



## Password Change Utility Quick Reference Guide

Follow these steps to change or reset your COLAs Online or Formulas Online password with the Password Change Utility:

1. Go to <https://www.ttbonline.gov/> and select the [Expired password?](#) or [New or forgotten password?](#) link.
2. Enter your user name in the User Name field.
3. Select the **Get Security Code** button.

**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:

4. Check your TTB-registered email for a message from "ttb.fonl@ttb.gov" which will contain your one-time security code for user validation and authentication.

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: **F68L1D556**

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\\_newForgotPassword.asp](https://www.ttbonline.gov/pcu_newForgotPassword.asp)

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](mailto: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://www.ttbonline.gov/>

► **Note:** Please allow up to 5 minutes for the automated email to be sent to your inbox.

5. Enter the security code you received from TTB in the Security Code field.
6. Select the **Submit** button.

**Industry Member Password Change Utility**

An email has been sent to j\*\*\*\*\*@ttb.gov from ttb.fonl@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 Junk folder.

Please do not close this browser window.

**Security Code Verification**

Security Code:

► **Note:** If you change your mind, select the **Exit** button to exit the Password Change Utility.

7. Enter the answer for your security question in the available field.
8. Enter the password in the New Password field.
9. 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).

**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:

10. Select the **Submit** button. A confirmation message displays stating your password was successfully changed.

**Thank you for using Password Change Utility**

Your password has been changed successfully.

You have successfully exited the system.

11. Close your web browser window.