



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

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.

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

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](#).

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



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

Industry Member Password Change Utility

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.

User Name:

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.

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

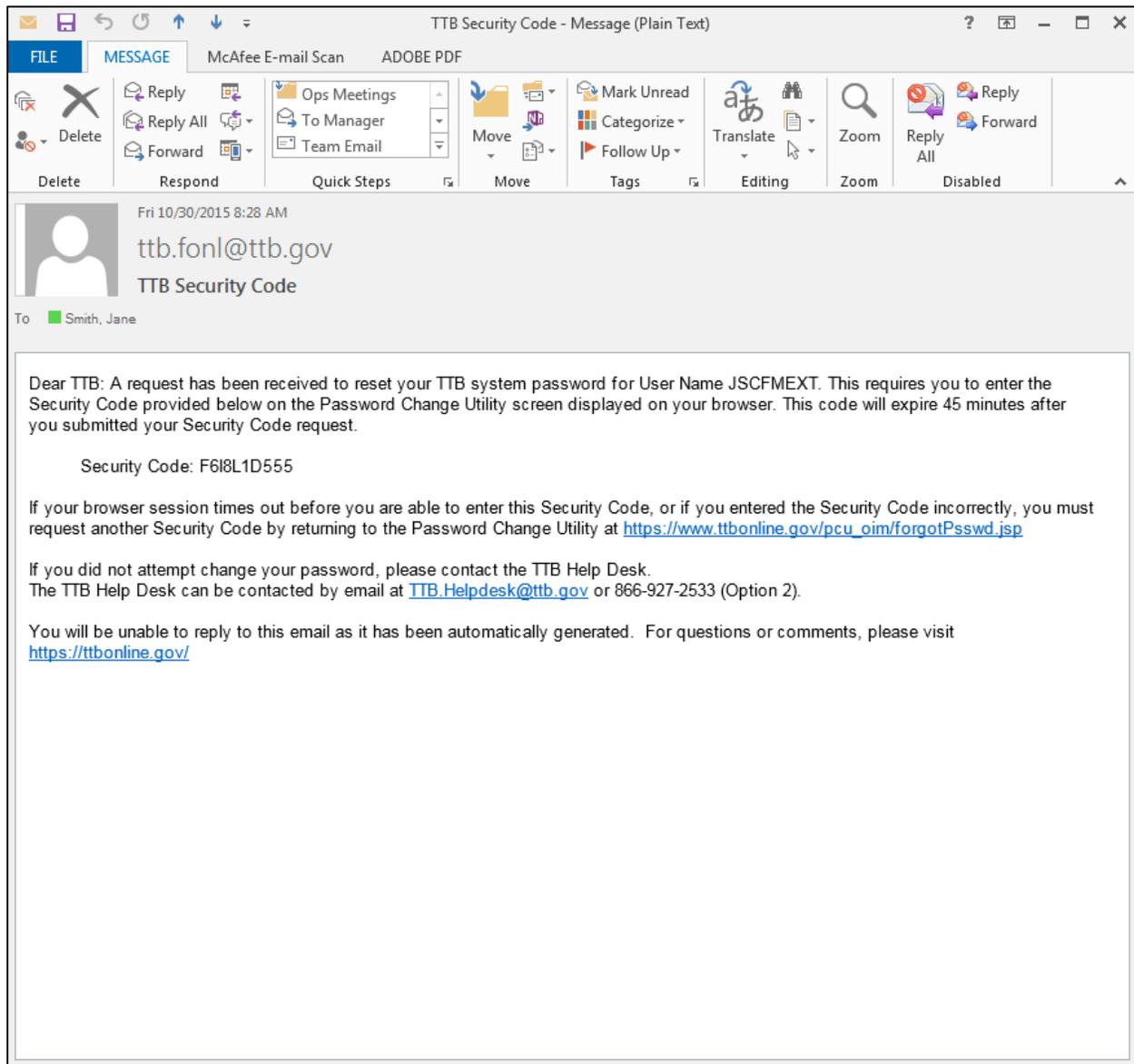


Figure 4: Unlock Locked Account – Password Change Utility Security Code Validation

The screenshot shows the TTBONLINE.GOV website header with the logo and text: "TTBONLINE.GOV ALCOHOL AND TOBACCO TAX AND TRADE BUREAU U.S. DEPARTMENT OF THE TREASURY". The main heading is "Industry Member Password Change Utility". Below this, there is a message: "An email has been sent to J*****@ttb.gov from ttb.fonl@ttb.gov with the Subject 'TTB Security Code'." followed by instructions: "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 Junk folder." and "Please do not close this browser window." Below the message is a section titled "Security Code Verification" with a text input field labeled "Security Code:" containing seven dots. To the right of the input field are 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

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

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.

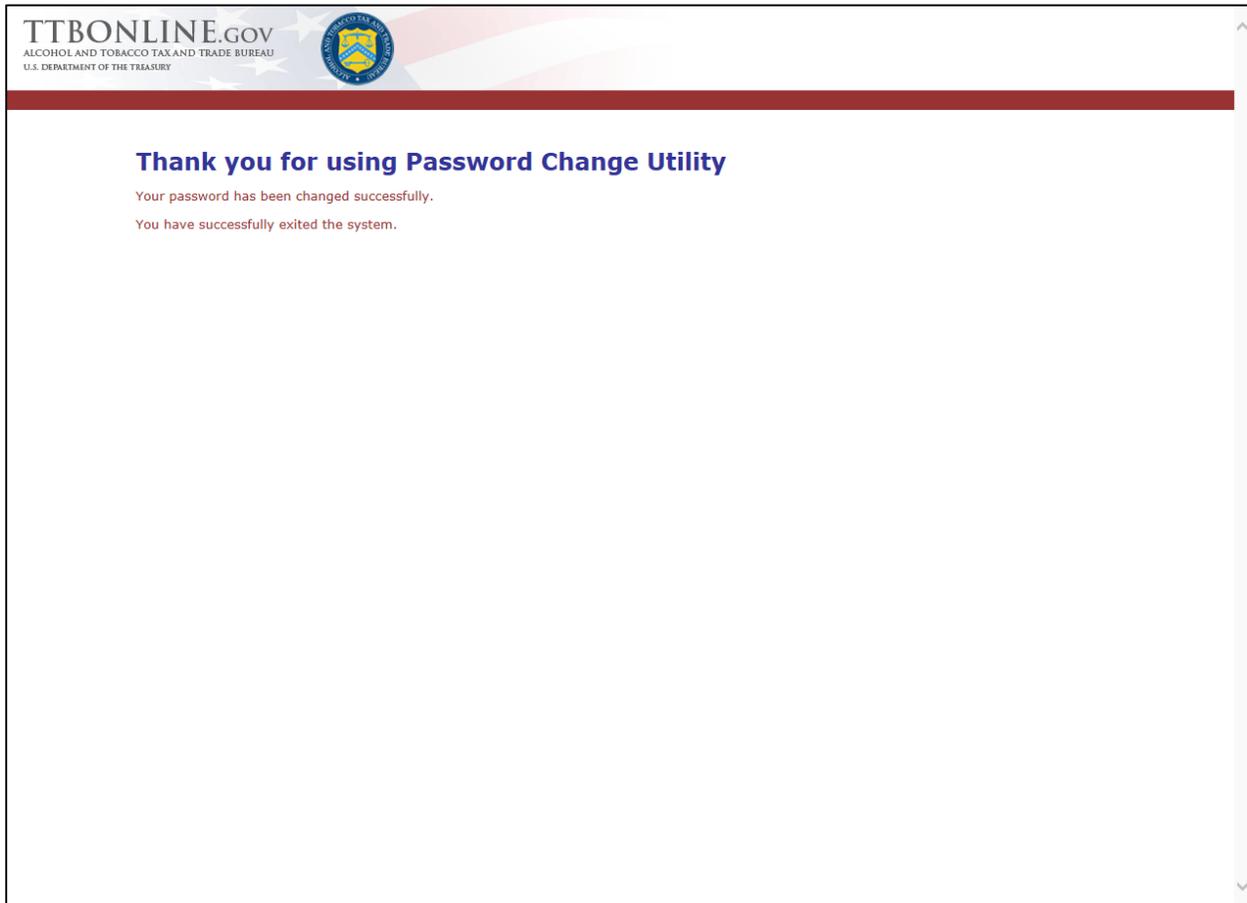
► **Note:** Passwords must meet the following complexity rules:

- 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 COLAs Online using your user name and new password.