Activate a User Name

► Note: Follow the steps in Change Your Password to change an existing password.

► Note: Follow the steps in Reset Your Forgotten Password to reset a forgotten password.

► Note: Follow the steps in Reset Your Expired Password to reset an expired password.

► Note: Follow the steps in Unlock Your Locked Account to unlock a locked account.

► Note: 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 COLAs Online. Follow the steps in Create a New User Registration to re-register.

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

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: Activate User Name – TTB Online Portal
Activate a User Name

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

   **Figure 2: Activate User Name – Password Change Utility User Name Validation**

   ![Password Change Utility](image)

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 3. You are prompted to enter the security code you received from TTB. See Figure 4.
Dear TTB: A request has been received to reset your TTB system password for User Name JSCFMEXT. 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: F618101555

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/pccu_om/forgotPwd.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 866-527-2533 (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 4: Activate User Name – 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 5.
Activate a User Name

Figure 5: Activate User Name – Password Change Utility Main Page

► 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.
12. Close your web browser window.

13. Follow the steps in Getting Started – Using the TTB Online Portal Page to login to COLAs Online using your newly activated user name and password.