



# USDA eAuthentication

## Forgotten Password Guide for Customer Accounts



January 5, 2015, V.5

# Self-Service “I Forgot my Password”

USDA eAuthentication customer account holders can reset their forgotten passwords at any time without helpdesk assistance by using the self-service “I forgot my User ID | **Password**” feature.

Please follow the steps provided in this guide to reset your forgotten Customer account password.

# Steps for Resetting Your Password

1. Access Self-Service for “I forgot my User ID | **Password**”
2. Enter your information for Self-Service
3. Create a new password
4. Contact the helpdesk if assistance is required

# Access Self Service

- Go to <https://www.eauth.usda.gov>
- Click on **Update your account**

The screenshot shows the USDA eAuthentication website. At the top left is the USDA logo with the text "United States Department of Agriculture" and "USDA eAuthentication". At the top right is the EAS logo with the text "EAS" and "ELECTRONIC AUTHENTICATION SERVICES". Below the logos is a banner image showing a person logging in. A navigation bar contains links for "Home", "About eAuthentication", "Help", "Contact Us", and "Find an LRA". Below the navigation bar is a breadcrumb trail: "You are here: eAuthentication Home". A large green banner reads "eAuthentication Home". On the left is a "Quick Links" menu with the following items: "What is an account?", "Create an account", "Update your account" (circled in red), and "Administrator Links". Under "Administrator Links" are "Local Registration" and "Authority Login". To the right of the menu is a "Welcome" section with the following text:

**Welcome**

USDA eAuthentication is the system used by USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. This includes things such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

Please note that USDA will only accept eAuthentication Accounts from individuals.

Currently USDA eAuthentication does not have the mechanism to issue accounts to businesses, corporations or other entities.

To apply for a USDA eAuthentication Account, please visit the [Create an Account](#) Page.

# Access Self Service (continued)

- Review the “Warning” message
- Click on the word “password” in the link titled “I forgot my User ID | Password”

USDA United States Department of Agriculture  
USDA eAuthentication

Home About eAuthentication Help Contact Us Find an LRA

You are here: [eAuthentication Home](#) > [eAuthentication Login](#)

## eAuthentication Login

### LincPass (PIV) ?

CLICK HERE TO  
**LOG IN**  
WITH YOUR  
**LincPass (PIV)**

### User ID & Password ?

User ID:

Password:

[I forgot my User ID | Password](#)

[Change my Password](#)

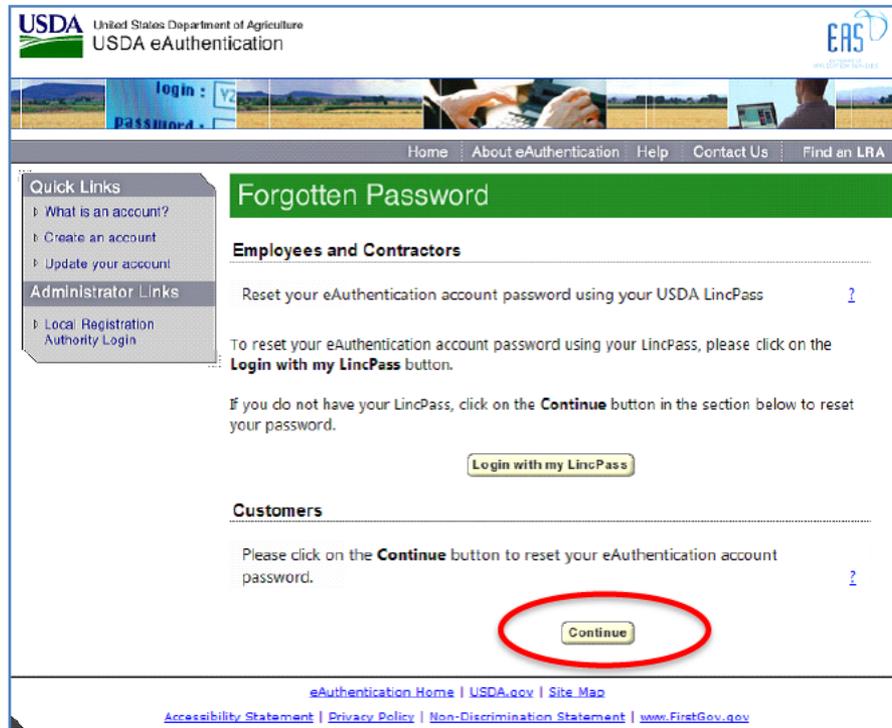
**WARNING**

**Upon Login You Agree to the Following Information:**

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:

# Access Self Service (continued)

- As a customer of the USDA, please press the **Continue** button to proceed with a password reset



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USDA eAuthentication

login :

Home | About eAuthentication | Help | Contact Us | Find an LRA

### Forgotten Password

**Quick Links**

- What is an account?
- Create an account
- Update your account

**Administrator Links**

- Local Registration
- Authority Login

**Employees and Contractors**

Reset your eAuthentication account password using your USDA LincPass [?](#)

To reset your eAuthentication account password using your LincPass, please click on the **Login with my LincPass** button.

If you do not have your LincPass, click on the **Continue** button in the section below to reset your password.

[Login with my LincPass](#)

**Customers**

Please click on the **Continue** button to reset your eAuthentication account password. [?](#)

[Continue](#)

[eAuthentication Home](#) | [USDA.gov](#) | [Site Map](#)  
[Accessibility Statement](#) | [Privacy Policy](#) | [Non-Discrimination Statement](#) | [www.FirstGov.gov](#)

# Enter Your Information

- Enter your User ID and click the **OK** button



The screenshot shows a web form for a password reset. At the top left is the USDA logo and the text 'United States Department of Agriculture' and 'USDA eAuthentication'. Below this is a heading: 'Forgotten Password Reset: Please enter the following to identify yourself'. There is a label 'User ID' next to a text input field. At the bottom right of the form are two buttons: 'OK' and 'Cancel'. At the very bottom of the page, there are links for 'USDA Home', 'Accessibility Statement', 'Privacy Policy', 'Non-discrimination Statement', and 'IDManagement.gov', along with a small logo for 'Powered by EASD'.

# Enter Your Information (continued)

- You will be prompted to answer 2 of your security questions
  - Security questions are a set of questions and answers you provided when you first registered for your account
- Please provide the correct answer and press the **OK** button



The screenshot shows a dialog box titled "USDA eAuthentication" with the USDA logo. The main heading is "Forgotten Password Reset: Please enter the following to verify your identity". The form contains the following fields:

User ID	B.Helpdesktacct00
First Name	Jim
Last Name	Helpdeskttest
Security Question:	What is the name of your first pet?
Answer:	<input type="text"/>

At the bottom right of the dialog box are two buttons: "OK" and "Cancel".

# Create a New Password

- You will now be prompted to create a new password. The password must meet the following criteria:
  - Contain 12-24 characters, including at least one of each of the following:
    - uppercase letter
    - lowercase letter
    - a number
    - one or more of the following special characters

**! # \$ % = + : ; , ? ~ \* -**

# Create a New Password (continued)

Password Restrictions include:

- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

**Note:** Your password will expire periodically, according to USDA policy.

# Create a New Password (continued)

Once you have input a password that meets the requirements, press the **Submit** button in the bottom right corner.

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USDA eAuthentication

### Forgotten Password Reset

• = Required

User ID	B.Helpdesktstacct00
First Name	Jim
•Last Name	Helpdesktst
Email	TESTEXAMPLE1102@GMAIL.COM

Please type your password in the Password field and the Confirm Password field.

Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:

- uppercase letter
- lowercase letter
- a number
- dictionary words may not be used in passwords
- the previous 24 passwords may not be re-used
- one or more of the following special characters  
! - \* \$ % = + ; , ? ~ \*

•Password	<input type="password"/>
•Confirm Password	<input type="password"/>

# Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset.



# Contact the Helpdesk

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)

