Change Password

Passwords expire every 90 days and you will be required to change your password before expiration. You can change your password at any time through the Password Change Utility. If you login to Formulas Online when your password is due to expire, a confirmation message box displays reminding you to change your password through the Password Change Utility. See Figure 1. You may select the OK button and follow the steps in Reset Your Expired Password to change your password through the Password Change Utility.

Figure 1: Change Password Reminder Confirmation

If your password expires before you are able to change your password, an error message displays when you attempt to login to Formulas Online. See Figure 2.

Figure 2: Expired Password Error Message
Change Password

You may follow the steps in [Reset Your Expired Password](#) to reset your expired password through the Password Change Utility.

If you attempt to login to Formulas Online multiple times with an invalid user name/password combination, you will lock your account. An error message displays stating your account is locked. See Figure 3.

Figure 3: Locked Account Error Message

You may reset your password to unlock your account. Follow the steps in [Unlock Your Locked Account](#) to unlock your account by resetting your password through the Password Change Utility.

If you have simply forgotten your password, but it is not expired, you may follow the steps in [Reset Your Forgotten Password](#) to reset your forgotten password through the Password Change Utility.

After one year of inactivity, your user name will also be deleted and you will need to re-register if you wish to resume using Formulas Online. Follow the steps in [Create a New User Registration](#) to re-register.
Change Your Password

Follow these steps to change a Formulas Online system password through the Password Change Utility:

1. Select the My Profile link from the main navigation banner. The My Profile page displays. See Figure 4 and Figure 5.

**Figure 4: Change Password – My Profile (Top)**
2. Select the Change Password link. A confirmation message box displays stating you will be logged out to perform this action. See Figure 6.

   **Figure 6: Change Password – Change Password Logout Confirmation**

   ![Message from webpage]

   You will be logged out to perform this action, do you wish to continue?
   ? If yes select Ok.

   ![OK button]
   ![Cancel button]

3. Select the OK button. The confirmation message box closes and you are logged out of Formulas Online. The Password Change Utility displays. You are prompted to enter your user name. See Figure 7.
4. Enter your user name in the User Name field.

5. Select the Submit button. An email containing a security code is sent to the email account you registered with TTB. See Figure 8. You are prompted to enter the security code you received from TTB. See Figure 9.
Dear TTB: A request has been received to reset your TTB system password for User Name JSDNLEXT. This requires you to enter the Security Code provided below on the Password Change Utility screen displayed on your browser. This code will expire 45 minutes after you submitted your Security Code request.

Security Code: F696L10565

If your browser session times out before you are able to enter this Security Code, or if you entered the Security Code incorrectly, you must request another Security Code by returning to the Password Change Utility at https://www.ttbonline.gov/pcu_om/forgotPasswd.jsp

If you did not attempt change your password, please contact the TTB Help Desk. The TTB Help Desk can be contacted by email at TTB.Helpdesk@ttb.gov or 866-327-2533 (Option 2).

You will be unable to reply to this email as it has been automatically generated. For questions or comments, please visit https://ttbonline.gov/
Figure 9: Change Password – Password Change Utility Security Code Validation

**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 10.
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: If you change your mind, select the **Exit** button to exit the Password Change Utility.

►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 11.
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.