

How to change your EBIS Pin using the Web

Note: Employees need to know their Service Computation Leave date to change the userid and password. However, if creating PIN for the first time, the following additional information is required; pay plan, grade and step.

Go to <http://www.afpc.randolph.af.mil/dpc/> and click on "Employee Benefits" link

Or go directly to Employee Benefits Information System (EBIS) website http://www.afpc.randolph.af.mil/dpc/best_grb/ebis.htm

Then click on "Enter the AFPC Secure Web Site Login"

DPC - Directorate of Civilian Personnel Operations - Microsoft Internet Explorer provided by AFPC

File Edit View Favorites Tools Help

Address http://www.afpc.randolph.af.mil/dpc/best_grb/ebis.htm Go Links

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Air Force Employee Benefits Information System (EBIS)

[Return to the BEST Home Page](#)

EBIS is a secure web site and to access it, you must first log into the AFPC Secure Web Sites. For more information about EBIS or web transaction security, please review the following documents. When you are ready to begin the login process, click the "Enter the AFPC Secure Web Sites Login" link below. A list of available web applications will appear after you complete the login process. Click on the EBIS button.

- About EBIS
- FAQ About AFPC Secure and EBIS Web Site Security
- How to Access the BEST Automated System and Reach a Counselor

Changes to your benefits and entitlements may also be made via the Benefits and Entitlements Service Team (BEST) phone system by calling 1-800-997-2378, except if you are within area code 210, you must call (commercial) 527-2378. Hearing impaired employees with access to Telephone Device for the Deaf (TDD) equipment should call 1-800-382-0893, or (commercial) 565-2276 if calling within area code 210.

[Enter the AFPC Secure Web Site Login](#)

Last Updated: 03/06/2003 01:17 PM (dhp)

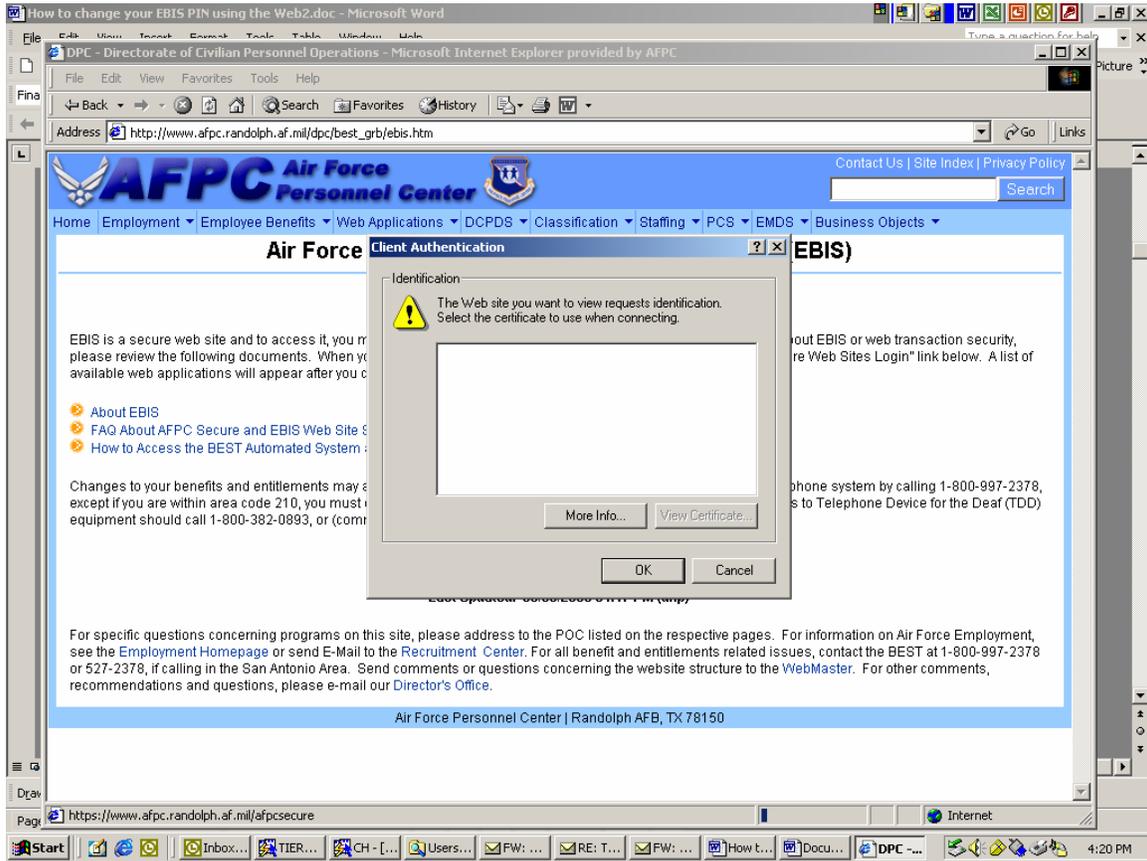
For specific questions concerning programs on this site, please address to the POC listed on the respective pages. For information on Air Force Employment, see the [Employment Homepage](#) or send E-Mail to the [Recruitment Center](#). For all benefit and entitlements related issues, contact the BEST at 1-800-997-2378 or 527-2378, if calling in the San Antonio Area. Send comments or questions concerning the website structure to the [WebMaster](#). For other comments, recommendations and questions, please e-mail our [Director's Office](#).

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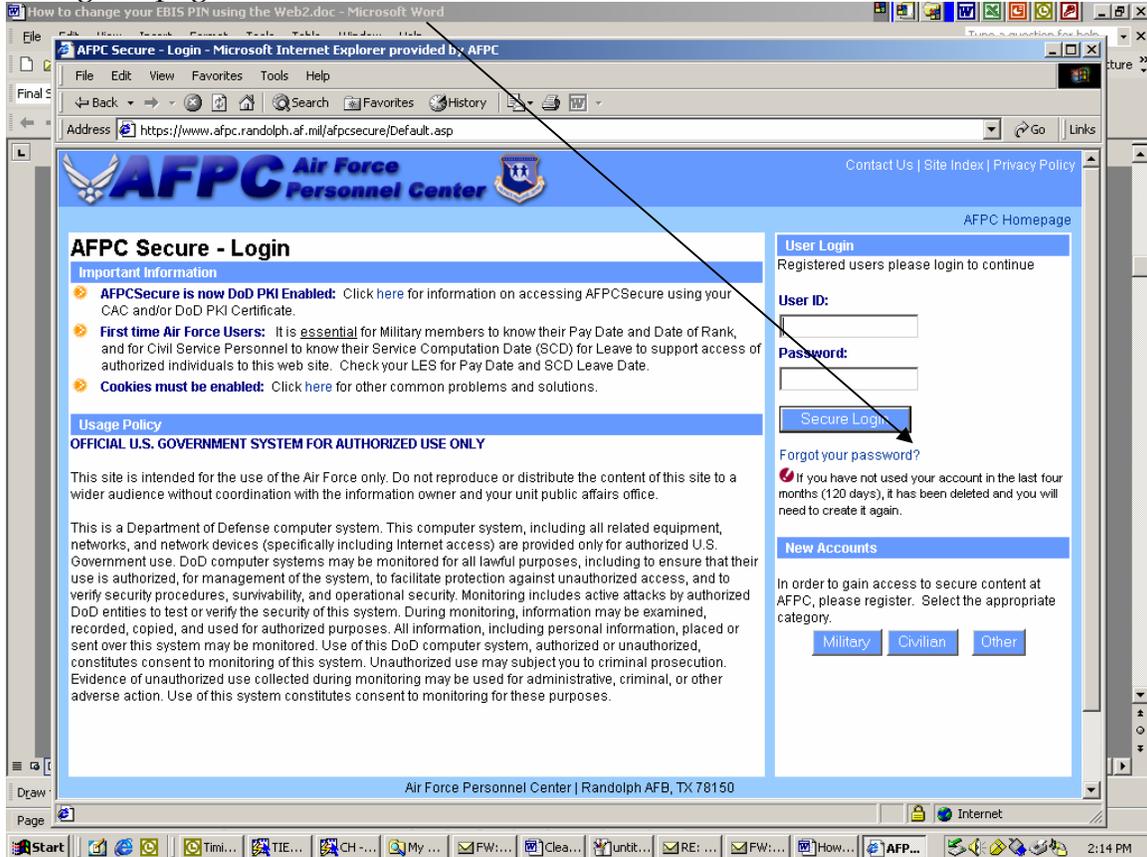
Downloading from site: http://www.afpc.randolph.af.mil/dpc/best_grb/ebis.htm Internet

Start Inbo... Clea... TIE... Dev... CH... Micr... How... Doc... Dire... Doc... DPC... 9:03 AM

If you receive this dialogue box, just click OK.



After Clicking OK, the full AFPC Secure Web site Login screen will appear. If you have forgotten the AFPC Secure Web password (this is not the EBIS PIN), click "Forgot your password?" and follow the process on page 4 below. Otherwise, Key in the User ID and Password, press Secure Login, for access and then go to page 8 to continue.



Fill in the personal information.

The screenshot shows a Microsoft Internet Explorer browser window displaying the AFPC Secure Secondary Input page. The page title is "AFPC Secure - Secondary Input - Microsoft Internet Explorer provided by AFPC". The address bar shows the URL: <https://www.afpc.randolph.af.mil/afpcsecure/ForInp.asp>.

The page content includes a "Secondary Input" section with a note: "If you are locked out of your account for Password access, you can still access your account using your DoD PKI certificate on your CAC or software certificate. You may then reset your password (if two days old) by clicking on the 'Change Password' button. Using this feature here will also unlock your account for password access." Below this, it states: "Outside of the PKI access to AFPC Secure you may also still use your four questions/answers to reset your password, by using this process." The section is titled "Recreate Password - Step 1".

The instructions for using this function are: "This system will let you recreate your Password if you have forgotten or misplaced it. To use this function you must: (1) Have an active AFPCSecure account (i.e., you must have previously created an account, and you must have used that account in the last 120 days.) (2) The account must have been created at least 2 days ago. (3) You must be in the Active Duty, Guard or Reserve Air Force, or be in the Air Force Civil Service (4) You must have previously created additional verification data in the form of four questions and answers." It then asks: "If you meet the above criteria and have forgotten your password, Please enter the following information:"

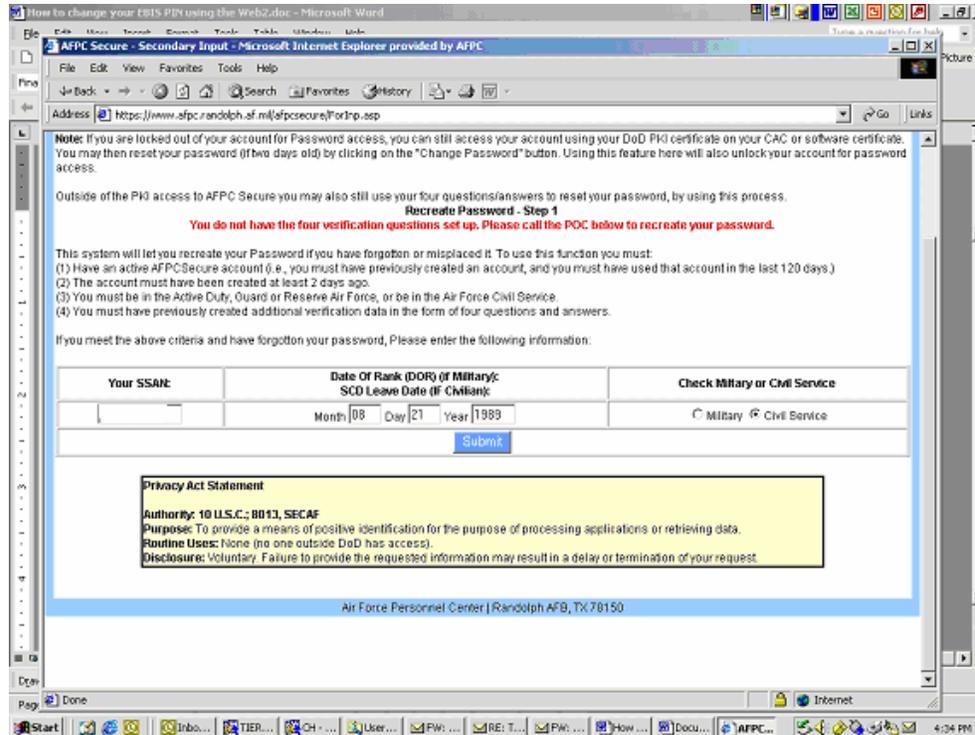
The form contains three main sections:

- Your SSAN:** A text input field.
- Date Of Rank (DOR) (if Military):** A form with dropdowns for Month (08), Day (21), and Year (1988).
- Check Military or Civil Service:** Radio buttons for Military and Civil Service, with Civil Service selected.

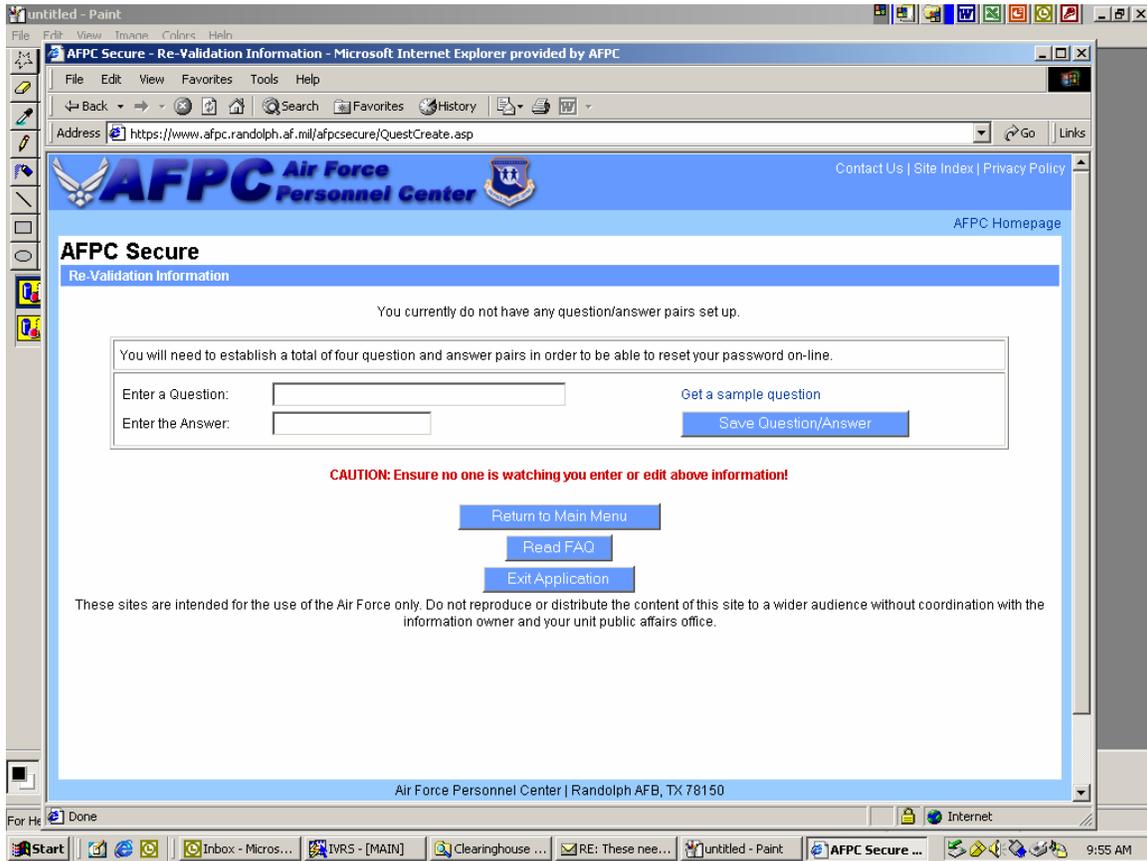
A "Submit" button is located below the form fields.

Below the form is a "Privacy Act Statement" box with the following text: "Authority: 10 U.S.C.; 8013, SECAF. Purpose: To provide a means of positive identification for the purpose of processing applications or retrieving data. Routine Uses: None (no one outside DoD has access). Disclosure: Voluntary. Failure to provide the requested information may result in a delay or termination of your request." At the bottom of the page, it says "Air Force Personnel Center | Randolph AFB, TX 78150".

You must have four verification questions set up in order for you to reset your password. The feature to create or edit those questions is located at the bottom of page 11 of this document.



This is the screen used to establish the four verification questions. After entering the first question and answer, another form will become available for the next question.



If, however, a new User Id account is required, Click on the Civilian box.

How to change your EBIS PIN using the Web2.doc - Microsoft Word

AFPC Secure - Login - Microsoft Internet Explorer provided by AFPC

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Address <https://www.afpc.randolph.af.mil/afpcsecure/Default.asp> Go Links

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AFPC Homepage

AFPC Secure - Login

Important Information

- AFPCSecure is now DoD PKI Enabled: Click here for information on accessing AFPCSecure using your CAC and/or DoD PKI Certificate.
- First time Air Force Users:** It is essential for Military members to know their Pay Date and Date of Rank, and for Civil Service Personnel to know their Service Computation Date (SCD) for Leave to support access of authorized individuals to this web site. Check your LES for Pay Date and SCD Leave Date.
- Cookies must be enabled:** Click here for other common problems and solutions.

Usage Policy

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User Login

Registered users please login to continue

User ID:

Password:

Forgot your password?

If you have not used your account in the last four months (120 days), it has been deleted and you will need to create it again.

New Accounts

In order to gain access to secure content at AFPC, please register. Select the appropriate category.

Air Force Personnel Center | Randolph AFB, TX 78150

Start | Inbo... | TIE... | CH... | User... | FW... | RE... | FW... | How... | Doc... | AFP... | 4:38 PM

Fill in the personal information

The screenshot shows a web browser window displaying the AFPC Secure Civilian Verification page. The page has a blue header with the AFPC Air Force Personnel Center logo and navigation links. The main content area is divided into two columns. The left column contains a form for entering personal information, and the right column contains instructions and a privacy statement.

AFPC Secure
Civilian Verification

SSAN:

Date of Birth: Month Day Year

SCD Leave Date: Month Day Year

Pay Plan:

GRADE:

STEP:

Instructions

You should only use this screen to generate a userid and password for yourself for the AFPC Secure Web sites. STOP: Refer to your LES and other personnel records to ensure you have your SCD Leave Date, and Step correct, before providing verification data.

Please supply the following to verify your identity for access to this site. Although you are supplying Privacy Act information, it is required to verify your right to access the various applications within the AFPC Secure sites, and is being transmitted through Secure Sockets Layer. It is recommended that you use your most recent Leave and Earning Statement (LES) to verify the information you are entering below.

NOTE: SES civilians (ES) enter their level in STEP block, leaving Grade at 00.

If you have previously generated a userid, this page will not allow you to generate a new userid.

If you have forgotten your password, please contact the POC listed at the Contact Us link on the top of this page.

Privacy Act Statement

Authority: 10 U.S.C. 8013, SECACF

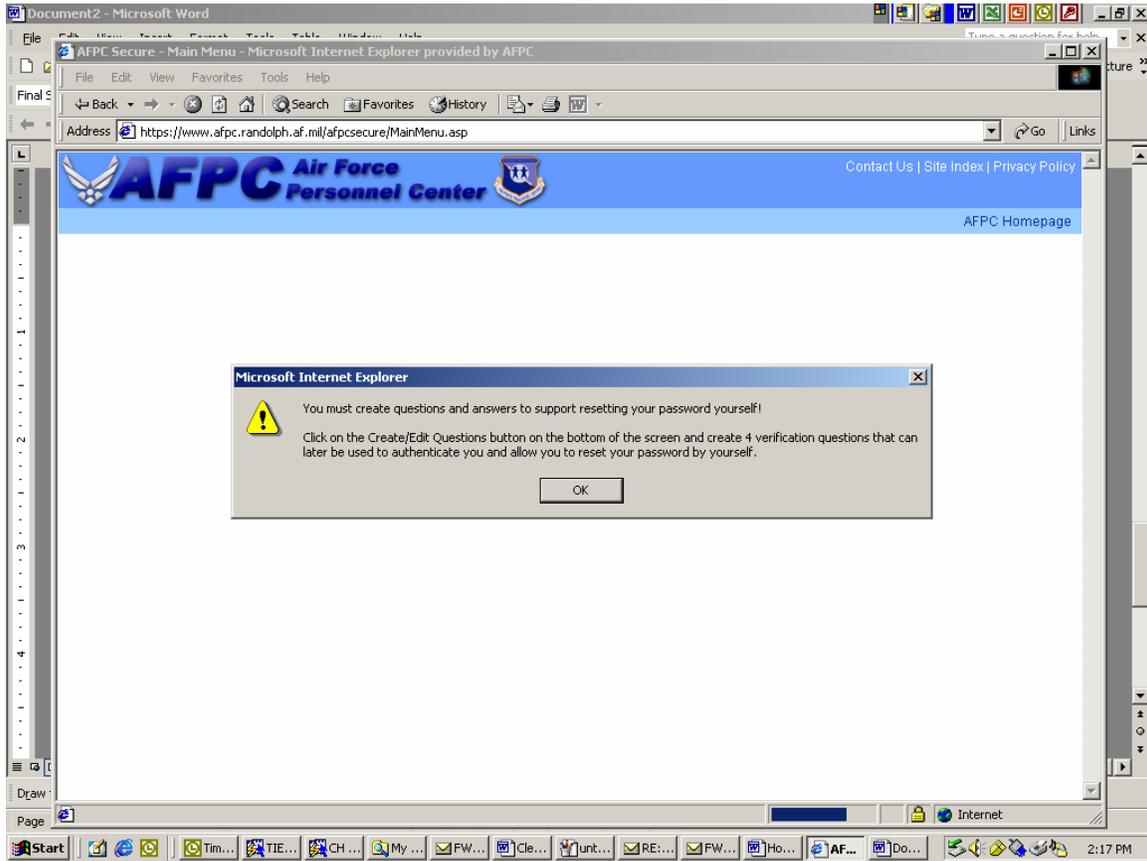
Purpose: To provide a means of positive identification for the purpose of processing applications or retrieving data.

Routine Uses: None (no one outside DoD has access)

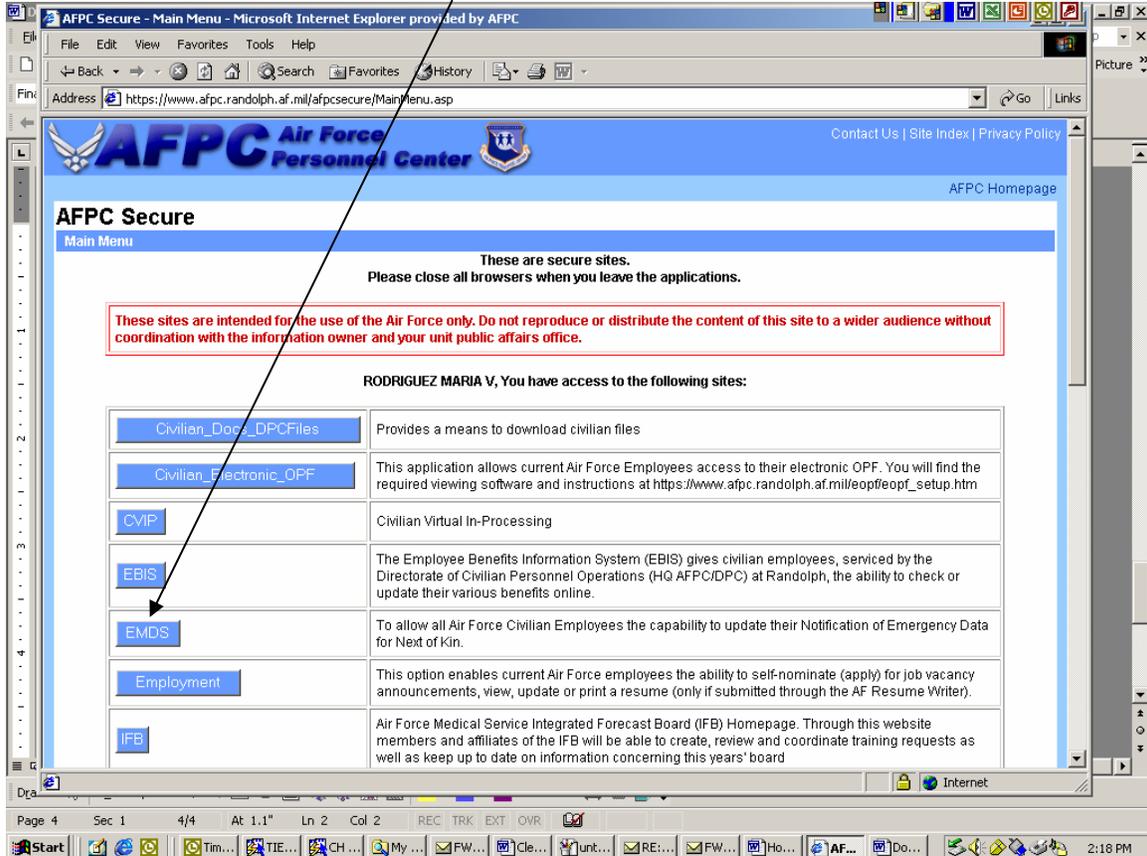
Disclosure: Voluntary. Failure to provide the requested information may result in a delay or termination of your request.

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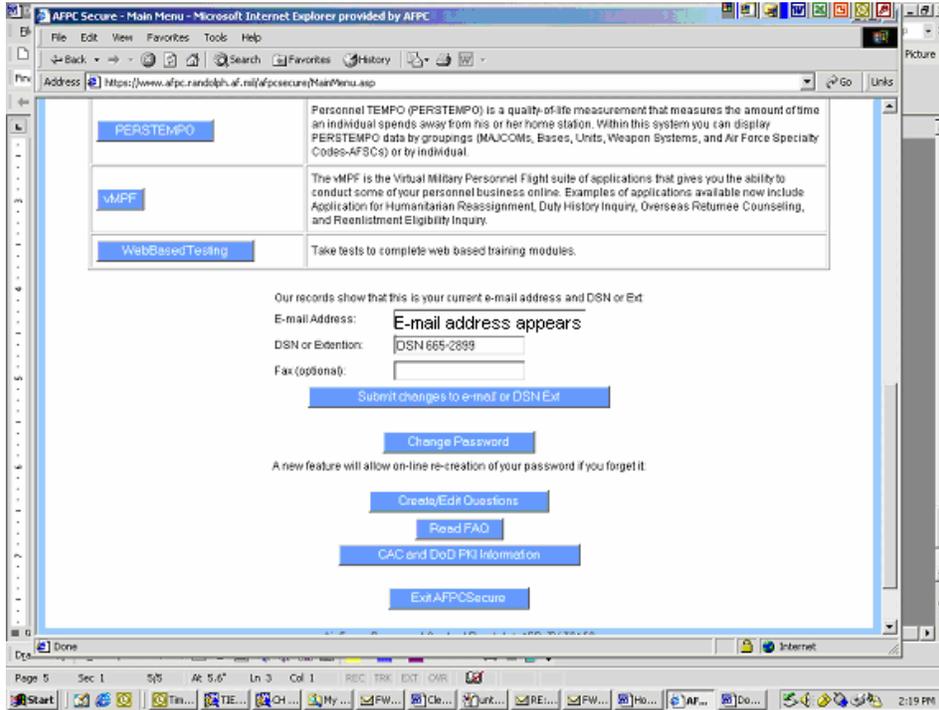
If this dialogue box appears, just click OK.



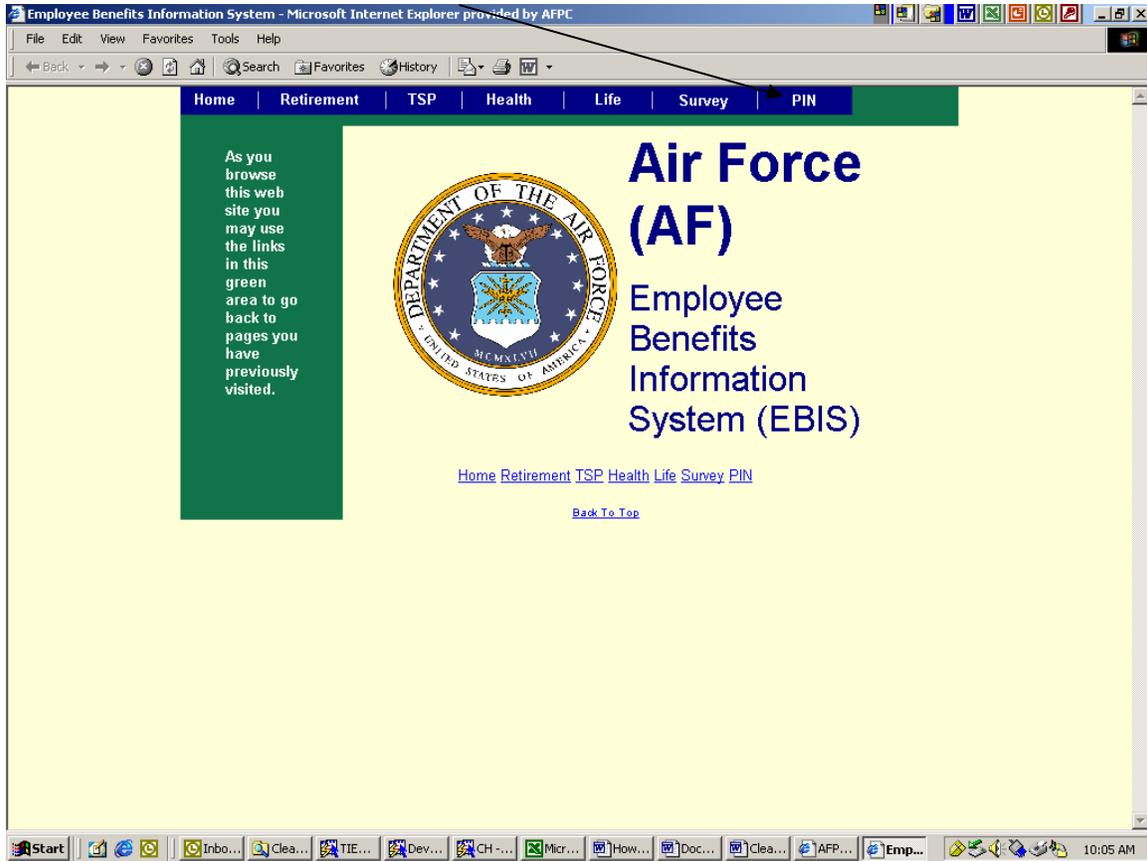
The screen below is available, once the AFPC Secure Web page is cleared.
Click the EBIS button. Within this application, Clearinghouse POCs will be able to create or recreate the password required to access the Clearinghouse application (which is the same password employees use to change their benefits)



Scroll to the bottom of page to see all options such as Create/Edit questions or change password.



Click on the PIN tab and select the appropriate option. This is where the actual EBIS PIN is established or recreate (the same PIN used for the Clearinghouse access).



To create PIN

The screenshot shows a web browser window titled "[Employee Benefits Information System] PIN - Microsoft Internet Explorer provided by AFPC". The browser's address bar and menu bar are visible. The page content is on a yellow background with a blue navigation bar at the top containing links for Home, Retirement, TSP, Health, Life, Survey, and PIN. The main heading is "CREATE YOUR PERSONAL IDENTIFICATION NUMBER (PIN)". Below this, a paragraph states: "You must create a **Benefits & Entitlements Service Team (BEST)** Personal Identification Number (PIN). Your PIN must be 6 digits in length and may only contain numbers." A sub-heading reads: "To create your **Benefits & Entitlements Service Team (BEST)** PIN:". The form consists of four rows of input fields:

Enter Your Social Security Number (SSN):	<input type="text"/>
Enter Your Month and Year of Birth:	<input type="text"/> (mmyy)
Enter A New Benefits & Entitlements Service Team (BEST) PIN:	<input type="text"/> (must be 6 digits)
For Verification, Re-Enter Your New Benefits & Entitlements Service Team (BEST) PIN:	<input type="text"/> (must be 6 digits)

At the bottom of the form are two buttons: "Submit" and "Reset". The Windows taskbar at the bottom shows the Start button, several open application windows, and the system clock displaying "10:07 AM".

To change PIN

The screenshot shows a web browser window titled "[Employee Benefits Information System] PIN - Microsoft Internet Explorer provided by AFPC". The browser's address bar and menu bar are visible. The page content is on a yellow background with a blue navigation bar at the top containing links for Home, Retirement, TSP, Health, Life, Survey, and PIN. The main heading is "CHANGE YOUR PERSONAL IDENTIFICATION NUMBER (PIN)". Below this, a paragraph states: "Your **Benefits & Entitlements Service Team (BEST)** Personal Identification Number (PIN) must be 6 digits in length and may only contain numbers." A sub-heading reads: "To change your **Benefits & Entitlements Service Team (BEST)** PIN:". The form consists of four rows, each with a label and a text input field:

Enter Your Social Security Number (SSN):	<input type="text"/>
Enter Your Current Benefits & Entitlements Service Team (BEST) PIN:	<input type="text"/>
Enter A New Benefits & Entitlements Service Team (BEST) PIN:	<input type="text"/> (must be 6 digits)
For Verification, Re-Enter Your New Benefits & Entitlements Service Team (BEST) PIN:	<input type="text"/> (must be 6 digits)

At the bottom of the form are two buttons: "Submit" and "Reset". The Windows taskbar at the bottom shows the Start button, several open application windows, and the system clock displaying "10:06 AM".

If you don't remember the PIN, a new one must be created

[Employee Benefits Information System] PIN - Microsoft Internet Explorer provided by AFPC

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If you do not remember your **Benefits & Entitlements Service Team (BEST)** Personal Identification Number (PIN), you must create a new PIN. Your new PIN must be 6 digits in length and may only contain numbers.

To create a new Benefits & Entitlements Service Team (BEST) PIN:

Enter Your Social Security Number (SSN):	<input type="text"/>
Enter Your Date of Birth: (mm-dd-yyyy)	<input type="text"/>
Enter Your Service Computation Date (SCD-Leave): (mm-dd-yyyy)	<input type="text"/>
Indicate Your Pay Plan:	<input type="text"/>
Enter Your Grade:	<input type="text"/>
Enter Your Step:	<input type="text"/>
Enter A New Benefits & Entitlements Service Team (BEST) PIN: (must be 6 digits)	<input type="text"/>
For Verification, Re-Enter Your New Benefits & Entitlements Service Team (BEST) PIN: (must be 6 digits)	<input type="text"/>

Submit Reset

Start Inbo... Clea... TIE... Dev... CH... Micr... How... Doc... Clea... AFP... [Em... 10:07 AM