USERNAME AND PASSWORD RESET

Select Login Method

- ○ Common Access Card (CAC)
- ● Username and Password
- ○ Personal Information

Email: [_____]
(e.g., Sponsor's .mil addr)
Password: [_____]
(YYYYMMDDXXXX, e.g., 197602294321)

I don't know my password and/or username

Initial password is the sponsor's Date of Birth and last 4 of their SSN(Foreign Nationals use 0000 for the last 4 of their SSN).

Note:IRR Reservists and contractors in the Continental U.S. can NOT login at this time.

[LOGIN]

Select Login Method

Sponsor SSN: [_____]
(No dashes or spaces)

DOB: [DD] [JAN ÷] [YYYY]

Last name: [_____]

Note:IRR Reservists and contractors in the Continental U.S. can NOT login at this time.

[LOGIN] [Cancel]
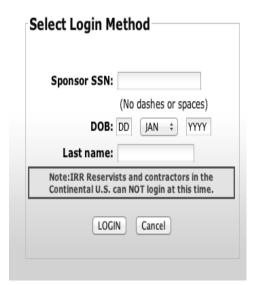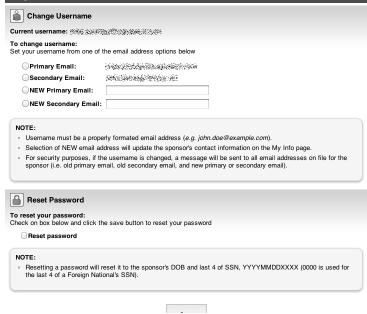
Sponsors can change their username and reset their password from the log-in screen in a self-service mode. By selecting the **Username and Password** log-in method and then clicking on the **"I don't know my password and/or username"** link, sponsors will be taken to a SSN/DOB/Last Name screen for authentication and then into the system to update their security profile. Accessible on Androids, and certain touch-screen Blackberry phones (not iPad or non-touchscreen phones)

From here a user can select their primary or secondary email address within the system or input a new primary or secondary email address to change their username. Sponsors may also reset their password back to their DOB and last 4 of SSN.

Many Sponsors don't know their official email address or have an outdated email address within the system. This capability will allow these personnel to update their log-in credentials in a self-service mode, rather than calling the help desk.

Change Username and Reset Password

Change Username

Current username: ░░░░░░░░░░░░░░

To change username:
Set your username from one of the email address options below

- ○ **Primary Email:** ░░░░░░░░░░░░░░
- ○ **Secondary Email:** ░░░░░░░░░░░░░░
- ○ **NEW Primary Email:** [_____]
- ○ **NEW Secondary Email:** [_____]

NOTE:
- Username must be a properly formated email address (*e.g. john.doe@example.com*).
- Selection of NEW email address will update the sponsor's contact information on the My Info page.
- For security purposes, if the username is changed, a message will be sent to all email addresses on file for the sponsor (i.e. old primary email, old secondary email, and new primary or secondary email).

Reset Password

To reset your password:
Check on box below and click the save button to reset your password

☐ **Reset password**

NOTE:
- Resetting a password will reset it to the sponsor's DOB and last 4 of SSN, YYYYMMDDXXXX (0000 is used for the last 4 of a Foreign National's SSN).