



HSPD-12 NEWSFLASH

SUBJECT: NO PASSWORD RECEIVED OR PASSWORD RESET IN USACCESS ROLE HOLDER PORTALS

All HSPD-12 Role holders (Sponsors, Adjudicators, Security Officers and Role Administrators) are required to reset their passwords directly from the applicable Role Holder portals.

- **How to Reset a Forgotten Password**

1. Go to the applicable role holder portal and select the **Reset Password** link (located in bottom left corner of page). Enter in your last name or social security number, as well as your date of birth. Click **Search**.
2. If the system can validate your identity, you will receive an email with a new password to the email address on file. Please check your email for this password and use it to log on to the portal. **Tip:** Cut and paste the password into the login field in the portal instead of typing it in. This allows accurate reproduction of the password without error.

IMPORTANT: When resetting your password, please wait 30 minutes before logging in and using the new password emailed to you. If you do not wait the 30 minutes, you will not be able to log into the portal and could potentially lock your account.

- **How to Reset an Expired Password**

After logging in to your Role Holder portal, you will be alerted when your password has expired.

If your password has expired:

1. The following pop-up window, saying the password has expired, will appear after the initial log in to the portal.
2. Enter the new password and confirm it. After confirming the password, you will be returned to the log in screen to log in again using this new password.

- **Role Holder Acceptable Password Characteristics for USAccess**

This is a reminder of the acceptable passwords characteristics to follow when resetting your passwords from their applicable Role Holder portals.

1. Role holder passwords must be a minimum of 8 characters.
2. When creating a password, please create one that contains 3 of the following 4 characteristics:
 - At least one uppercase letter
 - At least one lowercase letter
 - At least one number
 - At least one special character such as %, #, @

You may only submit one request to change your password per 24 hour period. You must wait 24 hours until you change this password again, as the system will prevent it from being changed. The 24 hour waiting period begins when you send in the initial request for a password reset. For example, if you ask for the password reset at 9am on Monday, you must wait until 9am Tuesday in order to change it.

USDA HSPD-12 Website: <http://lincpass.usda.gov>

Contact the USDA HSPD-12 Help Desk:

Toll Free: 1-888-212-9309

Local: 703-245-7888

Email: hspd12@ftc.usda.gov

