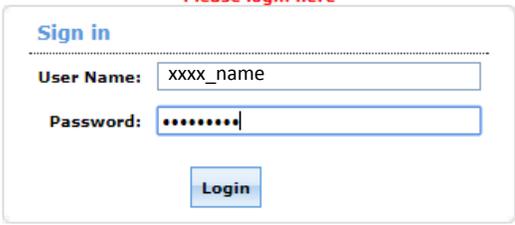
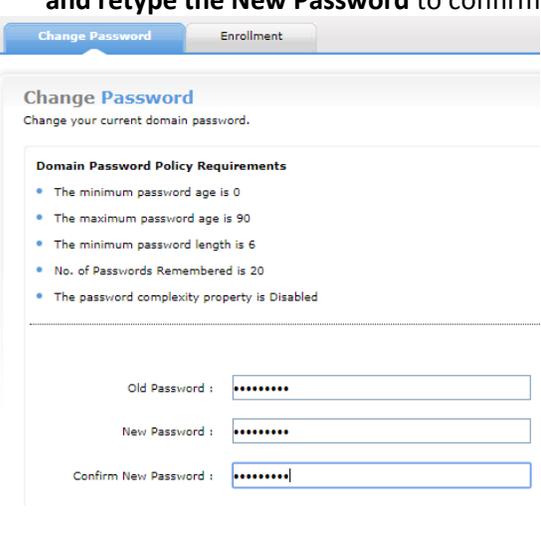


## Password Self Service Portal

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.

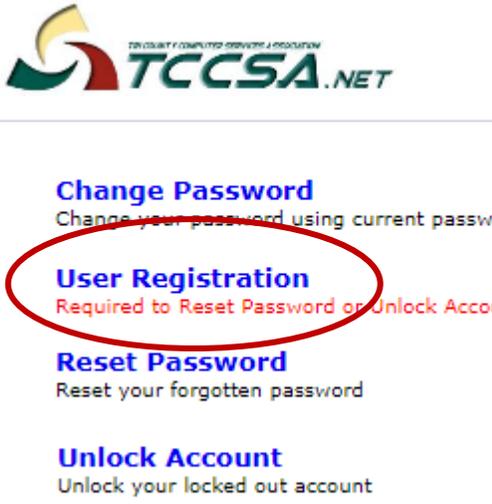
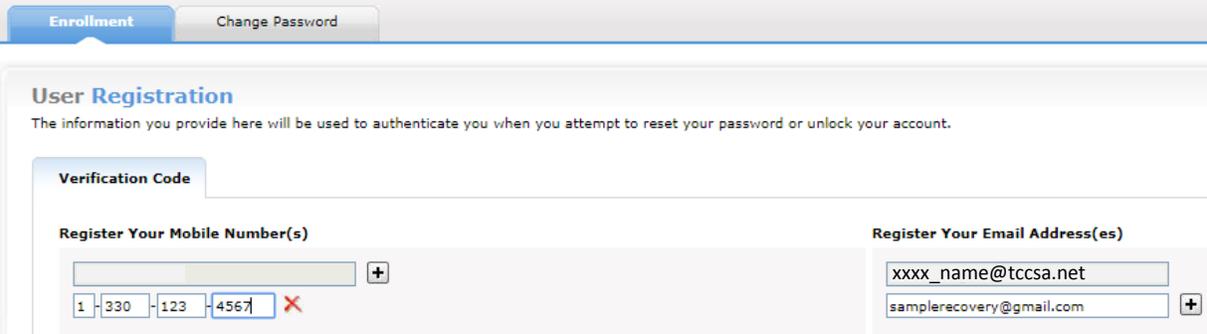
**If you know your password and need to change it** before it automatically expires in 90 days, **follow these steps.**

<p><b>1. Click Change Password.</b></p>  <p>The screenshot shows the TCCSA.NET logo at the top. Below it, there are four main menu items: 'Change Password' (circled in red), 'User Registration', 'Reset Password', and 'Unlock Account'. Each item has a brief description of its function.</p>	<p>The Sign in box will appear.</p> <p><b>2. Type your Username and password</b> Note: do not need to include @tccsa.net</p>  <p>The screenshot shows a 'Sign in' form with a red header 'Please login here'. It contains two input fields: 'User Name' with the placeholder 'xxxx_name' and 'Password' with masked characters. A 'Login' button is located below the fields.</p> <p><b>3. Click Login</b></p>
<p><b>4. Type your Old Password, a New Password and retype the New Password to confirm.</b></p>  <p>The screenshot shows the 'Change Password' form. It has a tabbed interface with 'Change Password' selected. Below the title, there are 'Domain Password Policy Requirements' listed with bullet points. At the bottom, there are three input fields: 'Old Password', 'New Password', and 'Confirm New Password', all with masked characters.</p>	<p><b>5. Click the Change Password button.</b></p>  <p>The screenshot shows two buttons: 'Change Password' (highlighted in blue) and 'Cancel'.</p> <p>A confirmation message will appear when you have successfully changed your password.</p>  <p>The screenshot shows a green confirmation message box with a checkmark icon and the text: 'Your password has been changed successfully.'</p>

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

## Password Self Service Portal

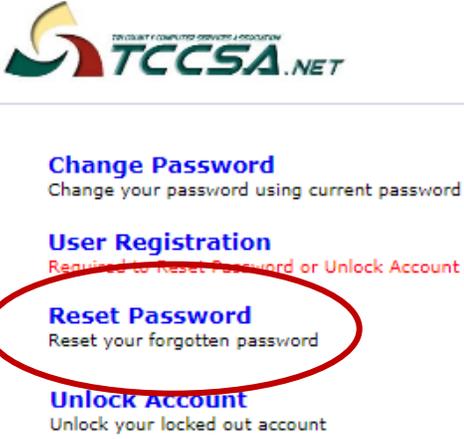
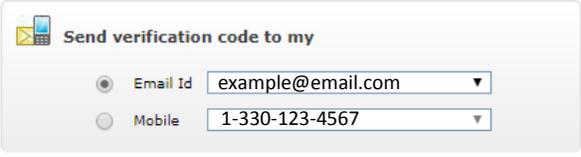
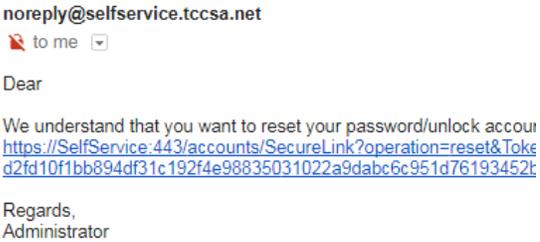
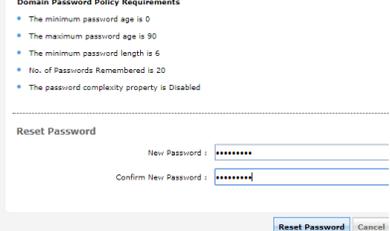
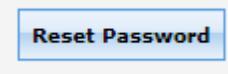
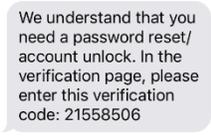
**BEFORE** you have forgotten your password and need to reset it you must **register a recovery email or phone number**.

<p>1. <b>Click User Registration</b></p>  <p><b>Change Password</b> Change your password using current password</p> <p><b>User Registration</b> Required to Reset Password or Unlock Account</p> <p><b>Reset Password</b> Reset your forgotten password</p> <p><b>Unlock Account</b> Unlock your locked out account</p>	<p>2. <b>Type your Username and Password.</b></p> <p>Please login here</p> <p>Sign in</p> <p>User Name: <input type="text" value="xxxx_name"/></p> <p>Password: <input type="password" value="*****"/></p> <p>Login</p> <p>3. <b>Click Login</b></p>
<p>4. <b>You are required to enter a recovery email address.</b> It is optional to enter a mobile number. Note: A confirmation code will be <b>emailed</b> and/or sent via <b>text</b> to the mobile number entered.</p>  <p>Enrollment   Change Password</p> <p><b>User Registration</b></p> <p>The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.</p> <p>Verification Code</p> <p>Register Your Mobile Number(s)</p> <p>Register Your Email Address(es)</p> <p>xxxx_name@tccsa.net</p> <p>samplerecovery@gmail.com</p>	
<p>5. <b>Click Enroll</b></p> <p>6. You will get a confirmation message.</p> <p>Enroll</p> <p><b>You have successfully enrolled!</b> The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.</p>	

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

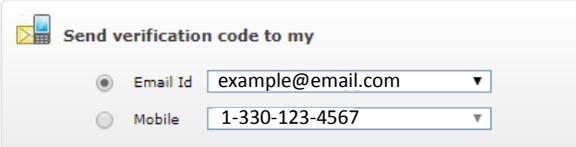
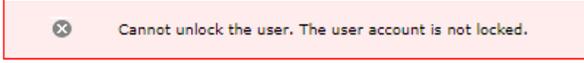
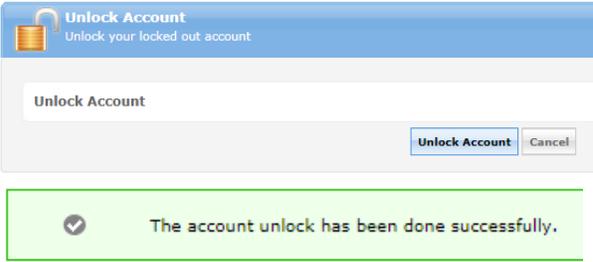
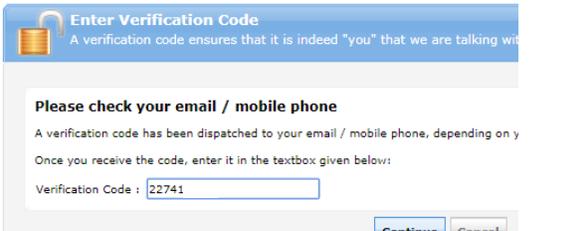
## Password Self Service Portal

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

<p>1. Click <b>Reset Password</b></p>  <p>The screenshot shows the TCCSA.NET logo at the top. Below it are four links: 'Change Password' (Change your password using current password), 'User Registration' (Required to Reset Password or Unlock Account), 'Reset Password' (Reset your forgotten password, circled in red), and 'Unlock Account' (Unlock your locked out account).</p>	<p>2. Type your <b>Username</b>.</p>  <p>The screenshot shows a form titled 'Reset Your Password' with the instruction 'Please provide your user name and domain name.' The 'Domain User Name' field contains 'xxxx_name' and '(Example : Jsmith)'. There are 'Continue' and 'Cancel' buttons.</p> <p>3. Click <b>Continue</b>.</p>
<p>You can have a verification code sent to an alternate email account or mobile phone number that you entered previously.</p> <p>4. Choose an alternate email address <b>or</b> phone number to send a verification code.</p>  <p>The screenshot shows a form titled 'Send verification code to my'. There are two options: 'Email Id' with 'example@email.com' selected, and 'Mobile' with '1-330-123-4567' selected.</p>	<p>5. Click Continue</p> <p><b>EMAIL OPTION</b></p> <p>6. Check the email account where the message was sent.</p>  <p>The screenshot shows an email from 'noreply@selfservice.tccsa.net' addressed to 'me'. The body of the email says 'Dear', followed by a message about resetting the password/unlocking the account, a long URL, and 'Regards, Administrator'.</p>
<p>7. Type a new password and confirm.</p>  <p>The screenshot shows 'Domain Password Policy Requirements' with a list of rules. Below that is the 'Reset Password' form with fields for 'New Password' and 'Confirm New Password', both containing asterisks. There are 'Reset Password' and 'Cancel' buttons.</p>	<p>8. Click <b>Reset Password</b></p>  <p>The screenshot shows a blue button with the text 'Reset Password'.</p> <p>9. You will get a confirmation message.</p>  <p>The screenshot shows a green confirmation message with a checkmark icon and the text 'The password has been reset successfully.'</p>
<p><b>PHONE OPTION</b></p>  <p>The screenshot shows a form titled 'Enter Verification Code' with the instruction 'A verification code ensures that it is indeed "you" that we are talking with'. Below that is a section 'Please check your email / mobile phone' with a note that a verification code has been dispatched. There is a 'Verification Code' input field and 'Continue' and 'Cancel' buttons.</p>	<p>Check your phone for a text message.</p> <p><b>Enter the verification code and click continue.</b></p>  <p>The screenshot shows a text message bubble with the text: 'We understand that you need a password reset/ account unlock. In the verification page, please enter this verification code: 21558506'</p> <p>See step 7-9 to finish resetting your password.</p>

## Password Self Service Portal

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**.

<p><b>1. Click <b>Unlock Account</b></b></p>  <p><b>Change Password</b> Change your password using current password</p> <p><b>User Registration</b> Required to Reset Password or Unlock Account</p> <p><b>Reset Password</b> Reset your forgotten password</p> <p><b>Unlock Account</b> Unlock your locked out account</p>	<p><b>2. Type your user name.</b></p>  <p><b>3. Click <b>Continue</b></b></p> <p>You can have a verification code sent to an alternate email account or mobile phone number that you entered previously.</p>
<p><b>4. Choose an alternate email address or phone number to send a verification code.</b></p> 	<p><b>EMAIL OPTION</b></p> <p><b>5. Check the email account where the message was sent.</b></p> <p>noreply@selfservice.tccsa.net to me <input checked="" type="checkbox"/></p> <p>Dear</p> <p>We understand that you want to reset your password/unlock acc  <a href="https://selfservice.tccsa.net:443/accounts/SecureLink?operation=87dce31633fd278ac2f8aa855af25e1b7ebfd43f4c7917f5c18f36">https://selfservice.tccsa.net:443/accounts/SecureLink?operation=87dce31633fd278ac2f8aa855af25e1b7ebfd43f4c7917f5c18f36</a></p> <p>Regards, Administrator</p>
<p><b>NOTE: If the account is <b>not locked</b>, this message will display.</b></p>  <p>You may need to reset your password instead.</p>	<p><b>6. Click <b>Unlock Account</b></b></p> 
<p><b>PHONE OPTION</b></p> 	<p>Check your phone for a text message.</p> <p><b>Enter the verification code and click continue.</b></p> <p>See step 6 to finish unlocking your account.</p> 