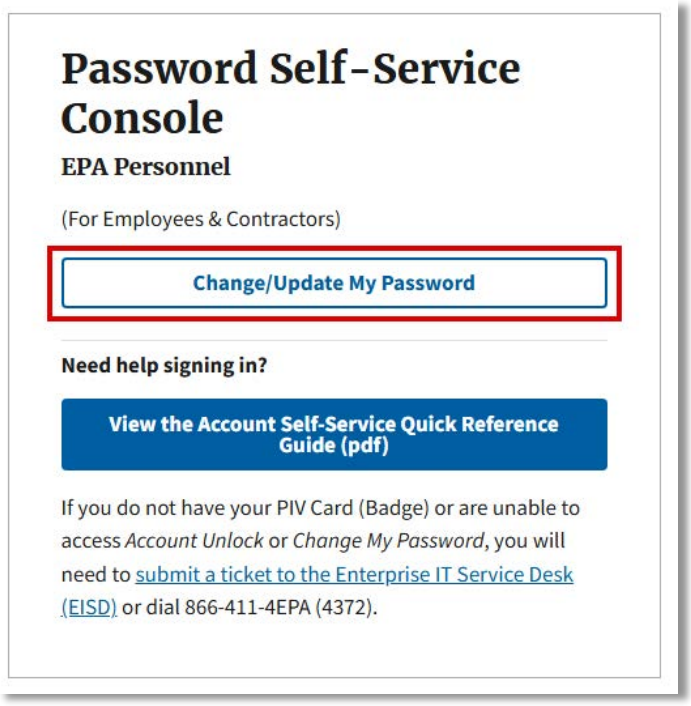
Account Self-Service Quick Reference Guide

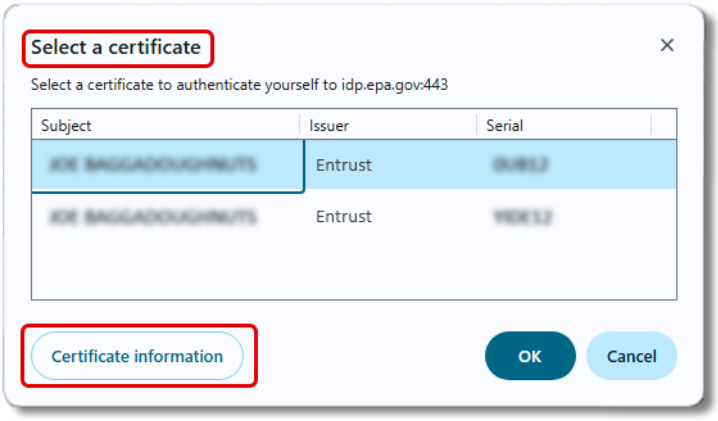
Using the Account Self-Service Portal

Password Change / Update Process

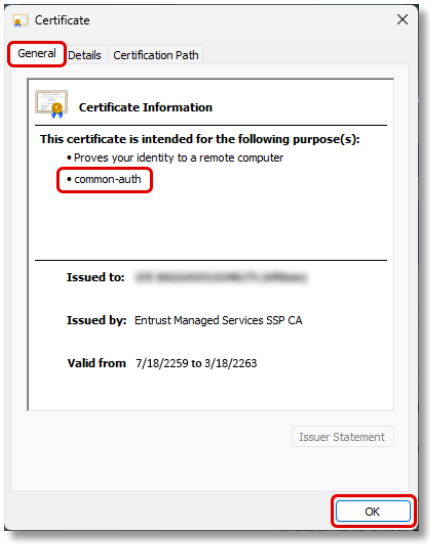
1. Open the Google Chrome Web Browser and navigate to pss.epa.gov.
2. Select “Change/Update My Password” in the Password Self-Service Console.



3. In the “Select a certificate” dialogue box, select the appropriate certificate and continue by selecting “OK”.
   a. If you are presented with multiple certificates and are unsure which certificate to select, then select one of the certificates and then select “Certificate information”.



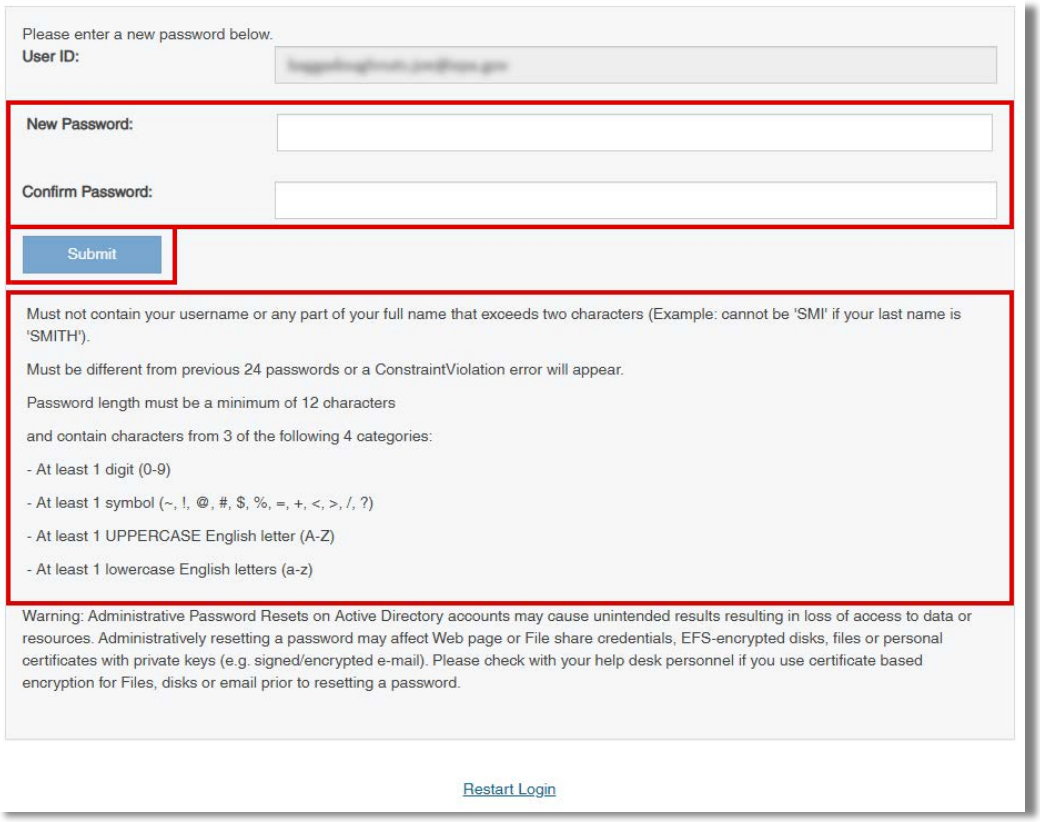
b. In the Certificate Information dialogue box, select the “General” tab. If “common-auth” is listed as one of the intended purposes, then this is your certificate. Select “OK” to close the dialogue box. Select “OK” again in the “Select a certificate” dialogue box. Continue to step 4 of this guide.



c. If the certificate you selected does not state “common-auth” listed under intended purposes, select “OK” to close and try another certificate. Repeat steps 3a and 3b for each certificate until you have identified the correct certificate.

4. 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.

5. When the New Password page has loaded, enter your new password into the “New Password” field and verify it by entering the same password again in the “Confirm Password” field. The “User ID” field is auto populated based on the PIV card you used to access the system.

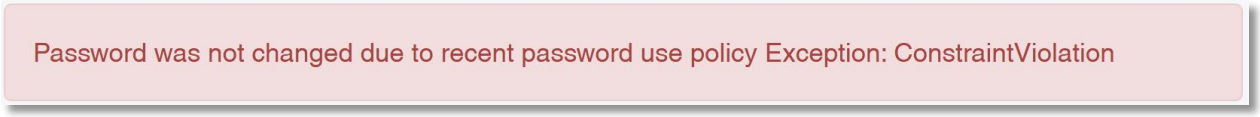


Your new password must meet the following criteria:

a. 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').
b. Must be different from previous 24 passwords or a Constraint Violation error will appear.
c. Password length must be a minimum of 15 characters
d. and contain characters from 3 of the following 4 categories:
    i. At least 1 digit (0-9)
    ii. At least 1 symbol (~, !, @, #, $, %, =, +, , /, ?)
    iii. At least 1 UPPERCASE English letter (A-Z)
    iv. At least 1 lowercase English letters (a-z)
e. 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.

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



6. Verify you are still connected to the EPA Network by opening Zscaler and verifying the service status is set to “ON”.
7. Lock your computer (press CTRL+ALT+DEL and select “Lock” from the provided options).
8. Sign back in to your computer using your PIV Card and PIN.
9. The process is now complete.

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.