

UNITED STATES CENSUS BUREAU ENTERPRISE PASSWORD SELF-SERVICE (PSS)

Below are the steps to change your network password, set up your challenge response questions, and reset a forgotten password.

Access the PSS site:

<https://pss.tco.census.gov/>

The home page of PSS offers:

- Forgot My Password
- Change Password
- Update My Security Questions

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Enterprise Password Self-Service

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****WARNING**WARNING**WARNING****
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Select an Action

- Forgot My Password
- Change Password
- Update My Security Questions

CHANGE PASSWORD

After clicking Change Password, enter your username

Click

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Change Password

Enter Username:

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Enter your password

Click

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Enterprise Password Self-Service

Enter Password - Change Password

Password:

Go Back

If you do not have a password profile, you will receive a prompt to set up your security questions. This will aid you in the future if you need to reset a forgotten password. *Otherwise, skip to Enter Your New Password.*

Click

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Enterprise Password Self-Service

The security question requirements have changed or this is your first time accessing this system. You must now update your profile by selecting new security questions and providing your secret answers. After updating your security questions, you will be able to update your password.

Choose five unique questions from the dropdowns and input your answers on the right. You may create 2 of your own unique questions (*Choose Or Type A Question*).

Note: Your answers are case sensitive, must be 4 or more characters, and must be unique.

Click

Enterprise Password Self-Service

Create/Update your security profile by selecting and answering the following different questions

Note: Questions And Answers Must be Unique. Answers are case insensitive. Your answers must be unique and have a minimum of four characters.

Choose Or Type A Question

Choose A Question

Choose A Question

Choose A Question

Choose Or Type A Question

[Go Back](#)
[Help](#)

Your questions have been updated

Click

The screenshot shows the top navigation bar of the United States Census Bureau website. The logo is on the left, and navigation links for 'People', 'Business', 'Geography', 'Data', 'Research', and 'Newsroom' are in the center. A search bar with a 'Go' button is on the right. Below the navigation bar, the page title is 'Enterprise Password Self-Service'. The main content area contains the text: 'Your Security Questions have been updated to match the current policy requirements. You may now set a new password.' At the bottom of this section is a 'Next' button.

Enter your new password

Note: Passwords must meet the required complexity outlined on the page.

Click

UPDATE MY SECURITY QUESTIONS

After clicking Update My Security Questions, enter your username

Click

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Update Security Questions

Enter Username

[Go Back](#)

Enter your password

Click

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Enterprise Password Self-Service

Enter Password - Update Security Questions

Password

[Go Back](#)

Choose five unique questions from the dropdowns and input your answers on the right. You may create 2 of your own unique questions (*Choose Or Type A Question*).

Note: Your answers are case sensitive, must be 4 or more characters, and must be unique.

Click

Enterprise Password Self-Service

Create/Update your security profile by selecting and answering the following different questions

Note: Questions And Answers Must be Unique. Answers are case insensitive. Your answers must be unique and have a minimum of four characters.

Choose Or Type A Question	<input type="text"/>
Choose A Question	<input type="text"/>
Choose A Question	<input type="text"/>
Choose A Question	<input type="text"/>
Choose Or Type A Question	<input type="text"/>

[Go Back](#)
[Help](#)

Your password profile is now complete

Enterprise Password Self-Service

Your security questions are now complete.

[Return to Menu](#)

FORGOT MY PASSWORD

After clicking Forgot My Password, enter your username

Click

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ONLY AUTHORIZED USERS MAY ACCESS THIS SYSTEM

Forgot My Password

Enter Username:

If you do not have a password profile configured, then please contact the IT Service Center (301) 763-3333, (Option 2) to reset your password. For Decennial customers, contact the Decennial Service Center (855) 236-2020, (Option 4). *Otherwise, continue to the next step below.*

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Forgot My Password

Enter Username:

No Forgot Password Profile Configured. Please contact the Help Desk to reset your password.

Answer your password profile security questions

Click

Enterprise Password Self-Service

To confirm your identity, please answer the following questions from your profile.

Note: Security Question Answers are case sensitive.

What was the name of your first pet?	<input type="text"/>
What was the name of your favorite school teacher?	<input type="text"/>
In what city or town did you first meet a good friend?	<input type="text"/>
Go Back	<input type="submit" value="Submit"/>

Enter in your new password

Note: Passwords must meet the required complexity outlined on the page

Click

Your password has been changed!

Enterprise Password Self-Service

Your password has been changed.

[Return to Menu](#)