
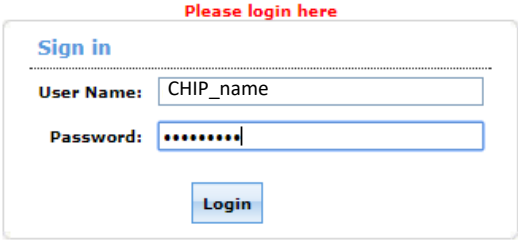
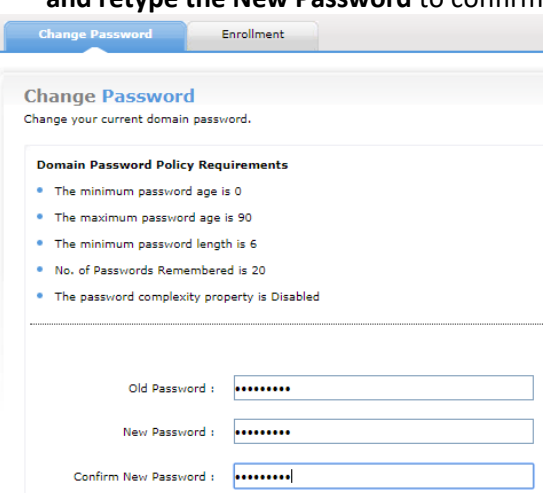
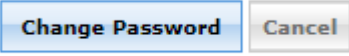
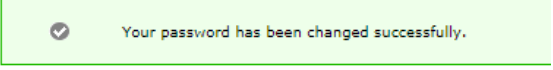


Password Self Service Portal

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.

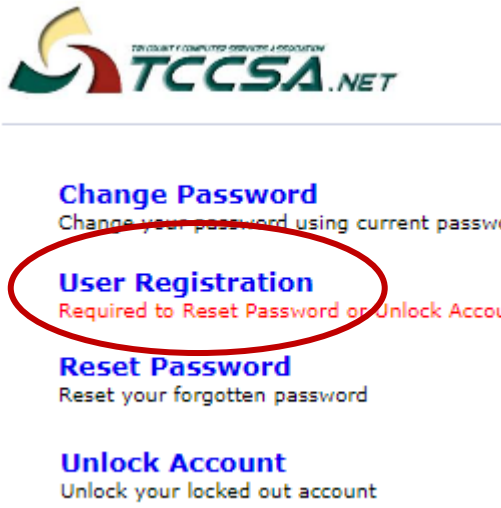
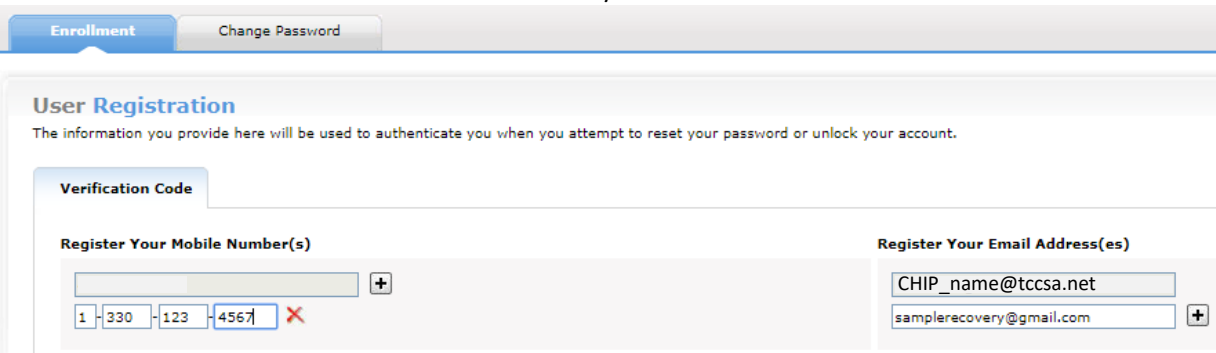
If you know your password and need to change it before it automatically expires in 90 days, **follow these steps.**

<p>1. Click Change Password.</p> 	<p>The Sign in box will appear.</p> <p>2. Type your Username and password Note: do not need to include @tccsa.net</p> 
<p>4. Type your Old Password, a New Password and retype the New Password to confirm.</p> 	<p>5. Click the Change Password button.</p>  <p>A confirmation message will appear when you have successfully changed your password.</p> 

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

Password Self Service Portal


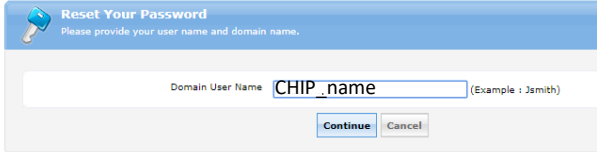
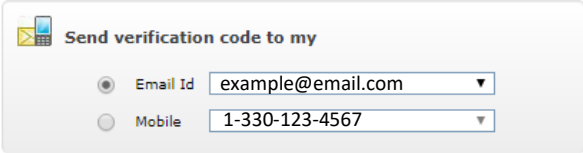
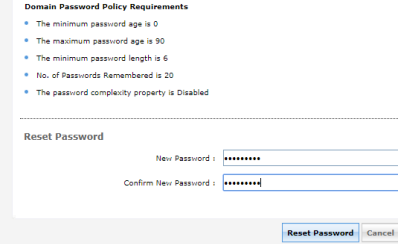
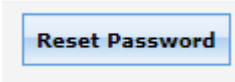
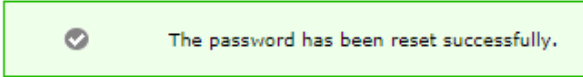
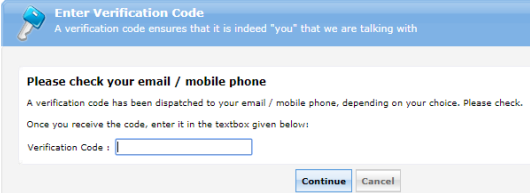
BEFORE you have forgotten your password and need to reset it you must **register a recovery email or phone number**.

<p>1. Click User Registration</p>  <p>The screenshot shows the TCCSA.NET logo at the top. Below it are four links: 'Change Password' (with subtext 'Change your password using current password'), 'User Registration' (circled in red, with subtext 'Required to Reset Password or Unlock Account'), 'Reset Password' (with subtext 'Reset your forgotten password'), and 'Unlock Account' (with subtext 'Unlock your locked out account').</p>	<p>2. Type your Username and Password.</p> <p>Please login here</p> <p>Sign in</p> <p>User Name: <input type="text" value="CHIP_name"/></p> <p>Password: <input type="password" value="*****"/></p> <p>Login</p> <p>3. Click Login</p>
<p>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.</p>  <p>The screenshot shows the 'User Registration' form. At the top are tabs for 'Enrollment' and 'Change Password'. Below is a heading 'User Registration' and a note: 'The information you provide here will be used to authenticate you when you attempt to reset your password or unlock your account.' There are two sections: 'Register Your Mobile Number(s)' with a text input and a '+' button, and 'Register Your Email Address(es)' with a text input containing 'CHIP_name@tccsa.net' and a '+' button. Below the mobile number section, there are input fields for '1', '330', '123', and '4567', followed by a red 'X' icon.</p>	
<p>5. Click Enroll</p> <p>6. You will get a confirmation message.</p> <p>Enroll</p> <div><p> You have successfully enrolled! The information you provided will help us verify your identity if you forget your passwords or get locked out of your account.</p></div>	

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

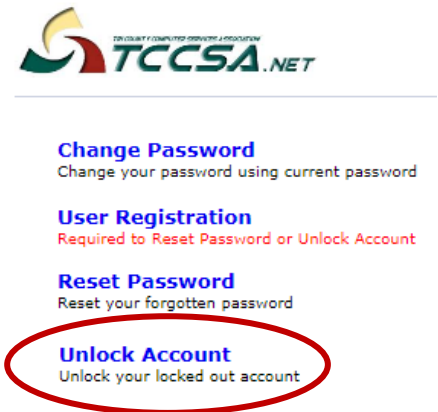
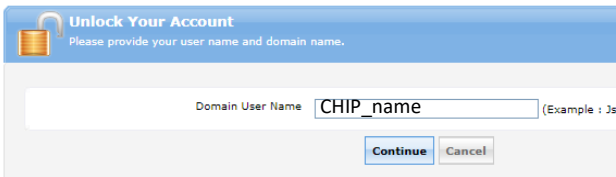
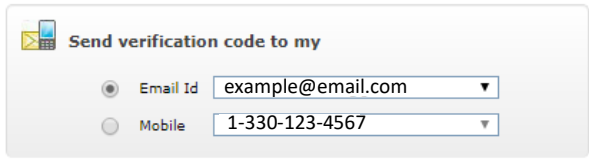
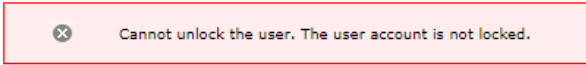
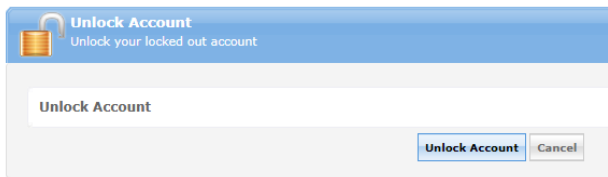
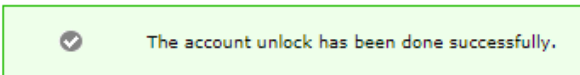
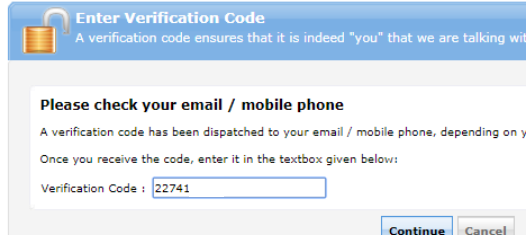
Password Self Service Portal

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 Reset Password</p> 	<p>2. Type your Username.</p>  <p>3. Click Continue.</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 or phone number to send a verification code.</p> 	<p>5. Click Continue</p> <p>EMAIL OPTION</p> <p>6. Check the email account where the message was sent.</p> <p>noreply@selfservice.tccsa.net</p> <p>to me ▾</p> <p>Dear</p> <p>We understand that you want to reset your password/unlock account https://SelfService:443/accounts/SecureLink?operation=reset&Token=d2fd10f1bb894df31c192f4e98835031022a9dabc6c951d76193452t</p> <p>Regards, Administrator</p>
<p>7. Type a new password and confirm.</p> 	<p>8. Click Reset Password</p>  <p>9. You will get a confirmation message.</p> 
<p>PHONE OPTION</p> 	<p>Check your phone for a text message.</p> <p>Enter the verification code and click continue.</p> <p>See step 7-9 to finish resetting your password.</p> <div style="border: 1px solid gray; padding: 5px; width: fit-content;"> <p>We understand that you need a password reset/account unlock. In the verification page, please enter this verification code: 21558506</p> </div>

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>1. Click Unlock Account</p>  <p>Change Password Change your password using current password</p> <p>User Registration Required to Reset Password or Unlock Account</p> <p>Reset Password Reset your forgotten password</p> <p>Unlock Account Unlock your locked out account</p>	<p>2. Type your user name.</p>  <p>3. Click Continue</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 or phone number to send a verification code.</p> 	<p>EMAIL OPTION</p> <p>5. Check the email account where the message was sent.</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 https://selfservice.tccsa.net:443/accounts/SecureLink?operation=87dce31633fd278ac2f8aa855af25e1b7ebfbd43f4c7917f5c18f36</p> <p>Regards, Administrator</p>
<p>NOTE: If the account is not locked, this message will display.</p>  <p>You may need to reset your password instead.</p>	<p>6. Click Unlock Account</p>  
<p>PHONE OPTION</p> 	<p>Check your phone for a text message.</p> <p>Enter the verification code and click continue.</p> <p>See step 6 to finish unlocking your account.</p> <div style="border: 1px solid gray; padding: 5px; margin-top: 10px;"> <p>We understand that you need a password reset/account unlock. In the verification page, please enter this verification code: 21558</p> </div>