

Initial Direct Access Sign On/Change My Password/Forgot Password

Overview

Introduction

This guide will provide Retirees, Annuitants, and Former Spouses the procedures for how to sign into Direct Access for the first time, change their password, and use the forgotten password feature in Direct Access (DA).

This guide also provides a list of internet browsers compatible with DA and guidance on how to turn off pop-up blockers, necessary when attempting to access certain documents such as paylips and tax documents.

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Initial Direct Access Sign-In

Introduction This section will provide Retirees, Annuitants, and Former Spouses the procedures for logging into Direct Access (DA) for the first time.

Before You Begin If you have never logged into Direct Access (DA), your default password will be set up for you initially. The formula for your default password is:

THeUSCG + last 4 of your SSN + @ + four digit birth year

For example, if the last 4 of your SSN is 1234 and you were born in 1966, your default password will be **THeUSCG1234@1966**. The password is case sensitive, so be sure to capitalize where appropriate when you type it.

You will be prompted to change your password upon your initial login.

NOTE: If you run into issues and are unable to log on, please contact PPC Customer Care at 1-866-772-8724 or ppc-dg-customer@uscg.mil.



- Password Rules**
- Your password:
 - ✓ Must contain at least 15 characters
 - ✓ Must contain at least one number
 - ✓ Must contain at least one uppercase letter
 - ✓ Must contain at least one lowercase letter
 - ✓ Must contain at least one special character (!@#%&*()=+ _ - {}[]\><)
 - Passwords need to be changed every 35 days (DA will prompt you to change your password when logging in if the 35 days has elapsed).
 - When changing your password, it cannot be any of the last 9 used for DA.
 - Passwords cannot be the same as your user ID (your user ID will never change or expire).
 - Do not create passwords based on personal information that can be easily accessed or guessed.
 - Do not create passwords using words that can be found in any dictionary in any language.
 - Use different passwords for different systems.
 - Develop a mnemonic for remembering your password (do not write it down).

Information Log into DA Self Service at [Direct Access Self Service](#).

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Initial Direct Access Sign-In, Continued

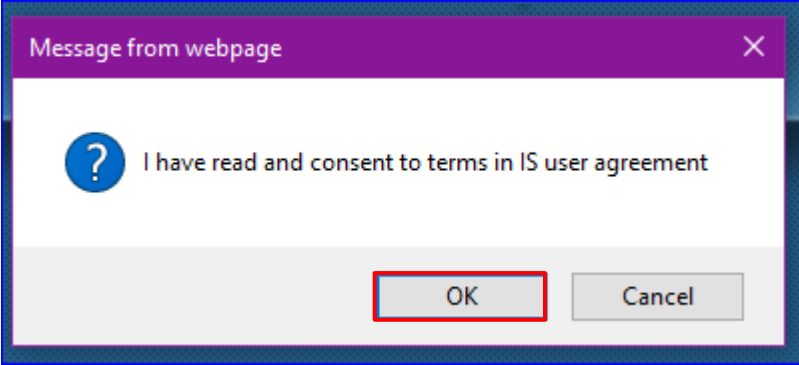

Procedures See below.

Step	Action
1	<p data-bbox="325 353 1334 427">Upon opening Direct Access (the link can be found on PPC's webpage), enter your 7-digit Employee ID (Emplid) in the User ID field.</p> 
2	<p data-bbox="325 1066 1187 1099">Enter your default password in the Password field. Click Sign In.</p> 

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Initial Direct Access Sign-In, Continued

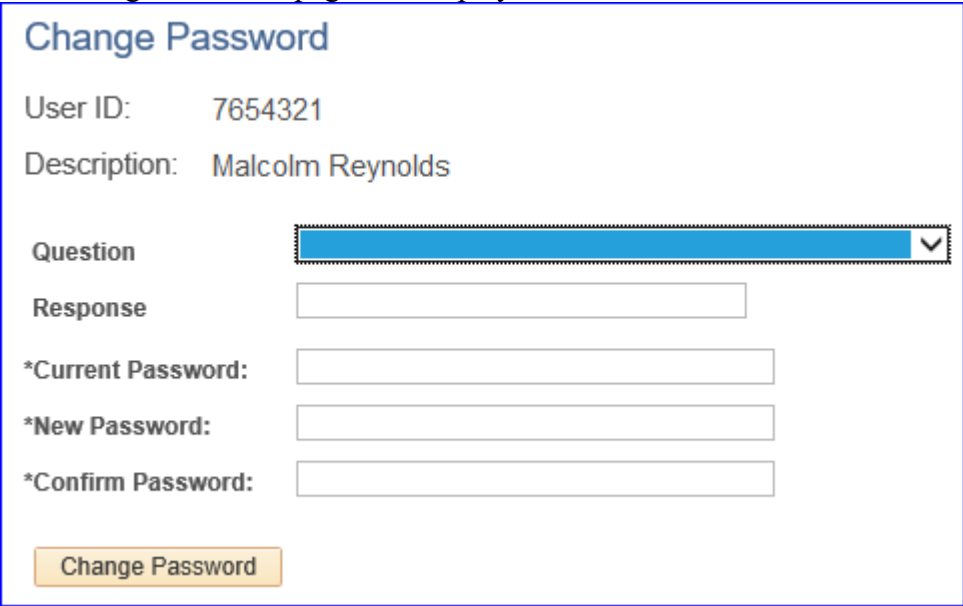
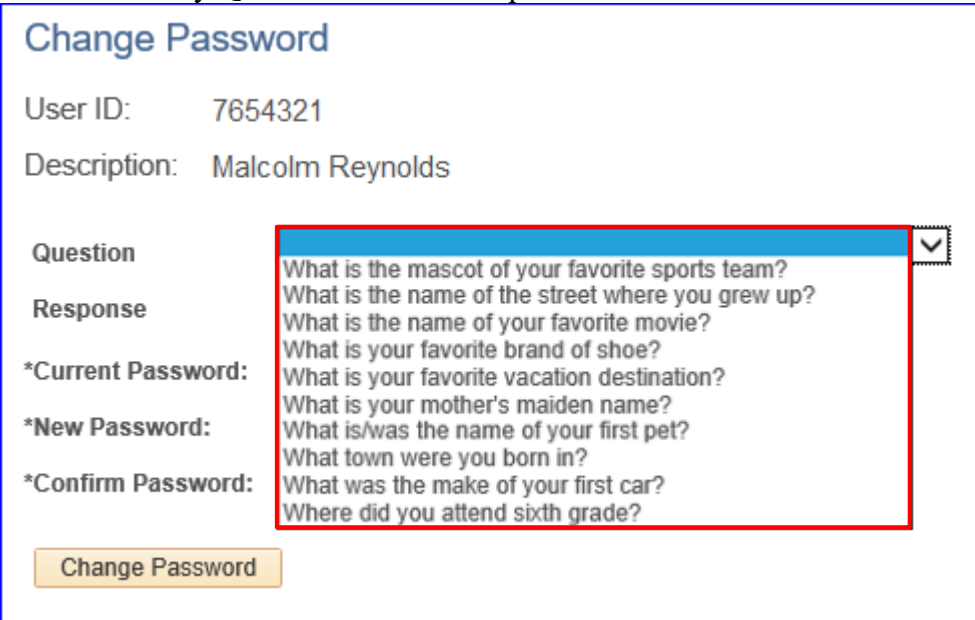
Procedures,
continued

Step	Action
3	<p>You will be prompted with a Consent Acknowledgement message. Click OK.</p> 
4	<p>Because this is the first time logging into Direct Access, you will be prompted to change your password. Select Click here to change your password.</p> 

Continued on next page

Initial Direct Access Sign-In, Continued

Procedures,
continued

Step	Action
5	<p>The Change Password page will display.</p>  <p>The screenshot shows the 'Change Password' page. At the top, it says 'Change Password'. Below that, it displays 'User ID: 7654321' and 'Description: Malcolm Reynolds'. There is a 'Question' dropdown menu with a blue bar, a 'Response' text box, and three password fields labeled '*Current Password:', '*New Password:', and '*Confirm Password:'. A 'Change Password' button is at the bottom.</p>
6	<p>Select a security Question from the drop-down.</p>  <p>The screenshot shows the 'Change Password' page with the 'Question' dropdown menu open. The dropdown list contains the following questions: 'What is the mascot of your favorite sports team?', 'What is the name of the street where you grew up?', 'What is the name of your favorite movie?', 'What is your favorite brand of shoe?', 'What is your favorite vacation destination?', 'What is your mother's maiden name?', 'What is/was the name of your first pet?', 'What town were you born in?', 'What was the make of your first car?', and 'Where did you attend sixth grade?'. The 'Change Password' button is visible at the bottom.</p>

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Initial Direct Access Sign-In, Continued



Procedures,
continued

Step	Action
7	<p>Enter your Response to the security question.</p> <div data-bbox="327 450 1291 1043" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321</p> <p>Description: Malcolm Reynolds</p> <p>Question <input type="text" value="What is the name of your favorite movie?"/></p> <p>Response <input style="border: 2px solid red;" type="text" value="SERENITY"/></p> <p>*Current Password: <input type="text"/></p> <p>*New Password: <input type="text"/></p> <p>*Confirm Password: <input type="text"/></p> <p><input type="button" value="Change Password"/></p> </div>
8	<p>Enter your default password in *Current Password.</p> <div data-bbox="327 1120 1281 1740" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321</p> <p>Description: Malcolm Reynolds</p> <p>Question <input type="text" value="What is the name of your favorite movie?"/></p> <p>Response <input type="text" value="SERENITY"/></p> <p>*Current Password: <input style="border: 2px solid red;" type="password" value="....."/></p> <p>*New Password: <input type="text"/></p> <p>*Confirm Password: <input type="text"/></p> <p><input type="button" value="Change Password"/></p> </div>

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Initial Direct Access Sign-In, Continued

Procedures,
continued

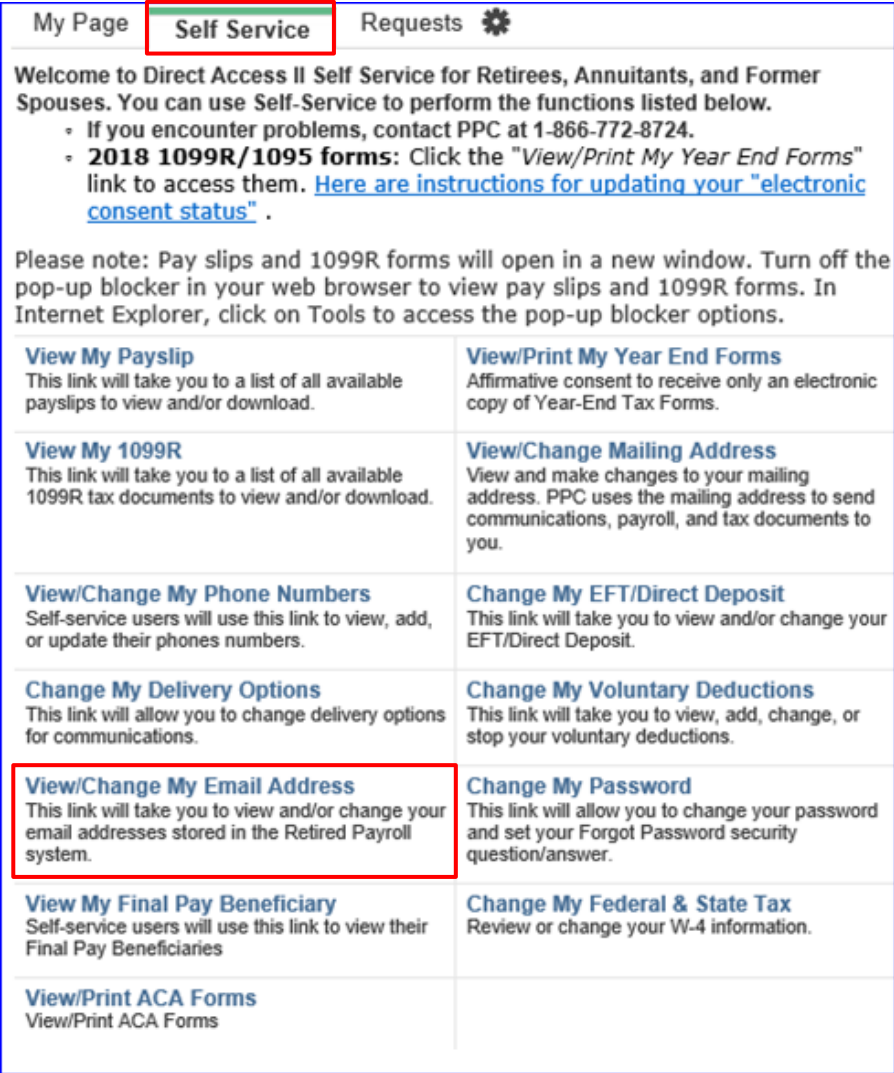
Step	Action
<p>9</p>	<p>Enter your new password in the *New Password and *Confirm Password fields. Click Change Password.</p> <p>Remember: The new password must be at least 15 characters with at least one uppercase letter, one lowercase letter, one number, and one special character.</p> <div data-bbox="327 584 1246 1189" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321 Description: Malcolm Reynolds</p> <p>Question: <input type="text" value="What is the name of your favorite movie?"/></p> <p>Response: <input type="text" value="SERENITY"/></p> <p>*Current Password: <input type="password" value="....."/></p> <p>*New Password: <input style="border: 2px solid red;" type="password" value="....."/></p> <p>*Confirm Password: <input style="border: 2px solid red;" type="password" value="....."/></p> <p><input style="border: 2px solid red;" type="button" value="Change Password"/></p> </div>
<p>10</p>	<p>A confirmation message will display. Click OK.</p> <div data-bbox="327 1256 967 1509" style="border: 1px solid blue; padding: 10px;"> <p>Message</p> <p>Your password has successfully been changed. (48,28)</p> <p><input style="border: 2px solid red;" type="button" value="OK"/></p> </div>
<p>11</p>	<p>If you are not returned to the Self Service menu, click the House icon in the upper right corner of Direct Access.</p> <p>Note: It is very important to set up an email address in Direct Access to utilize the Forgot Password function. See the next section of this guide for more information on how to set up your email.</p> <div data-bbox="327 1749 1399 1816" style="border: 1px solid blue; padding: 5px;">   </div>

Setting up My Email

Introduction This section provides Retirees, Annuitants, and Former Spouses the procedures to set up their Email Address in Direct Access.

Information Log into DA Self Service at [Direct Access Self Service](#).

Procedures See below.

Step	Action														
1	<p>Select View/Change My Email Address.</p> <p>Note: Some Retirees may have more than one user access; in which case, you will need to select the Self Service tab to view the Self Service menu.</p>  <p>The screenshot shows the 'Direct Access II Self Service' interface. At the top, there are three tabs: 'My Page', 'Self Service' (highlighted with a red box), and 'Requests' with a gear icon. Below the tabs is a welcome message: 'Welcome to Direct Access II Self Service for Retirees, Annuitants, and Former Spouses. You can use Self-Service to perform the functions listed below.' It includes instructions for contacting PPC at 1-866-772-8724 and a link for '2018 1099R/1095 forms'. A note states: 'Please note: Pay slips and 1099R forms will open in a new window. Turn off the pop-up blocker in your web browser to view pay slips and 1099R forms. In Internet Explorer, click on Tools to access the pop-up blocker options.' Below this is a grid of service links:</p> <table border="1" data-bbox="327 1088 1209 1821"> <tr> <td>View My Payslip This link will take you to a list of all available payslips to view and/or download.</td> <td>View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.</td> </tr> <tr> <td>View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.</td> <td>View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.</td> </tr> <tr> <td>View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phones numbers.</td> <td>Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.</td> </tr> <tr> <td>Change My Delivery Options This link will allow you to change delivery options for communications.</td> <td>Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.</td> </tr> <tr> <td>View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.</td> <td>Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.</td> </tr> <tr> <td>View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries</td> <td>Change My Federal & State Tax Review or change your W-4 information.</td> </tr> <tr> <td>View/Print ACA Forms View/Print ACA Forms</td> <td></td> </tr> </table>	View My Payslip This link will take you to a list of all available payslips to view and/or download.	View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.	View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.	View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.	View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phones numbers.	Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.	Change My Delivery Options This link will allow you to change delivery options for communications.	Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.	View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.	Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.	View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries	Change My Federal & State Tax Review or change your W-4 information.	View/Print ACA Forms View/Print ACA Forms	
View My Payslip This link will take you to a list of all available payslips to view and/or download.	View/Print My Year End Forms Affirmative consent to receive only an electronic copy of Year-End Tax Forms.														
View My 1099R This link will take you to a list of all available 1099R tax documents to view and/or download.	View/Change Mailing Address View and make changes to your mailing address. PPC uses the mailing address to send communications, payroll, and tax documents to you.														
View/Change My Phone Numbers Self-service users will use this link to view, add, or update their phones numbers.	Change My EFT/Direct Deposit This link will take you to view and/or change your EFT/Direct Deposit.														
Change My Delivery Options This link will allow you to change delivery options for communications.	Change My Voluntary Deductions This link will take you to view, add, change, or stop your voluntary deductions.														
View/Change My Email Address This link will take you to view and/or change your email addresses stored in the Retired Payroll system.	Change My Password This link will allow you to change your password and set your Forgot Password security question/answer.														
View My Final Pay Beneficiary Self-service users will use this link to view their Final Pay Beneficiaries	Change My Federal & State Tax Review or change your W-4 information.														
View/Print ACA Forms View/Print ACA Forms															

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Setting up My Email, Continued

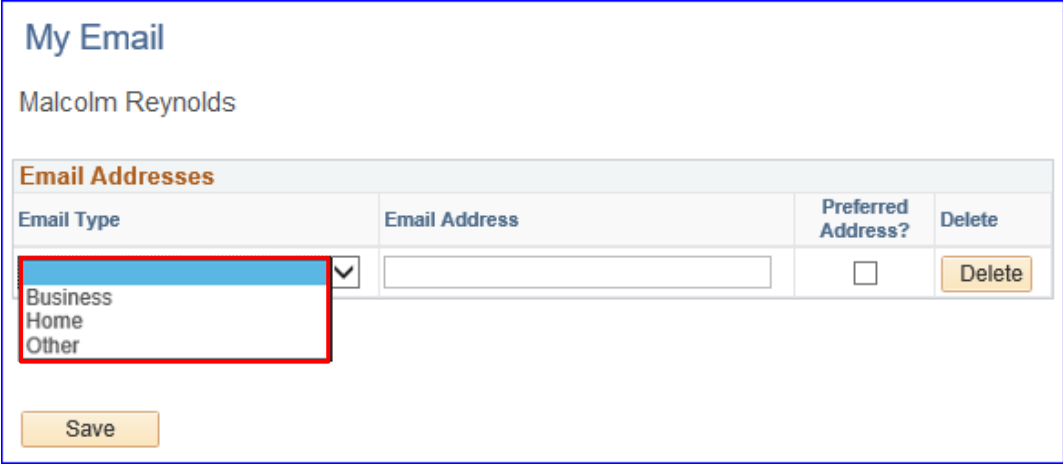
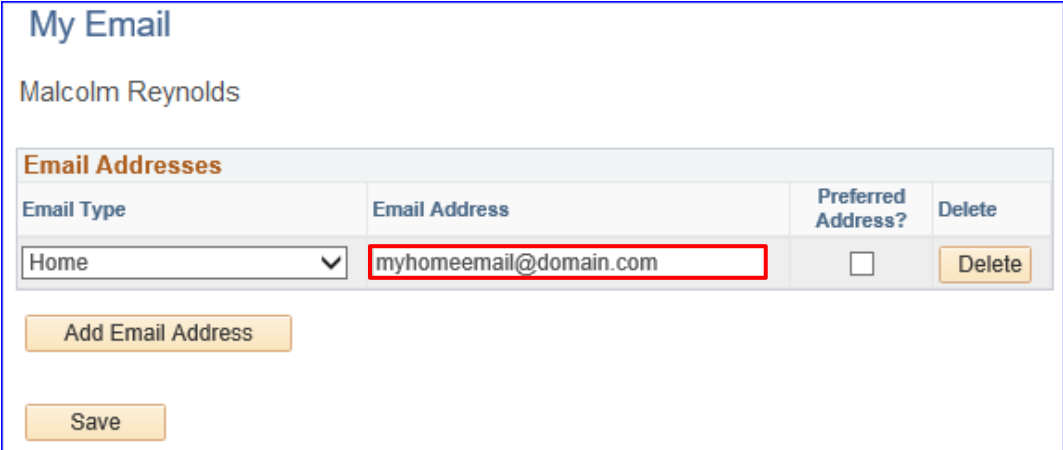
Procedures,
continued

Step	Action								
2	<p>The My Email page will display. If an email address is already populated, verify it is correct and the Preferred Address? box is checked. If the address is correct and Preferred is checked, no further action is required.</p> <p>If the email address is blank or incorrect, continue with Step 3.</p> <div data-bbox="316 595 1382 1055" style="border: 1px solid blue; padding: 5px;"> <p>My Email</p> <p>Malcolm Reynolds</p> <p>Email Addresses</p> <table border="1" data-bbox="331 752 1366 891"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td>Home</td> <td>myhome@domain.com</td> <td><input checked="" type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete	Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
Home	myhome@domain.com	<input checked="" type="checkbox"/>	Delete						
3	<p>Click Add Email Address.</p> <div data-bbox="316 1128 1382 1588" style="border: 1px solid blue; padding: 5px;"> <p>My Email</p> <p>Malcolm Reynolds</p> <p>Email Addresses</p> <table border="1" data-bbox="331 1285 1366 1424"> <thead> <tr> <th>Email Type</th> <th>Email Address</th> <th>Preferred Address?</th> <th>Delete</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td><input type="checkbox"/></td> <td>Delete</td> </tr> </tbody> </table> <p>Add Email Address</p> <p>Save</p> </div>	Email Type	Email Address	Preferred Address?	Delete			<input type="checkbox"/>	Delete
Email Type	Email Address	Preferred Address?	Delete						
		<input type="checkbox"/>	Delete						

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Setting up My Email, Continued

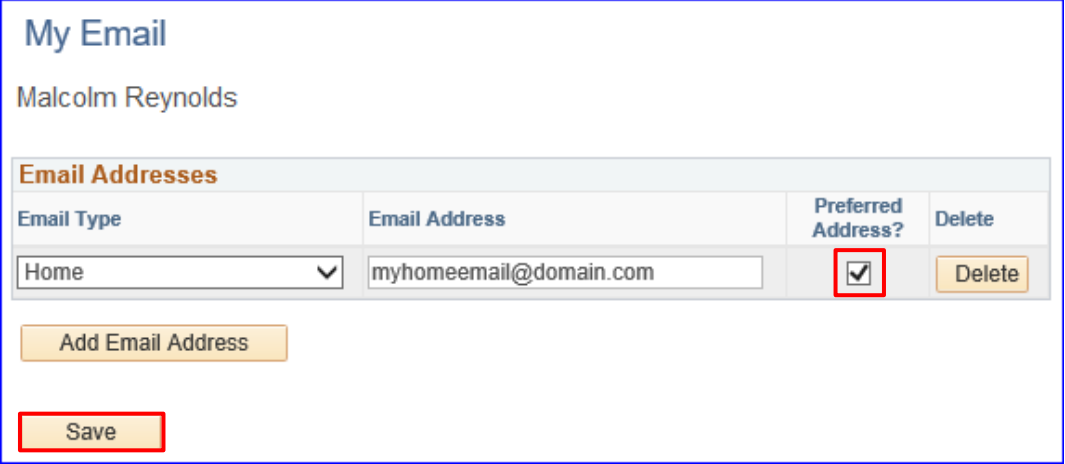

Procedures,
continued

Step	Action
4	<p>Select an Email Type from the drop-down.</p> 
5	<p>Enter the Email Address.</p> 

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Setting up My Email, Continued

Procedures,
continued

Step	Action
6	<p>Check the Preferred Address? box. Click Save. Repeat Steps 3 – 5 to add additional email addresses.</p> 
7	<p>To return to the Self Service menu, click the House icon in the upper right corner of the page.</p> 

Change My Password

Introduction This section provides the procedures for a Retiree, Annuitant, or Former Spouse to change their password to access Direct Access (DA).

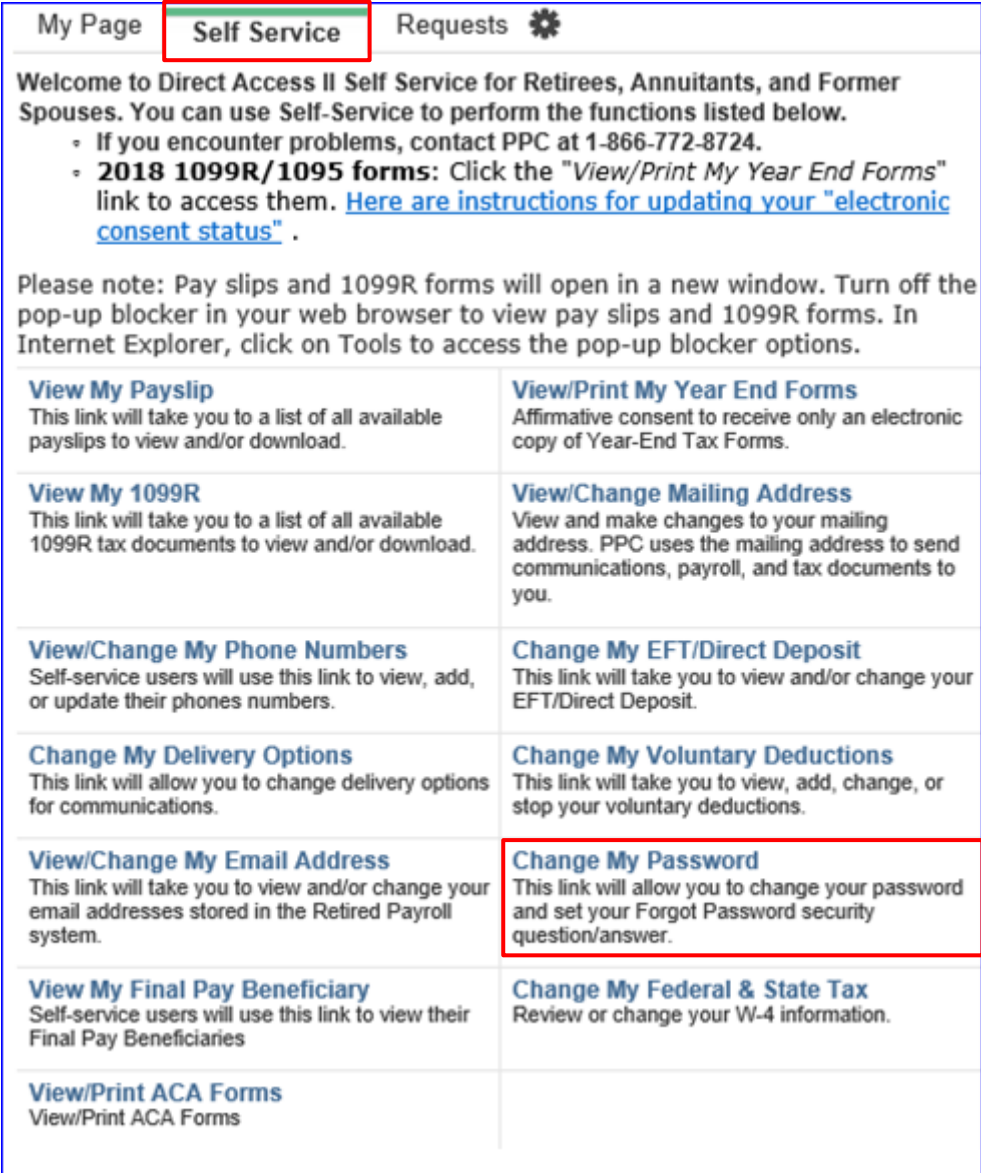
- Password Rules**
- Your password:
 - ✓ Must contain at least 15 characters
 - ✓ Must contain at least one number
 - ✓ Must contain at least one uppercase letter
 - ✓ Must contain at least one lowercase letter
 - ✓ Must contain at least one special character (!@#\$%^&*()=+_ - {}[]\><)
 - Passwords need to be changed every 35 days (DA will prompt you to change your password when logging in if the 35 days has elapsed).
 - When changing your password, it cannot be any of the last 9 used for DA.
 - Passwords cannot be the same as your user ID (your user ID will never change or expire).
 - Do not create passwords based on personal information that can be easily accessed or guessed.
 - Do not create passwords using words that can be found in any dictionary in any language.
 - Use different passwords for different systems.
 - Develop a mnemonic for remembering your password (do not write it down).

Information Log into DA Self Service at [Direct Access Self Service](#).

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Change My Password, Continued

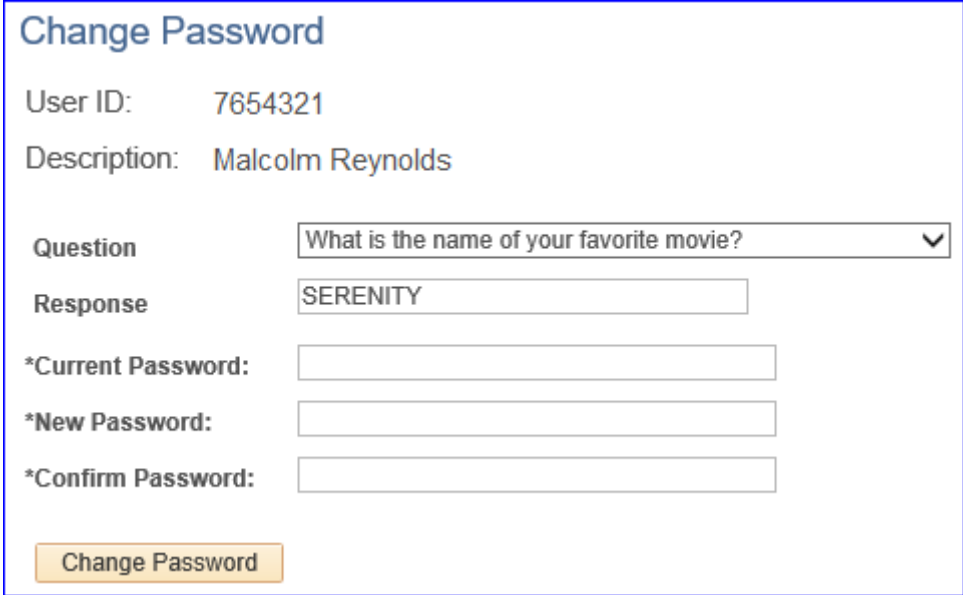
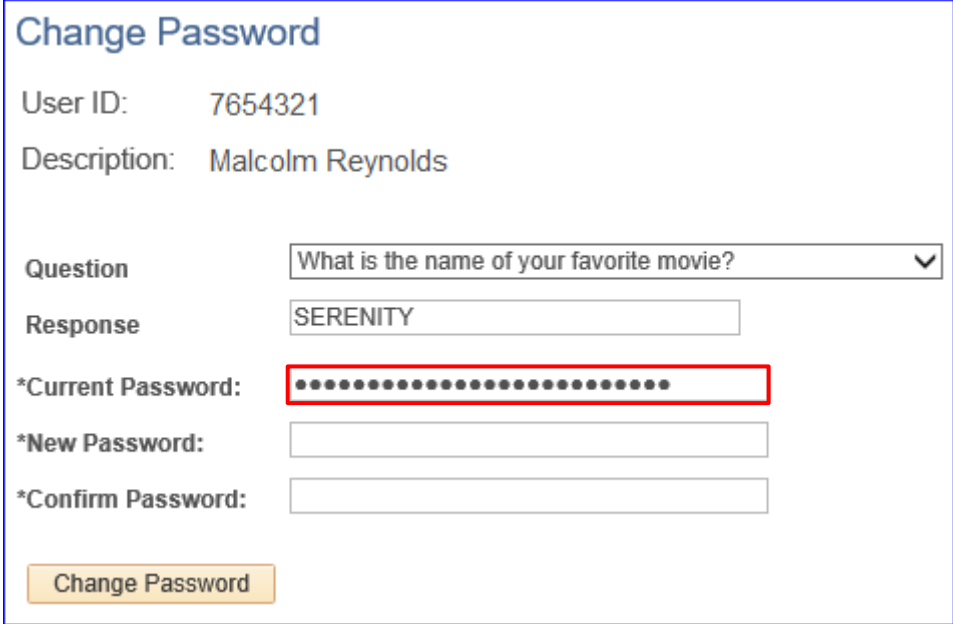
Procedures See below.

Step	Action
1	<p>Select Change My Password.</p> <p>Note: Some Retirees may have more than one user access; in which case, you will need to select the Self Service tab to view the Self Service menu.</p>  <p>The screenshot shows a navigation bar with 'My Page', 'Self Service' (highlighted), and 'Requests' with a gear icon. Below is a welcome message and a list of services. The 'Change My Password' option is highlighted with a red box.</p>

Continued on next page

Change My Password, Continued


Procedures,
continued

Step	Action
2	<p>The Change Password page will display.</p>  <p>The screenshot shows the 'Change Password' page. At the top, it says 'Change Password' in blue. Below that, it displays 'User ID: 7654321' and 'Description: Malcolm Reynolds'. There is a 'Question' dropdown menu with the text 'What is the name of your favorite movie?' and a downward arrow. Below the question is a 'Response' text box containing the word 'SERENITY'. There are three password input fields: '*Current Password:', '*New Password:', and '*Confirm Password:'. At the bottom left, there is an orange button labeled 'Change Password'.</p>
3	<p>Enter your *Current Password.</p>  <p>This screenshot is identical to the previous one, but the '*Current Password:' input field is highlighted with a red border. The password characters are obscured by a series of black dots.</p>

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Change My Password, Continued

Procedures,
continued


Step	Action
<p>4</p>	<p>Enter your new password in both the *New Password and *Confirm Password fields. Click Change Password.</p> <p>Remember: The new password must be at least 15 characters with at least one uppercase letter, one lowercase letter, one number, and one special character.</p> <div data-bbox="316 593 1289 1236" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321 Description: Malcolm Reynolds</p> <p>Question: <input type="text" value="What is the name of your favorite movie?"/></p> <p>Response: <input type="text" value="SERENITY"/></p> <p>*Current Password: <input type="password" value="....."/></p> <p>*New Password: <input style="border: 2px solid red;" type="password" value="....."/></p> <p>*Confirm Password: <input style="border: 2px solid red;" type="password" value="....."/></p> <p><input style="border: 2px solid red;" type="button" value="Change Password"/></p> </div>
<p>5</p>	<p>A save confirmation message will display. Click OK.</p> <div data-bbox="316 1310 954 1563" style="border: 1px solid blue; padding: 10px;"> <p>Message</p> <hr/> <p>Your password has successfully been changed. (48,28)</p> <p><input style="border: 2px solid red;" type="button" value="OK"/></p> </div>
<p>6</p>	<p>To return to the Self Service menu, click the House icon in the upper right corner of the page.</p> <div data-bbox="316 1675 1401 1742" style="border: 1px solid blue; padding: 5px;">  <input style="border: 2px solid red;" type="button" value="Home"/> <input type="button" value="Flag"/> <input type="button" value="More"/> <input type="button" value="Play"/> </div>

Forgot Password

Introduction This section provides the procedures for Retirees, Annuitants, and Former Spouses to access Direct Access if they forget their password.

Important Information This feature will only work if an email address and security question have been set up previously.

Procedures See below.

Step	Action
1	<p data-bbox="327 645 976 678">Enter your User ID. Click Forgot My Password.</p>  <p>The screenshot shows the Oracle PeopleSoft login interface. At the top, the Oracle PeopleSoft logo is displayed. Below the logo, there are two input fields: 'User ID' and 'Password'. The 'User ID' field contains the text '7654321' and is highlighted with a red rectangular box. Below the 'Password' field is a green 'Sign In' button. At the bottom of the page, there is a link for 'Forgot My Password', which is also highlighted with a red rectangular box. The background of the login page is a dark blue color.</p>

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Forgot Password, Continued

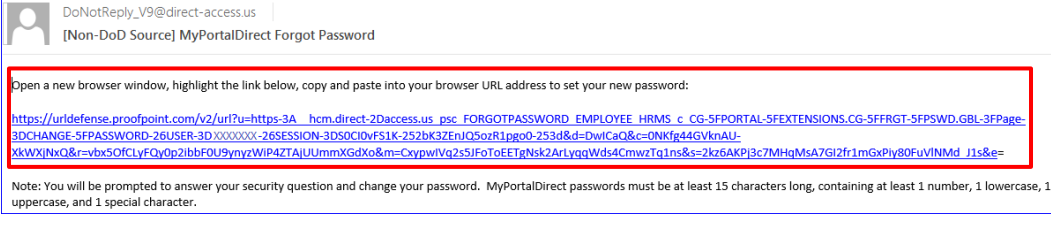
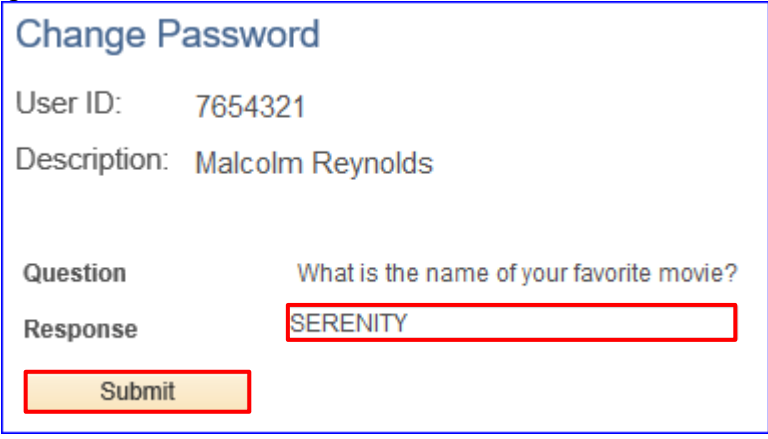
Procedures,
continued

Step	Action
2	<p>The Forgot My Password page will display. Enter your User ID and click Continue.</p> <div data-bbox="327 488 1380 884" style="border: 1px solid black; padding: 10px;"> <p>Instructions</p> <p>If you have forgotten your password, or your account is locked, you can set a new password and reactivate your account.</p> <p>Enter your User ID below. This will be used to find your profile, in order to authenticate you.</p> <p>User ID: <input data-bbox="549 770 943 804" type="text" value="7654321"/></p> <p><input data-bbox="391 824 644 862" type="button" value="Continue"/></p> </div>
3	<p>If your email has not been set up, the following message will display. You will need to contact PPC Customer Care to have your password reset. Click OK to exit.</p> <div data-bbox="327 1025 1380 1283" style="border: 1px solid black; padding: 10px;"> <p>Message</p> <p>A new password can not be sent to user. (48,224)</p> <p>The user has not setup or does not have 1) a system email address 2) a hint question and response for validation or 3) permission to have the password emailed. Please contact the security administrator.</p> <p><input data-bbox="336 1240 459 1272" type="button" value="OK"/></p> </div>
4	<p>If your account has been set up properly, a Password Change Notification will display and Direct Access (DA) will send a change password link to the preferred email address listed in DA.</p> <div data-bbox="327 1424 1380 1668" style="border: 1px solid black; padding: 10px;"> <p>Password Change Notification</p> <p>A link to change your password has been emailed.</p> <p>You should receive an email from DoNotReply_Portal@direct-access.us containing a link. Click the link or copy/paste the link into your internet browser's URL address to set your new password.</p> <p>If you do not receive an email within 60 minutes, please e-mail Customer Care at ppc-dg-customer@uscg.mil or submit a Trouble Ticket using the web form at http://www.uscg.mil/ppc/ccb/.</p> </div>

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Forgot Password, Continued


Procedures,
continued

Step	Action
5	<p>Click the link provided in the email or open a new browser window, highlight the link provided in the email and copy it into the new browser window.</p>  <p>Open a new browser window, highlight the link below, copy and paste into your browser URL address to set your new password:</p> <p>https://urldefense.proofpoint.com/v2/url?u=https-3A_hcm.direct-2Daccess.us_psc_FORGOTPASSWORD_EMPLOYEE_HRMS_c_CG-5FPORAL-5FEXTENSIONS.CG-5FFRGT-5FPSWD.GBL-3FPage-3DCHANGE-5FPASSWORD-26USER-3DXXXXXXXX-26SESSION-3DSOCIOVFS1K-252bK3ZENJO5qzR1pg0-253d&d=DwlCaQ&c=0NKfr44GVknAU-KkWXjNkQ&r=vbx5OfClyfCqOp2ibf0U9ynyzWIP4ZTAJULmmYGdXo&m=CyypwIVq2s5JFoTtEETgNsk2ArLyqWds4CmwzTq1ns&s=2kz6AKPj3c7MHqMsA7G12fr1mGxPly80FuVINMd_J1s&e=</p> <p>Note: You will be prompted to answer your security question and change your password. MyPortalDirect passwords must be at least 15 characters long, containing at least 1 number, 1 lowercase, 1 uppercase, and 1 special character.</p>
6	<p>This will open the Change Password page. Enter the Response to your security question. Click Submit.</p>  <p>Change Password</p> <p>User ID: 7654321</p> <p>Description: Malcolm Reynolds</p> <p>Question: What is the name of your favorite movie?</p> <p>Response: <input type="text" value="SERENITY"/></p> <p><input type="button" value="Submit"/></p>

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Forgot Password, Continued

Procedures,
continued

Step	Action
7	<p>You will be prompted to change your password. Enter your new password in both the *New Password and *Confirm Password fields. Click Change Password.</p> <p>Remember: The new password must be at least 15 characters long with at least one number, one uppercase letter, one lowercase letter, and one special character.</p> <div data-bbox="327 622 1110 1196" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321</p> <p>Description: Malcolm Reynolds</p> <p>Question: What is the name of your favorite movie?</p> <p>Response: <input type="text" value="SERENITY"/></p> <p>*New Password: <input type="password" value="....."/></p> <p>*Confirm Password: <input type="password" value="....."/></p> <p><input type="button" value="Change Password"/></p> </div>
8	<p>Upon acceptance of the password, select the Click here link to return to the Direct Access Sign on page.</p> <div data-bbox="327 1294 1382 1794" style="border: 1px solid blue; padding: 10px;"> <p>Change Password</p> <p>User ID: 7654321</p> <p>Description: Malcolm Reynolds</p> <p>Question: What is the name of your favorite movie?</p> <p>Response: <input type="text" value="SERENITY"/></p> <p>New Password: <input type="password" value="....."/></p> <p>Confirm Password: <input type="password" value="....."/></p> <p><input type="button" value="Change Password"/>  Click here to go to the MyPortalDirect login page, use your new password.</p> </div>

Continued on next page

Forgot Password, Continued

Procedures,
continued






Step	Action
9	<p data-bbox="325 416 1185 452">Enter your User ID and new Password to sign into Direct Access.</p>  <p data-bbox="325 452 1273 1120">The screenshot shows the Oracle PeopleSoft login interface. At the top, the Oracle logo is displayed in red, with 'PEOPLESOFT' in black below it. The background is a dark blue gradient. There are two input fields: the first is labeled 'User ID' and contains the text '7654321'; the second is labeled 'Password' and contains a series of black dots. A green 'Sign In' button is located at the bottom center of the form area.</p>

Direct Access Browser Requirements

Introduction This guide provides a list of internet browsers compatible with Direct Access (DA). This guide will also provide guidance on how to turn off pop-up blockers, necessary when attempting to access certain documents such as paystips and tax documents.

Compatible Devices Currently, only desktop and laptop computers can support Direct Access (DA) using the compatible web browsers listed below. At this time, mobile devices such as cell phones and tablets are not supported. DA is in the process of being converted and tested for use on mobile devices.

Compatible Web Browsers

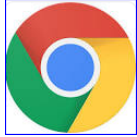
Browser/Version	
<p>Mozilla Firefox (Max OS X & Windows 10)</p>  <p>Support for the most current major ESR version and above, in production only</p>	<p>Google Chrome (Mac OS X & Windows 10)</p>  <p>Support for the most current major stable channel release only</p>
<p>Microsoft Internet Explorer (Windows 10)</p>  <p>Microsoft Internet Explorer 11- Microsoft has deprecated IE 11 in Windows 10 and recommends using Edge as the default browser.</p>	<p>Microsoft Edge (Windows 10)</p>  <p>Support for the latest major version of Microsoft Edge Chromium.</p>
<p>Apple Safari (for iOS & Max OS X operating systems)</p>  <p>Support for most current major production release and one prior release</p>	

Turning off Pop-up Blockers

Introduction

This section provides the procedures for turning off pop-up blockers to allow for the viewing and printing of payslips and tax documents in Direct Access (DA).

Google Chrome (for Windows)



- 1) Click the **Customize and Control Google Chrome** menu (the 3 dots located in the upper right corner of the browser).
 - 2) Select **Settings**.
 - 3) Scroll to the bottom of the list and click **Advanced**.
 - 4) Locate **Privacy and Security** section and click **Content/Site Settings** button.
 - 5) Select **Pop-ups and redirects**.
 - 6) Click the **Blocked (recommended)** switch.
-

Microsoft Internet Explorer



- 1) Click the **Tools** menu (the gear icon located in the upper right corner of the browser).
 - 2) Select **Internet options**.
 - 3) Select the **Privacy** tab.
 - 4) Uncheck the **Turn on Pop-up Blocker** box.
 - 5) Click **OK**.
-

Modzilla Firefox



- 1) Click **Open menu** (the three bars located in the upper right corner of the browser).
 - 2) Click **Options** (or Preferences depending on the version begin used).
 - 3) Select **Privacy & Security** (located on the left side of the page).
 - 4) Scroll down the page and uncheck **Block pop-up windows** box.
 - 5) Close and relaunch Firefox browser.
-

Microsoft Edge



- 1) Click the **More** button (the three dots located in the upper right corner of the browser).
 - 2) Select **Settings**.
 - 3) Scroll down and select **View Advanced Settings**.
 - 4) Click the **Block pop-ups** switch to off.
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Apple Safari



- 1) Click the **Safari** menu.
 - 2) From the drop-down menu, select **Preferences**.
 - 3) Select **Security**.
 - 4) Uncheck the **Block pop-up windows** box.
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