This reference guide outlines the steps to reset the PIN on a USAccess Credential when the current PIN is unknown or the Credential is locked. Begin by verifying the Credential is locked by using Unattended Activation. Then, use the USAccess Self-Service Password Reset Portal to request a temporary password.

1. **Verify your Credential is locked**
   - Select the **UNATTENDED ACTIVATION** icon on the workstation desktop.

2. **Launch My Digital ID Card**
   - The **Launch** screen displays.
   - Select the **Launch My Digital ID Card** link.

3. **Insert Credential into card reader**
   - The **Welcome** screen is displayed.
   - Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
   - Select the **Continue** button.
   - Do not remove your Credential from the reader.

4. **Enter your PIN**
   - The **Please Identify Yourself** screen is displayed. Your Credential must be locked before you attempt to reset your PIN with Unattended Activation.
   - If your Credential is not already locked, enter an incorrect PIN in the **Smart Card PIN** field, and then select the **Continue** button.
   - Repeat for a total of six (6) incorrect entries to lock your Credential.
• When the **Smart Card Locked** screen displays, indicating your card is locked, select the **Done** button.

5. **Access the Self-Service Password Reset Portal**

- From any computer connected to the Internet, enter the following URL to access the USAccess Self-Service Password Reset Portal: [https://portal.usaccess.gsa.gov/AssuredIdentityApplicant](https://portal.usaccess.gsa.gov/AssuredIdentityApplicant)
- Read the Authorized Use Notice, and then select the **OK** button.

6. **Password Reset Request**

The **Password Reset Request** screen displays.

- Select the **I do NOT have my card** radio button.
- **Note:** If you have your card and are located at an activation station with a card reader, you may select the **I have my card** radio button, and then enter your Birth Date.
- Enter your Last Name, Birth Date, and Work Email in the fields provided.
- Select the **Submit** button.

**Important:** The information entered on this screen must match the information in your USAccess record; otherwise, you will not receive an email containing a temporary password.
The **Password Reset Confirmation** dialog box displays, indicating that your password reset request has been received.

- Select the **OK** button.

A temporary password is sent to the work email address indicated in your USAccess record, not the email address entered on the previous screen.

### 7. Launch Unattended Activation

Select the **UNATTENDED ACTIVATION** icon on the workstation desktop.

### 8. Launch My Digital ID Card

The **Launch** screen displays.

- Select the **Launch My Digital ID Card** link.

### 9. Insert Credential into card reader

The **Welcome** screen is displayed.

- Insert your Credential into the card reader. Make sure your Credential is inserted all the way into the reader. The lights on the card reader should blink. Wait for the blinking to stop.
- Click the **Continue** button.
- Do not remove your Credential from the reader.
10. Enter your password

The Please Enter Password screen displays, asking you to enter the password you received in the email.
- Enter the temporary password in the Password field.
- Select the Continue button.

11. Verify your fingerprint

The fingerprint verification window displays.
- Place your primary finger on the fingerprint reader. Use the finger indicated in the hand diagram as your primary finger. If you are unsuccessful at three attempts, the indicator prompts you for the secondary finger.

12. Change your PIN

The Change Your Smart Card PIN screen displays.
- Enter your new PIN in the New Smart Card PIN field.
- Enter your new PIN again in the Confirm New Smart Card PIN field.
- Select the Continue button.

13. Pin Reset Complete

You are returned to the Welcome screen. The PIN has been reset.
- Select the Done button.
- Remove your Credential from the card reader.