

Reset Your Password

Please note that the appearance of the screens shown here may vary based on the manner in which DS Logon is accessed; the procedure, however, remains the same.

- 1 From the **DS Logon** tab, click **Reset Password/Advanced Security**. The **Reset Password** screen appears.
- 2 Enter your **First Name** and **Last Name** in the text boxes.
- 3 Enter your birth date (in month/day/year format) in the **Date of Birth** text box.
- 4 Choose from the **Id Type** drop-down menu the type of identification you used to support your identity.
- 5 Enter your identification number in the **Id** text box.
- 6 Enter the words exactly as they appear in the reCAPTCHA in the **Type the two words** text box.
- 7 Click **Next**. The **Answer Challenge Questions** screen appears.

The screenshot shows the DS Logon main page with tabs for 'DS Logon', 'CAC', and 'DFAS'. A help icon is in the top left. A message box says: 'You may log in with a DS Logon account. If you do not have an account, you may [Request a DS Logon](#). For assistance or to report problems, please call toll free 1-800-477-8227'. Below are fields for 'Username' and 'Password', and a 'Login' button. On the right, there are three sections: 'Don't have an Account yet?' with a 'Request an Account' link; 'Want to activate your Account?' with 'Use an Activation Code' and 'Unsuspend your Account' links; and 'What did you forget?' with 'Retrieve Username' and 'Reset Password / Advanced Security' links. A red circle with the number 1 is placed over the 'Reset Password / Advanced Security' link.

The screenshot shows the 'Reset Password' form. It includes a help icon and a message: 'Please enter your personal information so we can look you up and retrieve your password. Please check the [About DS Logon](#) for more information.' The form has several fields: 'First Name' (James), 'Last Name' (Armstrong), 'Date of Birth (e.g. mm/dd/yyyy)' (10/30/1938), 'Id Type (e.g. SSN, TIN, FIN)' (Social Security Number), and 'Id (Do NOT enter any spaces or special characters)' (represented by seven dots). At the bottom, there is a reCAPTCHA challenge with the words 'tradition.' and 'pictures' and a 'Type the two words:' input field containing 'tradition. pictures'. A 'Next' button and a 'Cancel' button are at the bottom. Red circles with numbers 2 through 7 highlight the following elements: 2 (Last Name), 3 (Date of Birth), 4 (Id Type dropdown), 5 (Id field), 6 (reCAPTCHA words), and 7 (Next button).

Reset Your Password

- 8 Answer all of the challenge questions.
- 9 Click **Next**. The **Reset Password** screen appears.

- 10 Enter a **New Password** in the text box.

 **TIP:** Passwords must be 9–20 characters and contain at least one uppercase letter, one lowercase letter, one special character, and one numeric character.

- 11 Re-enter your password in the **Confirm New Password** text box.
- 12 Click **Next**. The **Password Reset Successful** screen appears.
- 13 Click **Finish**.

Answer Challenge Questions

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You must answer your account challenge questions to continue.
Please check the [About DS Logon](#) for more information.

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What school did you attend for kindergarten?
[Brown]

What was the make (Chevy, Ford, Honda, etc.) of your first car?
[Chevy]

What is the name of your first girlfriend or boyfriend?
[Jane]

What was the name of your first pet?
[Sam]

In what year was your mother born?
[190]

9 **Next** **Cancel**

Create Password

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Please create a password. The password will be required every time you access the system. Passwords must be reset at least once every 150 days and must be different from your previous passwords.
You will be given a username once the activation process is complete. Usernames are automatically generated and cannot be changed for security reasons.
Please check the [About DS Logon](#) for more information.

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Passwords must be 9-20 characters in length and contain the following:

1. At least one uppercase letter (e.g. 'A')
2. At least one lowercase letter (e.g. 'a')
3. At least one number (e.g. '2')
4. At least one of the following special characters: @, #, \$, %, *, +, -, ., :, ;, |, {, } (, =, <

10

Password

11

Confirm Password

12 **Next** **Cancel**

Password Reset Successful

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Below is the username for your account. You will need both the username and password to log in.
Please check the [About DS Logon](#) for more information.

Your Username: james.armstrong

13 **Finish**