

SDDC-PP ADVISORY # 15-0028

DATE: 13 February 2015

FROM: SDDC-PP SCOTT AFB, IL

TO: Military Service Headquarters Representatives, Worldwide Personal Property Shipping Offices (PPSO), and DOD-Approved Personal Property Transportation Service Providers (TSP)

SUBJ: Two-Factor Password Authentication and Linking New Credentials for Defense Personal Property System (DPS) User Accounts

1. Effective 17 February 2015, a two-factor password authentication process will be implemented for DPS users requesting password changes. The two-factor authentication adds an additional security layer to protect and validate a user's identify whenever a password change is required. This change is applicable to "DOD Customer" users and exempted Foreign National users resetting DPS passwords through the Electronic Transportation Acquisition (ETA) portal.

2. This new requirement also implements a process change for DPS users who need to associate a new Common Access Card (CAC) or External Certificate Authority (ECA) with existing DPS account(s). Instructions for each category are listed below.

a. Password Resets:

1. If a new password is requested, the user must enter their user ID, type the distorted image code or "CAPTCHA" (Completely Automated Public Turing test to tell Computers and Humans Apart), and click "Next".

2. A new screen will require the user to answer two of their seven security questions. Note: Users have up to three (3) attempts to correctly answer two of their security questions. ETA will track invalid attempts, the number of tries, and display, "Your account will be locked after (3) invalid security question attempts." The user can change the security questions if they cannot remember the correct answers.

3. ETA will electronically send a unique code to the email address contained in the user's account profile after the security questions are successfully answered. The user must enter the email's code in the ETA screen, and follow the instructions for creating a new strong password. SDDC Systems Response Center (SRC) is available to assist customers as needed by calling toll free: 1-800-462-2176, Option 6.

b. Linking New CAC/ECA to Existing DPS Accounts:

1. All DPS users begin at the ETA Home page to start this process: <https://eta.sddc.army.mil/ETASSOPortal/SSO/PortalLogin.aspx>. Here, users can either scroll to the bottom of the page, and click the "Can't access your account?" hyperlink (text) under the

“Log In” button, and follow the steps listed in ETA, or follow the steps for Password Resets listed in paragraph 2a.

2. After resetting the password and logging into DPS, users must click the “My Account” link on the upper left side of the ETA screen to register their certificates. Please read the instructions carefully. Users experiencing problems are encouraged to contact the SDDC SRC at toll free: 1-800-462-2176, Option 6.

3. Please email questions relating to this message to:

a. Email: Usarmy.scott.sddc.mbx.g6-SRC-DPS-HD@mail.mil or army.sddc.safb.ppcf@mail.mil.

b. Telephone: Toll-free (800) 462-2176, Option 6

c. Internet: <https://www.sddc-srchelpme.com>

4. This message was approved for release by Ms. Jill Smith, Chief, Business Processes and Systems Integration Division, HQ SDDC.