

Mandatory Service Talk

July 2019

Introducing ECOMP

The Postal Service is implementing the use of the Employees' Compensation Operations and Management Portal (ECOMP). The program is maintained by the Department of Labor.

The ECOMP system is a web-based application accessible via the Department of Labor's public internet site. Through this portal, Postal employees may:

- File worker's compensation claims electronically
- Track the exact status of any form or document submitted via ECOMP
- Electronically upload and submit documents to existing claims

The use of ECOMP will align the Postal Service with other federal agencies regarding the submission of worker's compensation claims. ECOMP supplements but does not replace current accident/injury reporting procedures used in Employee Health & Safety (EHS) System. Employees will be encouraged to use ECOMP but will have the option of using current methods for submitting and tracking subject information.

Please post the attached flyer on the employees' bulletin board.

Introducing ECOMP

Effective immediately, the US Postal Service is using the Employee's Compensation Operations and Management Portal (ECOMP) to electronically file workers compensation forms.

ECOMP is a web-based application accessible via the Department of Labor's public Internet site. Through this portal, federal workers and their employers may:

- ◆ Electronically file workers' compensation forms;
- ◆ Track the exact status of any form or document submitted via ECOMP and
- ◆ Electronically upload and submit documents to existing DFEC case files.

For more information, please contact your local Health & Resource Management office.



<https://www.ecomp.dol.gov>

Welcome to ECOMP

ECOMP is a web-based application accessible via the Department of Labor's public Internet site. Through this portal, federal workers and their employers may:

- ◆ Electronically file workers compensation forms;
- ◆ Track the exact status of any form or document submitted via ECOMP and
- ◆ Electronically upload and submit documents to existing DFEC case files.

Please note that some OWCP services are not a part of ECOMP and are accessed separately.

For Medical Billing Information including authorizations, visit:

<https://owcpmed.dol.gov>

If you have questions contact your local DFEC District Office. For a listing of offices, visit:

<http://www.dol.gov/owcp/contacts/fecacont.htm>

ECOMP



*The Employees' Compensation
Operations & Management Portal*

Injury Compensation and Medical Services

US Postal Service

<https://www.ecomp.dol.gov>

Filing Forms Using ECOMP

Getting Started

The Employees' Compensation Operations & Management Portal (ECOMP) allows Federal employees to file claims for benefits under the Federal Employees' Compensation Act (FECA) online. You will begin by registering with the ECOMP web site: <https://www.ecomp.dol.gov>

1. Click the registration link to register for an account.



[Forgot password?](#)

Need an account? [Register](#)

2. Enter your personal information including your name, email address, your supervisor's email address, and choose your agency information.
3. Once you have completed the registration information, click the Create Account button.

CREATE ACCOUNT

4. Go to your email and complete your registration by clicking the provided link to confirm your email.

Providing accurate information during registration is very important.

If you need help with the ECOMP interface, visit:

<https://www.ecomp.dol.gov/>

Filing a New Workers Compensation Claim

After logging into your ECOMP account, follow the links to begin filing a new claim:

FILE A CA-1 OR CA-2

After you have filled out all required fields in your CA-1 or CA-2 and electronically submitted it to your supervisor, you will be notified of your form's progress in ECOMP every step of the way via email. The final email you receive will provide you with your OWCP case number.

You can also monitor your ECOMP forms via your claimant home page. Simply log in to your ECOMP account.

Additional help and training materials for filing claims in ECOMP can be found in the Help section of the ECOMP home page:

USER GUIDES

[INJURED WORKER](#)

[SUPERVISOR FORM REVIEW](#)

[AGENCY REVIEWER](#)

[DISABILITY MANAGEMENT INTERFACE](#)

[OSHA RECORD KEEPER](#)


[AGENCY MAINTENANCE HELP](#)


[UPLOADING DOCUMENTS TO FECA CASE FILES](#)

Filing a Form CA-7 in ECOMP

ECOMP also allows Federal employee users to file CA-7 wage loss compensation claims via the portal. CA-7 forms may be filed for cases created in ECOMP and for cases created outside ECOMP.

For cases created in ECOMP, you log in to your ECOMP account and find the CA-1 or CA-2 form for which you want to file a CA-7. Note: you can only file a CA-7 if the form has been created as a case by OWCP.

CASE 094005940 ECN 119235 CA-2		Case Created by DFEC	
	Employee Injured Worker	Date of Event	01/07/2019
	Organization 0000-X2 OFFICE OF ECOMP TESTING	Initiated	03/12/2019
		View	Get PDF
			File a new CA-7

 You can file a [claim for wage loss compensation \(CA-7\)](#) for this case.

Click the CA-7 link within the form's listing to begin the process.

For cases created outside of ECOMP, click the button at the top right hand side of the screen to locate an existing case and file your CA-7.

FILE CA-7 FOR CASE NOT LISTED

After you have filled out all required fields in your CA-7 and electronically submitted it to your supervisor, you will be notified of your form's progress every step of the way via email.

Additional help and training materials for filing CA-7 claims in ECOMP can be found here:

<https://www.ecomp.dol.gov/>

Filing a CA-1

After signing into ECOMP with your email address and password, your Employee Dashboard will be displayed, which lists all forms you have filed in ECOMP. To file a form CA-1, click the button "File an OSHA- 301, CA-1 or CA-2."

Your employing government organization from your ECOMP account will be displayed. If you need to make any changes, select the appropriate Department, Agency Group, Agency and Duty Station from the drop down lists. Any changes you make to your employing organization will be saved as the default for your ECOMP account.

Information will be displayed on the process for reporting an injury or illness to your organization and claiming benefits, as well as which forms may be filed via ECOMP. If your organization does not require you to file form OSHA-301 via ECOMP, to file a CA-1, click the button "File a CA-1 or CA- 2." Information about each form and the filing process will be displayed. Click "File a CA-1 or CA-2" to proceed.

Next, click "Select CA-1 & Continue" to begin filing a CA-1.

Your name will be pre-populated from your ECOMP account. Enter your social security number (SSN) and confirm it. The SSN you enter must match the SSN of record for your ECOMP account.

Enter your date of birth, sex, home telephone number, grade and step as of the date of injury, home mailing address and dependent information. Notice that ECOMP defaults to "None" so be sure to update this item if you do have dependents. Your supervisor's email address will be pre-populated from your ECOMP account, but may be changed if needed. The address must contain one of the allowable email domains for your organization. Click "Continue" to proceed.

Next, provide the place where the injury occurred. Also provide the date and time the injury occurred, as well as your occupation. Describe the cause of injury and the nature of injury, with as much detail as possible.

Next, if there was a witness to your injury you may enter his or her name and address. This step is optional and may be skipped if there was no witness. If you have a statement from a witness, you may enter the date of the statement and then electronically upload it in the next step. Click "Continue" to proceed.

Next, you may upload any attachments that you wish to submit in support of your claim, such as statements by you or any witnesses, or medical reports. If you are using a postal computer and are not capable of uploading attachments, either your supervisor can upload them for you while completing the supervisor portion of the claim or Health & Resource Management can upload them for you while completing the agency review. Please note that medical bills may not be uploaded to ECOMP and must be submitted through the established bill submission process. Claims for reimbursement may not be uploaded and must be submitted through the central mail facility. Also note that you may upload supporting documents at a later time from the ECOMP home page if your claim is submitted to OWCP and assigned a claim number.

Finally, a summary of the information you have entered for the CA-1 form is displayed. If changes are needed to any of the fields, you may use the "Go to Field" button to return to the portion of the form needing changes. After confirming all information, click "Continue."

You must then indicate whether you want to claim either Continuation of Pay or Sick and/or Annual leave, for any disability resulting from your injury. After making your selection and reading the displayed certification and authorization statements, click "Sign and File Form" to submit your claim. You must agree with the displayed statement to proceed.

A confirmation message will then be displayed notifying you that your claim has been forwarded to your supervisor for review. The ECOMP Control Number (ECN) which has been assigned to your claim is also displayed. You may use this number to track status of your claim on the ECOMP home page. You may also view or save a PDF copy of your CA-1 using the "View" or "Get PDF" buttons.

An email message will be sent to your supervisor by ECOMP advising that your claim requires review. After your supervisor has reviewed the claim, it will be forwarded to your organization's ECOMP Agency Reviewer (AR). The AR will perform a final review of the claim and forward it to OWCP for creation of a case as needed. The AR will also print the form and contact you and your supervisor to obtain your signatures on the form. The CA-1 form, with original signatures, will be maintained by your employing organization.

If your injury did not result in lost time from work or any medical expense, or first aid treatment only, your claim will not be submitted to OWCP for creation of a case. Rather, it will be maintained in ECOMP, and may be reactivated by your AR for submission if you incur lost time or medical expense at a later date. In this circumstance, you will not be able to go back later and upload documents

using ECOMP because an OWCP claim number is needed to upload documents after the initial filing.

If your claim is submitted to OWCP, you will receive an email from ECOMP once the case has been created which contains your case file number.

You may view a list of all forms you have submitted via ECOMP and their status by visiting your ECOMP Employee Dashboard.

A claim which has been filed but has not yet been submitted to OWCP may be withdrawn by locating it in the list of forms and clicking the "Withdraw Claim" button under "More."

If you need to leave ECOMP in the middle of filing a claim, the form will be maintained in a draft status for one week. After that point, it will be deleted from the system and you will need to start over with a new claim form. A claim which is still in draft status may be deleted by locating it in the list of forms and clicking the "Delete Claim" button under "More."

Filing a CA-2

After signing into ECOMP with your email address and password, your Employee Dashboard will be displayed, which lists all forms you have filed in ECOMP. To file a form CA-2, click "File an OSHA-301, CA-1 or CA-2."

Your employing government organization from your ECOMP account will be displayed. If you need to make any changes, select the appropriate Department, Agency Group, Agency and Duty Station from the drop down lists. Any changes you make to your employing organization will be saved as the default for your ECOMP account.

Information will be displayed on the process for reporting an injury or illness to your organization and claiming benefits, as well as which forms may be filed via ECOMP. If your organization does not require you to file form OSHA-301 via ECOMP, to file a CA-2, click the button "File a CA-1 or CA- 2." Information about each form and the filing process will be displayed. Click "File a CA-1 or CA-2" to proceed.

Next, click "Select CA-2 & Continue" to begin filing a CA-2.

Your name will be pre-populated from your ECOMP account. Enter your social security number (SSN) and confirm it. The SSN you enter must match the SSN of record for your ECOMP account.

Enter your date of birth, sex, home telephone number, grade and step as of the date of last exposure, home mailing address and dependent information. Notice that ECOMP defaults to "None" so be sure to update this item if you do have dependents. Your supervisor's email address will be pre-populated from your ECOMP account, but may be changed if needed. The address must contain one of the allowable email domains for your organization. Click "Continue" to proceed.

Next, enter your occupation and the location where you worked when the disease or illness occurred. Provide the date you first became aware of the illness. Also enter the date you first realized the illness was caused or aggravated by your employment, explain how you realized this relationship, and describe the nature of the disease or illness. If your claim is not filed within 30

days of the date you became aware of a relationship between your illness and your employment, you may explain the delay in filing. This field is optional. Click "Continue" to proceed.

A narrative statement concerning the occupational disease you are claiming should be submitted along with your CA-2. Your statement should include the information listed on this page and may be uploaded as an attachment in a subsequent step. If you are using a postal computer and are not capable of uploading attachments, either your supervisor can upload them for you while completing the supervisor portion of the claim or Health & Resource Management can upload them for you while completing the agency review. If you are not submitting a statement with your claim, the reason should be explained in the space provided. Click "Continue" to proceed.

A medical report concerning the occupational disease you are claiming should be submitted with your claim. The report should include the information listed on this page and may be uploaded as an attachment in a subsequent step. If you are not submitting a medical report with your claim, the reason should be explained in the space provided. Click "Continue" to proceed.

Next, you may upload your narrative statement, medical report, and any other attachments you wish to submit with your claim, by clicking "Attach New Document." Please note that medical bills may not be uploaded via ECOMP. You may also upload additional documents at a later time from the ECOMP home page once you have received an OWCP case file number. Click "Continue" to proceed.

A summary of the information you have entered for the CA-2 form is now displayed. If changes are needed to any of the fields, you may use the "Go to Field" button to return to the portion of the form needing changes. After confirming all information, click "Continue."

Finally, after reading the displayed certification statement, click "Sign & File Form" to submit your claim. You must agree with the displayed statement to proceed.

A confirmation message will then be displayed notifying you that your claim has been forwarded to your supervisor for review. The ECOMP Control Number (ECN) which has been assigned to your claim is also displayed. You may use this number to track status of your claim on the ECOMP home page. You may also view or save a PDF copy of your CA-2 using the "View" or "Get PDF" buttons.

An email message will be sent to your supervisor by ECOMP advising that your claim requires review. After your supervisor has reviewed the claim, it will be forwarded to your organization's ECOMP Agency Reviewer (AR). The AR will perform a final review of the claim and forward it to OWCP for creation of a case. The AR will also print the form and contact you and your supervisor to obtain

your signatures on the form. The CA-2 form, with original signatures, will be maintained by your employing organization.

After your claim is submitted to OWCP, you will receive an email from ECOMP once the case has been created which contains your case file number.

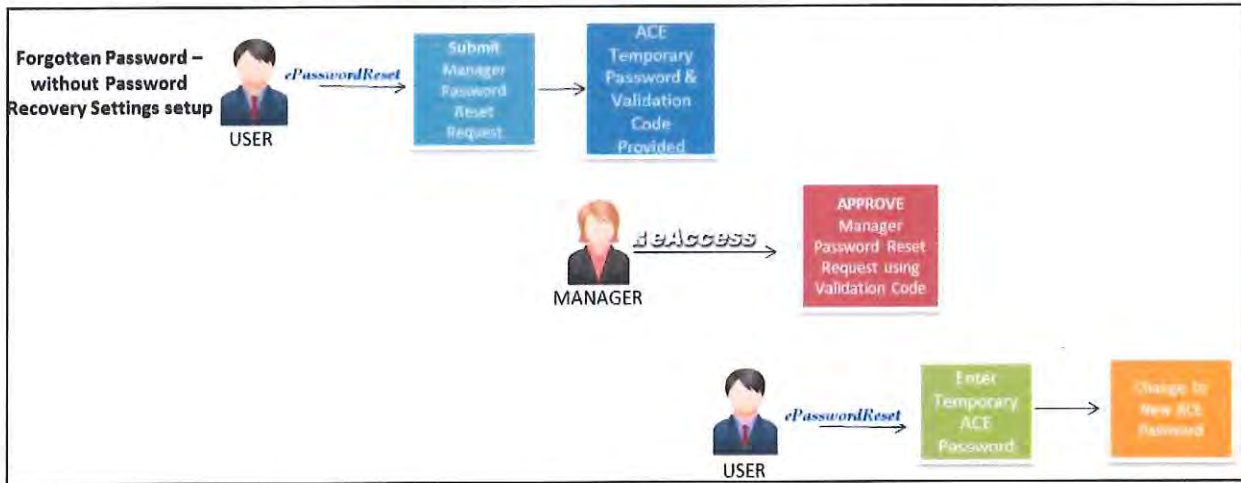
You may view a list of all forms you have submitted via ECOMP and their status by visiting your ECOMP Employee Dashboard.

A claim which has been filed but has not yet been submitted to OWCP may be withdrawn by locating it in the list of forms and clicking the "Withdraw Claim" button under "More."

If you need to leave ECOMP in the middle of filing a claim, the form will be maintained in a draft status for one week. After that point, it will be deleted from the system and you will need to start over with a new claim form. A claim which is still in draft status may be deleted by locating it in the list of forms and clicking the "Delete Claim" button under "More."

Forgot Password Reset without Password Recovery Settings–Manager Password Reset Request

If you have forgotten your Password Recovery Settings or have never set your Password Recovery Settings in eAccess, you can submit a Password Reset Request to your Manager.



1. Logon to your ACE workstation with the following ID and password:
 - a. User ID: resetnow
 - b. Password: ForgotPW1
2. Once logged on the ACE machine, the 'Welcome to ePasswordReset' page will appear **(Figure 1)**.
3. Click the 'Enter Application' button.

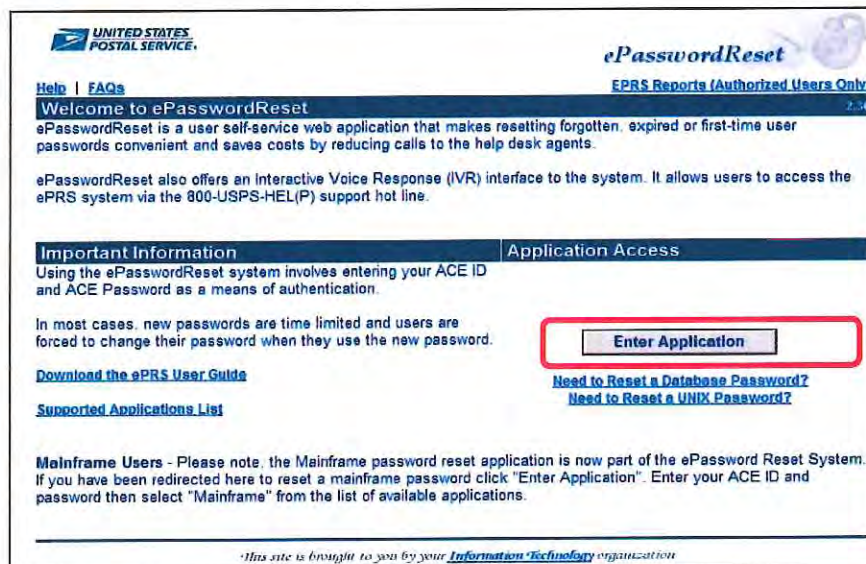
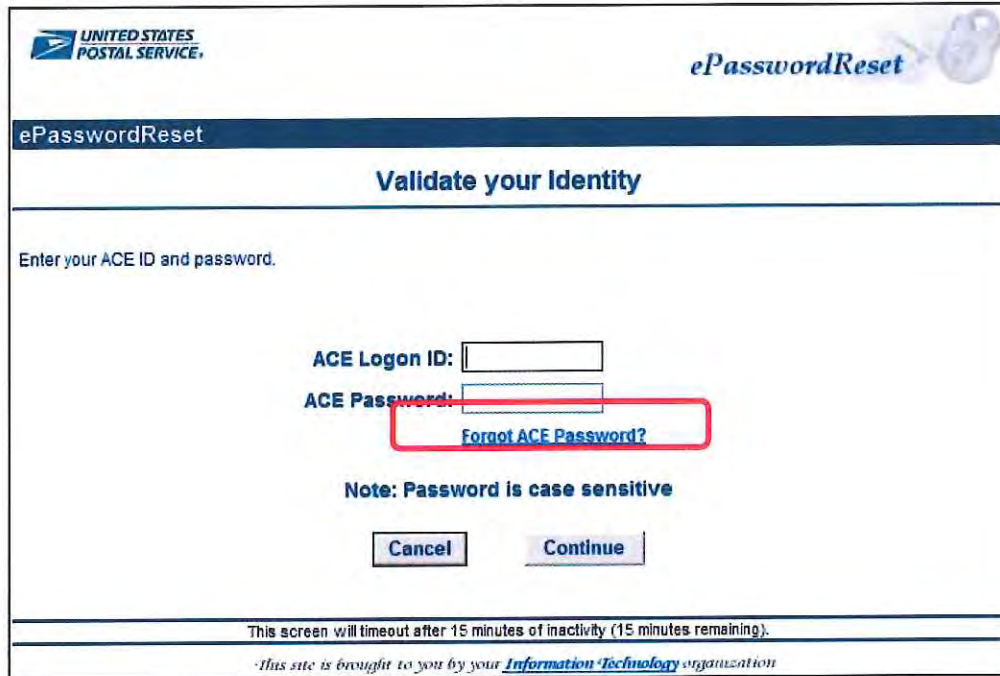




Figure 1. Welcome to ePasswordReset Page

4. Click 'Forgot ACE Password?' link (**Figure 2**).



 **UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

ePasswordReset

Validate your Identity

Enter your ACE ID and password.

ACE Logon ID:

ACE Password:

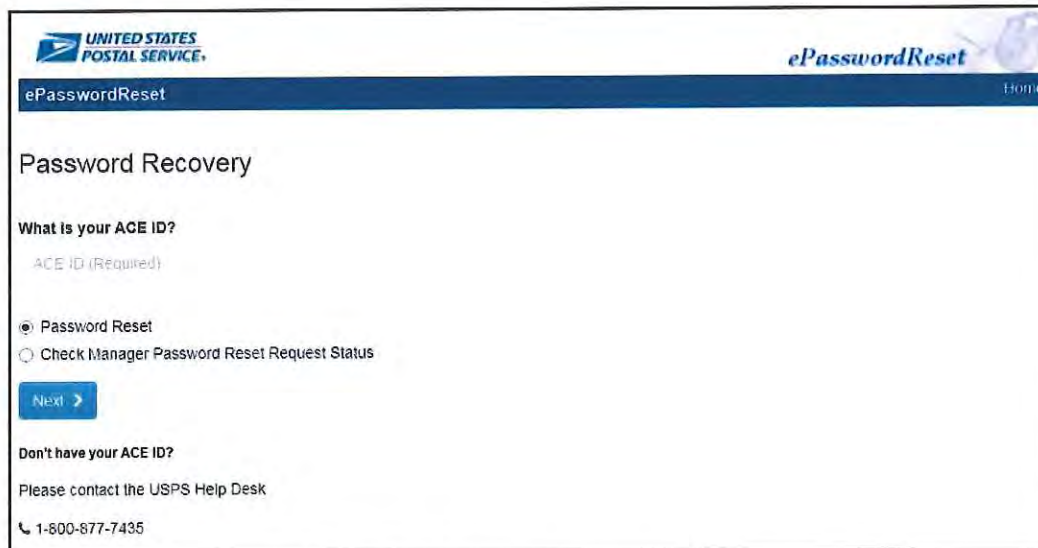
[Forgot ACE Password?](#)


Note: Password is case sensitive


This screen will timeout after 15 minutes of inactivity (15 minutes remaining).
This site is brought to you by your *Information Technology* organization

Figure 2. Forgot ACE Password? Link

5. Enter your ACE ID and click 'Next' (**Figure 3**).



 **UNITED STATES
POSTAL SERVICE.**

ePasswordReset  Home

ePasswordReset

Password Recovery

What is your ACE ID?

ACE ID (Required)

Password Reset

Check Manager Password Reset Request Status

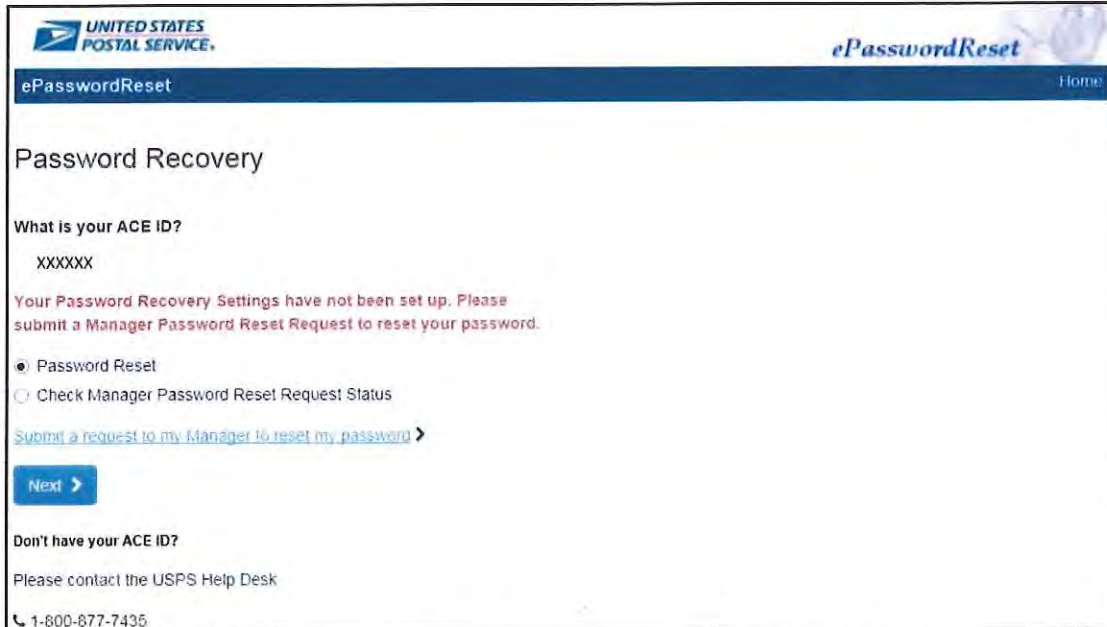
Don't have your ACE ID?

Please contact the USPS Help Desk

1-800-877-7435

Figure 3. ePasswordReset – ACE ID

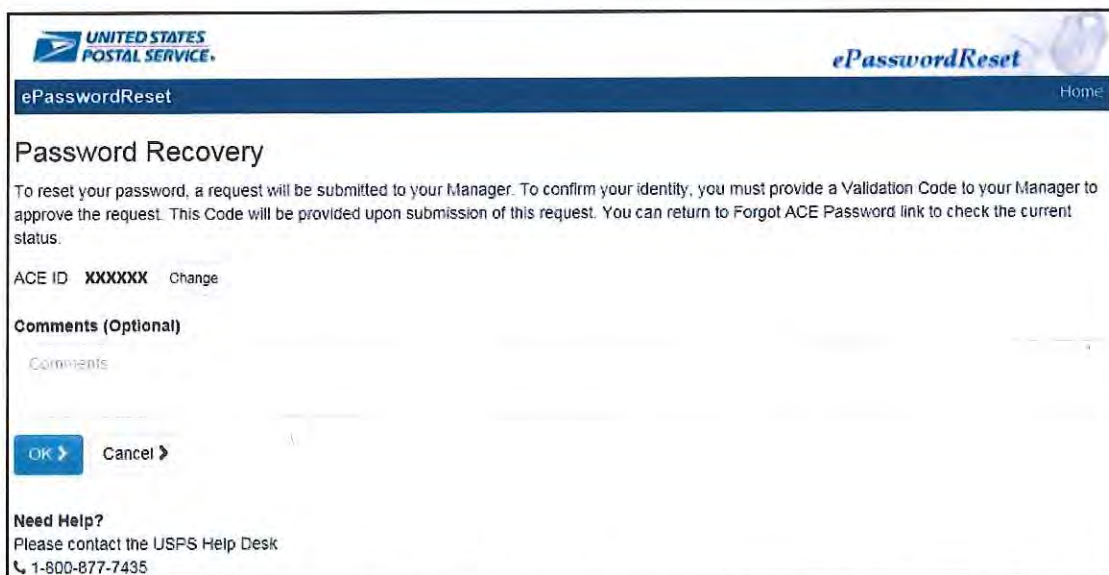
6. If you do not have your Password Recovery Settings setup in eAccess, an error message will be displayed (**Figure 4**). Click 'Submit a request to my Manager to reset my password'.



The screenshot shows the ePasswordReset interface. At the top left is the United States Postal Service logo. At the top right is the ePasswordReset logo and a Home link. Below the header is a blue bar with 'ePasswordReset' and 'Home'. The main heading is 'Password Recovery'. Below this is the question 'What is your ACE ID?' with a text input field containing 'XXXXXX'. A red error message states: 'Your Password Recovery Settings have not been set up. Please submit a Manager Password Reset Request to reset your password.' There are two radio buttons: 'Password Reset' (selected) and 'Check Manager Password Reset Request Status'. Below the radio buttons is a blue link: 'Submit a request to my Manager to reset my password >'. There is a blue 'Next >' button. At the bottom, it says 'Don't have your ACE ID? Please contact the USPS Help Desk 1-800-877-7435'.

Figure 4. ePasswordReset – No Password Recovery Settings Setup in eAccess

7. Enter any Comments to submit to your manager and click 'OK' (**Figure 5**).

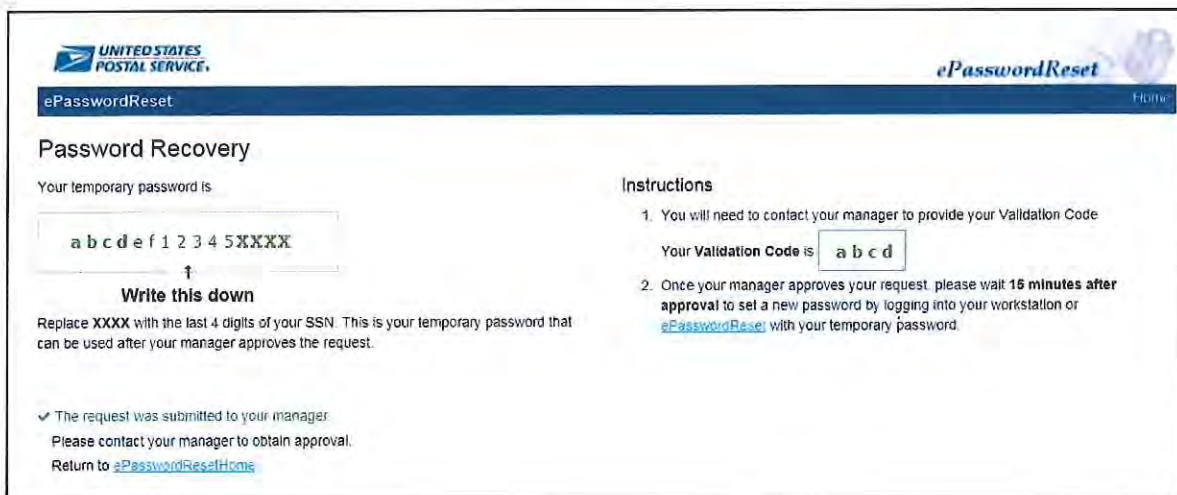


The screenshot shows the ePasswordReset interface. At the top left is the United States Postal Service logo. At the top right is the ePasswordReset logo and a Home link. Below the header is a blue bar with 'ePasswordReset' and 'Home'. The main heading is 'Password Recovery'. Below this is a paragraph: 'To reset your password, a request will be submitted to your Manager. To confirm your identity, you must provide a Validation Code to your Manager to approve the request. This Code will be provided upon submission of this request. You can return to Forgot ACE Password link to check the current status.' Below this is the text 'ACE ID XXXXXX Change'. There is a section for 'Comments (Optional)' with a text input field. At the bottom left are two buttons: 'OK >' and 'Cancel >'. At the bottom, it says 'Need Help? Please contact the USPS Help Desk 1-800-877-7435'.

Figure 5. ePasswordReset – Submit Manager Password Reset Request

8. You will be provided a temporary password that **is not valid until after the Manager has approved** your request (**Figure 6**). Your manager will be required to enter your Validation Code when approving your request. The Validation Code is the first 4 characters of your temporary password.

NOTE: It is important that you write down the temporary password. You will need to replace the XXXX with the last 4 digits of your SSN. This password will not be provided again after the browser has been closed. If you lose the temporary password, you will have to withdraw your Password Reset Request and/or submit a new request.



**UNITED STATES
POSTAL SERVICE.** **ePasswordReset** [Home](#)

ePasswordReset

Password Recovery

Your temporary password is

a b c d e f 1 2 3 4 5XXXX

↑

Write this down

Replace XXXX with the last 4 digits of your SSN. This is your temporary password that can be used after your manager approves the request.


✓ The request was submitted to your manager.
Please contact your manager to obtain approval.
Return to [ePasswordResetHome](#).

Instructions

1. You will need to contact your manager to provide your Validation Code.
Your Validation Code is a b c d
2. Once your manager approves your request, please wait **15 minutes after approval** to set a new password by logging into your workstation or [ePasswordReset](#) with your temporary password.

Figure 6. ePasswordReset – Temporary Invalid Password

9. Contact your Manager to provide the Validation Code to your Manager for approval. The Validation Code is the first 4 characters of your temporary password.
10. Once your request has been approved by Manager, you can login to your workstation using the Temporary Password and reset to a Permanent Password. Or navigate to ePasswordReset to reset to a Permanent Password.

 **NOTE:** Your Temporary password may not work right away - allow 15 minutes before resetting to a permanent password.

11. Navigate to ePasswordReset and click the 'Enter Application' button (**Figure 7**).

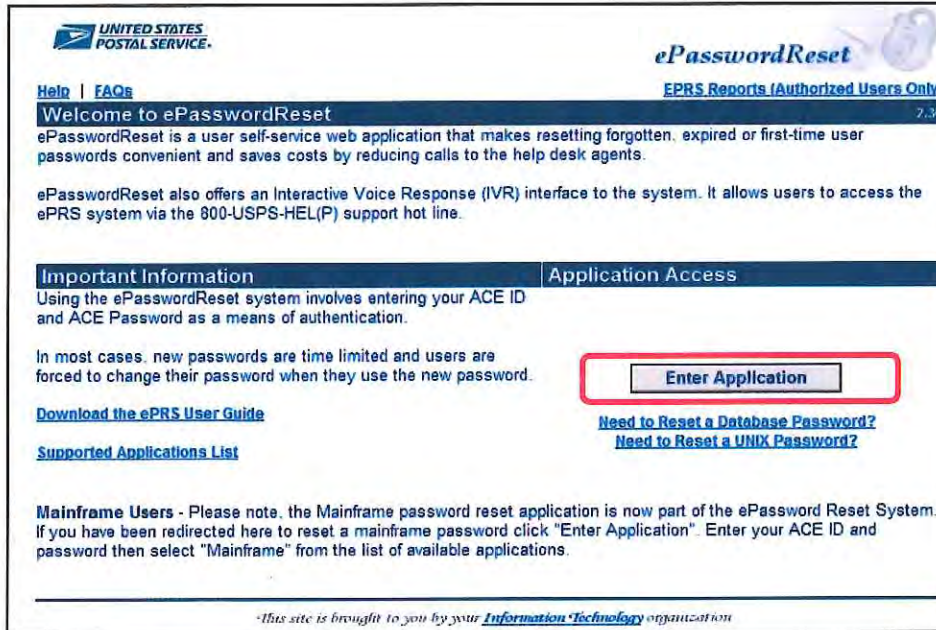


Figure 7. Permanent ACE Password: Welcome to ePasswordReset Page

12. Enter your ACE Logon ID and your APPROVED TEMPORARY ACE password (**Figure 8**).

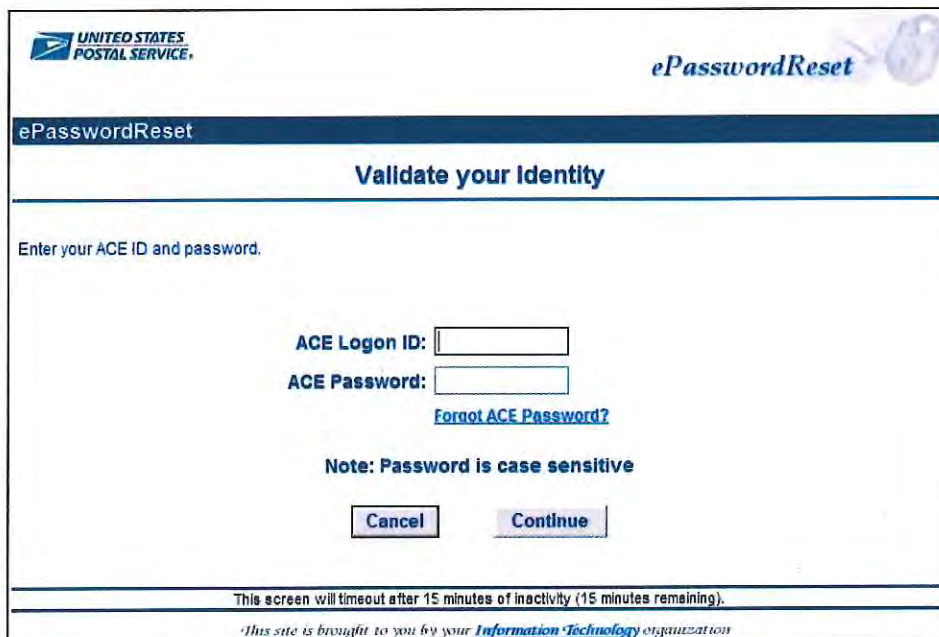
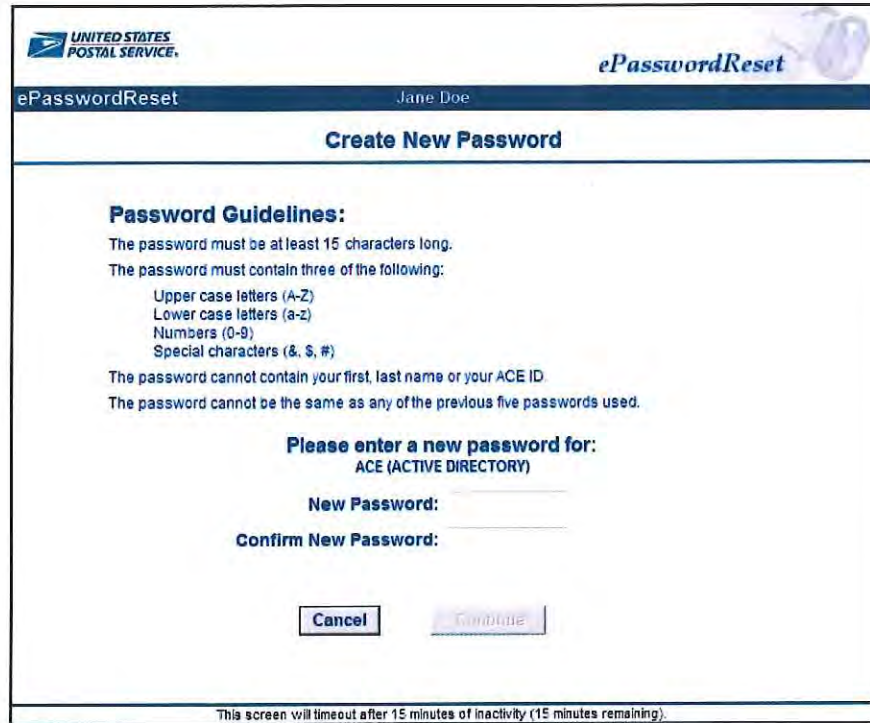


Figure 8. ACE Password: Validate your Identity Page

13. Click the 'Continue' button.
14. Enter your new password following the Password Guidelines displayed on the screen (**Figure 9**).



The screenshot shows the 'Create New Password' page. At the top left is the United States Postal Service logo. At the top right is the 'ePasswordReset' logo. Below the logo is a header bar with 'ePasswordReset' on the left and 'Jane Doe' on the right. The main heading is 'Create New Password'. Below this is a section titled 'Password Guidelines:' with the following text: 'The password must be at least 15 characters long. The password must contain three of the following: Upper case letters (A-Z), Lower case letters (a-z), Numbers (0-9), Special characters (&, \$, #). The password cannot contain your first, last name or your ACE ID. The password cannot be the same as any of the previous five passwords used.' Below the guidelines is the prompt 'Please enter a new password for: ACE (ACTIVE DIRECTORY)'. There are two input fields: 'New Password:' and 'Confirm New Password:'. At the bottom are 'Cancel' and 'Continue' buttons. A footer note states 'This screen will timeout after 15 minutes of inactivity (15 minutes remaining).'

Figure 9. Permanent ACE Password: Create New Password Page

15. Re-enter your new password.
16. Click the 'Continue' button.

NOTE: If the password does not meet the password guidelines an error message will be displayed.

17. Click the 'OK' button on the confirmation message (**Figure 10**).

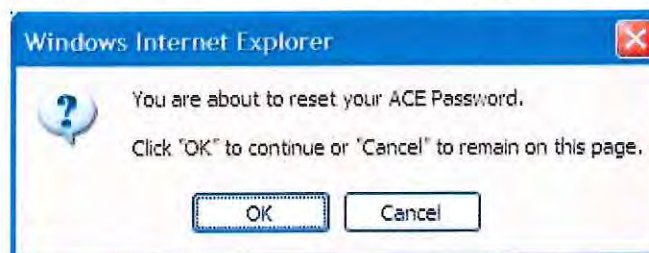
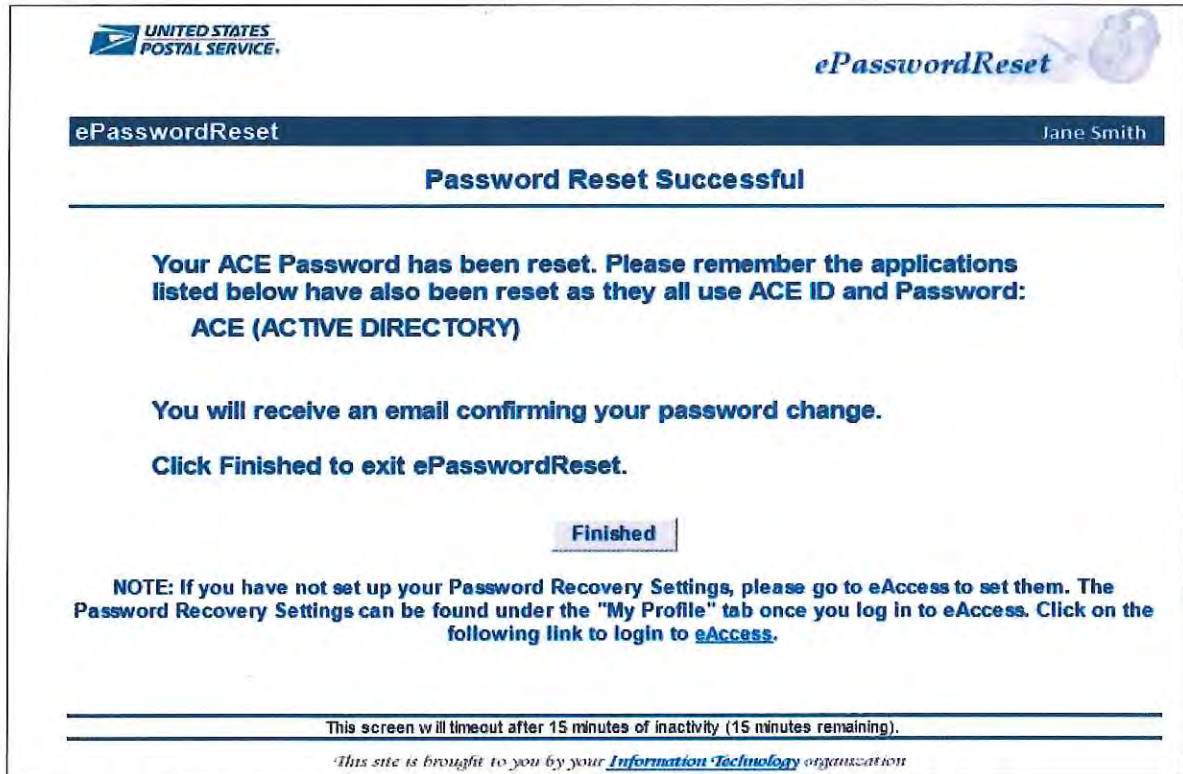


Figure 10. Reset Your ACE Password Confirmation Message

18. The 'Password Reset Successful' page will be displayed, verifying that your ACE password was reset successfully as well as listing out all other ACE-enabled applications impacted by the reset (**Figure 11**).



**UNITED STATES
POSTAL SERVICE.**

ePasswordReset Jane Smith

Password Reset Successful

**Your ACE Password has been reset. Please remember the applications listed below have also been reset as they all use ACE ID and Password:
ACE (ACTIVE DIRECTORY)**

You will receive an email confirming your password change.

Click Finished to exit ePasswordReset.

Finished

NOTE: If you have not set up your Password Recovery Settings, please go to eAccess to set them. The Password Recovery Settings can be found under the "My Profile" tab once you log in to eAccess. Click on the following link to login to [eAccess](#).

This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

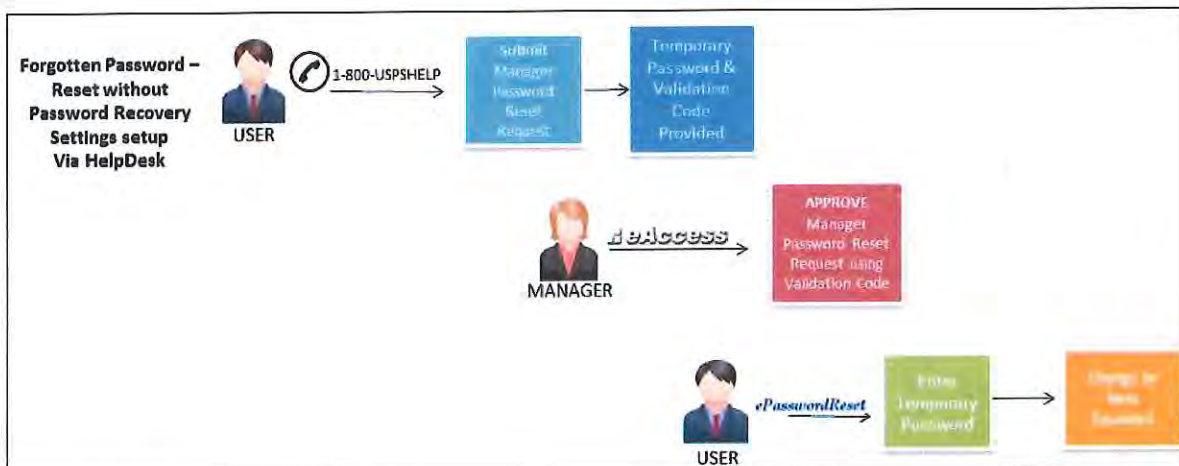
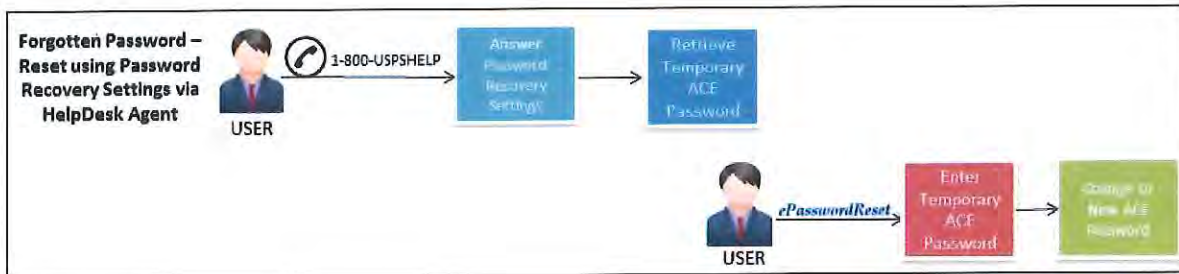
*This site is brought to you by your **Information Technology** organization*

Figure 11. Permanent ACE Password: Password Reset Successful Page


19. Click the 'Finished' button.
20. Click the link to setup your Password Recovery Settings in eAccess.

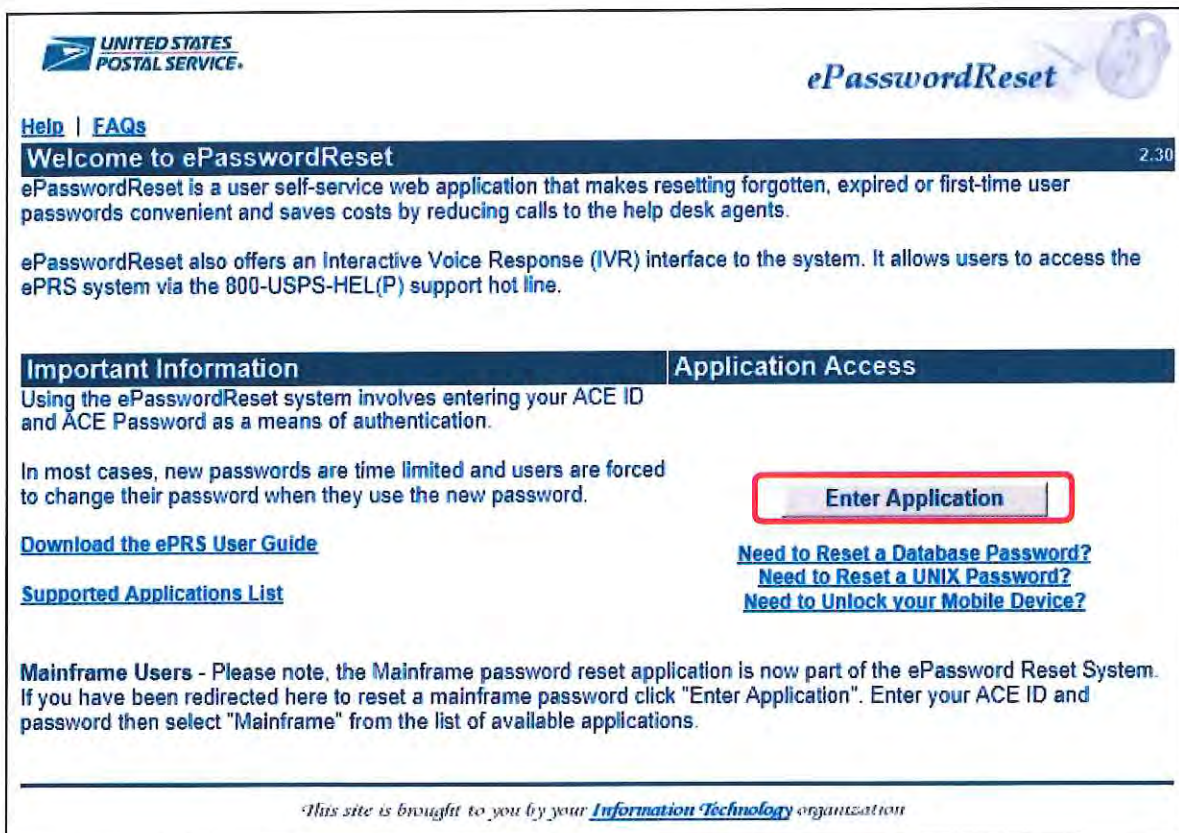
Forgot Password Reset by Telephone

To retrieve your temporary ACE password by telephone, you must place a call through the USPS Help Desk (800-USPS-HELP). Users with Locked, Disabled, and Expired Accounts should call the USPS Help Desk for support. Once you have received your temporary password, you must reset to a permanent from your workstation or through ePasswordReset.



1. Dial 1-800-USPSHELP.
2. At the welcome message, the system will ask if the current call is about an existing ticket.
 - Answer "No."
3. The system will then ask if the current call is about changing a password.
 - Answer "Yes."
4. The system will then ask if the password change is for a workstation.
 - Answer "Workstation."
5. The system will ask to confirm that the password change is for a workstation.
 - Answer "Yes."
6. The system will ask for your Employee Identification Number (EID) followed by the "#".
 - a. Enter your EID.

- b. Enter "*" button on the phone.
 7. The system will transfer you to a HelpDesk Agent to complete the reset to a temporary password.
 8. Once you have received your temporary password through the HelpDesk or through Manager Approval of your Password Reset request, you can login to your workstation using the Temporary Password and reset to a Permanent Password. Or navigate to ePasswordReset to reset to a Permanent Password.
-  **NOTE:** Your Temporary password may not work right away - allow 15 minutes before resetting to a permanent password.
9. Navigate to ePasswordReset and click the 'Enter Application' button (**Figure 1**).



**UNITED STATES
POSTAL SERVICE**

ePasswordReset

[Help](#) | [FAQs](#)

Welcome to ePasswordReset 2.30

ePasswordReset is a user self-service web application that makes resetting forgotten, expired or first-time user passwords convenient and saves costs by reducing calls to the help desk agents.

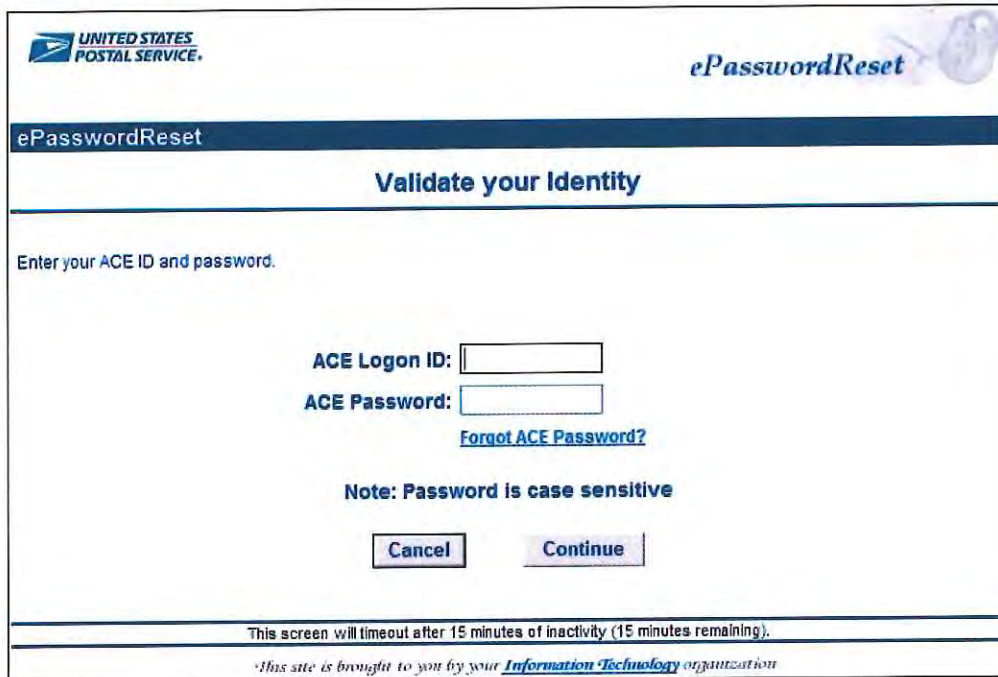
ePasswordReset also offers an Interactive Voice Response (IVR) interface to the system. It allows users to access the ePRS system via the 800-USPS-HEL(P) support hot line.

Important Information	Application Access
<p>Using the ePasswordReset system involves entering your ACE ID and ACE Password as a means of authentication.</p> <p>In most cases, new passwords are time limited and users are forced to change their password when they use the new password.</p> <p>Download the ePRS User Guide</p> <p>Supported Applications List</p> <p>Mainframe Users - Please note, the Mainframe password reset application is now part of the ePassword Reset System. If you have been redirected here to reset a mainframe password click "Enter Application". Enter your ACE ID and password then select "Mainframe" from the list of available applications.</p>	<p style="text-align: center;">Enter Application</p> <p>Need to Reset a Database Password?</p> <p>Need to Reset a UNIX Password?</p> <p>Need to Unlock your Mobile Device?</p>


This site is brought to you by your [Information Technology](#) organization

Figure 1. Permanent ACE Password: Welcome to ePasswordReset Page

10. Enter your ACE Logon ID and your APPROVED TEMPORARY ACE password (**Figure 2**).



**UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

ePasswordReset

Validate your Identity

Enter your ACE ID and password.

ACE Logon ID:

ACE Password:

[Forgot ACE Password?](#)

Note: Password is case sensitive

This screen will timeout after 15 minutes of inactivity (15 minutes remaining).
This site is brought to you by your [Information Technology](#) organization

Figure 2. ACE Password: Validate your Identity Page

11. Click the 'Continue' button.
12. Enter your new password following the Password Guidelines displayed on the screen (**Figure 3**).

The screenshot shows a web browser window with the following content:

- Header: UNITED STATES POSTAL SERVICE. ePasswordReset
- User: Jane Doe
- Title: Create New Password
- Section: **Password Guidelines:**
 - The password must be at least 15 characters long.
 - The password must contain three of the following:
 - Upper case letters (A-Z)
 - Lower case letters (a-z)
 - Numbers (0-9)
 - Special characters (&, \$, #)
 - The password cannot contain your first, last name or your ACE ID.
 - The password cannot be the same as any of the previous five passwords used.
- Text: **Please enter a new password for:**
ACE (ACTIVE DIRECTORY)
- Form: **New Password:** [input field]
- Form: **Confirm New Password:** [input field]
- Buttons:
- Footer: This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

Figure 3. Permanent ACE Password: Create New Password Page

13. Re-enter your new password.
14. Click the 'Continue' button.

NOTE: If the password does not meet the password guidelines an error message will be displayed.

15. Click the 'OK' button on the confirmation message (**Figure 4**).

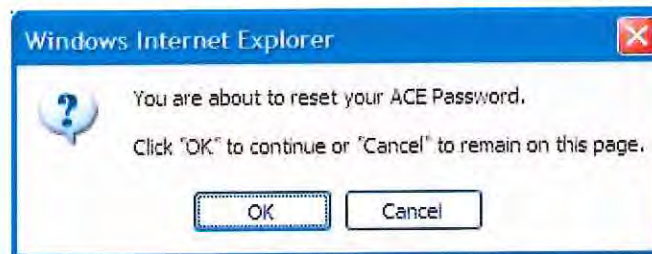



Figure 4. Reset Your ACE Password Confirmation Message

16. The 'Password Reset Successful' page will be displayed, verifying that your ACE password was reset successfully as well as listing out all other ACE-enabled applications impacted by the reset (**Figure 5**).

 **UNITED STATES
POSTAL SERVICE.**

ePasswordReset Jane Smith

Password Reset Successful

**Your ACE Password has been reset. Please remember the applications listed below have also been reset as they all use ACE ID and Password:
ACE (ACTIVE DIRECTORY)**

You will receive an email confirming your password change.

Click Finished to exit ePasswordReset.

NOTE: If you have not set up your Password Recovery Settings, please go to eAccess to set them. The Password Recovery Settings can be found under the "My Profile" tab once you log in to eAccess. Click on the following link to login to [eAccess](#).

This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

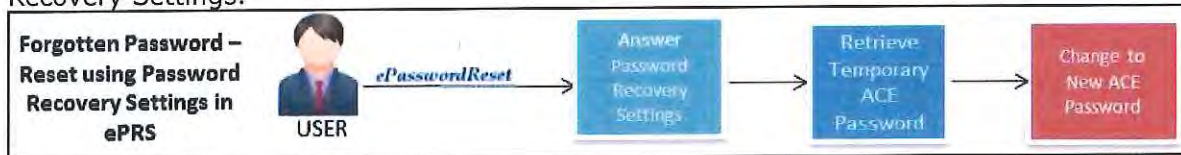
This site is brought to you by your [Information Technology](#) organization

Figure 5. Permanent ACE Password: Password Reset Successful Page

17. Click the 'Finished' button.

Forgot Password Reset using your Password Recovery Settings

If you have forgotten your ACE password, you may retrieve a temporary ACE password through the ePasswordReset application using the 'Forgot Password' link and your Password Recovery Settings.



1. Logon to your ACE workstation with the following ID and password:
 - a. User ID: resetnow
 - b. Password: ForgotPW1
2. Once logged on the ACE machine, the 'Welcome to ePasswordReset' page will appear **(Figure 1)**.
3. Click the 'Enter Application' button.

Figure 1. Temporary ACE Password: Welcome to ePasswordReset Page

4. Click 'Forgot ACE Password?' link (**Figure 2**).

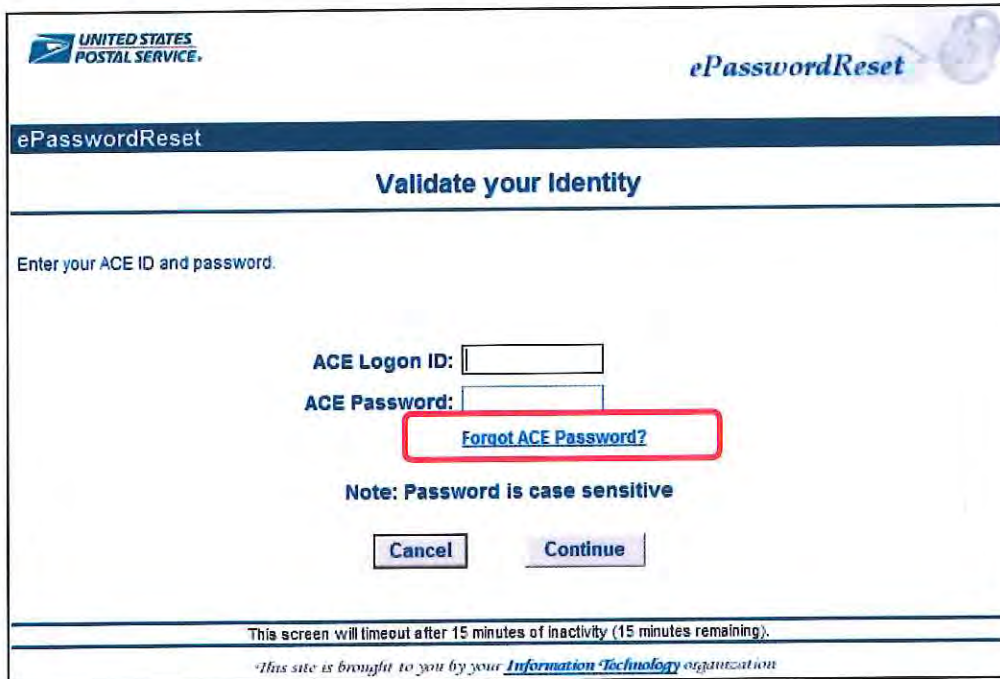


Figure 2. Forgot ACE Password? Link

5. Enter your ACE ID and click 'Next' (**Figure 3**).

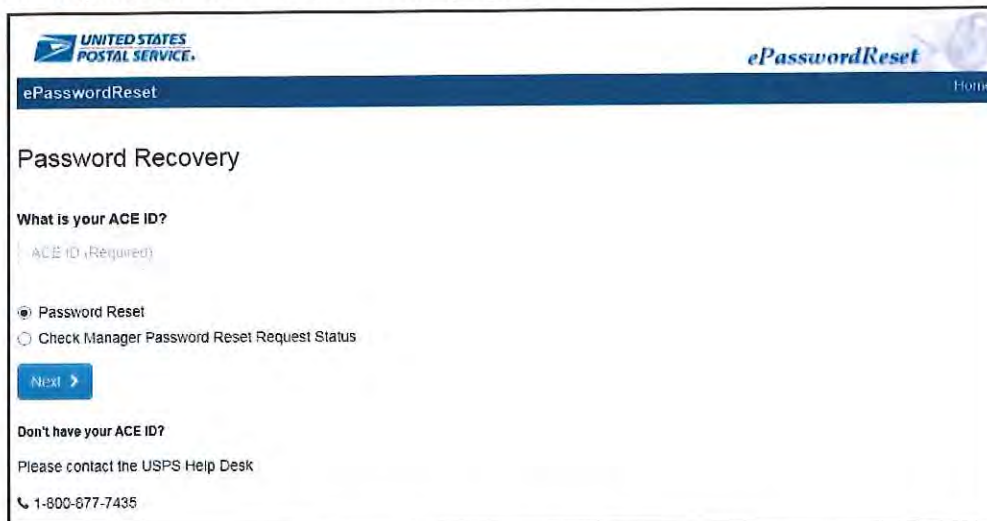


Figure 3. ePasswordReset – ACE ID

NOTE: If you do not have your Password Recovery Settings setup in eAccess, you will have to submit a request to your Manager to reset your password (**See Quick Guide for Forgot Password Reset Using Manager Password Reset Request**).

6. Enter your Password Reset Key and click 'Next' (**Figure 4**). If you do not know your Password Reset Key, click 'I don't know my Key'.



Figure 4. ePasswordReset – Password Reset Key

7. Select your security answer and click 'Next' (**Figure 5**). If you do not know your answer, click 'I don't know'.




Figure 5. ePasswordReset – Q&A

- If you have correctly answered the Password Reset Key and Q&A, the temporary password will be displayed (**Figure 6**). You will need to replace the XXXX with the last 4 digits of your SSN. If you have failed to answer your responses correctly **SEE SECTION 1.0**

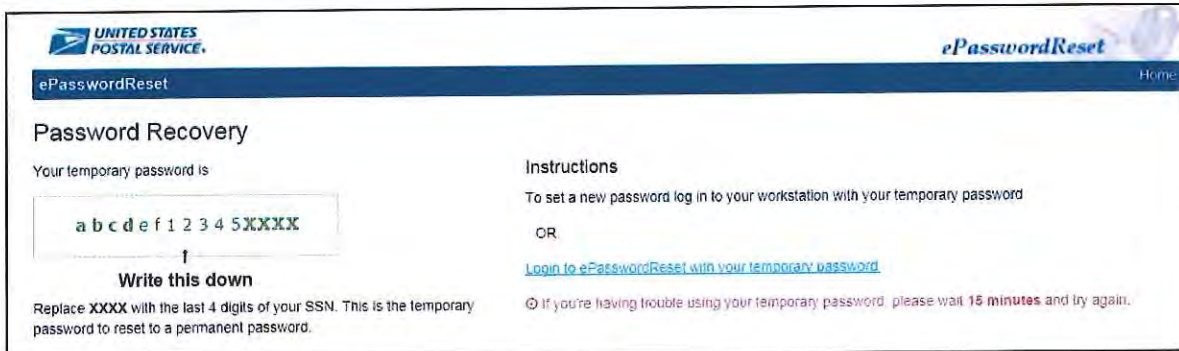


Figure 6. ePasswordReset – Temporary Password

- Click the link 'Login to ePasswordReset with your temporary password' to reset to a permanent password. You can also login to your workstation using the Temporary Password and reset to a Permanent Password.

NOTE: Your Temporary password may not work right away - allow 15 minutes before resetting to a permanent password.

- To reset the Temporary Password to Permanent Password: Click the 'Enter Application' button (**Figure 7**).

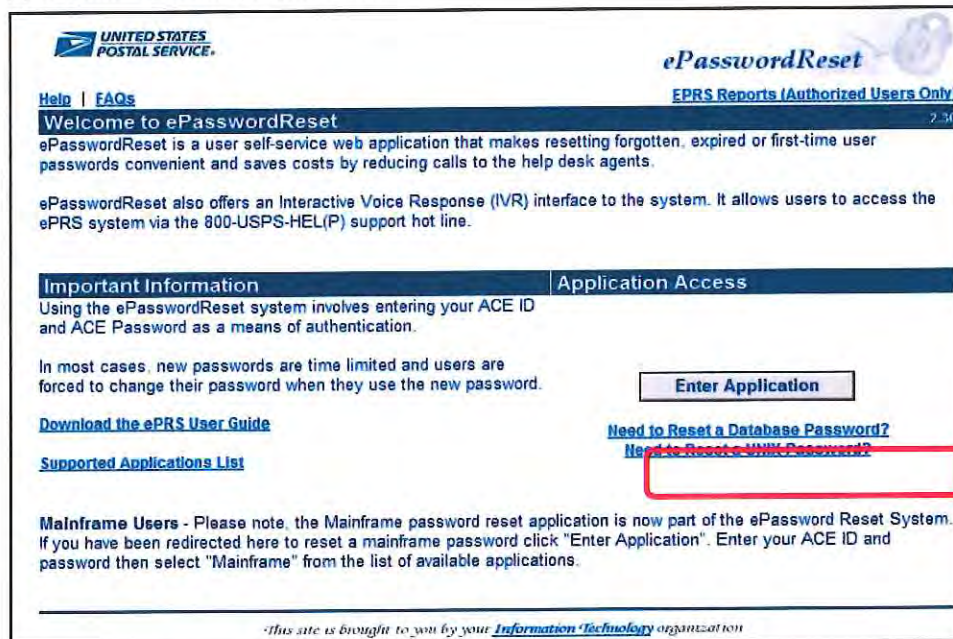


Figure 7. Permanent ACE Password: Welcome to ePasswordReset Page

11. Enter your ACE Logon ID and your TEMPORARY ACE password (**Figure 8**).

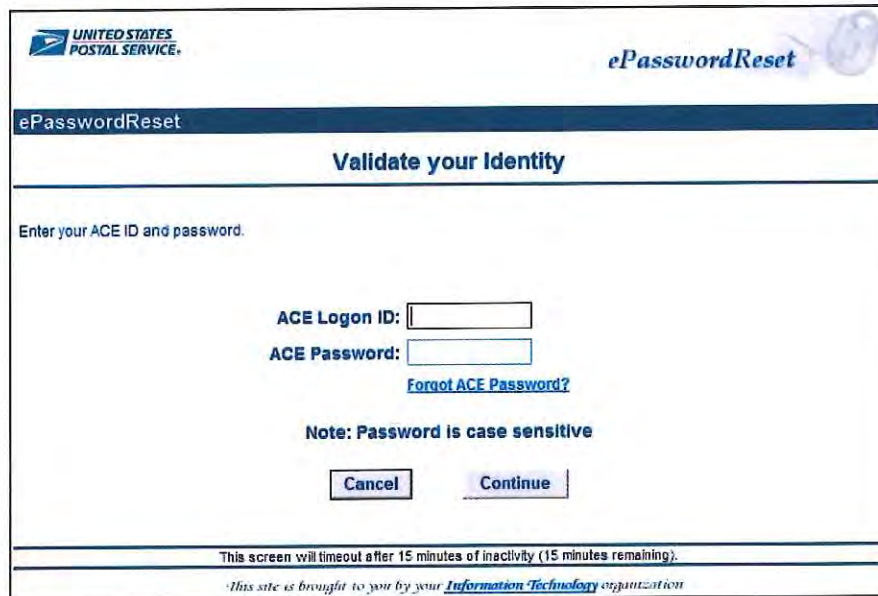


Figure 8. ACE Password: Validate your Identity Page

12. Click the 'Continue' button.

13. Enter your new password following the Password Guidelines displayed on the screen (**Figure 9**).

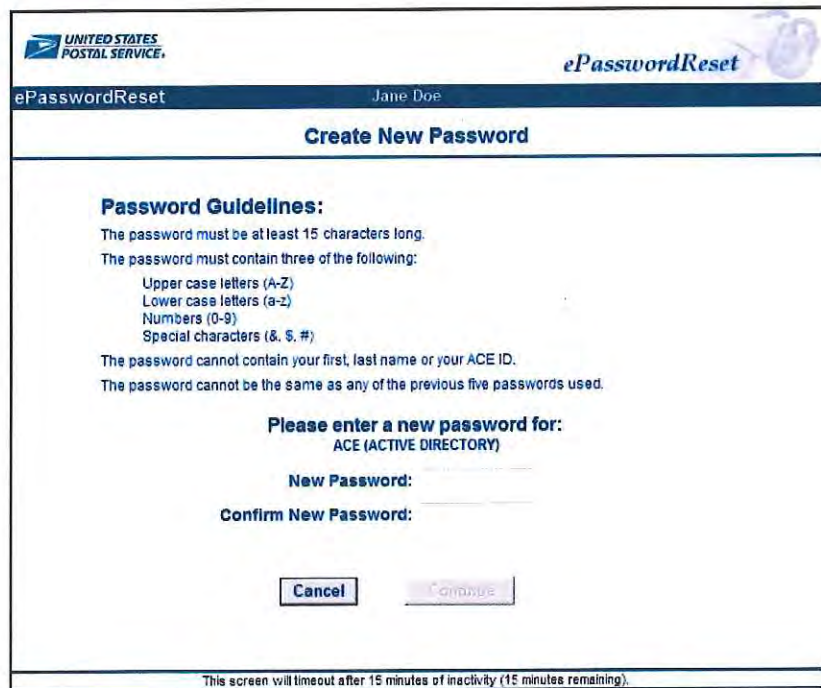


Figure 9. Permanent ACE Password: Create New Password Page

14. Re-enter your new password.
15. Click the 'Continue' button.

NOTE: If the password does not meet the password guidelines an error message will be displayed.

16. Click the 'OK' button on the confirmation message (**Figure 10**).



Figure 10. Reset Your ACE Password Dialog Box

17. The 'Password Reset Successful' page will be displayed, verifying that your ACE password was reset successfully as well as listing out all other ACE-enabled applications impacted by the reset (**Figure 11**).

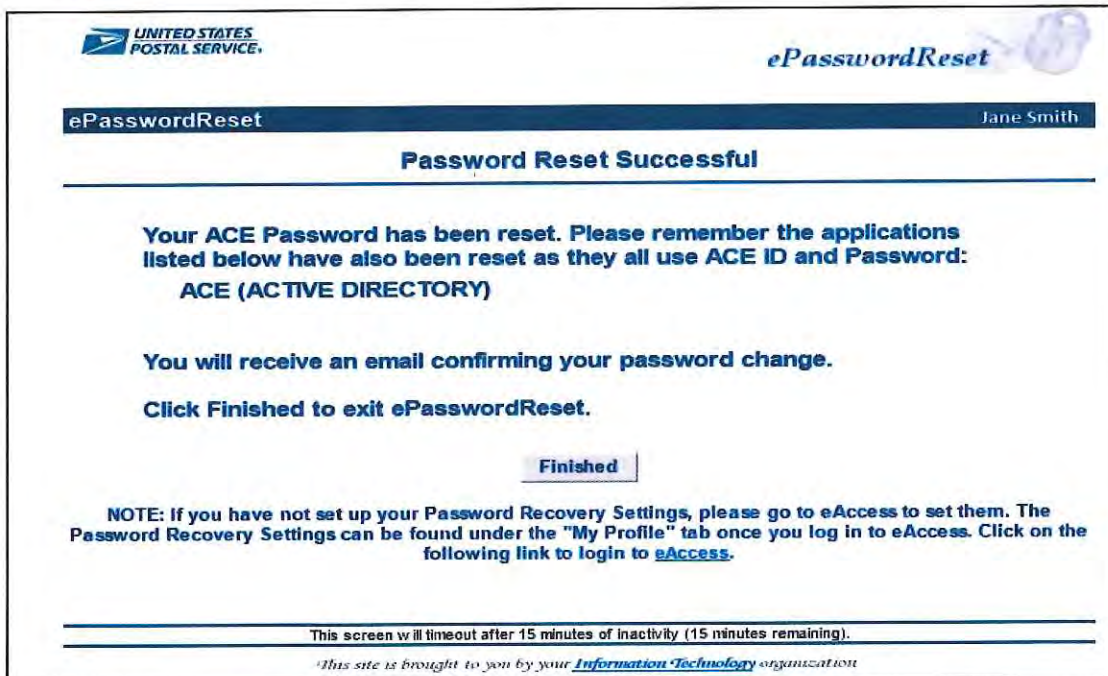


Figure 11. Permanent ACE Password: Password Reset Successful Page

18. Click the 'Finished' button.

1.0 Failed Attempts to Reset a Forgotten Password

If you have failed to answer your security responses correctly you can attempt to reset your password again or submit a Manager Password Reset request.

1. Click 'Try Again' and follow the steps to answer the responses correctly and receive a temporary password (**Figure 12**). You can also click 'Submit a request to my Manager to reset my Password' if you do not want to try again or the option to Try Again may no longer be available due to repeated attempts to reset (**Figure 13**).

NOTE: If there have been too many attempts to reset a password, you will only have the option to 'Submit a request to my Manager to reset my password'. If this occurs, your Password Recovery Settings are cleared from eAccess in an attempt to protect your account. Once your Manager has approved your request and you have reset your temporary password to a permanent password, you will be required to set your Password Recovery Settings again.

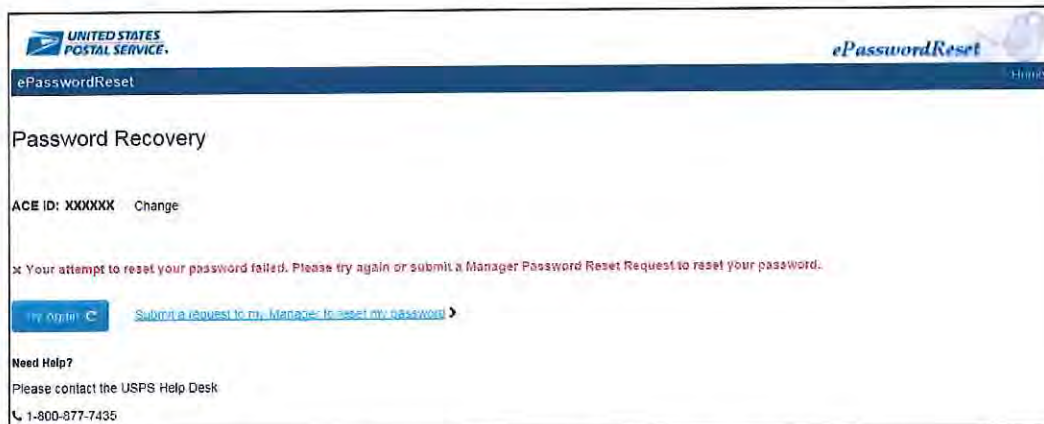


Figure 12. Failed Password Reset Attempt – Try Again OR Submit a request to my Manager to reset my password

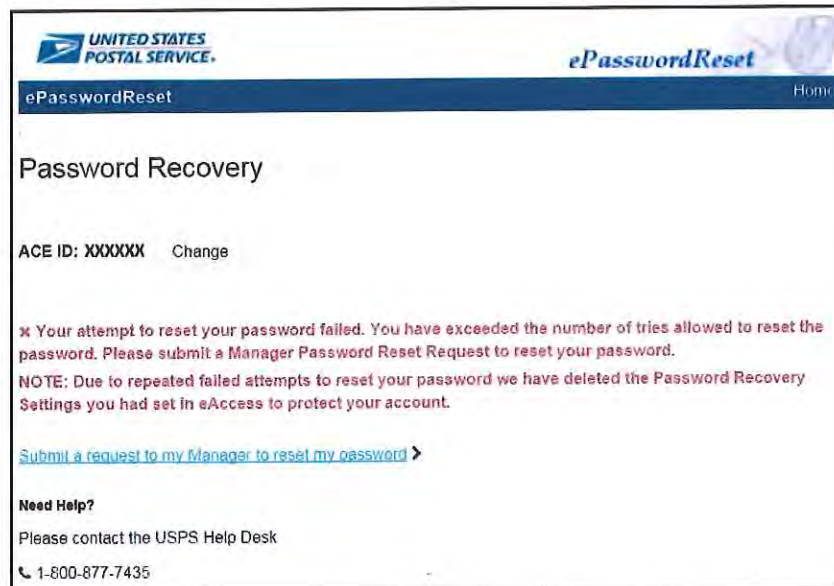


Figure 13. Failed Password Reset Attempt - Submit a request to my Manager to reset my password

2. After clicking the 'Submit request to my Manager to reset my password' link, enter Comments to submit to your manager.
3. Click 'OK' (**Figure 14**).

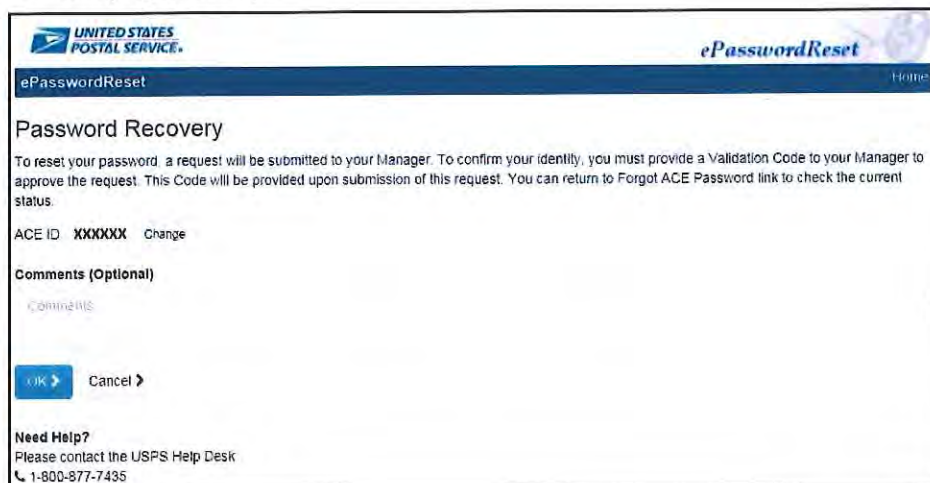
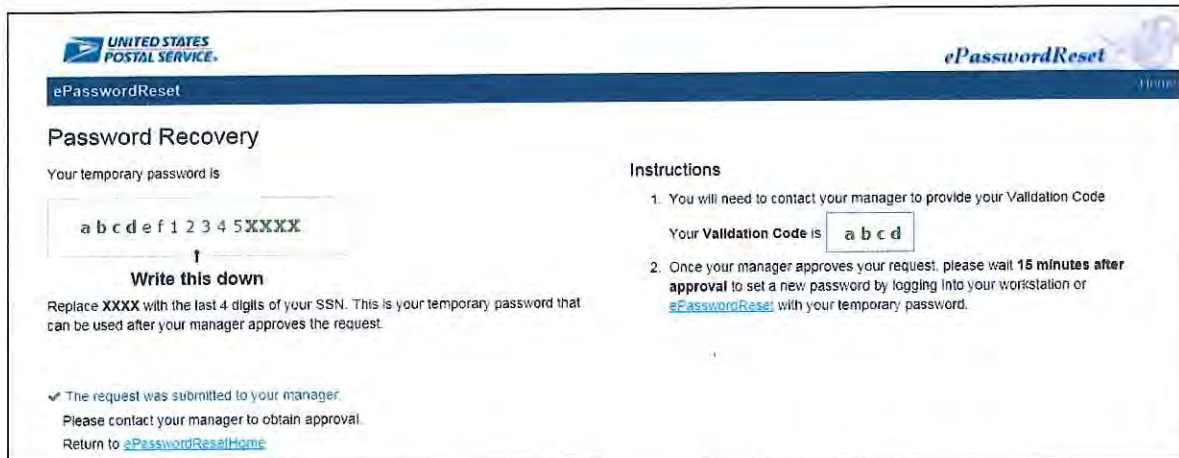


Figure 14. ePasswordReset – Submit Manager Password Reset Request

4. You will be provided a temporary password that **is not valid until after the Manager has approved your request (Figure 15)**. Your manager will be required to enter your Validation Code when approving your request. The Validation Code is the first 4 characters of your temporary password.


NOTE: It is important that you write down the temporary password. You will need to replace the XXXX with the last 4 digits of your SSN. This password will not be provided again after the browser has been closed. If you lose the temporary password, you will have to withdraw your Password Reset Request and/or submit a new request.



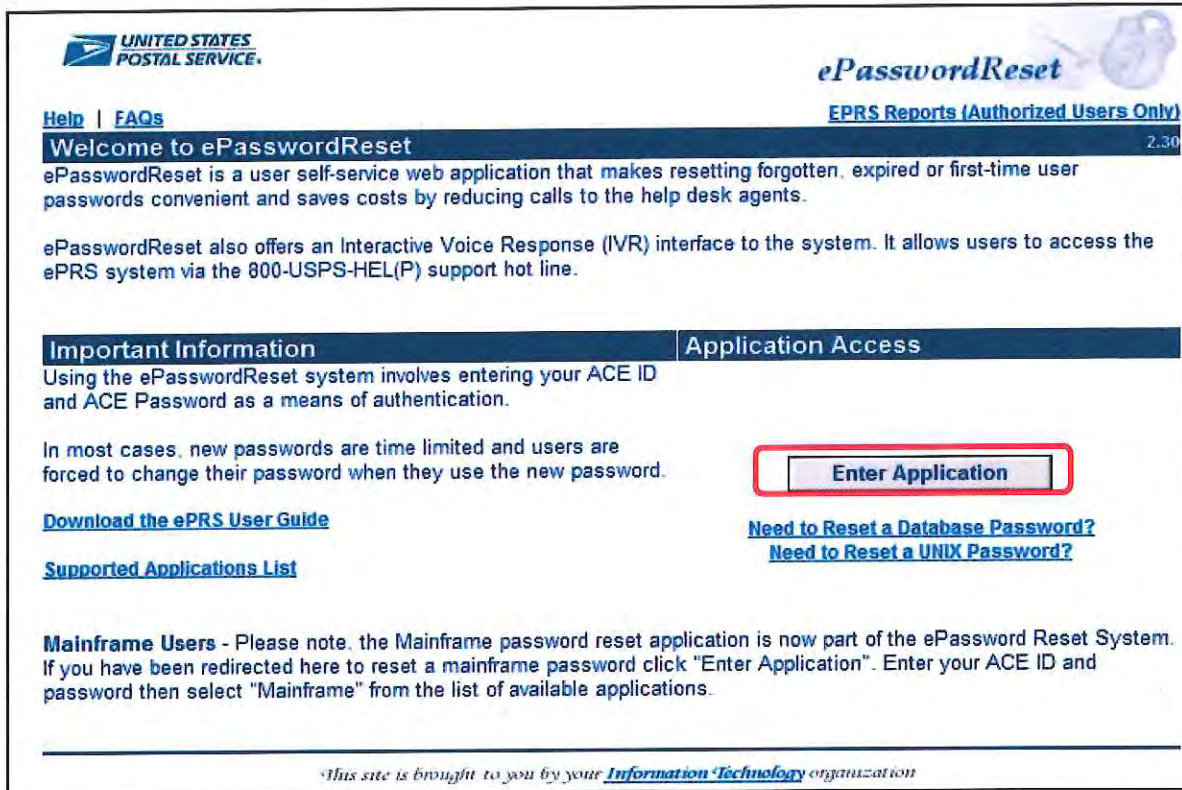
The screenshot shows the 'Password Recovery' section of the ePasswordReset website. It features a header with the USPS logo and 'ePasswordReset' branding. The main content area is titled 'Password Recovery' and includes a text box for the temporary password: 'a b c d e f 1 2 3 4 5 XXXXX'. Below this, a 'Write this down' instruction asks the user to replace 'XXXX' with the last 4 digits of their SSN. To the right, an 'Instructions' section contains two numbered steps: 1. Contacting a manager for a validation code, and 2. Waiting 15 minutes after approval to reset the password. At the bottom, there is a confirmation message: 'The request was submitted to your manager. Please contact your manager to obtain approval. Return to ePasswordResetHome'.

Figure 15. ePasswordReset – Temporary Invalid Password

5. Contact your Manager to provide the Validation Code to your Manager for approval. The Validation Code is the first 4 characters of your temporary password.
6. Once your request has been approved by Manager, you can login to your workstation using the Temporary Password and reset to a Permanent Password. Or navigate to ePasswordReset to reset.

 **NOTE:** Your Temporary password may not work right away - allow 15 minutes before resetting to a permanent password.

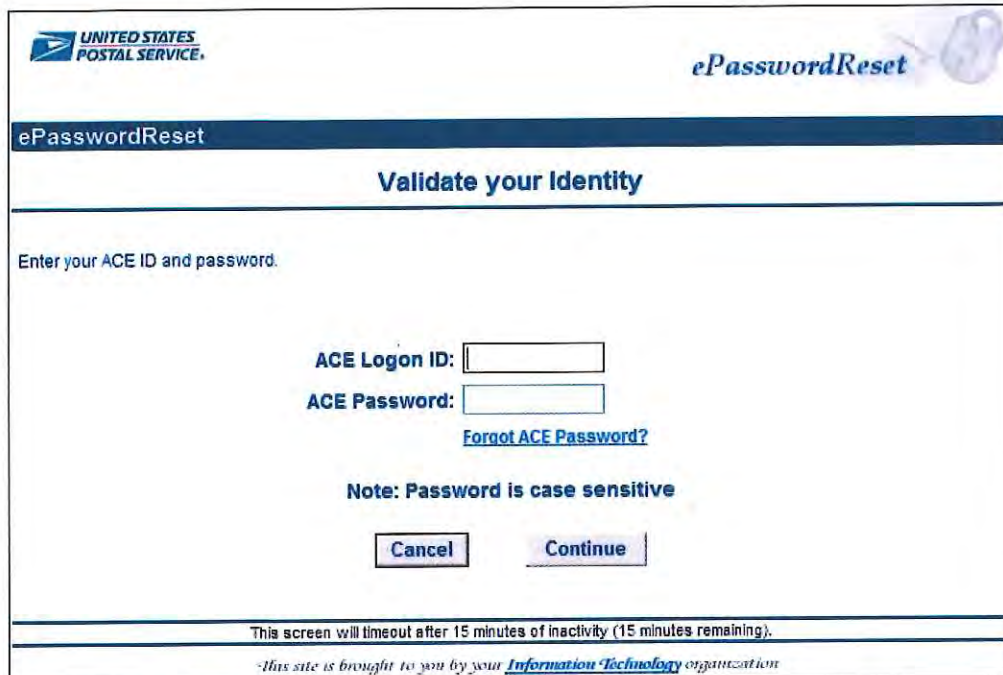
7. Navigate to ePasswordReset and click the 'Enter Application' button (**Figure 16**).





The screenshot shows the 'Welcome to ePasswordReset' page. At the top left is the United States Postal Service logo. At the top right is the 'ePasswordReset' logo and 'Quick Guide' text. Below the logo is a navigation bar with 'Help | FAQs' on the left and 'EPRS Reports (Authorized Users Only)' on the right. The main heading is 'Welcome to ePasswordReset' with a version number '2.30' to its right. The text describes the application as a user self-service web application for resetting passwords. It also mentions an IVR interface. Below this is a table with two columns: 'Important Information' and 'Application Access'. The 'Important Information' column contains text about authentication and password changes, along with links for 'Download the ePRS User Guide' and 'Supported Applications List'. The 'Application Access' column contains a red-bordered button labeled 'Enter Application' and two links: 'Need to Reset a Database Password?' and 'Need to Reset a UNIX Password?'. At the bottom, there is a note for 'Mainframe Users' and a footer line: 'This site is brought to you by your Information Technology organization'.

Figure 16. Permanent ACE Password: Welcome to ePasswordReset Page

8. Enter your ACE Logon ID and your APPROVED TEMPORARY ACE password (**Figure 17**).



 **UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

ePasswordReset

Validate your Identity

Enter your ACE ID and password.

ACE Logon ID:

ACE Password:

[Forgot ACE Password?](#)

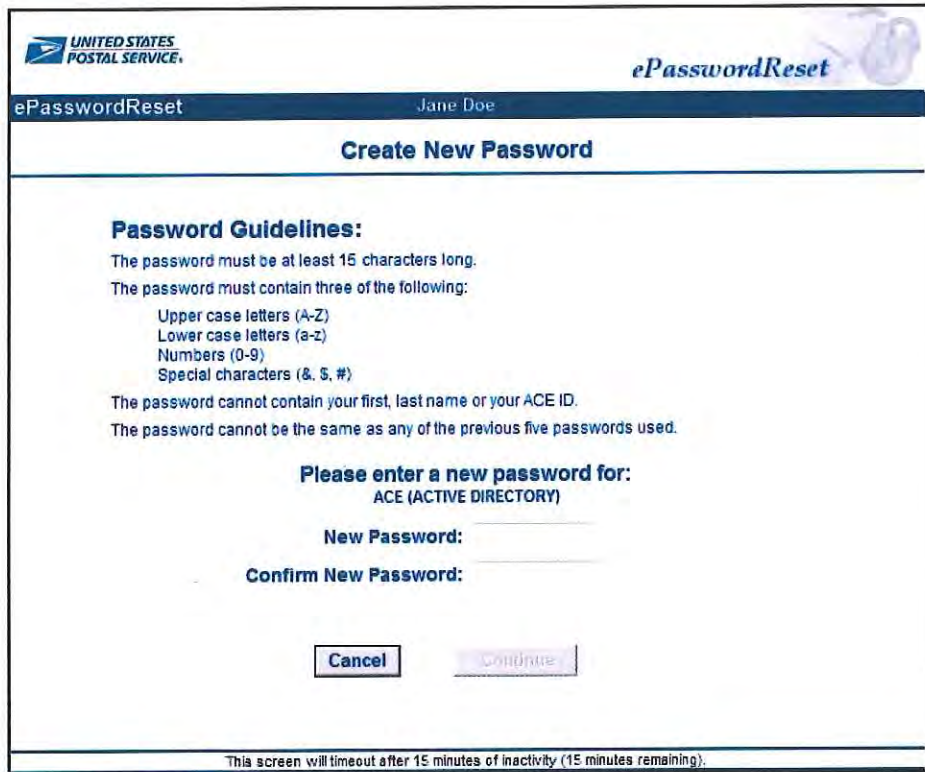
Note: Password is case sensitive


This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

This site is brought to you by your [Information Technology](#) organization

Figure 17. ACE Password: Validate your Identity Page

9. Click the 'Continue' button.
10. Enter your new password following the Password Guidelines displayed on the screen (**Figure 18**).



**UNITED STATES
POSTAL SERVICE.** *ePasswordReset* 

ePasswordReset Jane Doe

Create New Password

Password Guidelines:

- The password must be at least 15 characters long.
- The password must contain three of the following:
 - Upper case letters (A-Z)
 - Lower case letters (a-z)
 - Numbers (0-9)
 - Special characters (&, \$, #)
- The password cannot contain your first, last name or your ACE ID.
- The password cannot be the same as any of the previous five passwords used.

**Please enter a new password for:
ACE (ACTIVE DIRECTORY)**

New Password:

Confirm New Password:

This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

Figure 18. Permanent ACE Password: Create New Password Page

11. Re-enter your new password.
12. Click the 'Continue' button.

NOTE: If the password does not meet the password guidelines an error message will be displayed.

13. Click the 'OK' button on the confirmation message (**Figure 19**).

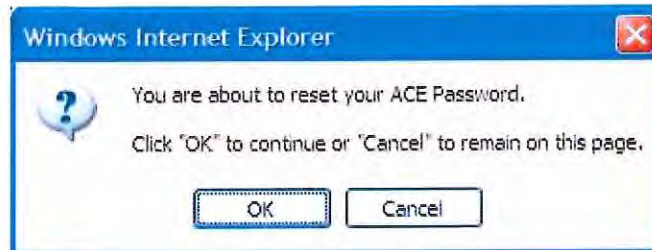


Figure 19. Reset Your ACE Password Confirmation Message

14. The 'Password Reset Successful' page will be displayed, verifying that your ACE password was reset successfully as well as listing out all other ACE-enabled applications impacted by the reset (**Figure 20**).

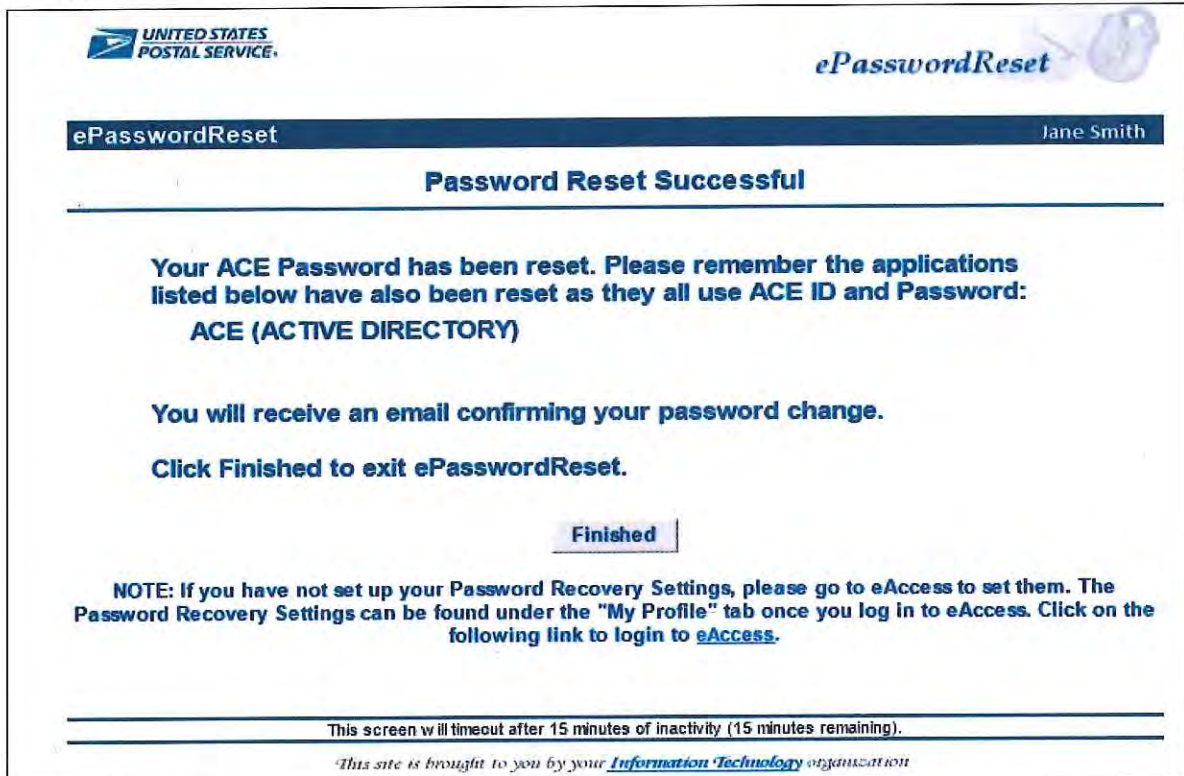
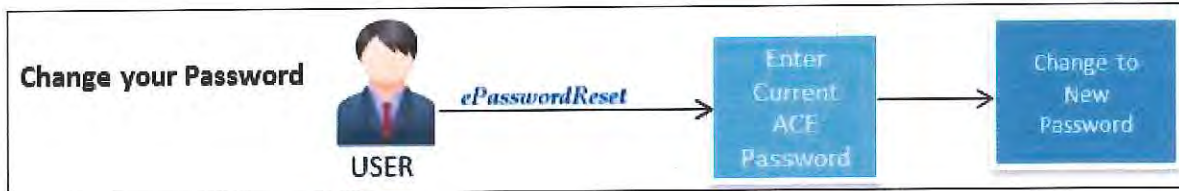


Figure 20. Permanent ACE Password: Password Reset Successful Page

15. Click the 'Finished' button.
19. If your Password Recovery Settings were cleared due to too many attempts at resetting, click the link to eAccess to set up your Password Recovery Settings.


Reset my ACE Password in ePRS

Using the ePRS application, you may change your password for any application available in your eAccess profile that uses ACE ID and ACE password.



1. Open your internet browser.
2. Navigate to the ePRS application, either:
 - Type "ePRS" into the address bar of the web browser, or
 - Select the ePasswordReset link on the USPS Blue website.
3. The 'Welcome to ePasswordReset' page (Error! Reference source not found.) appears.
4. Click the 'Enter Application' button.

**UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

[Help | FAQs](#) [ePRS Reports \(Authorized Users Only\)](#)

Welcome to ePasswordReset 2.30

ePasswordReset is a user self-service web application that makes resetting forgotten, expired or first-time user passwords convenient and saves costs by reducing calls to the help desk agents.

ePasswordReset also offers an Interactive Voice Response (IVR) interface to the system. It allows users to access the ePRS system via the 800-USPS-HEL(P) support hot line.

Important Information	Application Access
Using the ePasswordReset system involves entering your ACE ID and ACE Password as a means of authentication.	Enter Application

[Download the ePRS User Guide](#)

[Supported Applications List](#)

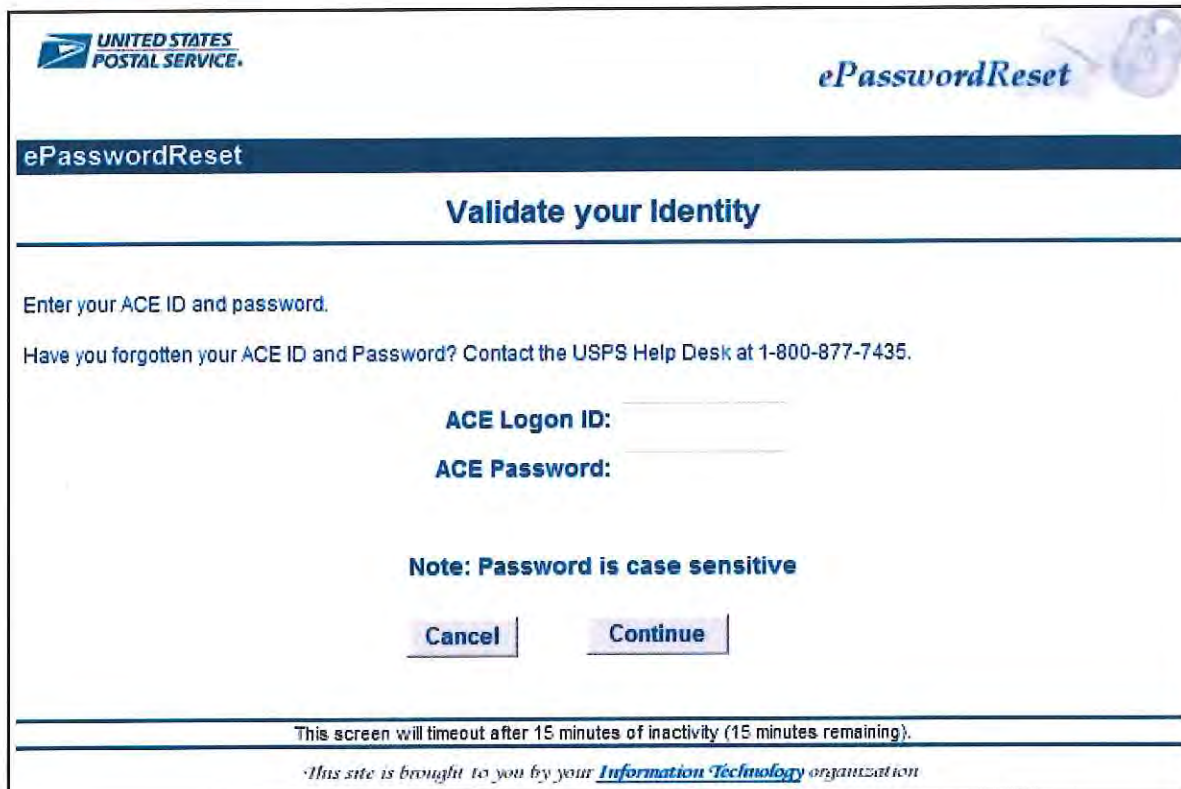
[Need to Reset a Database Password?](#)
[Need to Reset a UNIX Password?](#)


Mainframe Users - Please note, the Mainframe password reset application is now part of the ePassword Reset System. If you have been redirected here to reset a mainframe password click "Enter Application". Enter your ACE ID and password then select "Mainframe" from the list of available applications.


This site is brought to you by your [Information Technology](#) organization

Figure 1. Reset ACE Password: Welcome to ePasswordReset Page

5. Enter your ACE Logon ID and ACE Password (**Figure 2**).



 **UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

ePasswordReset

Validate your Identity

Enter your ACE ID and password.

Have you forgotten your ACE ID and Password? Contact the USPS Help Desk at 1-800-877-7435.

ACE Logon ID:

ACE Password:

Note: Password is case sensitive

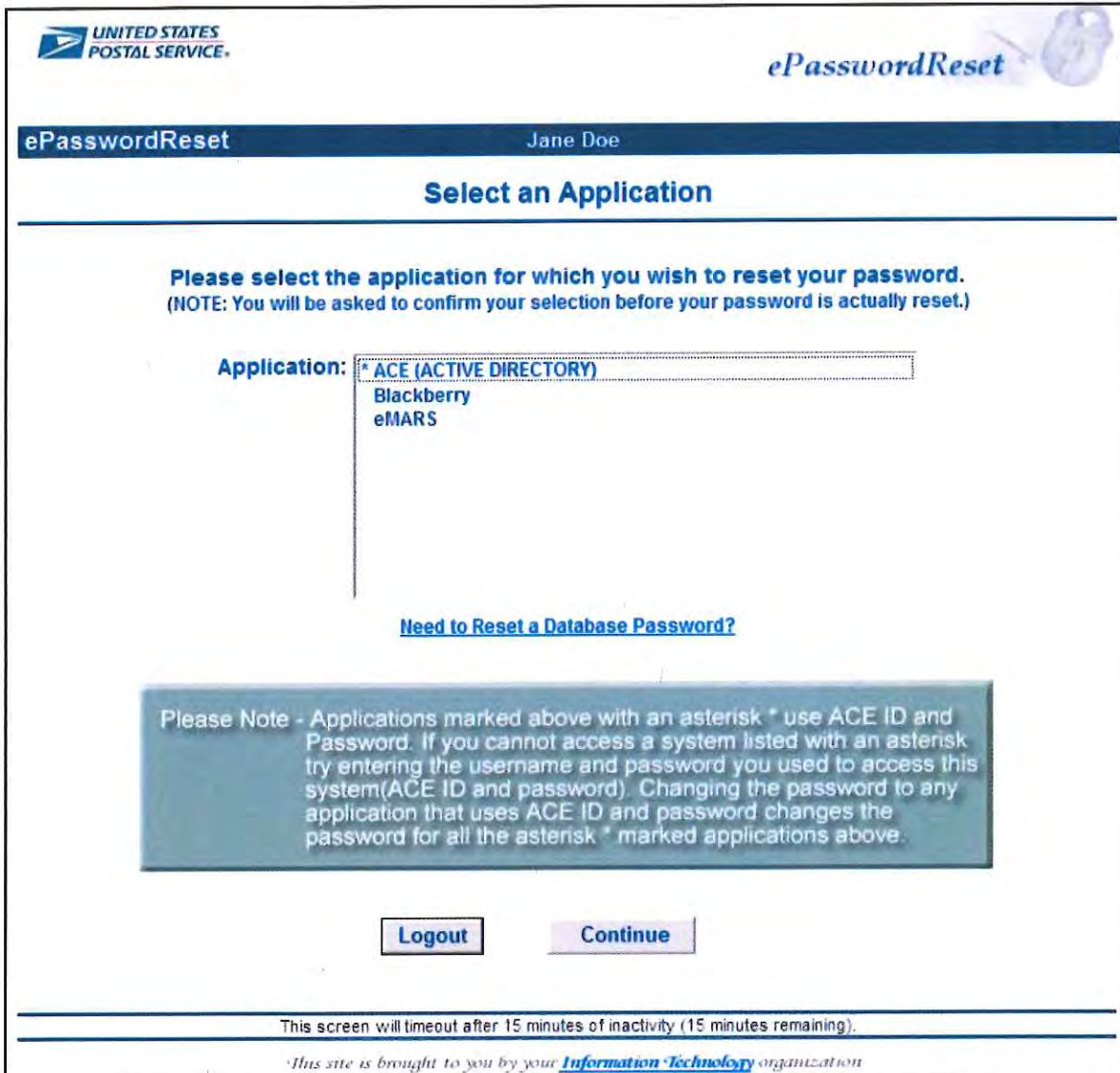
This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

*This site is brought to you by your **Information Technology** organization*


Figure 2. Reset ACE Password: Validate your Identity Page

6. Click the 'Continue' button.
7. Select the appropriate application that uses your ACE ID and password (typically ACE Active Directory) (**Figure 3**).

Note: All applications marked with an asterisk (*) use ACE ID and ACE Password. Changing the password to any application that uses ACE ID and ACE password will respectively change the password for all applications marked with an asterisk (*).



**UNITED STATES
POSTAL SERVICE.**

ePasswordReset 

ePasswordReset Jane Doe

Select an Application

Please select the application for which you wish to reset your password.
(NOTE: You will be asked to confirm your selection before your password is actually reset.)

Application:
Blackberry
eMARS

[Need to Reset a Database Password?](#)

Please Note - Applications marked above with an asterisk * use ACE ID and Password. If you cannot access a system listed with an asterisk try entering the username and password you used to access this system(ACE ID and password). Changing the password to any application that uses ACE ID and password changes the password for all the asterisk * marked applications above.

This screen will timeout after 15 minutes of inactivity (15 minutes remaining).

This site is brought to you by your [Information Technology](#) organization

Figure 3. Reset Application Password: Select an Application Page

8. Click the 'Continue' button.

9. Click the 'OK' button on the confirmation message (**Figure 4**).

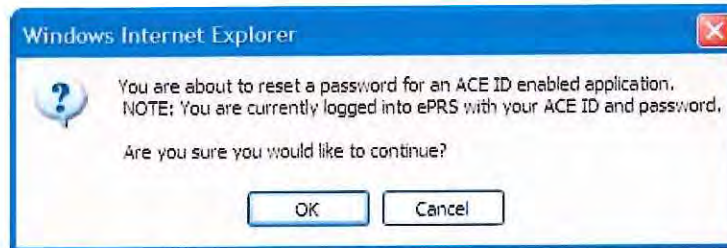


Figure 4. ACE ID Enabled Application Confirmation Message

10. Enter your new password following the Password Guidelines displayed on the screen (**Figure 5**).

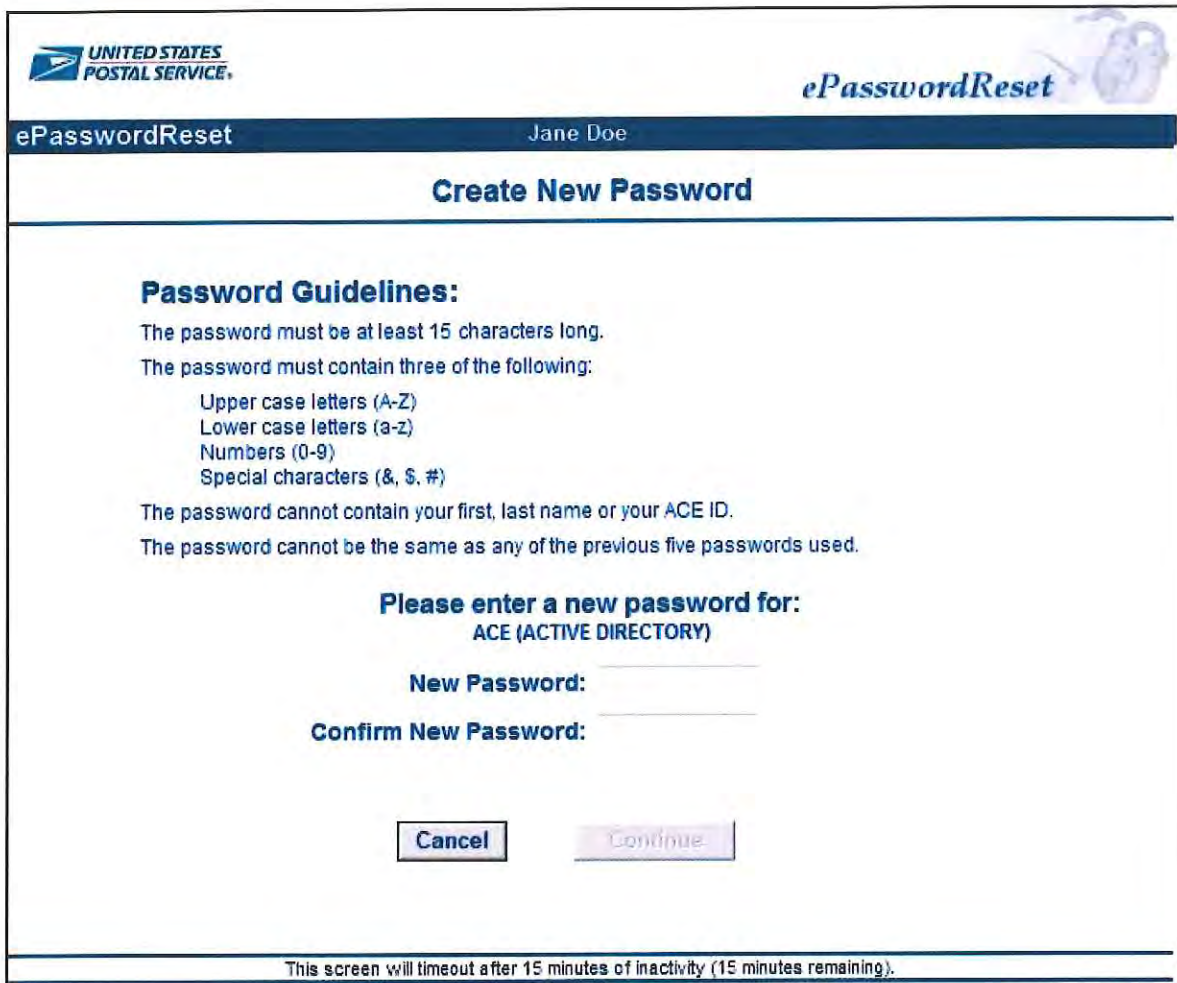
A screenshot of the ePasswordReset "Create New Password" page. The page header includes the United States Postal Service logo and the text "ePasswordReset Jane Doe". The main heading is "Create New Password". Below this, the "Password Guidelines" are listed: "The password must be at least 15 characters long.", "The password must contain three of the following: Upper case letters (A-Z), Lower case letters (a-z), Numbers (0-9), Special characters (&, \$, #)", "The password cannot contain your first, last name or your ACE ID.", and "The password cannot be the same as any of the previous five passwords used." Below the guidelines, the user is prompted to "Please enter a new password for: ACE (ACTIVE DIRECTORY)". There are two input fields: "New Password:" and "Confirm New Password:". At the bottom, there are "Cancel" and "Continue" buttons. A footer note states: "This screen will timeout after 15 minutes of inactivity (15 minutes remaining)."

Figure 5. Reset ACE Password: Create New Password Page

11. Re-enter your new password.
12. Click the 'Continue' button.

NOTE: If the password does not meet the password guidelines an error message will be displayed.

13. Click the 'OK' button on the confirmation message (**Figure 6**).

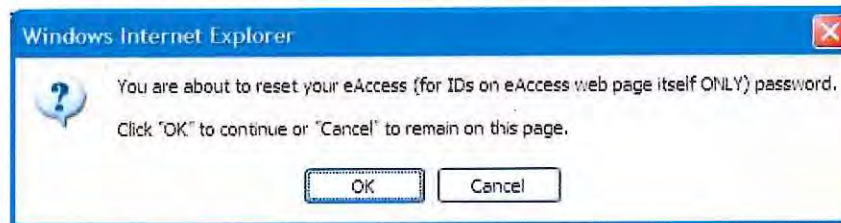


Figure 6. Reset Your Password Confirmation Message

14. The 'Password Reset Successful' page will be displayed, verifying that your ACE password was reset successfully as well as listing out all other ACE-enabled applications impacted by the reset (**Figure 7**).

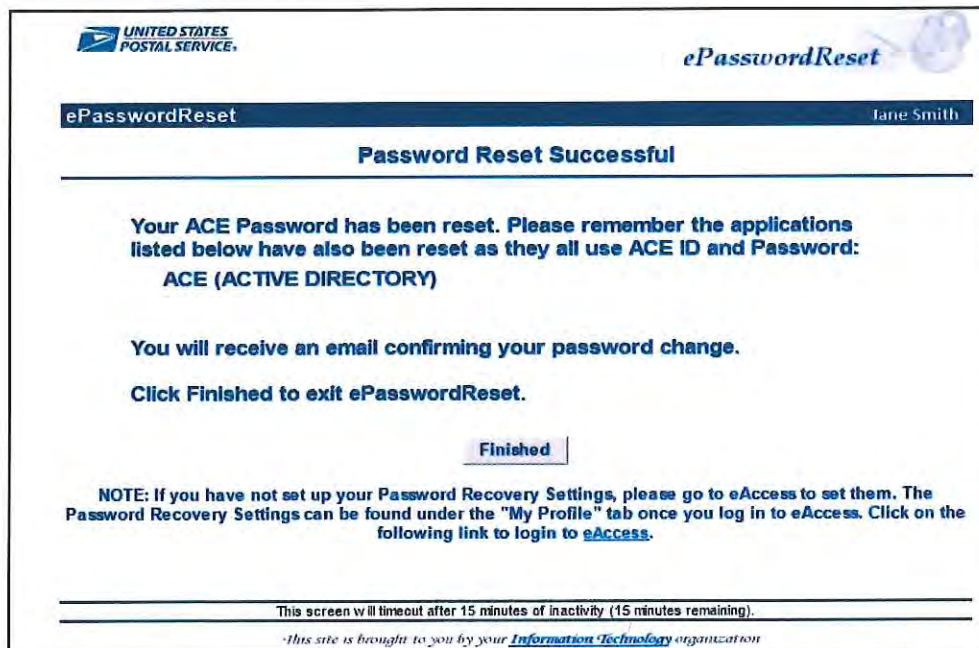


Figure 7. Permanent ACE Password: Password Reset Successful Page

15. Click the 'Finished' button.