



USDA Guaranteed Underwriting System (GUS) Lender Test Environment (LTE)

USDA eAuthentication Test Account – Password Reset and User ID Support

Version 3/23/21 – Subject to Change

The **Guaranteed Underwriting System Lender Test Environment (GUS LTE)**, will utilize *TEST eAuthentication user accounts, and align security privileges via AASM LTE.*

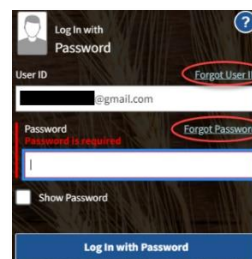
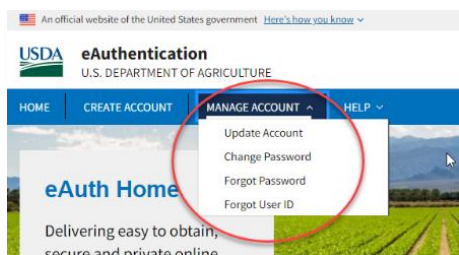
Testers will commonly forget their User ID or Password. The below instructions should assist with User ID and Password recovery. Key information to consider when the user establishes a test account:

- A lender tester will create a TEST eAuthentication, select and maintain the email address used when creating the account, and apply a password.
- The email address selected will become their User ID. This could be their company email address, or if their company policies allow – an external provider email account (Gmail, Yahoo, Apple Mail, or other.)

Lender testing partners are asked to **email SFHGSystemIntegration@usda.gov** with any requests or issues during testing.

NOTE: The lender administrator does not have rights to reset another lender user account password

Once a TEST USER ID has been created and registered, *using USDA TEST eAuthentication site- <https://www.cert.eauth.usda.gov/home>*, they can manage their account from within this same location.



Managing your account from <https://www.cert.eauth.usda.gov/home>

- Update Account
- Change Password
- [Forgot Password](#)
- [Forgot User ID](#)

If [Forgot Password](#) or [Forgot User ID](#) is selected, the user will be taken directly to automated self-recovery.

Another option is for the TEST eAuth user to **attempt to log into a test application**, i.e. GUS LTE

- Log into GUS LTE, <https://rapgltef02-raforcecommunity.cs32.force.com/GUS/s/>
- allow the TEST eAuthentication 'log in' page to present
- select 'Forgot User ID' or 'Forgot Password' and the page will take you directly to automated self-recovery.

FORGOTTEN USER ID

Your User ID will be the email address used to create the Test eAuthentication account. If forgotten,

- Access the [TEST eAuthentication](#) webpage and select manage accounts - or - attempt to log into a test application.
- Select 'Forgot User ID'
- Select the account type and continue
Note: select the type chosen when the account was created, example if a lender – select 'Customer'

- Enter the information requested, all three fields are required

- If the system can match the name and email address entered, it will send an email to the address provided

Note: if you can't remember this information, please email SFHGSystemIntegration@usda.gov for TEST eAuth account assistance.

FORGOTTEN PASSWORD

- Access the [TEST eAuthentication](#) webpage and select manage accounts - or - attempt to log into a test application.
- Select 'Forgot Password'
- Select 'I want to reset my password with my email'
- Enter the email address used when creating the Test eAuthentication account
- Access the email and follow the 'reset password' prompts

- Passwords must be 12 characters minimum and follow naming standards
- Once confirmed, 'Continue' and login

An email will be received with confirmation of user password change as well

Please do not contact production support, contact SFHGSystemIntegration@usda.gov for TEST eAuth account assistance.