



# Formulas Online

## [Unlock Your Locked Account](#)

Follow these steps to unlock a locked Formulas Online account through the Password Change Utility:

1. From your web browser, enter <https://www.ttbonline.gov/> in the address field.
2. Press the **Enter** key. The TTB Online Portal page displays. See Figure 1.

**Figure 1: Unlock Locked Account – TTB Online Portal**

TTBONLINE.GOV  
ALCOHOL AND TOBACCO TAX AND TRADE BUREAU  
U.S. DEPARTMENT OF THE TREASURY

REGISTER    HOW TO REGISTER    PUBLIC COLA REGISTRY    FAQ  
CONTACT US

Already registered? Log in:

User Name:  [Expired password?](#)

Password:  [New or forgotten password?](#)

Logon to:

**Notice**

**10/28/15:** Coming Soon - Formulas Online Release 2.0 later in November. The new release will include some changes to "My Submissions" such as the inclusion of all submissions (no longer limited to only those that are in-process), and the pilot of a **printable TTB F 5100.51** from a Uniform submission. Watch for additional highlights to be posted in November.

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**10/16/15:** Want to help us improve Formulas Online? Volunteer to give us your feedback during a 1-hour research study. [See details](#)

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**9/2/15:** A new password change process for COLAs Online and Formulas Online is available. For more information, please see the [Password Change Quick Reference Guide](#).

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It is possible that you may have a pop-up blocker running as part of your web browser settings. You must turn off the pop-up blocker in order for Formulas Online to operate properly. Please see [How to Allow Pop-Ups in Internet Explorer 11](#) for more information. Check the most recent processing times for [label applications](#) or [beverage formula applications](#). You may also login at any time to check the status of individual [label applications](#) and/or [formula applications](#).

[PRIVACY POLICY](#)  
[PRIVACY IMPACT ASSESSMENT](#)

3. Select the [New or forgotten password?](#) link. The Password Change Utility displays. You are prompted to enter your user name. See Figure 2.

## Unlock Your Locked Account

**Figure 2: Unlock Locked Account – Password Change Utility User Name Validation**

The screenshot shows the TTBONLINE.GOV website header with the Alcohol and Tobacco Tax and Trade Bureau logo. The main heading is "Industry Member Password Change Utility". Below this, a message states: "Please enter your COLAs Online or Formulas Online User Name below and click Get Security Code. A Security Code will be generated and sent to your email account for you to enter on the next screen." There is a text input field labeled "User Name:" containing the text "JSFNLEXT" and a "Get Security Code" button. At the bottom, there is a warning notice: "WARNING! THIS SYSTEM IS THE PROPERTY OF THE UNITED STATES DEPARTMENT OF TREASURY. UNAUTHORIZED USE OF THIS SYSTEM IS STRICTLY PROHIBITED AND SUBJECT TO CRIMINAL AND CIVIL PENALTIES. THE DEPARTMENT MAY MONITOR, RECORD, AND AUDIT ANY ACTIVITY ON THE SYSTEM AND SEARCH AND RETRIEVE ANY INFORMATION STORED WITHIN THE SYSTEM. BY ACCESSING AND USING THIS COMPUTER YOU ARE AGREEING TO ABIDE BY THE TTB RULES OF BEHAVIOR, AND ARE CONSENTING TO SUCH MONITORING, RECORDING, AND INFORMATION RETRIEVAL FOR LAW ENFORCEMENT AND OTHER PURPOSES. USERS SHOULD HAVE NO EXPECTATION OF PRIVACY WHILE USING THIS SYSTEM." Below the warning is the version number "PCU 1.3.1".

4. Enter your user name in the User Name field.
5. Select the **Get Security Code** button. An email containing a security code is sent to the email account you registered with TTB. See Figure 3. You are prompted to enter the security code you received from TTB. See Figure 4.

## Unlock Your Locked Account

**Figure 3: Unlock Locked Account – Security Code Email**

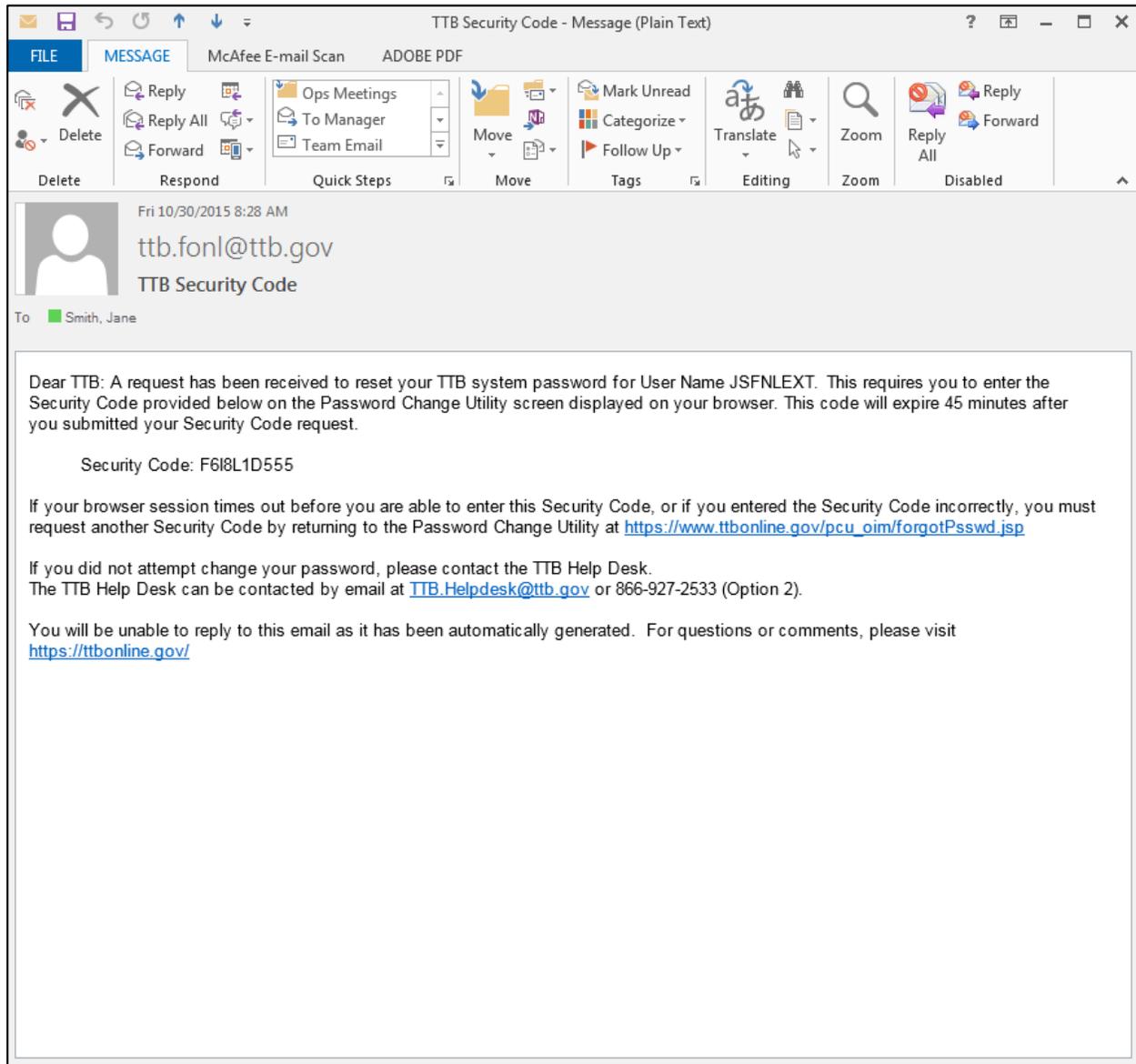


Figure 4: Unlock Locked Account – Password Change Utility Security Code Validation

The screenshot shows the TTBONLINE.GOV website header with the Alcohol and Tobacco Tax and Trade Bureau logo. The main heading is "Industry Member Password Change Utility". Below this, a message states: "An email has been sent to J\*\*\*\*\*@ttb.gov from ttb.fonl@ttb.gov with the Subject 'TTB Security Code'." It instructs the user to check their email for the security code and to not close the browser window. A "Security Code Verification" section contains a text input field with a masked security code (represented by dots) and two buttons: "Submit" and "Exit".

► **Note:** If you change your mind, select the **Exit** button to exit the Password Change Utility.

6. Enter the security code you received from TTB in the Security Code field.
7. Select the **Submit** button. You are prompted to answer one of the three authentication questions you entered when you filled out the user registration initially. See Figure 5.

Figure 5: Unlock Locked Account – Password Change Utility Main Page

**TTBONLINE.GOV**  
ALCOHOL AND TOBACCO TAX AND TRADE BUREAU  
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## Industry Member Password Change Utility

Your password must meet the following complexity rules:

- Password must be at least 8 characters long.
- Password must NOT contain your user name.
- 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), spaces, & (ampersand), and @ (at sign).

### Change Password

The name of your favorite song?:

New Password:

Retype New Password:

► **Note:** If you change your mind, select the **Exit** button to exit the Password Change Utility.

8. Enter the answer for your security question in the available field.

9. Enter the password in the New Password field.

10. Enter the password in the Retype New Password field.

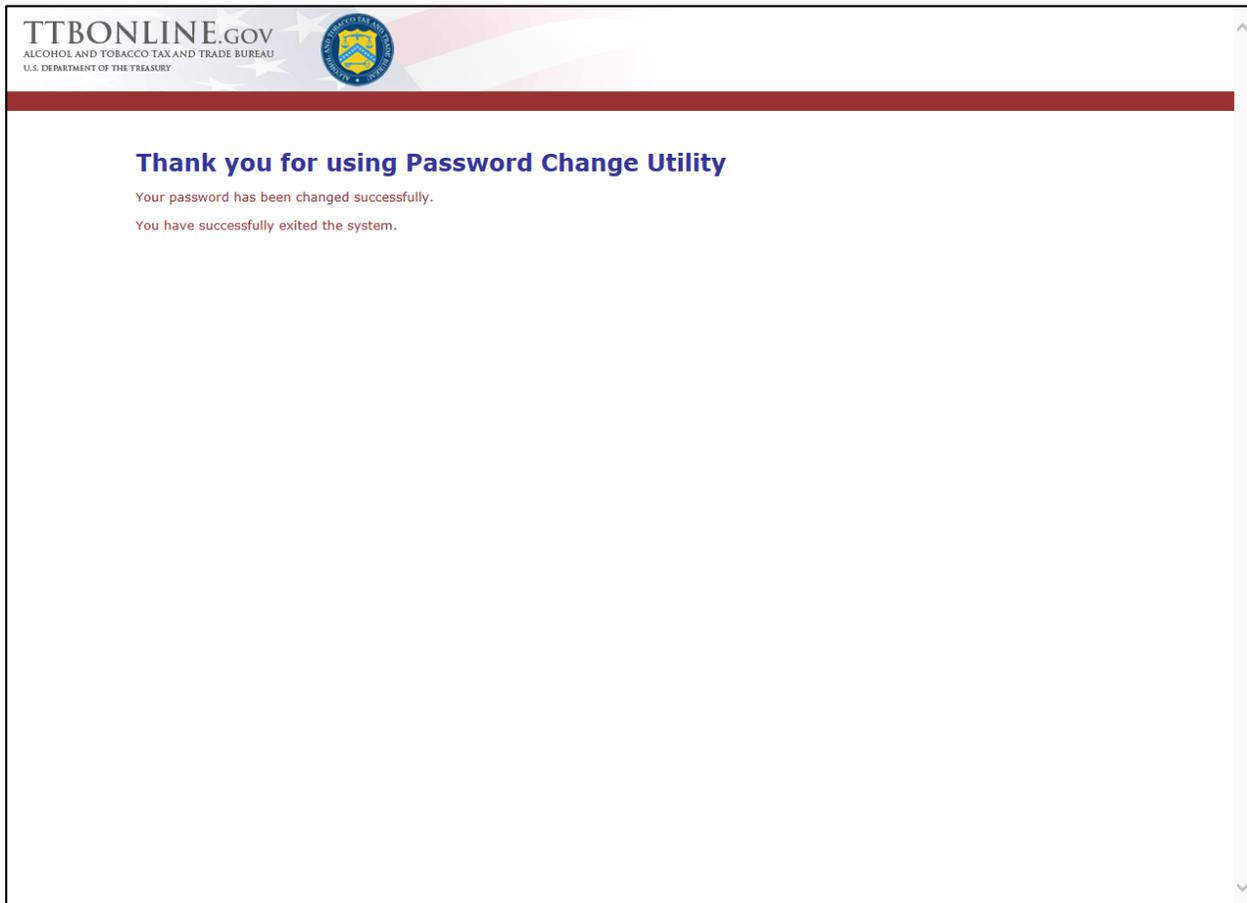
► **Note:** Passwords must meet the following complexity rules:

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

11. Select the **Submit** button. A confirmation message displays stating your password was successfully changed. See Figure 6.

## Unlock Your Locked Account

**Figure 6: Unlock Locked Account – Password Change Successful**



12. Close your web browser window.
13. Follow the steps in [Getting Started - Using the TTB Online Portal Page](#) to login to Formulas Online using your user name and new password.