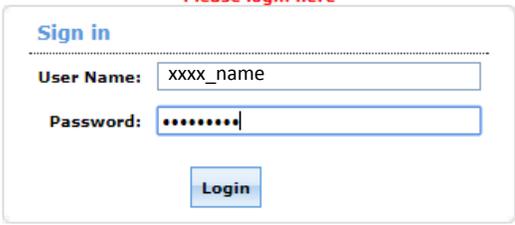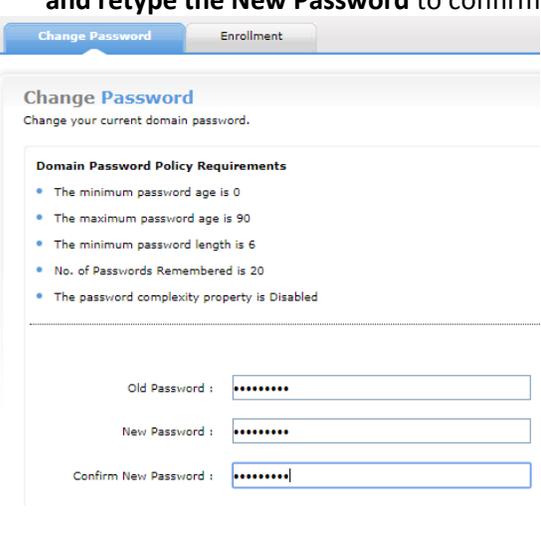# Password Self Service Portal

TCCSA offers a self-service portal where you can change or reset your password. You can also unlock your account if necessary. Here is how.

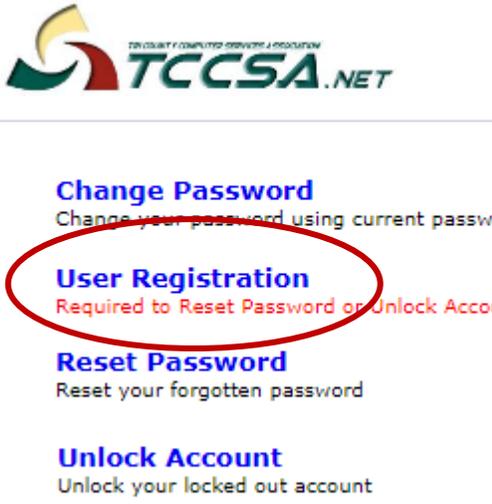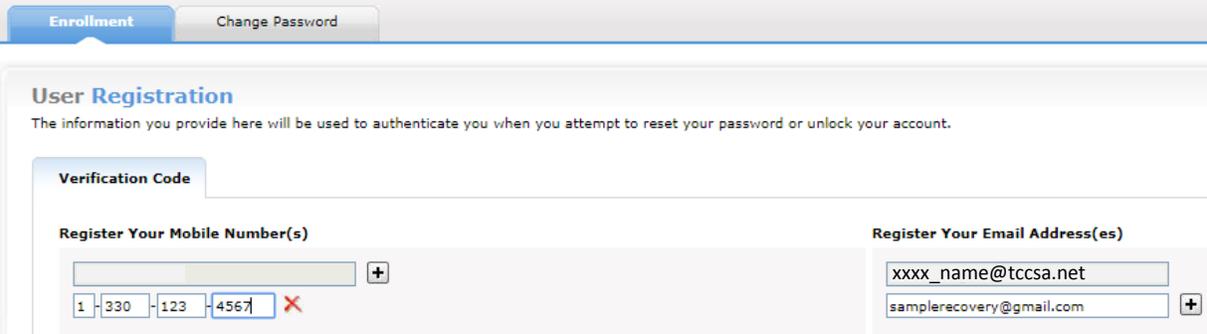1. Visit https://selfservice.tccsa.net
2. Click the link for the action you need to perform.

**If you know your password and need to change it** before it automatically expires in 90 days, **follow these steps.**

| | |
|---|---|
| 1. **Click Change Password.**<br><br>TCCSA.NET<br><br>**Change Password**<br>Change your password using current password<br><br>**User Registration**<br>Required to Reset Password or Unlock Account<br><br>**Reset Password**<br>Reset your forgotten password<br><br>**Unlock Account**<br>Unlock your locked out account | The Sign in box will appear.<br><br>2. **Type your Username and password**<br>Note: do not need to include @tccsa.net<br><br>Please login here<br>**Sign in**<br>User Name: xxxx_name<br>Password: ••••••••<br>Login<br><br>3. Click Login |
| 4. **Type your Old Password, a New Password and retype the New Password** to confirm.<br><br>Change Password \| Enrollment<br><br>**Change Password**<br>Change your current domain password.<br><br>**Domain Password Policy Requirements**<br>• The minimum password age is 0<br>• The maximum password age is 90<br>• The minimum password length is 6<br>• No. of Passwords Remembered is 20<br>• The password complexity property is Disabled<br><br>Old Password : ••••••••<br>New Password : ••••••••<br>Confirm New Password : •••••••• | 5. **Click the Change Password button**.<br><br>Change Password \| Cancel<br><br>A confirmation message will appear when you have successfully changed your password.<br><br>✓ Your password has been changed successfully. |

Go to page two to register so you can reset a Forgotten Password or Unlock Account in the future.
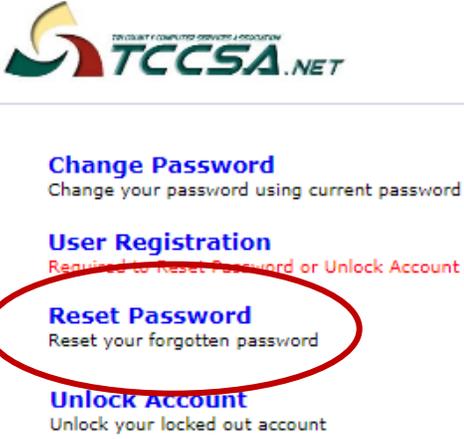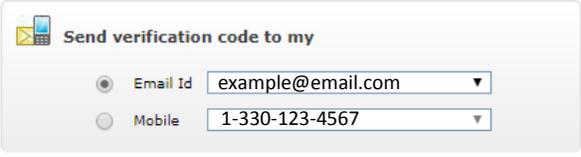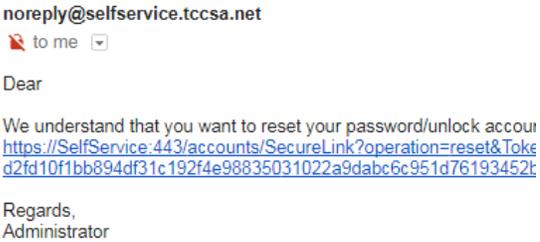
Password Self Service Portal

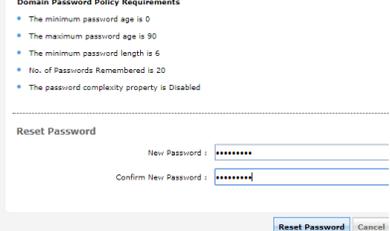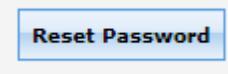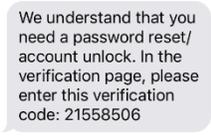BEFORE you have forgotten your password and need to reset it you must **register a recovery email or phone number.**

| | |
|---|---|
| 1. **Click User Registration**  | 2. **Type your Username and Password.**  3. **Click Login** |

4. **You are required to enter a recovery email address.** It is optional to enter a mobile number. Note: A confirmation code will be **emailed** and/or sent via **text** to the mobile number entered.



5. **Click Enroll**
6. You will get a confirmation message.



Go to page 3 to **Reset Password** or page 4 to **Unlock Account**.

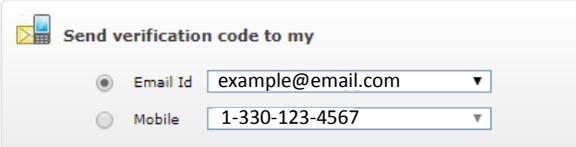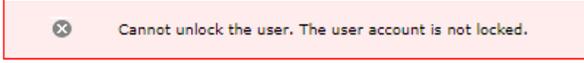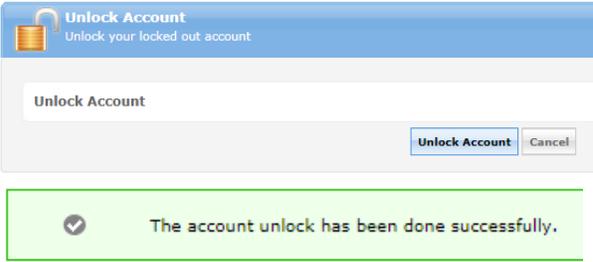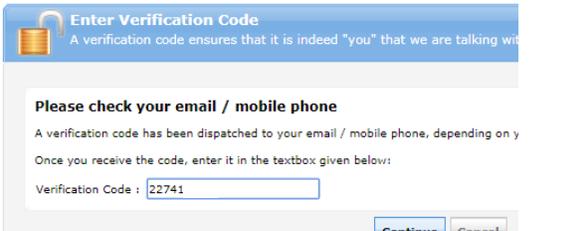These instructions are provided by TCCSA and were created 9/6/17 www.tccsa.net

# Password Self Service Portal

If you have **forgotten** your **password**, and you have registered a recovery email and/or phone number follow these steps to **Reset Password**.

<table>
<tr>
<td>

1. Click **Reset Password**



**Change Password**
Change your password using current password

**User Registration**
Required to Reset Password or Unlock Account

**Reset Password**
Reset your forgotten password

**Unlock Account**
Unlock your locked out account

</td>
<td>

2. Type your **Username**.



3. Click **Continue**.

</td>
</tr>
<tr>
<td>

You can have a verification code sent to an alternate email account or mobile phone number that you entered previously.

4. Choose an alternate email address **or** phone number to send a verification code.



</td>
<td>

5. Click Continue
**EMAIL OPTION**
6. Check the email account where the message was sent.

noreply@selfservice.tccsa.net
to me

Dear

We understand that you want to reset your password/unlock accoun
https://SelfService:443/accounts/SecureLink?operation=reset&Toke
d2fd10f1bb894df31c192f4e98835031022a9dabc6c951d76193452b

Regards,
Administrator

</td>
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7. **Type a new password and confirm.**



</td>
<td>

8. Click **Reset Password**



9. You will get a confirmation message.



The password has been reset successfully.

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**PHONE OPTION**



</td>
<td>

Check your phone for a text message.

**Enter the verification code and click continue**.

See step 7-9 to finish resetting your password.

We understand that you need a password reset/ account unlock. In the verification page, please enter this verification code: 21558506

</td>
</tr>
</table>

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If your account is 'locked', you can wait 30 minutes until it automatically unlocks or unlock it yourself **providing you know the current password.** You must have registered a recovery email and/or phone number prior to your account being locked. Follow these steps to **Unlock** your **Account**.

| | |
|---|---|
| 1. Click **Unlock Account**<br> | 2. **Type your user name**.<br><br><br>3. Click **Continue**<br><br>You can have a verification code sent to an alternate email account or mobile phone number that you entered previously. |
| 4. Choose an alternate email address **or** phone number to send a verification code.<br> | **EMAIL OPTION**<br>5. Check the email account where the message was sent.<br> |
| NOTE: If the account is **not locked**, this message will display.<br><br>You may need to reset your password instead. | 6. Click **Unlock Account**<br> |
| **PHONE OPTION**<br> | Check your phone for a text message.<br><br>**Enter the verification code and click continue**.<br><br>See step 6 to finish unlocking your account.<br> |

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