



USDA eAuthentication
Self Service
“Reset My Forgotten Password” User Guide
For Level 2 Accounts

Table of Contents

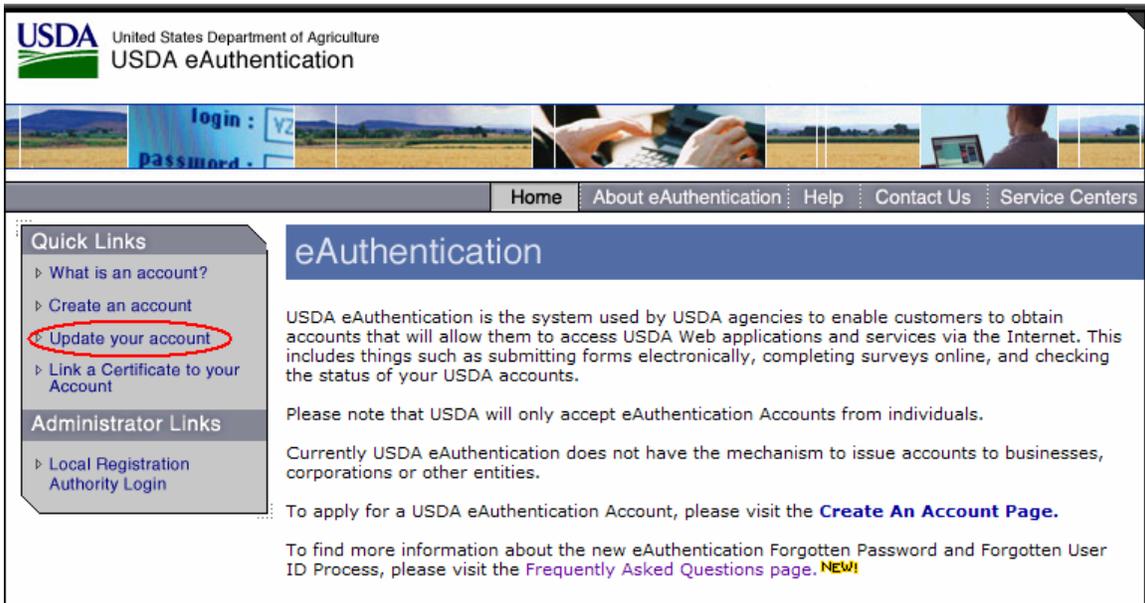
Self-Service Reset My Forgotten Password - Level 2 Accounts 1
 Reset My Forgotten Password Technical Support 9

Self-Service Reset My Forgotten Password - Level 2 Accounts

USDA eAuthentication Level 2 account holders can reset their forgotten passwords anytime without Help Desk assistance by using the simple self-service “Forgot my Password” feature.

Step 1 - Go to: <http://www.eauth.egov.usda.gov>

Step 2 - Click on **Update your Account**.





USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 3 – Click **Continue** on the “Warning” page.

USDA United States Department of Agriculture
USDA eAuthentication

Home | About eAuthentication | Help | Contact Us | Service Centers

*****WARNING*****

This is a United States Department of Agriculture computer system, which may be accessed and used only for official Government business (or as otherwise permitted by regulation) by authorized personnel. Unauthorized access or use of this computer system may subject violators to criminal, civil, and/or administrative action. All information on this computer system may be intercepted, recorded, read, copied, and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person, whether authorized or unauthorized, constitutes consent to these terms.

*****WARNING*****

[Cancel](#) [Continue](#)

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



USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 4 - On the eAuthentication Login page, click **Forgot your Password?** below the **Password** field.

USDA United States Department of Agriculture
USDA eAuthentication

Home About eAuthentication Help Contact Us Service Centers

Quick Links

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

Administrator Links

- › Local Registration Authority Login

eAuthentication Login

User ID:
[Forgot your User ID?](#)

Password:
[Forgot your Password?](#)
[Change My Password](#)



USDA eAuthentication
Self Service
“Reset My Forgotten Password” User Guide
For Level 2 Accounts

Step 5 – Enter your *User ID* and click **Continue**.

USDA United States Department of Agriculture
USDA eAuthentication

login : YZ
Password :

Home About eAuthentication Help Contact Us Service Centers

Forgotten Password

Enter your User ID

User ID:

Cancel Continue

Quick Links

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

Employee Links

- ▶ Local Registration
- ▶ Authority Login



USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 6 -You will be prompted to provide the answers to two of your six security questions. Enter your answers to these questions, and then click **Continue**. *Please note:* The fields are not case sensitive. The answers must match the information contained in your profile; if they do not match, you will be prompted with another set of your challenge questions. If the answers do not match for the second set of challenge questions, a **Security Challenge Failure** screen will appear asking you to wait 60 minutes or contact the ITS Service Desk. An email with more information will be sent to your email address.

Important Note! If you are prompted to provide your PIN, Mother’s Maiden Name and Date of Birth, enter this information and go to **Step 7**. If you don’t remember your PIN, contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 1-800-457-3642.

The screenshot shows the USDA eAuthentication interface for a 'Forgotten Password' reset. The page header includes the USDA logo and navigation links: Home, About eAuthentication, Help, Contact Us, and Service Centers. A sidebar on the left contains 'Quick Links' (What is an account?, Create an account, Update your account) and 'Employee Links' (Local Registration Authority Login). The main content area is titled 'Forgotten Password' and contains the following text and form elements:

- Please answer your security questions**
- User ID: **TestMP02**
- Question 1: What is the name of the university that you attended? (Text input field)
- Question 2: What city did you graduate high school? (Text input field)
- Instruction: Click "Continue" or click "Back" to re-enter your User ID
- Buttons: **Back** and **Continue** (The 'Continue' button is circled in red in the original image).



USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 7 – Enter a **new password** that meets the security requirements, in the “New Password” box. Type the new password into the “Confirm Password” box, and then click **Continue**.

USDA United States Department of Agriculture
USDA eAuthentication

Home About eAuthentication Help Contact Us Service Centers

Forgotten Password

Password Requirements

Required Characters

- 9 to 12 characters long
- At least **1** of these characters:
0 1 2 3 4 5 6 7 8 9
! # - \$ % * = + : ; , ? ~
- Have one uppercase letter (A, B, C, etc.)
- Have one lowercase letter (a, b, c, etc.)

Restricted Information (Do Not Use)

- Dictionary Words
- Profile Information:
Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.

For additional recommendations regarding passwords, [click here](#).

TestMP02

New Password:

Confirm New Password:



USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 8 –Once your password has been successfully accepted, you will be given the opportunity to review and/or update the answers to your six security questions and current email address. Click **Continue**, when you are finished reviewing and/or updating the information.

Please note: If you were prompted to answer Mother’s Maiden Name, Date of Birth and PIN in **Step 6**, you will be ask to populate security questions for the first time.

USDA United States Department of Agriculture
USDA eAuthentication

Home About eAuthentication Help Contact Us Service Centers

Forgotten Password

Verify Security Information

Your password reset is successful.

Please take this opportunity to review or change your security questions, answers, and current email address.

Use of the special characters & ; < > are not allowed.

Email:

Confirm Email:

Question:	Answer:
1. <input type="text" value="What is the name of your first pet?"/>	<input type="text" value="Bernie"/>
2. <input type="text" value="What is the name of the university that you attended?"/>	<input type="text" value="USC"/>
3. <input type="text" value="What is the name of the first street you remember living"/>	<input type="text" value="Maple"/>
4. <input type="text" value="What city were you born in?"/>	<input type="text" value="Windsor"/>
5. <input type="text" value="What city was your first job in?"/>	<input type="text" value="Houston"/>
6. <input type="text" value="What city did you graduate high school?"/>	<input type="text" value="Tampa"/>



USDA eAuthentication Self Service “Reset My Forgotten Password” User Guide For Level 2 Accounts

Step 9 – The next screen confirms the information from the previous screen. Click **Continue** after you have reviewed the information. If you need to make changes, click the **Back** button.

The screenshot shows the USDA eAuthentication interface. At the top left is the USDA logo and text: "United States Department of Agriculture" and "USDA eAuthentication". A navigation bar contains links for "Home", "About eAuthentication", "Help", "Contact Us", and "Service Centers". On the left, there are "Quick Links" (What is an account?, Create an account, Update your account) and "Employee Links" (Local Registration, Authority Login). The main content area is titled "Forgotten Password" and contains the heading "Confirm your security questions". Below this, it states: "These are the questions you selected and the answers you provided. Please review your answers for correctness. If you need to make any changes, please select the **Back** button." The email address "my_account@gov.gov" is displayed. A table lists six security questions and their corresponding answers:

Question:	Answer:
1. What is the name of your first pet?	Bernie
2. What is the name of the university that you attended?	USC
3. What is the name of the first street you remember living on?	Maple
4. What city were you born in?	Windsor
5. What city was your first job in?	Houston
6. What city did you graduate high school?	Tampa

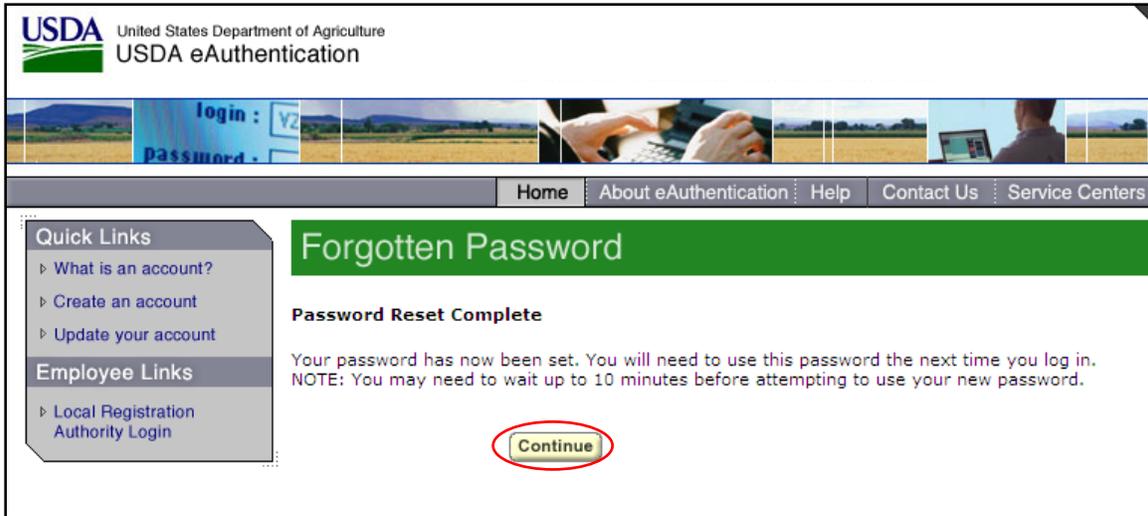
At the bottom of the page, there are two buttons: "Back" and "Continue". The "Continue" button is circled in red.



USDA eAuthentication
Self Service
“Reset My Forgotten Password” User Guide
For Level 2 Accounts

Step 10– This final screen states that your Level 2 password reset is complete. Click **Continue** to navigate to the **eAuthentication Home Page**. The process is now complete.

Note: If you are logging into another eAuthentication-protected site, it will take up to 10 minutes to distribute your new password throughout the system.



Reset My Forgotten Password Technical Support

For further assistance, please review the [eAuthentication FAQs](#) or contact the ITS Service Desk at 1-800-457-3642 or eAuthHelpDesk@ftc.usda.gov.