



COLAs Online

Activate a User ID

► **Note:** After one year of inactivity, your user ID will also be deleted and you will need to re-register if you wish to resume using COLAs Online. Follow the steps in [Create a New User Registration](#) to re-register.

► **Note:** Follow the steps in [Change Password](#) to change an existing password.

Follow these steps to activate your user ID once TTB has contacted you with the user ID after processing your user registration submission:

► **Note:** You may also follow these steps to reset a forgotten password.

1. From your web browser, enter <https://www.ttonline.gov/> in the address field.
2. Press the **Enter** key. The TTB Online Portal page displays.
3. Select the [New or forgotten password?](#) link. The Password Change Utility displays. See Figure 1.

Figure 1: Activate User ID – Password Change Utility Login

ALCOHOL AND TOBACCO TAX AND TRADE BUREAU
U.S. Department of the Treasury

Industry Member Password Change Utility (v1.0)

WARNING! This system is the property of the United States Department of Treasury. The Department may monitor any activity on the system and search and retrieve any information stored within the system. By accessing and using this system, you are consenting to such monitoring and information retrieval for law enforcement and other purposes.

Your password must meet the following complexity rules:

- Password must be at least 8 characters long.
- Password must NOT contain your user-id.
- Password must contain at least 1 UPPERCASE, 1 lowercase, 1 digit, and 1 special character.
- Cannot reuse password that has been used in the last 10 times or within the last 48 hours.
- There are special characters that cannot be used in your password:
' (single-quote), " (double-quote), _ (underscore), = (equal sign), & (ampersand), and @ (at sign).

In order to change your password, you must first correctly answer your security questions. Please enter your user id to retrieve your security questions.:

User ID: Primary Email:

After 2 failed login attempts to answer your security questions correctly, your account will be locked. Only a database administrator can unlock your account. To unlock your account, please contact TTB.Helpdesk@TTB.gov (specify your user ID and systems you access)

Alcohol and Tobacco Tax and Trade Bureau, 2006. Contact us at webmaster@ttb.treas.gov

UNITED STATES
DEPARTMENT OF
THE TREASURY

You have entered an Official United States Government System, which may be used only for authorized purposes. The government may monitor and audit usage of this system, and all persons are hereby notified that use of this system constitutes consent to such monitoring and auditing. Unauthorized attempts to upload information and/or change information on these web sites are strictly prohibited and are subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18 U.S.C. Sec. 1001 and 1030.

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4. Enter the user ID you received from TTB in the User ID field.
5. Enter the e-mail address you set during user registration as the primary e-mail in the Primary Email address field.
6. Select the **Get User Profile Questions** button. The application displays the authentication questions you answered when you filled out the user registration initially. See Figure 2.

Figure 2: Activate User ID – Password Change Utility Main Page

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To reset your application's password, please answer your profile questions:

User ID: Primary Email:

What is your oldest cousin's first name?:

New Password:

Retyped New Password:

After 2 failed login attempts to answer your security questions correctly, your account will be locked. Only a database administrator can unlock your account. To unlock your account, please contact [TTB Helpdesk@TTB.gov](mailto:TTB.Helpdesk@TTB.gov) (specify your user ID and systems you access)

► **Note:** If you fail two login attempts or if you fail two times to answer your security questions correctly, your account will be locked. Please contact the TTB Help Desk by e-mail at TTB.Helpdesk@ttb.gov to have your account unlocked.

7. Enter the answer for your security question in the available field.
8. Enter the password in the New Password field.

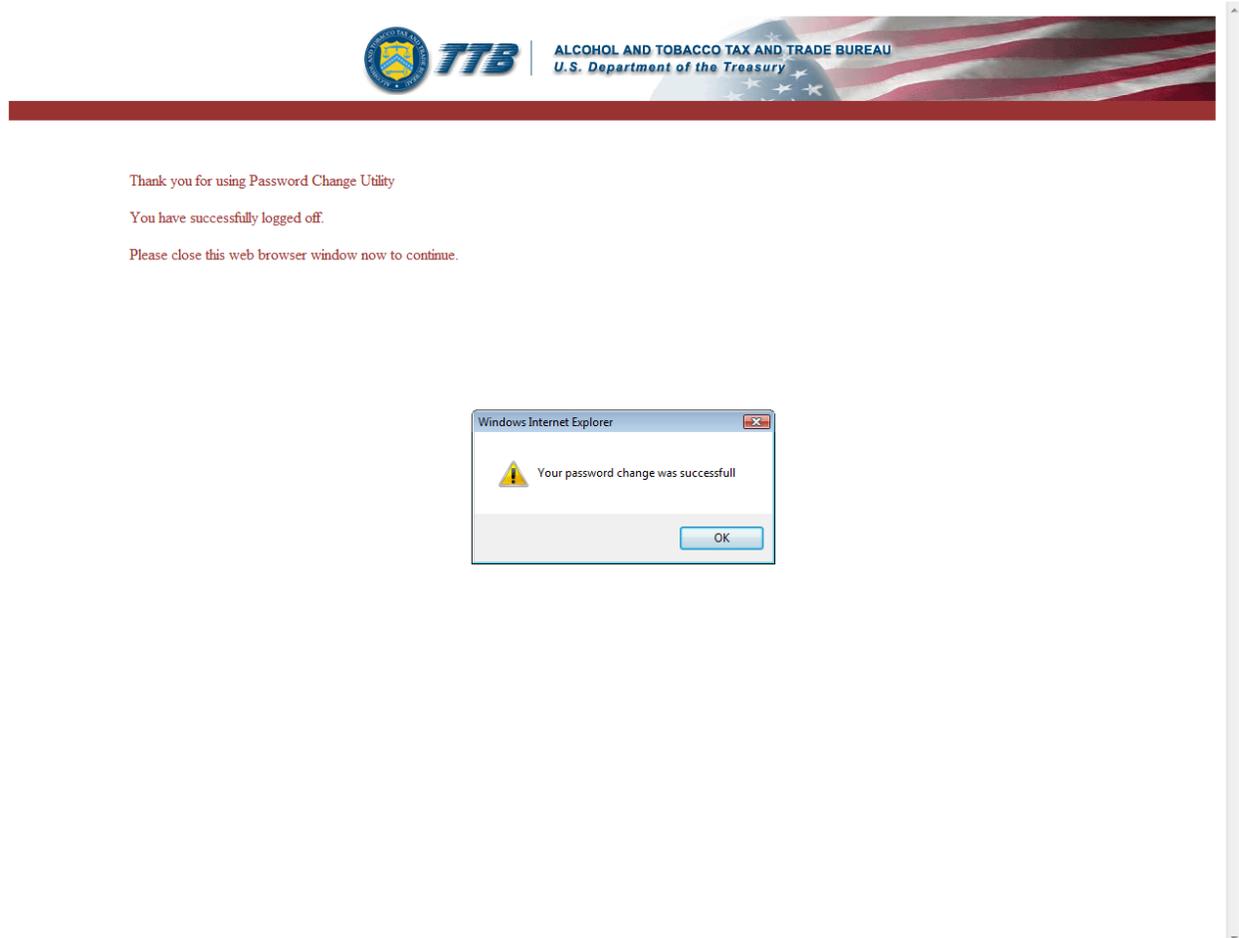
► **Note:** Follow the complexity rules for the password noted above the fields.

9. Enter the password in the Retyped New Password field.
10. If you make a mistake, select the **Clear** button to clear the entry before setting your new password.

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11. If you change your mind, select the **Cancel** button to cancel before setting your new password.
12. Select the **Set New Password** button. A confirmation message box displays stating your password was successfully changed. See Figure 3.

Figure 3: Activate User ID – Password Change Successful



13. Select the **OK** button. The Password Change Utility closes and the TTB Online Portal page displays.
14. Follow the steps in [Getting Started – Using the TTB Online Portal Page and COLAs Online Logon](#) to login to COLAs Online using your newly activated user ID and password.