords you have used.

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.

- b. If your new password does not meet the following criteria, you will be presented with a Constraint Violation message.

Password was not changed due to recent password use policy Exception: ConstraintViolation

Figure 5: Constraint Violation Error

If You Are Working Remotely (VPN Access)

7. Check and verify you are still connected to the EPA VPN.
8. Once VPN connectivity is verified, lock your computer (press CTRL+ALT+DEL and select "Lock" from the provided options).
9. Sign back in using your PIV Card and PIN. The process is now complete.

Unlocking Your Account

1. From the pss.epa.gov homepage, select "Unlock My Account" from within the Password Self-Service Console.
2. Your LAN ID should automatically appear in the User ID field (based on your PIV card).
3. Select **Unlock** (figure 6).

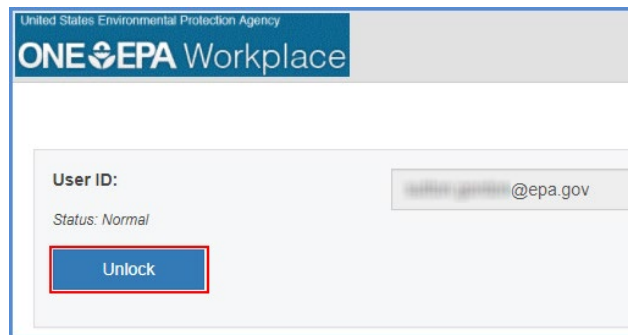


Figure 6: Screenshot of the Unlock button

4. When successful, the page will display a notification that states **Account Unlocked** (Figure 7).

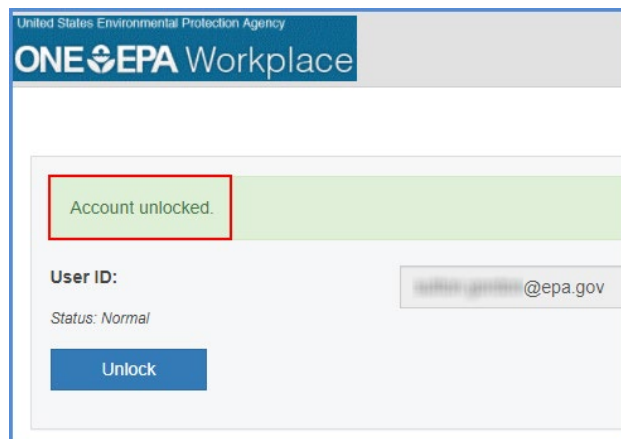


Figure 7: Unlock Confirmation

5. To exit, you can close the browser tab.



Technical Information

Environment

Account Self-Service Console

Website URL

<https://pss.epa.gov>

Technical Assistance

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.