



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.ttonline.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

ALCOHOL AND TOBACCO TAX AND TRADE BUREAU
U.S. Department of the Treasury

Welcome to TTB Online

Publicly available services:

- To view publicly available information about COLAs (both those filed via paper form and online), you may visit the [Public COLA Registry](#).
- View the TTB Online [Frequently Asked Questions \(FAQ\)](#) page on the TTB Internet site.

Services requiring registration and login:

User Name: [Expired password ?](#)

Password: [New or forgotten password ?](#)

Logon to:

NOTE TO COLAs ONLINE USERS: If you have not previously selected and answered the user authentication questions that are a part of your COLAs Online user profile information, you will be required to do so when you log in. These authentication questions allow you to set your own password, even if you have forgotten it, without contacting the TTB Help Desk for assistance. This is required of you only one time.

[Register for TTB Online](#). Need help on [how to register](#) ?

[Need Help Logging On and Using TTB Online](#) ?

If you are using Internet Explorer 8.0, [click here](#) for more information on browser Compatibility.

[Privacy Policy](#) [Privacy Impact Assessment](#)

UNITED STATES
DEPARTMENT OF
THE TREASURY

While the Alcohol and Tobacco Tax and Trade Bureau (TTB) makes every effort to provide complete information, data such as company names, addresses, permit numbers, and other data provided in the registry may change over time. TTB makes no warranty, expressed or implied, and assumes no legal liability or responsibility as to the currency, reliability or completeness of furnished data. TTB welcomes suggestions on how to improve our Public COLA Registry. Please contact us via email at fonwebmaster@ttb.treas.gov.

If you have difficulty accessing any information in the site due to a disability, please contact us via email (fonwebmaster@ttb.treas.gov) and we will do our best to make the information available to you.

This site is best viewed at 800x600 screen resolution or higher using Internet Explorer 7.0.
If you are using Internet Explorer 8.0, [click here](#) for more information on browser Compatibility.

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3. Select the [New or forgotten password?](#) link. The Password Change Utility displays. See Figure 2.

Unlock Your Locked Account

Figure 2: Unlock Locked Account – Password Change Utility Login

Industry Member Password Change Utility (v1.2)

WARNING! This system is the property of the United States Department of Treasury. The Department may monitor any activity on the system and search and retrieve any information stored within the system. By accessing and using this system, you are consenting to such monitoring and information retrieval for law enforcement and other purposes.

Your password 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.
- 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), & (ampersand), and @ (at sign).

In order to change your password, you must first correctly answer your security questions. Please enter your user id to retrieve your security questions.:

User ID: Primary Email:

After 2 failed attempts to answer your security questions correctly, your account will be locked. Only a database administrator can unlock your account.
To unlock your account, please contact TTB_Helpdesk@TTB.gov (specify your user ID and systems you access)

Alcohol and Tobacco Tax and Trade Bureau, 2006. Contact us at webmaster@ttb.treas.gov

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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.

Unlock Your Locked Account

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

Industry Member Password Change Utility (v1.2)

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- Password must be at least 8 characters long.
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- 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), & (ampersand), and @ (at sign).

To reset your application's password, please answer your profile questions:

User ID: Primary Email:

The name of your favorite song?:

New Password:

Retyped New Password:

After 2 failed attempts to answer your security questions correctly, your account will be locked. Only a database administrator can unlock your account.
To unlock your account, please contact TTB_Helpdesk@TTB.gov (specify your user ID and systems you access)

Alcohol and Tobacco Tax and Trade Bureau, 2006. Contact us at webmaster@ttb.treas.gov

► **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.

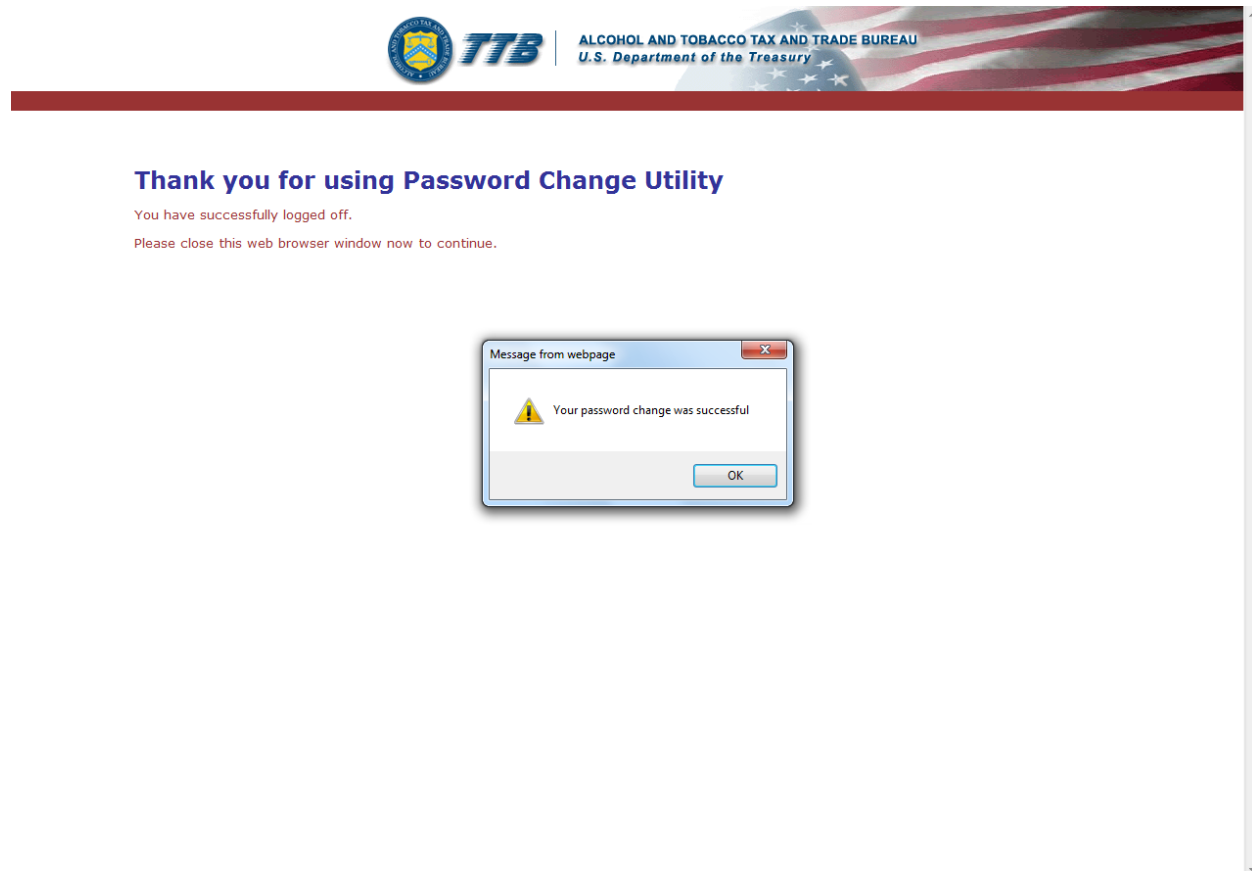
► **Note:** Passwords must meet the following complexity rules:

- 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).

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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 [Getting Started – Using the TTB Online Portal Page](#) to login to COLAs Online using your user ID and new password.