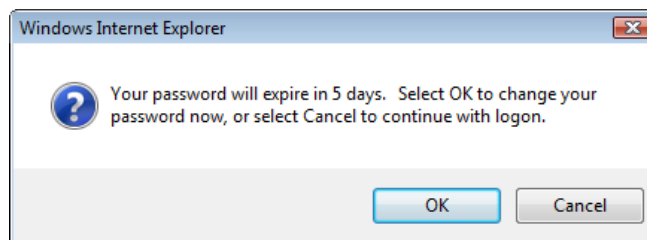# Formulas Online

Change Password

Passwords expire every 90 days and you will be required to change your password before expiration. You can change your password at any time through the Password Change Utility. If you login to Formulas Online when your password is due to expire, a confirmation message box displays reminding you to change your password through the Password Change Utility. See Figure 1. You may select the **Cancel** button to close the confirmation message box and proceed to your home page or you may select the **OK** button and follow the steps in Change Your Password to change your password through the Password Change Utility.

Figure 1: Change Password Reminder Confirmation

If your password expires before you are able to change your password, an error message displays when you attempt to login to Formulas Online. See Figure 2.

Figure 2: Expired Password Error Message

You may follow the steps in [Reset Your Expired Password](#) to reset your expired password through the Password Change Utility.

If you attempt to login to Formulas Online multiple times with an invalid user name/password combination, you will lock your account. An error message displays stating your account is locked. See Figure 3.

Figure 3: Locked Account Error Message

You may reset your password to unlock your account. Follow the steps in [Unlock Your Locked Account](#) to unlock your account by resetting your password through the Password Change Utility.

If you have simply forgotten your password, but it is not expired, you may follow the steps in [Reset Your Forgotten Password](#) to reset your forgotten password through the Password Change Utility.

After one year of inactivity, your user ID will also be deleted and you will need to re-register if you wish to resume using Formulas Online. Follow the steps in [Create a New User Registration](#) to re-register.

Change Your Password

Follow these steps to change a Formulas Online system password through the Password Change Utility:

1. Select the My Profile link from the main navigation banner. The My Profile page displays. See Figure 4 and Figure 5.

Figure 4: Change Password – User Profile (Top)

Figure 5: Change Password – User Profile (Bottom)

2. Select the Change Password link. A confirmation message box displays stating you will be logged out to perform this action. See Figure 6.
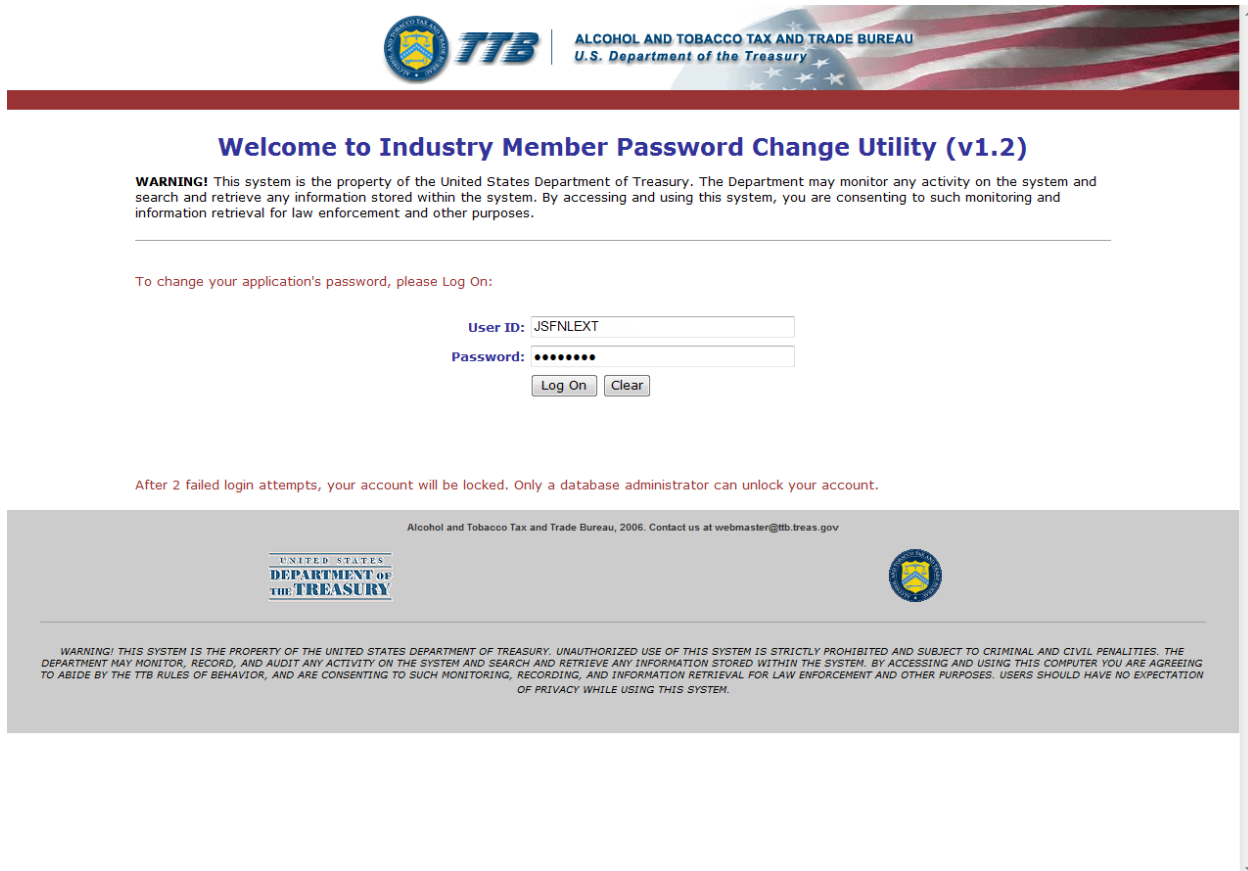
Figure 6: Change Password – Change Password Logout Confirmation
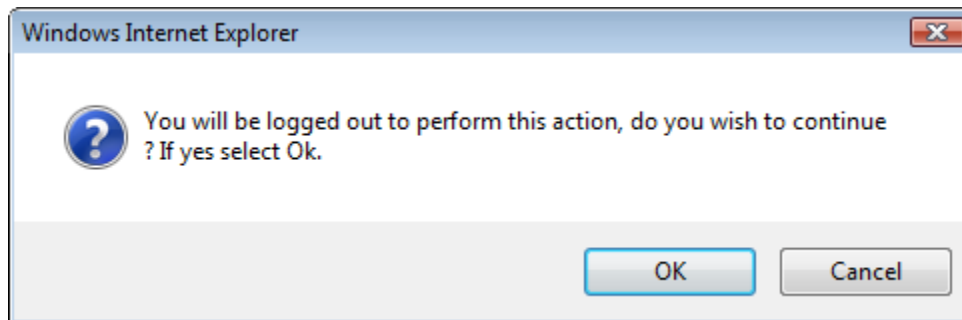
3. Select the **OK** button. The confirmation message box closes and you are logged out of Formulas Online. The Password Change Utility login page displays. See Figure 7.

Figure 7: Change Password – Password Change Utility Login

4. Enter your user ID in the User ID field.

5. Enter your current password in the Password field.

6. Select the **Log On** button. The Password Change Utility main page displays. See Figure 8.

Figure 8: Change Password – 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 at 866-927-2533 (Option 2) to have your account unlocked in the application.

7. Enter your current password in the Old Password field.

8. Enter your new password in the New Password field.

9. Re-enter your new password again in the Retype New Password field.

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

- Password must be at least 8 characters long.

- Password must <u>not</u> 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 **Submit** button. A confirmation message box displays stating your password was successfully changed. See Figure 9.

Figure 9: Change Password – Password Change Successful
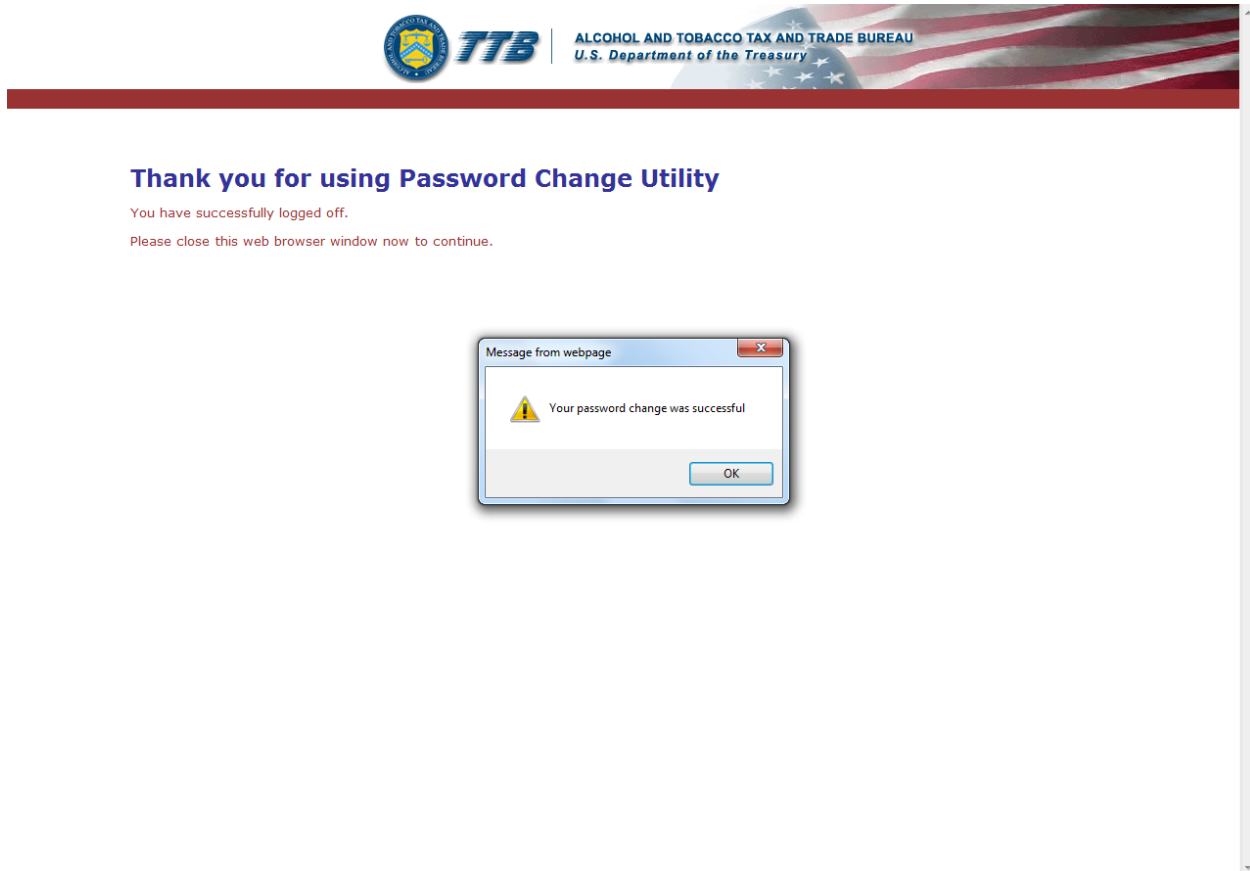
13. Select the **OK** button. The Password Change Utility closes.