

Reset or Change My Passport Password Guide

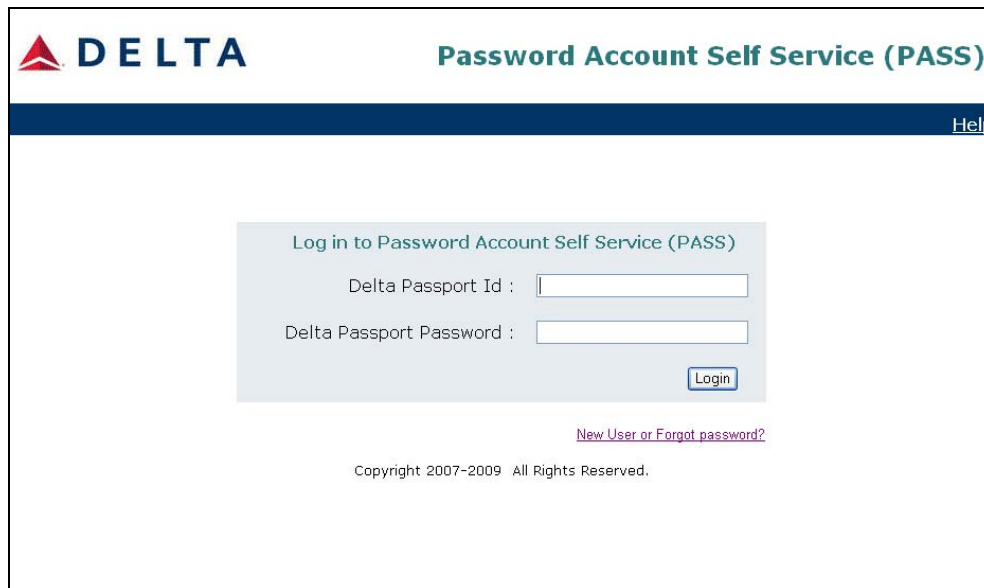
What is a Delta “Passport”?

Your Delta “Passport” is your 9-digit Delta Employee number. To use your Passport you will need to set up a unique Passport password of your choosing. You will use this Delta Passport to access Delta systems and information. Depending on the system used, your 9-digit Delta employee number may also be referred to as a “Delta Passport ID” or “Primary Pass Rider (PPR)” number. A Delta “Passport” is Delta’s way of validating an employee’s identity and ensuring that personal information is secure and accessible only by you.

Follow the steps below to recover your Passport password if you have forgotten it or if you want to change it.

Log in to Password Account Self Service (PASS)

Step	Action
1.	Enter your Delta Passport ID (Your 9 digit Delta Employee Number/PPR#)
2.	Click <i>Forgot password</i> to continue. Note: If you attempt to click <i>Forgot password</i> without entering your Passport ID, you will receive an error message to enter your ID first.



DELTA Password Account Self Service (PASS)

[Help](#)

Log in to Password Account Self Service (PASS)

Delta Passport Id :

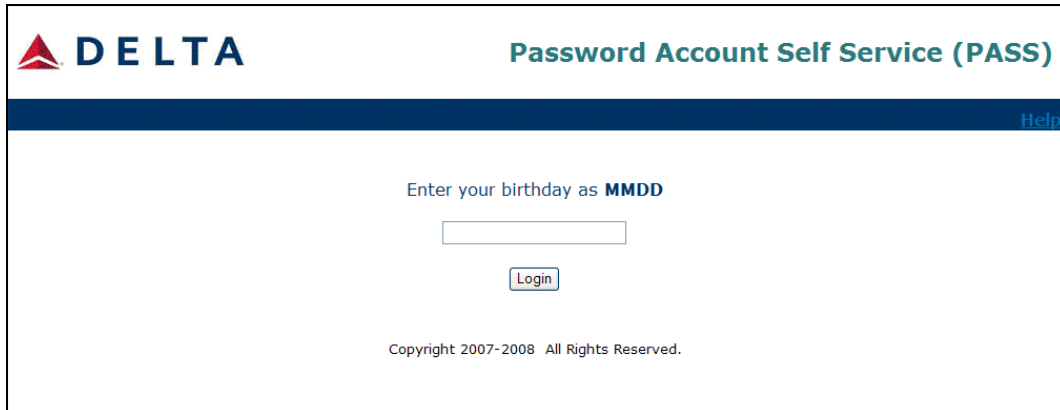
Delta Passport Password :

[New User or Forgot password?](#)

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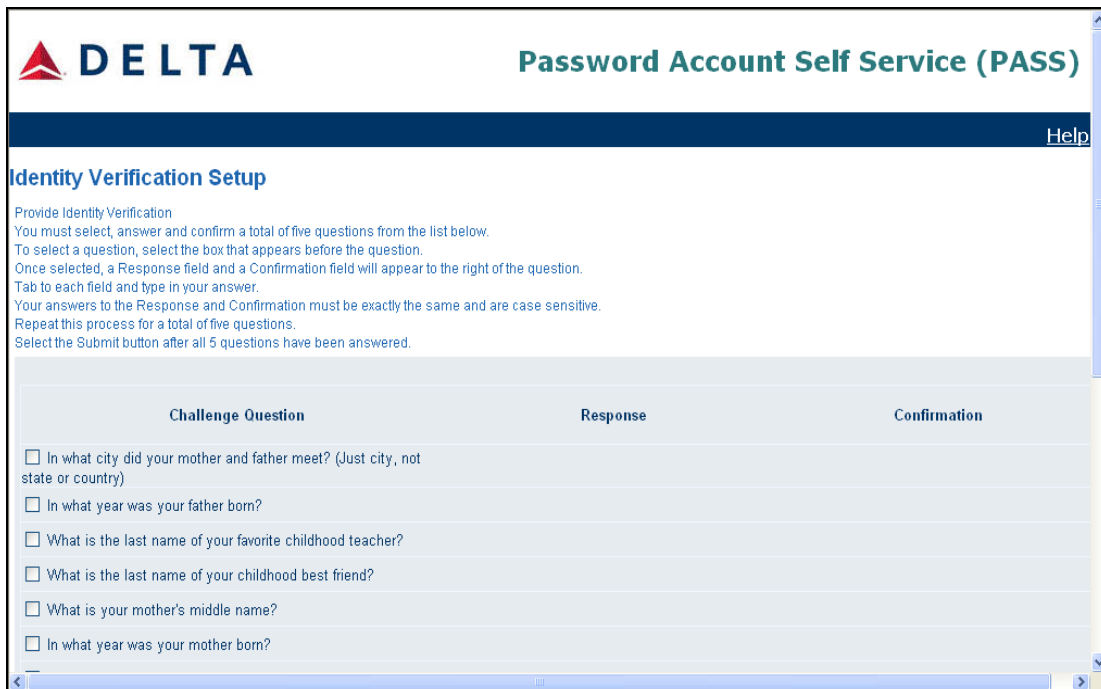
Authenticate your ID

Step	Action
3.	Enter your birthday as MMDD. For example: 1215 (December 15)



If you have not already done so you will be prompted to establish your Identity Verification Questions & Answers

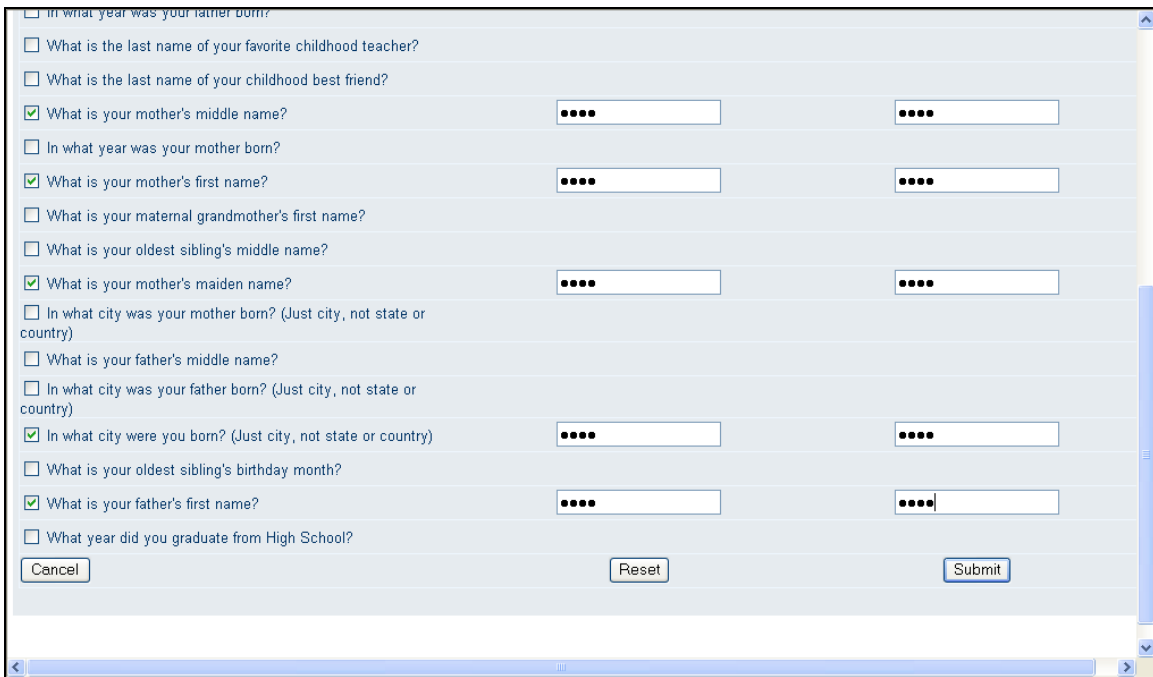
Note: Identity verification questions set up by existing Delta users in the Passport system prior to January 3, 2009 are no longer valid. Existing users will be prompted to create new identity verification questions when they attempt to change or reset their Passport password through PASS.



Challenge Question	Response	Confirmation
<input type="checkbox"/> In what city did your mother and father meet? (Just city, not state or country)		
<input type="checkbox"/> In what year was your father born?		
<input type="checkbox"/> What is the last name of your favorite childhood teacher?		
<input type="checkbox"/> What is the last name of your childhood best friend?		
<input type="checkbox"/> What is your mother's middle name?		
<input type="checkbox"/> In what year was your mother born?		

Identity Verification Questions & Answers (continued)

Step	Action
4.	On the Identity Verification Setup screen, select five questions from the list provided by clicking on the check box next to the selected questions.
5.	Use the Tab key to enter answers to questions you selected in the Response column.
6.	Confirm your answers by using the Tab key to type your answer again in the Confirmation column.
7.	Click Submit.



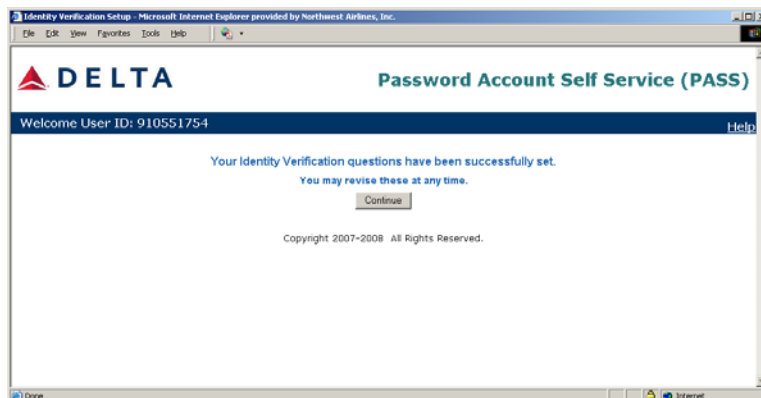
The screenshot shows a web form titled "Identity Verification Setup" with the following questions and selected options:

- In what year was your father born?
- What is the last name of your favorite childhood teacher?
- What is the last name of your childhood best friend?
- What is your mother's middle name? (Input:)
- In what year was your mother born?
- What is your mother's first name? (Input:)
- What is your maternal grandmother's first name?
- What is your oldest sibling's middle name?
- What is your mother's maiden name? (Input:)
- In what city was your mother born? (Just city, not state or country)
- What is your father's middle name?
- In what city was your father born? (Just city, not state or country)
- In what city were you born? (Just city, not state or country) (Input:)
- What is your oldest sibling's birthday month?
- What is your father's first name? (Input:)
- What year did you graduate from High School?

Buttons: Cancel, Reset, Submit

Identity Confirmation

Step	Action
8.	Once you click Submit, a screen will confirm: Your Identity Verification questions have been successfully set.
9.	Click Continue



The screenshot shows the "Password Account Self Service (PASS)" screen with the following content:

- DELTA logo
- Password Account Self Service (PASS)
- Welcome User ID: 910551754
- Your Identity Verification questions have been successfully set.
- You may revise these at any time.
- Continue button
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Select Account, if applicable

Step	Action
10.	Select the radio button for your Delta Passport account. Note: Some users will have different types of accounts to choose from to manage other systems passwords.
11.	Click Change Password.



DELTA Password Account Self Service (PASS)

Welcome User ID: 043627000 [Logout](#) | [Help](#)

Select Account [Update Identity Verification Questions](#)

To change password for an account, select the account and click **Change Password**.

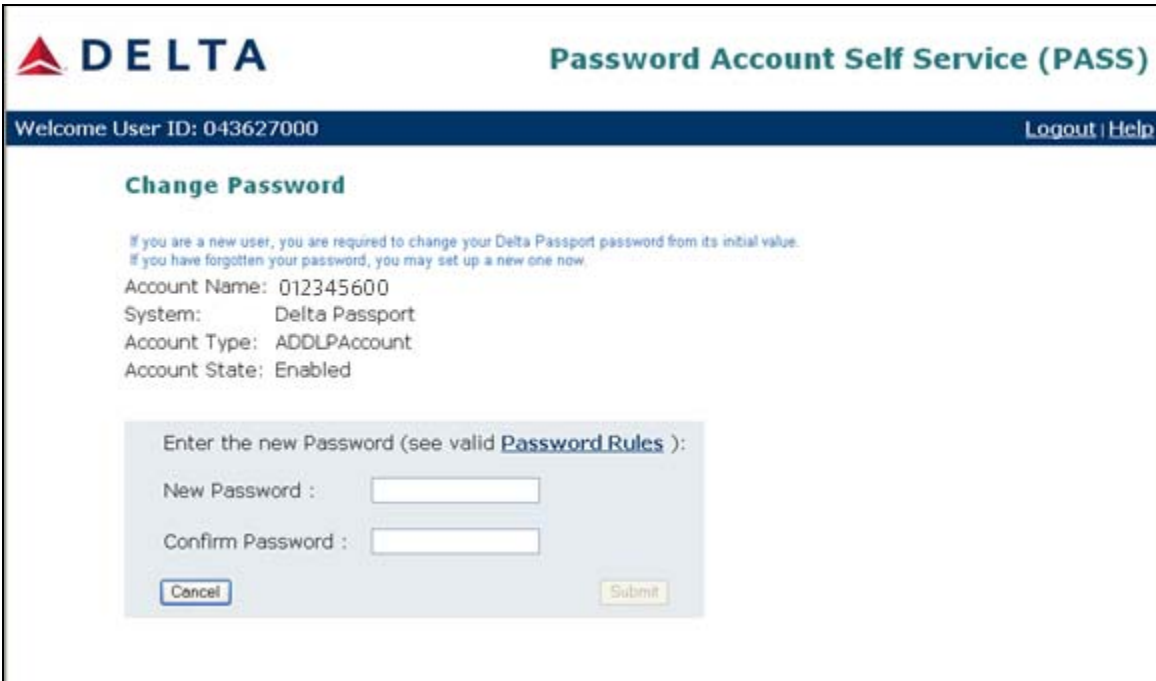
Select	Account Name	On System	Account Type	Account State
<input checked="" type="radio"/>	012345600	Delta Passport	ADOLPAccount	Enabled
<input type="radio"/>	123456	Windows/Network/Cornerstone/Email	ADAccount	Enabled

[Change Password](#)

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Change Password

Step	Action
12.	Type a new password in the New Password field. Note: Click on the Password Rules link for password creation guidelines.
13.	Type the same password in the Confirm Password field.
14.	Click Submit.



DELTA Password Account Self Service (PASS)

Welcome User ID: 043627000 [Logout](#) | [Help](#)

Change Password

If you are a new user, you are required to change your Delta Passport password from its initial value.
If you have forgotten your password, you may set up a new one now.

Account Name: 012345600
System: Delta Passport
Account Type: ADDLPAccount
Account State: Enabled

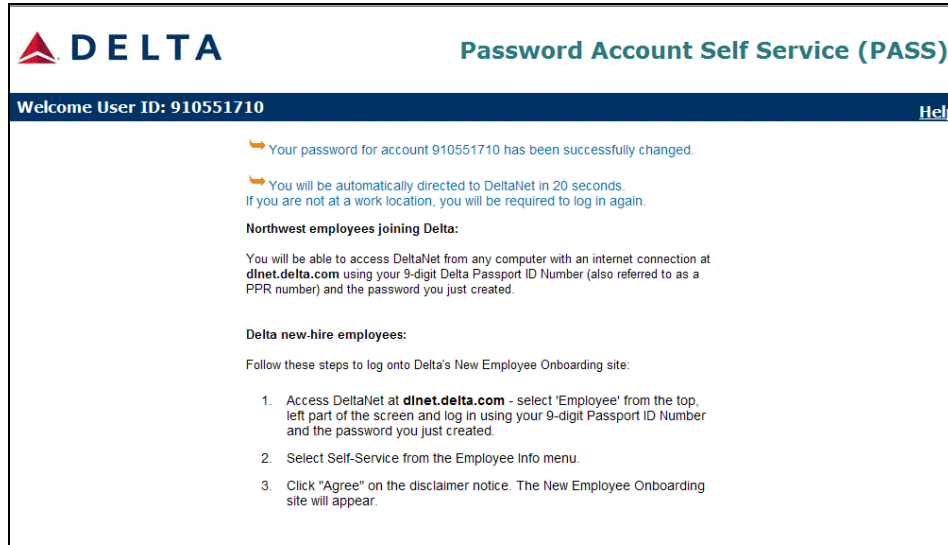
Enter the new Password (see valid [Password Rules](#)):

New Password :

Confirm Password :

Password change confirmation

Step	Action
15.	<p>You will automatically be directed to DeltaNet after 20 seconds.</p> <p>Note: If you are not at a work location, when you are directed to DeltaNet, you will be required to login again before getting to DeltaNet.</p>



Message if Password Change Failed

