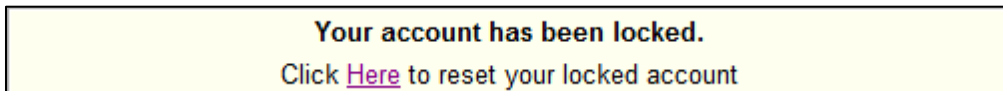


Password Reset Procedure

You are allowed three tries to enter the correct credentials (Client ID, User Name, and password) when logging in to TWO. After three failed attempts your account will be “locked”. If this happens, it is easy to reset your account for yourself without needing to contact your administrator or Training Coordinator. The following procedure shows you how to reset your account when this happens.

Note: There may sometimes be a long delay (10+ seconds) to get to the next step – be patient.

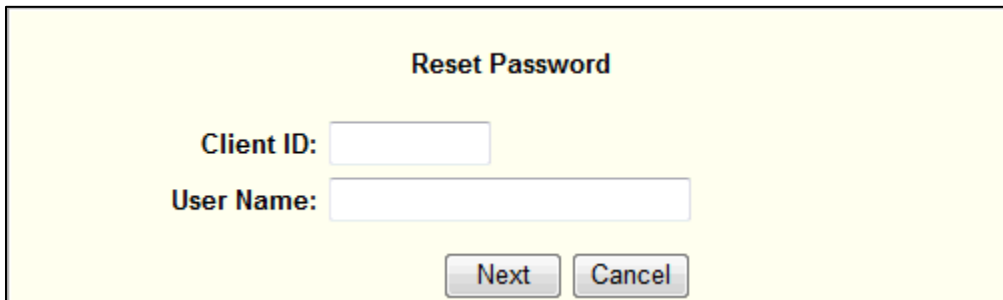
1. Your account has been locked Screen



Your account has been locked.
Click [Here](#) to reset your locked account

Click the “Here” link.

2. Reset Password Screen



Reset Password

Client ID:

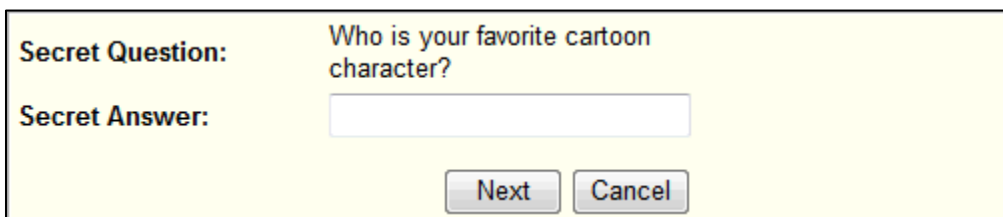
User Name:

Client ID: As provided by your Training Coordinator

User Name: As provided by your Training Coordinator

Then click **Next** button.

3. Answer Your Secret Question Screen



Secret Question: Who is your favorite cartoon character?

Secret Answer:

Secret Question: The question you chose previously

Secret Answer: The same answer you provided previously

Then click **Next** button

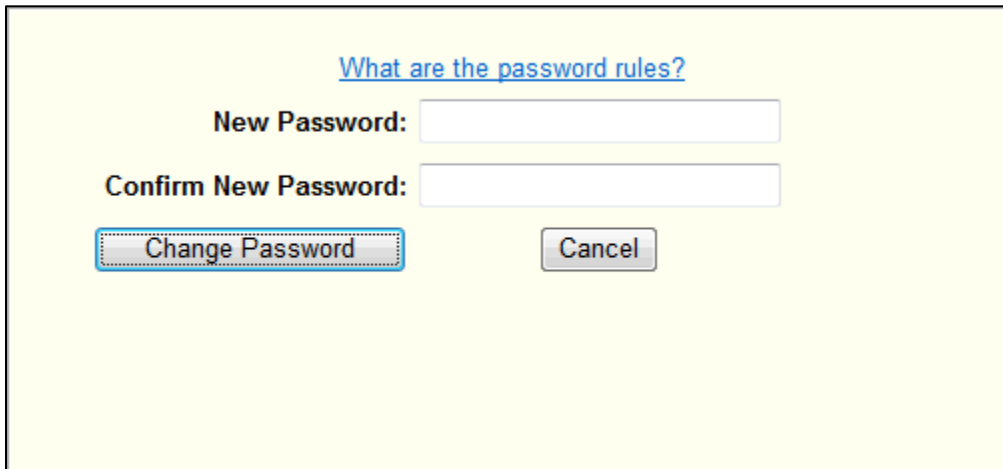
Note: If you can't remember your Secret Answer, then your administrator will have to reset your account.

4. You have now reset your password...

The rest of this procedure is the same as the First Time Login Procedure.

Password Reset Procedure

5. New Password Screen



A screenshot of a web form for setting a new password. At the top, there is a blue hyperlink that says "What are the password rules?". Below this are two text input fields. The first is labeled "New Password:" and the second is labeled "Confirm New Password:". At the bottom of the form are two buttons: "Change Password" and "Cancel".

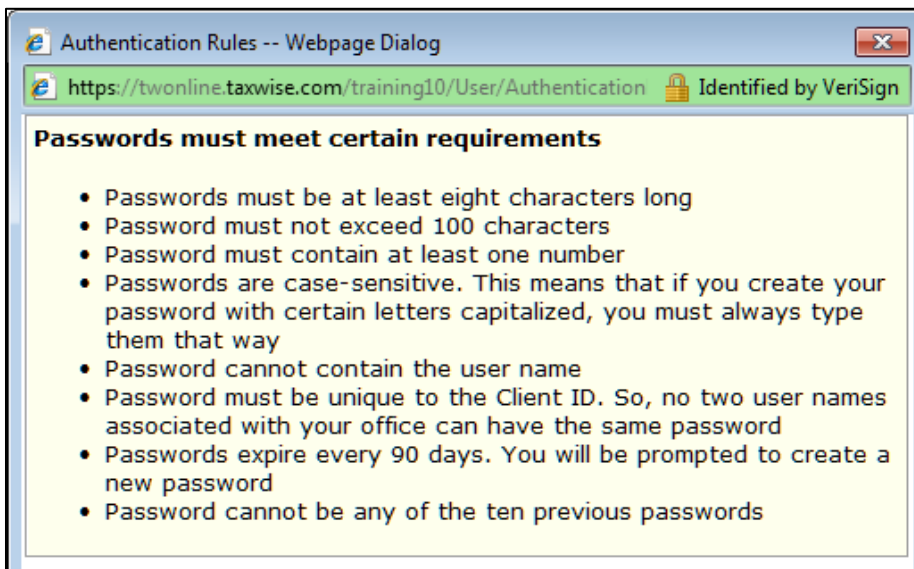
New Password: Make up a new password following rules

Confirm New Password Type new password again

Then click **Change Password** button

Note: Please remember your password!

Password Rules:



A screenshot of a dialog box titled "Authentication Rules -- Webpage Dialog". The address bar shows "https://twonline.taxwise.com/training10/User/Authentication" and "Identified by VeriSign". The main content area is titled "Passwords must meet certain requirements" and contains a bulleted list of rules:

- Passwords must be at least eight characters long
- Password must not exceed 100 characters
- Password must contain at least one number
- Passwords are case-sensitive. This means that if you create your password with certain letters capitalized, you must always type them that way
- Password cannot contain the user name
- Password must be unique to the Client ID. So, no two user names associated with your office can have the same password
- Passwords expire every 90 days. You will be prompted to create a new password
- Password cannot be any of the ten previous passwords

6. Password has been changed

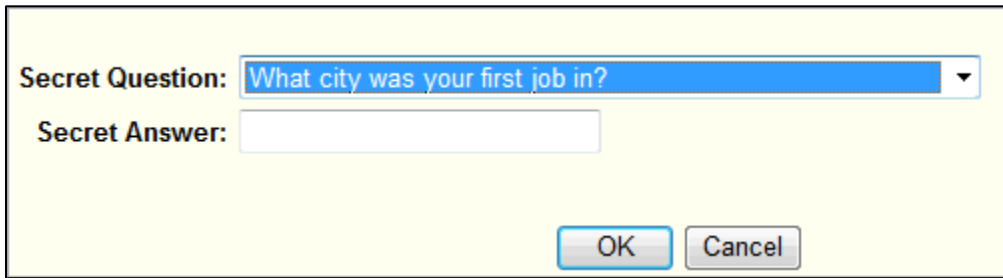


A screenshot of a message box with a yellow background. The text inside says "Password has been changed" in bold. Below the text is a blue button labeled "Continue".

Click Continue

Password Reset Procedure

7. Secret Question / Answer Screen



Secret Question:

Secret Answer:

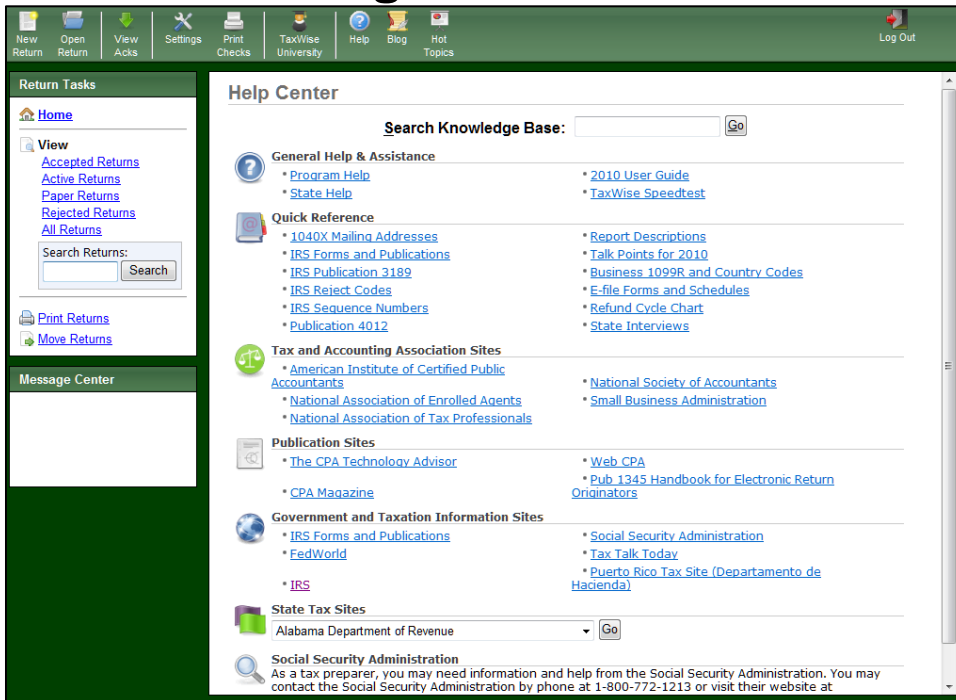
Secret Question: Pick a question from the list

Secret Answer: Type your personal answer

Then click **OK** button

Note: Unlike passwords (which cannot be re-used), you can use the same Secret Question / Secret Answer every time.

8. TWO Home Page



No action required – you're done.

9. Celebrate – Success!