

T-PAX Self-Service Password Reset Problems:

The e-mail you receive from the system after pressing the  button has the new **PRIMARY** password in the **SECONDARY** password information. The **SECONDARY** password is not being reset by the system at this time. Your old **SECONDARY** password will continue to work (provided you remember it).

Until the malfunction is corrected, follow these steps to reset your primary password:

Please note: If you do not know your Secondary password, you will not be able to use this procedure. Submit a trouble-ticket at <http://www.uscg.mil/hr/psc/ccb> and request that both your primary(logon) and secondary passwords be reset.

Step	Action
1	Start T-PAX http://cgweb.fincen.uscg.mil/citrix/TPAXPROD.ica
2	Enter your Login ID (which is normally your employee ID) and click the Forgotten or No Password button. 
3	If your e-mail address is in the system, you will receive this acknowledgement. Click OK to continue.  You will be prompted to logon again.  Click OK again to continue.
4	Check your e-mail. Note: Check your "Junk" e-mail folder if the system generated e-mail doesn't arrive in your in-box within a few minutes.
5	Open the e-mail from Please_do_not_reply@uscg.mil

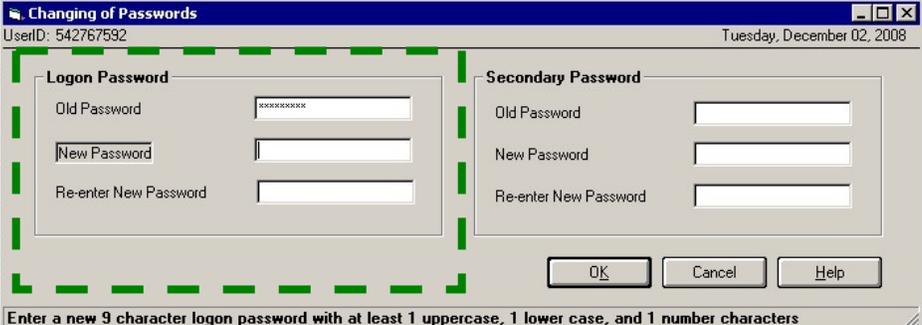
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T-PAX Self-Service Password Reset Problems (cont'd):

Step	Action
5	<p>An example of the system generated e-mail is below:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p>From: Please_do_not_reply@uscg.mil Sent: Tuesday, December 02, 2008 4:14 PM To: Last, First Subject: Important T-PAX Travel System Notice</p> <p>A new T-PAX travel system password was requested for your account. The randomly generated password that has been assigned to your account is: NHnx67Kh1</p> <p>Your secondary password is: HCnr86Qw4</p> <p>If you did not request this new password or have any questions please contact a T-PAX system administrator.</p> </div> <div style="border: 2px solid red; background-color: yellow; padding: 5px; width: fit-content; margin: 5px 0;"> <p>Disregard this paragraph. This is not your new password.</p> </div> <div style="border: 2px solid green; background-color: #e0ffe0; padding: 5px; width: fit-content; margin: 5px 0;"> <p>This line has your new PRIMARY logon password</p> </div>
6	Copy or write down the secondary password from 2 nd paragraph of the e-mail.
7	Return to the T-PAX logon screen.
8	Enter your user ID.
9	Paste or type in the password you copied or wrote down in step 6 above and click OK.
10	If the password worked you'll be presented with the Copyright notice. Click "Accept" and OK to continue.
11	<p>An Expired Password message will display. Click OK to continue.</p> <div style="border: 1px solid gray; background-color: #d3d3d3; padding: 10px; margin: 5px 0;"> <div style="background-color: #000080; color: white; padding: 2px 5px; display: inline-block;">T-PAX</div> <div style="float: right; text-align: right;">✕</div> <p>Your password is older than 90 days and must now be changed.</p> <div style="text-align: center; margin-top: 10px;"> <input type="button" value="OK"/> </div> </div>

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T-PAX Self-Service Password Reset Problems (cont'd):

Step	Action						
12	<p>The Change Passwords dialog will display. Complete the Logon Password (left side of the box) fields:</p> <table border="1" data-bbox="321 405 1336 562"> <thead> <tr> <th data-bbox="321 405 509 432">Field</th> <th data-bbox="509 405 1336 432">Enter</th> </tr> </thead> <tbody> <tr> <td data-bbox="321 432 509 468">Old Password</td> <td data-bbox="509 432 1336 468"><i>Paste</i> or type in the password you copied or wrote down in step 6 above.</td> </tr> <tr> <td data-bbox="321 468 509 562">New Password Re-enter New Password</td> <td data-bbox="509 468 1336 562">Create a new password that is 9 characters in length and includes at least one uppercase letter, one lowercase letter and one number.</td> </tr> </tbody> </table> 	Field	Enter	Old Password	<i>Paste</i> or type in the password you copied or wrote down in step 6 above.	New Password Re-enter New Password	Create a new password that is 9 characters in length and includes at least one uppercase letter, one lowercase letter and one number.
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Old Password	<i>Paste</i> or type in the password you copied or wrote down in step 6 above.						
New Password Re-enter New Password	Create a new password that is 9 characters in length and includes at least one uppercase letter, one lowercase letter and one number.						
13	<p>Complete the Secondary Password fields (right side of the box)</p> <table border="1" data-bbox="321 957 1336 1171"> <thead> <tr> <th data-bbox="321 957 509 984">Field</th> <th data-bbox="509 957 1336 984">Enter</th> </tr> </thead> <tbody> <tr> <td data-bbox="321 984 509 1079">Old Password</td> <td data-bbox="509 984 1336 1079"><i>Your secondary password as it was before</i> Tip: Try entering the old password in all uppercase letters if you haven't changed it since last June's update.</td> </tr> <tr> <td data-bbox="321 1079 509 1171">New Password Re-enter New Password</td> <td data-bbox="509 1079 1336 1171">Create a new password that is 9 characters in length and includes at least one uppercase letter, one lowercase letter and one number.</td> </tr> </tbody> </table>	Field	Enter	Old Password	<i>Your secondary password as it was before</i> Tip: Try entering the old password in all uppercase letters if you haven't changed it since last June's update.	New Password Re-enter New Password	Create a new password that is 9 characters in length and includes at least one uppercase letter, one lowercase letter and one number.
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14	Click OK to logon.						

Example:

My primary password is Test20080 and my secondary pw is **Travel2008**. I click on the forgotten password and it sends me an e-mail: "The randomly generated password that has been assigned to your account is: NHnx67Kh1. Your secondary password is: **HCnr86Qw4**"

So when I log into T-PAX I have to use **HCnr86Qw4** as the primary log on pw and **Travel2008** as the "old" secondary password...if I can remember it that is...if not I have to contact Customer Care and have it reset manually.