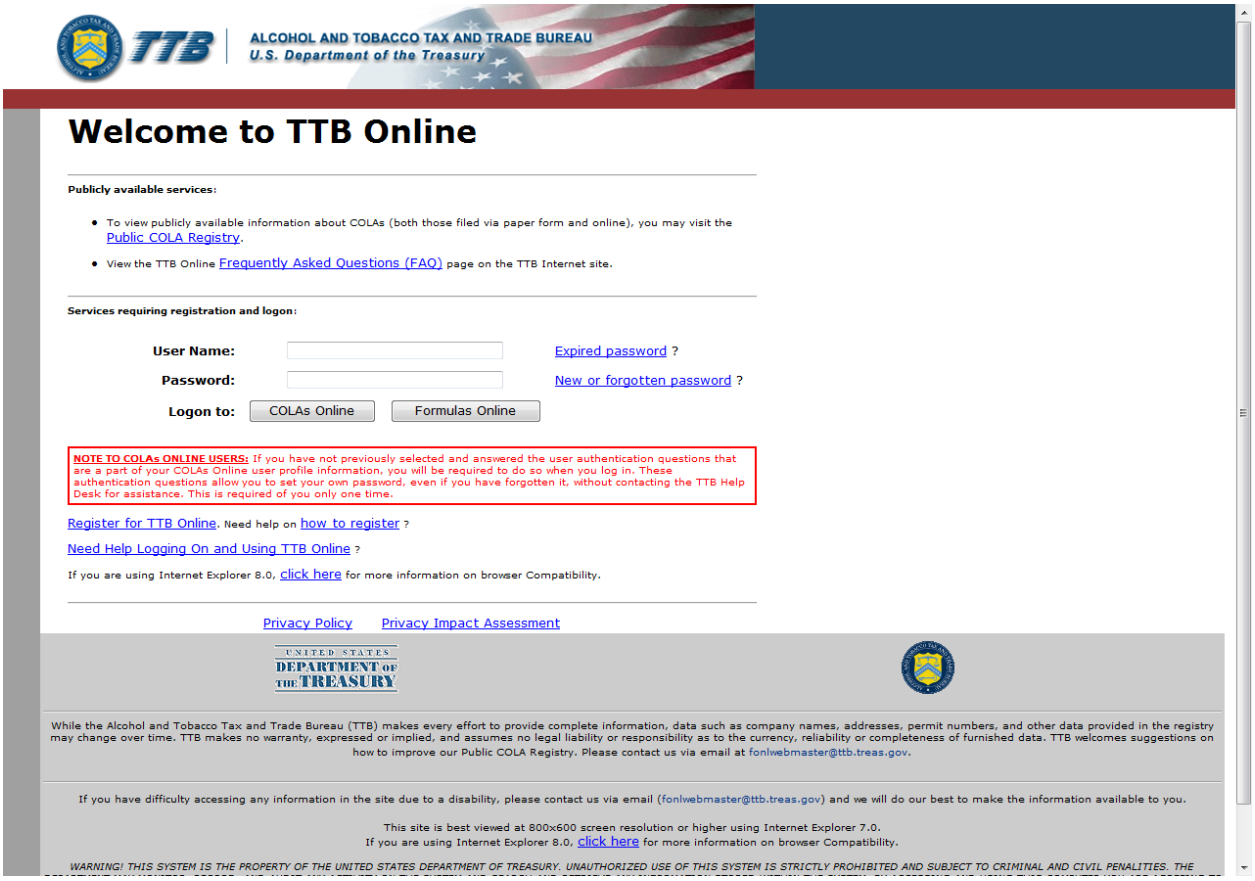
Formulas Online

Unlock Your Locked Account

Follow these steps to unlock a locked Formulas Online account through the Password Change Utility:

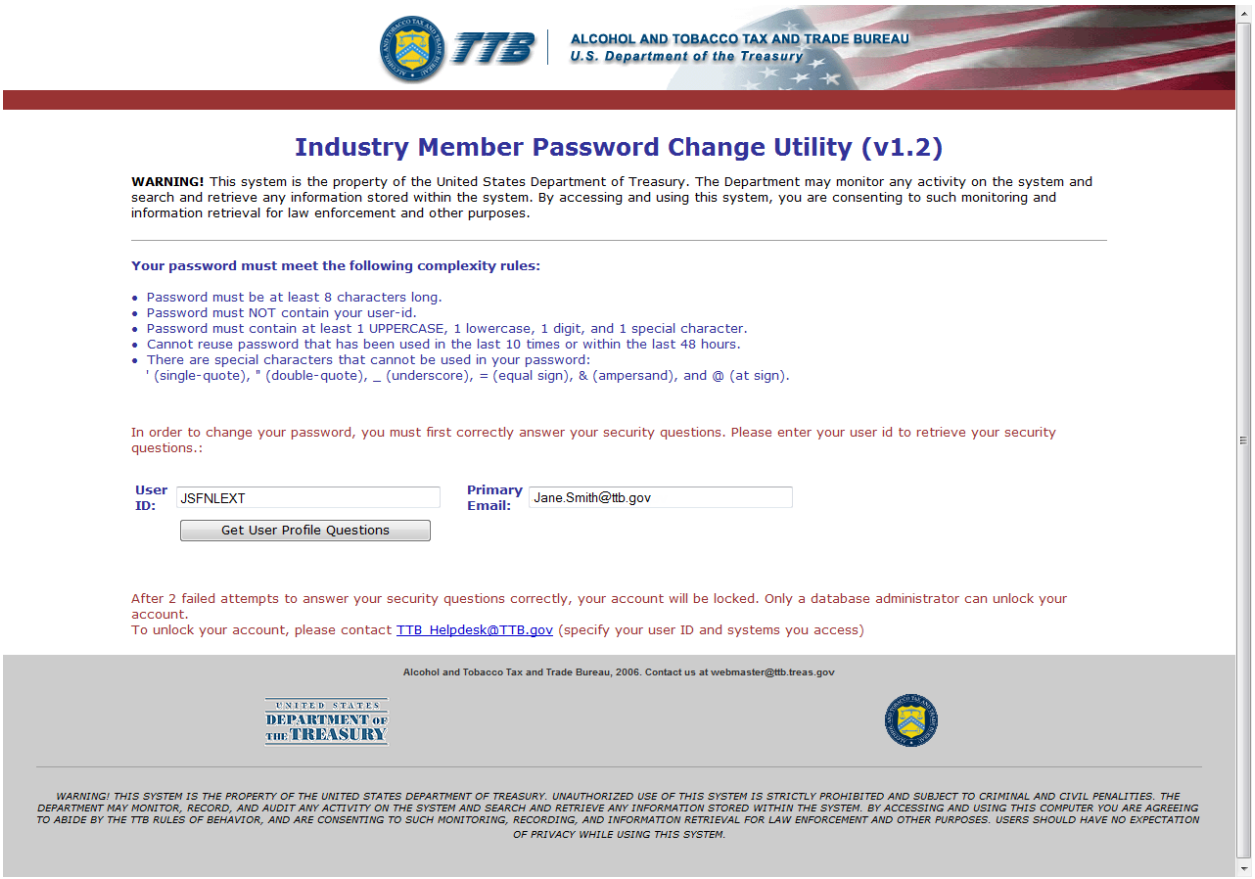
1. From your web browser, enter https://www.ttbonline.gov/ in the address field.
2. Press the **Enter** key. The TTB Online Portal page displays. See Figure 1.

Figure 1: Unlock Locked Account – TTB Online Portal



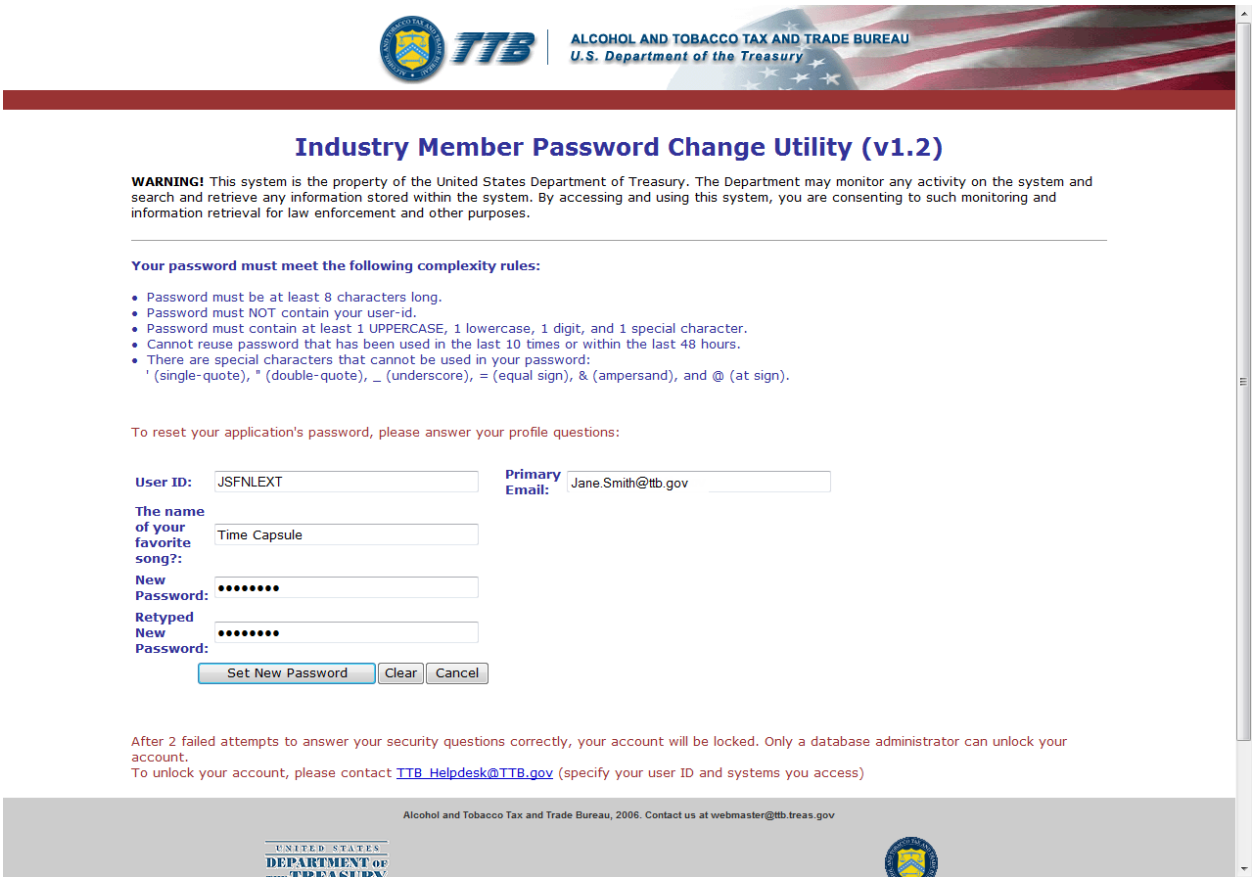
3. Select the New or forgotten password? link. The Password Change Utility displays. See Figure 2.

Figure 2: Unlock Locked Account – Password Change Utility Login



4. Enter your user ID in the User ID field.
5. Enter your e-mail address in the Primary Email address field.
6. Select the **Get User Profile Questions** button. The system displays one of the three authentication questions you answered when you filled out the user registration initially. See Figure 3.

Figure 3: Unlock Locked Account – Password Change Utility Main Page



►**Note:** If you fail two times to answer your security questions correctly, your account will be locked in the application. Please contact the TTB Help Desk by e-mail at TTB.Helpdesk@ttb.gov or voice at 866-240-0835 or 202-453-2100 to have your account unlocked in the application.

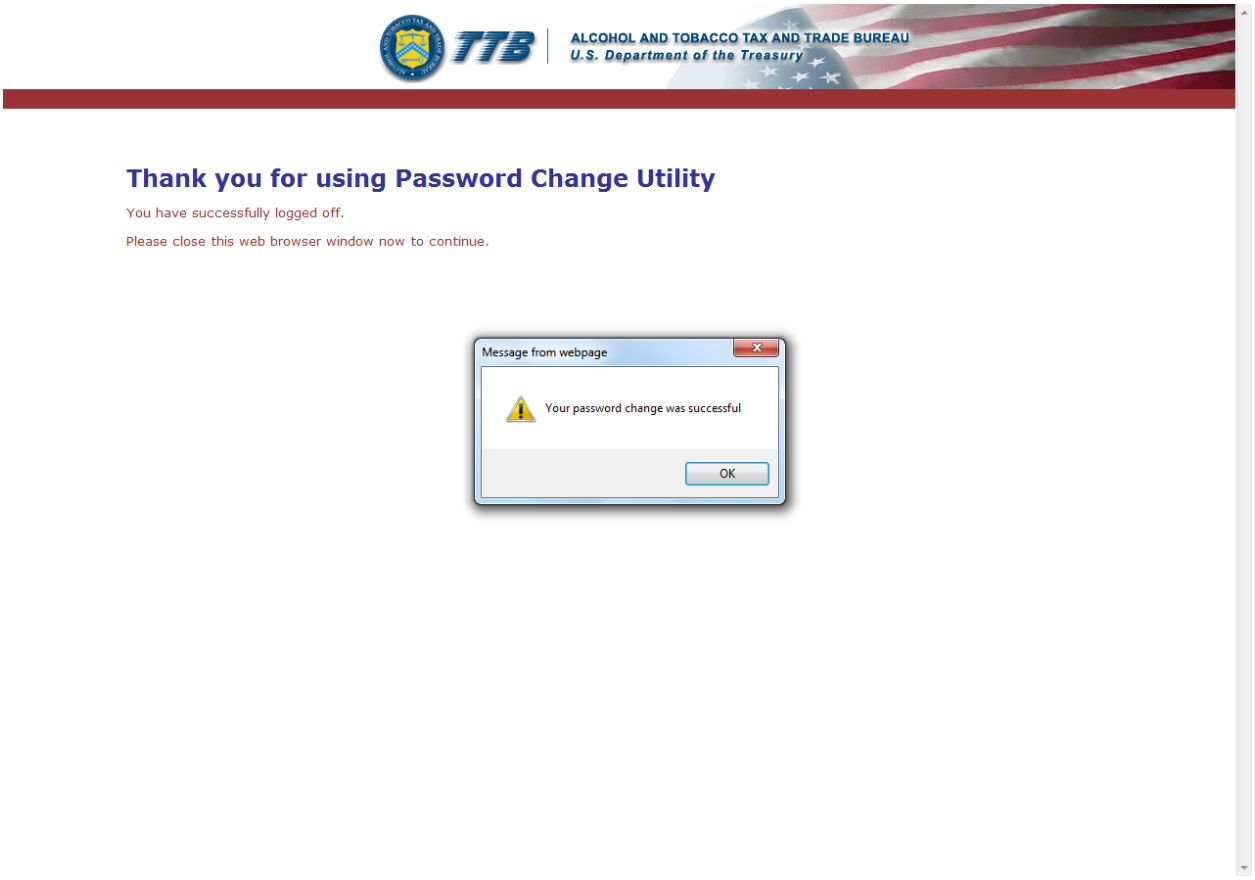
7. Enter the answer for your security question in the available field.
8. Enter the password in the New Password field.
9. Enter the password in the Retyped New Password field.

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

- Password must be at least 8 characters long.
- Password must not contain your user 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).

10. If you make a mistake, select the **Clear** button to clear the entry before setting your new password.
11. If you change your mind, select the **Cancel** button to cancel before setting your new password.
12. Select the **Set New Password** button. A confirmation message box displays stating your password was successfully changed. See Figure 4.

Figure 4: Unlock Locked Account – Password Change Successful



13. Select the **OK** button to confirm. The Password Change Utility closes and the TTB Online Portal page displays. See Figure 1.
14. Follow the steps in Access Formulas Online through the TTB Online Portal Page to login to Formulas Online using your user ID and new password.