



# USA PERFORMANCE<sup>SM</sup>

Manage Performance, Ensure Success

OPM's Performance Management System for Federal Agencies

## Username and Password Requirements

Passwords are used in many ways to protect data, systems, and networks. For example, passwords are used to authenticate users of software systems to protect files and other stored information. USA Performance<sup>SM</sup> (USAP) contains individuals' specific performance information. To keep this information safe and to authenticate users in the system, USAP requires all users to have secure passwords to log into the system. Requirements for USAP passwords are based on the statutory responsibilities of Federal IT systems under the Federal Information Security Management Act (FISMA) of 2002, Public Law 107-347. This document outlines the requirements and business rules associated with passwords for USAP to help trouble-shoot password and log in problems.

The image shows a 'Sign In' form with two input fields: 'Email' and 'Password'. Below the fields are two buttons: 'Sign In' and 'Forgot Password'.

**Usernames:** Usernames are the users' primary government email address (or other government email address as determined by the agency HR Admin). Users will receive a system generated email when their account is created. The system generated email will include the initial password. The username will be the email address that received the email with the initial password.

**Receiving Passwords Emails:** Initial system generated password emails and password reset emails are sent to users in plain text format, which is required for security purposes. Because of this format, users should know that copying and pasting the passwords directly from these emails will often include the space after the password as well. This blank space is not part of the temporary password and users will not be able to log in if the extra space is input into the password text box.

*Example Email:*

Your USAP password has been set to: 7?gssrzDxDYt at 3/2/2015 10:48:26 AM  
Upon logging in, you will be required to reset the password.

Note: This is an auto-generated email and replies are not monitored.

**Password Attributes:** USAP currently has two types of users: HR Admins and Employees. The majority of users are Employees (Executives). HR Admins should be notified by the agency USAP point of contact that they are an HR Admin. Password attributes are based on user types and security requirements associated with that user type.

- ✓ **HR Admins Passwords** must have at least 12 characters. The 12 characters must meet 3 of the 4 attributes in the table below.
- ✓ **Employee Passwords** must have at least 8 characters. The 8 characters must meet 3 of the 4 attributes in the table below.

Password Attributes
At least one number (0-9)
At least one upper-case letter (A-Z)
At least one lower case letter (a-z)
At least one special character (!, ', #, \$, %, &, *, +, -, :, <, =, >, ?, @, [, ], _, {, })

**Change Password**

New Password

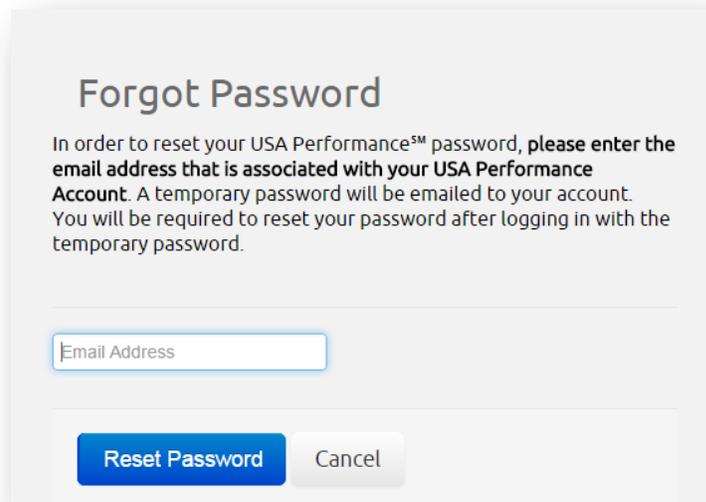
Verify Password

[Reset Password](#)

**Password Rules**

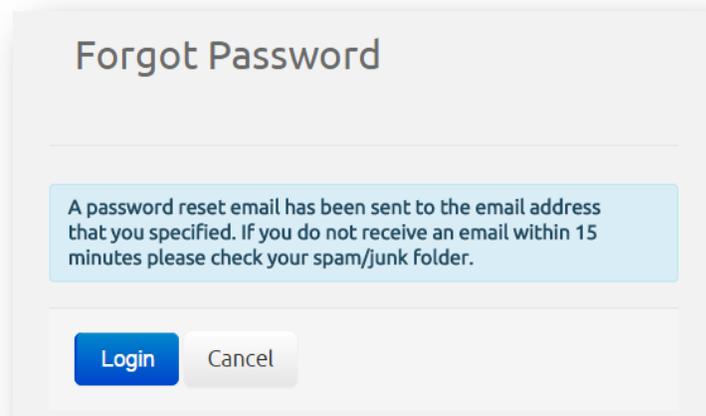
- At least 12 characters
- At least one number
- At least one special character
- At least one upper-case letter
- At least one lower-case letter
- Cannot match email address

**Password Resets:** At any time, users can request a new password through the “Forgot Password” link on the log in page. New passwords are sent within 15 minutes of the request (most times almost instantaneously). However, this can only be done once in a 24 hour period. If you initiate “Forgot Password” more than once during a 24 hour period, you will not receive another system generated email notification during that 24 hour period. Users should double check their spam/junk folder for the initial system generated email with the temporary password. The original temporary password sent in the system generated email will still be valid to access the system and reset the password during that 24 hour period and beyond.



**Forgot Password**

In order to reset your USA Performance<sup>SM</sup> password, please enter the email address that is associated with your USA Performance Account. A temporary password will be emailed to your account. You will be required to reset your password after logging in with the temporary password.



**Forgot Password**

A password reset email has been sent to the email address that you specified. If you do not receive an email within 15 minutes please check your spam/junk folder.

**Password Lockouts:** If a user enters the wrong password 3 times in a row, their account will be locked for a 30 minute period. After 30 minutes, the user will be able to access USAP with their most current password (to include the temporary password).

**Password Maintenance:** Users will be prompted to change their password every 60 days. New passwords cannot match the previous 24 passwords for that user.

**Change Password**

Your password could not be reset to the value entered. You cannot use any of the previous 24 passwords you have used.

New Password

Verify Password

[Reset Password](#)

**Password Rules**

- At least 12 characters
- At least one number
- At least one special character
- At least one upper-case letter
- At least one lower-case letter
- Cannot match email address

**Automatic Log Outs:** Users maintain an active log in while navigating and saving work in USAP. USAP automatically logs out users when users' activity lapses 15 minutes. This means if a user is working on a performance plan for more than 15 minutes but has not saved work completed, the system will log out the user and all unsaved work will be lost. Typing text into text boxes is not considered activity by the USAP system indicators. USAP will notify a user when the session is about to expire. Users should always save work before stepping away from the computer or switching to another application.

USA Performance<sup>SM</sup> Home The page at https://usaperformance.opm.gov says: Your session will expire in 4 minute(s) without continued activity. Please save your work to avoid this. OK

1. Consultation 2. Progress Review 3. Review

Part 1. Consultation. *I have reviewed this plan and have been consulted on its development.*

Executive's Name (Last, First, MI): BUTTERSWORTH, MICHAEL K Appraisal Pd. 11/1/2014 - 11/2/2014

Executive's Signature:  Date:

**PIV/Smartcard-Enabled Log Ins:** Not all agencies are able to use the PIV/Smartcard log in option. An agency must first coordinate with the USAP Program Office to enable the PIV/Smartcard log in option. If your agency has enabled it, you can follow the USAP Smartcard (PIV-CAC) Login Instructions guide.