COLAs Online

Unlock Your Locked Account

Follow these steps to unlock a locked COLAs 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

3. Select the New or forgotten password? link. The Password Change Utility displays. You are prompted to enter your user name. See Figure 2.
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.
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Figure 3: Unlock Locked Account – Security Code Email

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: F68BL0D585

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 866-927-2533 (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/
Figure 4: Unlock Locked Account – Password Change Utility Security Code Validation

Industry Member Password Change Utility

An email has been sent to j**********ttb.gov from ttb.foi@ttb.gov with the Subject ‘TTB Security Code’.

Please check your email to obtain the Security Code from the message text and enter it in the Security Code Box below. If you have not received an email, please check your spam folder.

Please do not close this browser window.

Security Code Verification

Security Code: **********

Submit  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.
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Figure 5: Unlock Locked Account – 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 user name and new password.