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 COLAs 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 to close the confirmation message box and follow the steps in Reset Your Expired Password to change your password.

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 COLAs 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 COLAs 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 COLAs Online. Follow the steps in Create a New User Registration to re-register.
Change Your Password

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

1. Select the My Profile link from the menu box on any page. The My Profile page displays. See Figure 4 and Figure 5.

Figure 4: My Profile (Top)
2. Select the **Change Password** button. 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**

   ![Change Password Logout Confirmation](image)

3. Select the **OK** button. The confirmation message box closes and you are logged out of COLAs 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 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: F68BLD555

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](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 866-927-2533 (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/](https://ttbonline.gov/)
Change Password

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.
Change Password

Figure 10: Change Password – Password Change Utility Main Page

**Figure 10: Change Password – 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 11.
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 user name and new password.