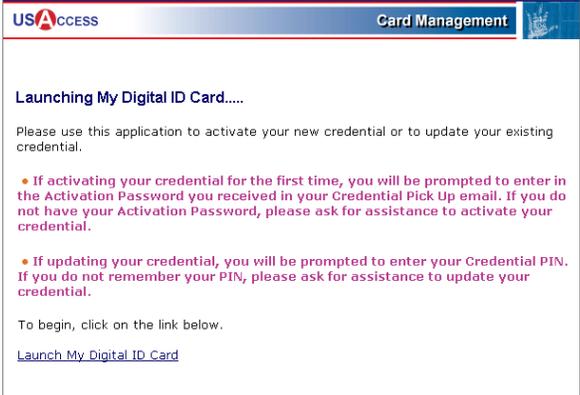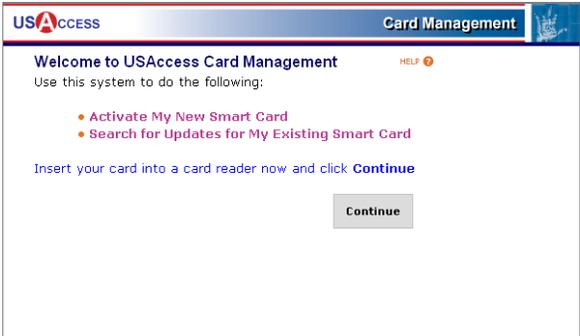This reference guide outlines the steps to reset the PIN on a USAccess Credential when the current PIN is unknown or the Credential is locked. Begin by verifying the Credential is locked by using Unattended Activation. Then, use the USAccess Self-Service Password Reset Portal to request a temporary password.

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.	
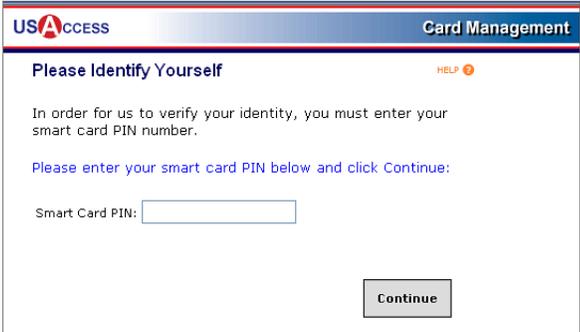
- When the **Smart Card Locked** screen displays, indicating your card is locked, select the **Done** button.

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
- 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.
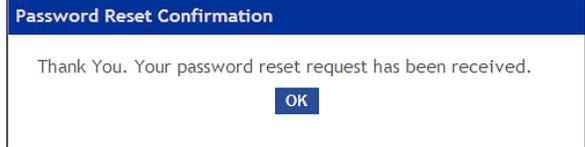- Select the **Submit** button.

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.

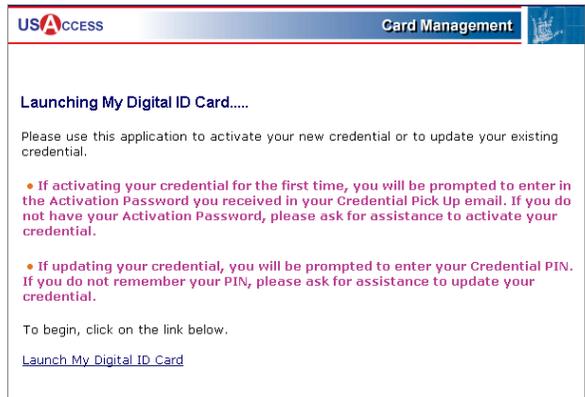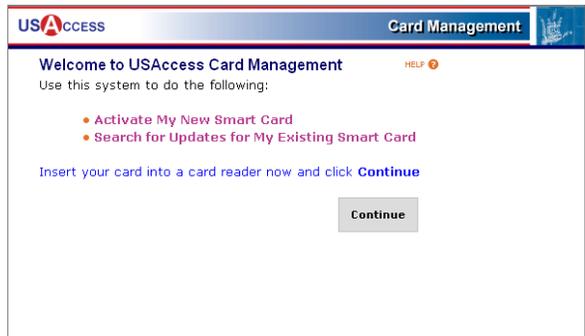|	
The **Password Reset Confirmation** dialog box displays, indicating that your password reset request has been received. • Select the **OK** button. A temporary password is sent to the work email address indicated in your USAccess record, not the email address entered on the previous screen.	**Password Reset Confirmation** Thank You. Your password reset request has been received. **OK**
7. Launch Unattended Activation Select the **UNATTENDED ACTIVATION** icon on the workstation desktop.	UNATTENDED ACTIVATION
8. Launch My Digital ID Card The **Launch** screen displays. • Select the **Launch My Digital ID Card** link.	USAccess — Card Management Launching My Digital ID Card..... Please use this application to activate your new credential or to update your existing credential. • If activating your credential for the first time, you will be prompted to enter in the Activation Password you received in your Credential Pick Up email. If you do not have your Activation Password, please ask for assistance to activate your credential. • If updating your credential, you will be prompted to enter your Credential PIN. If you do not remember your PIN, please ask for assistance to update your credential. To begin, click on the link below. Launch My Digital ID Card
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.	USAccess — Card Management **Welcome to USAccess Card Management** HELP Use this system to do the following: • Activate My New Smart Card • Search for Updates for My Existing Smart Card Insert your card into a card reader now and click **Continue** **Continue**

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
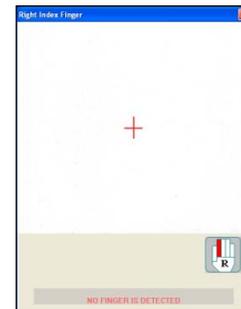
12. Change your PIN

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.
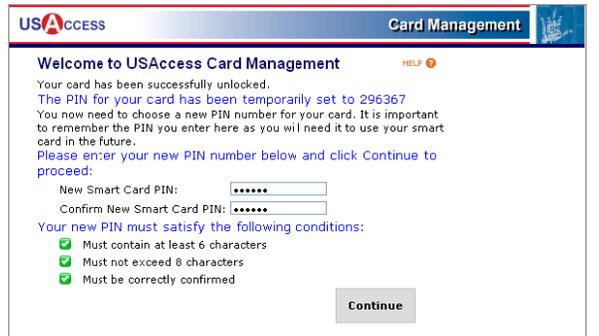
13. Pin Reset Complete

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