



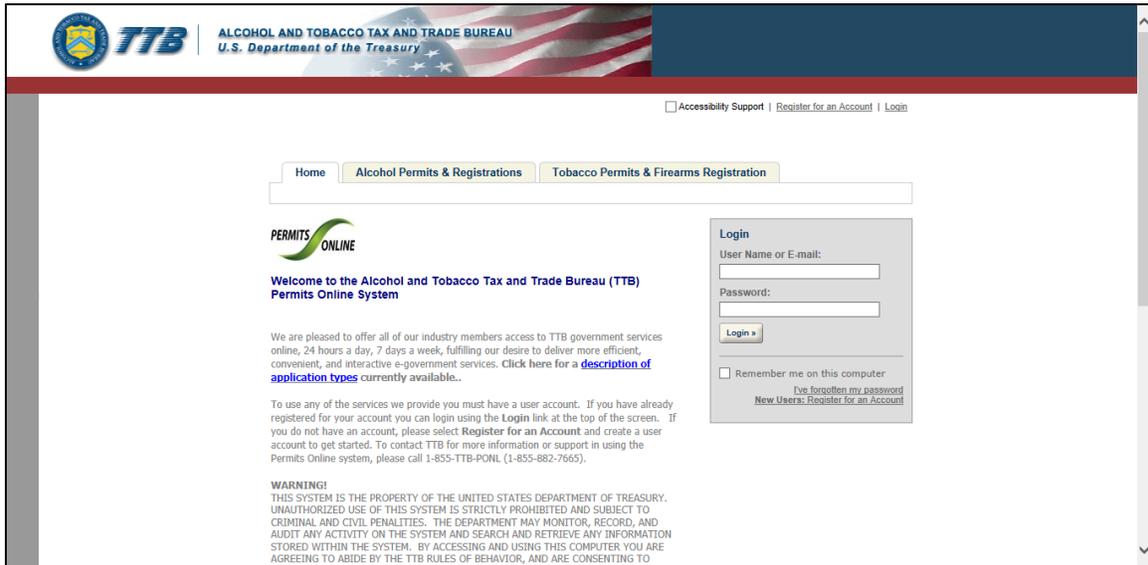
Permits Online

[Reset Your Expired Password](#)

Follow these steps to reset an expired Permits Online system password:

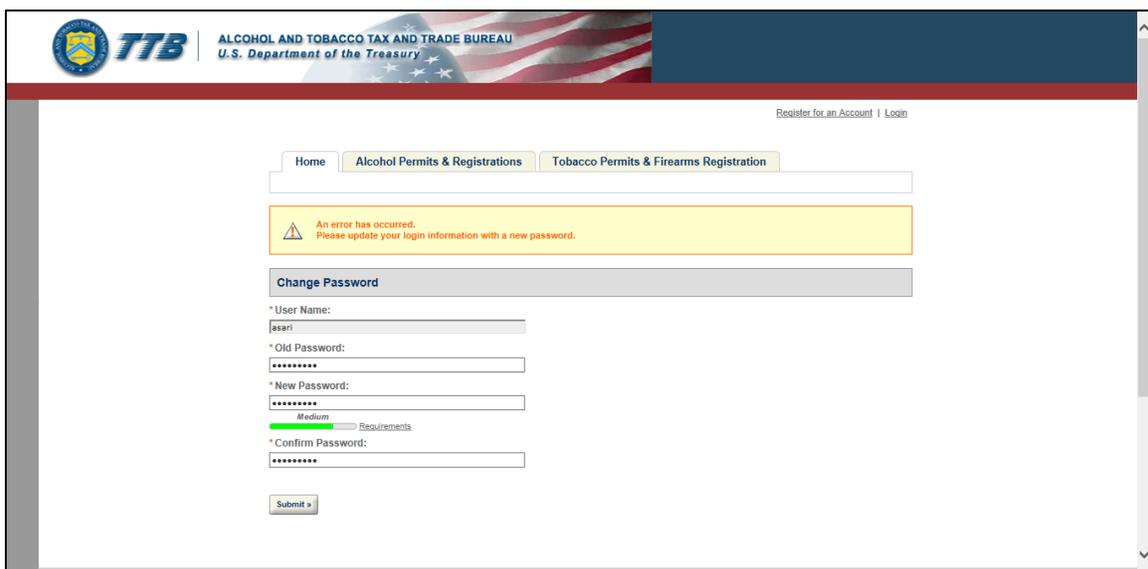
1. From your web browser, enter <https://www.ttonline.gov/permitsonline/> in the address field.
2. Press the **Enter** key. The Permits Online welcome page displays. See Figure 1.

Figure 1: Reset Expired Password – Permits Online Welcome Page



3. Enter your user name or e-mail address in the User name or E-mail field.
4. Enter your password in the Password field.
5. Select the **Login** button. An error message displays and you are prompted to reset your expired password. See Figure 2.

Figure 2: Reset Expired Password – Expired Password Error Message



Reset Your Expired Password

6. Enter your current password in the Old Password field.
7. Enter the new password in the New Password field.
8. Enter the new password in the Confirm Password field.

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

- Password must be at least 8 characters long.
 - Password must not contain your user ID.
 - 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), & (ampersand), and @ (at sign).
9. Select the **Submit** button. If your password was successfully reset, the Permits Online home page displays and you are logged into the system. See Figure 3.

Figure 3: Reset Expired Password – Permits Online Home Page

