



How to use the TTE Self Service Password Reset Feature

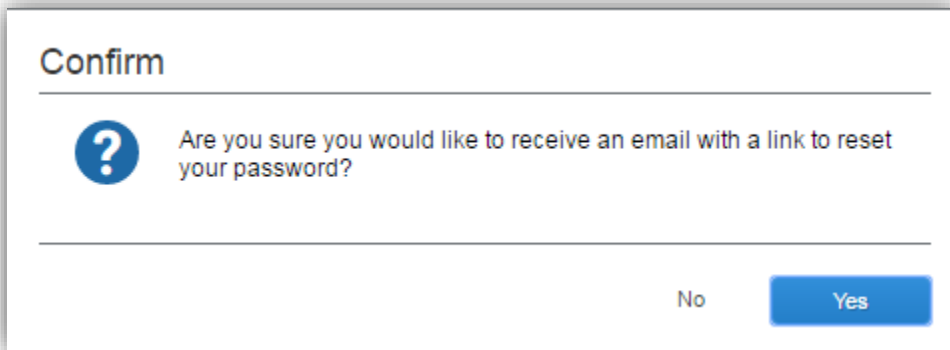
- Access TTE at www.concursolutions.com

The screenshot shows the Concur Sign In page. The 'User Name' field is populated with '00999999@sog.ga.gov'. Below the password field, there is a checkbox for 'Remember user name on this computer' and a 'Sign In' button. A red box highlights the 'Forgot your password?' link. At the bottom, there is a 'Change language' dropdown menu set to 'English (US)'. The Concur logo and 'Service Status' are visible at the bottom left, and a copyright notice '© Copyright 2016 - Concur - All Rights Reserved' is at the bottom right.

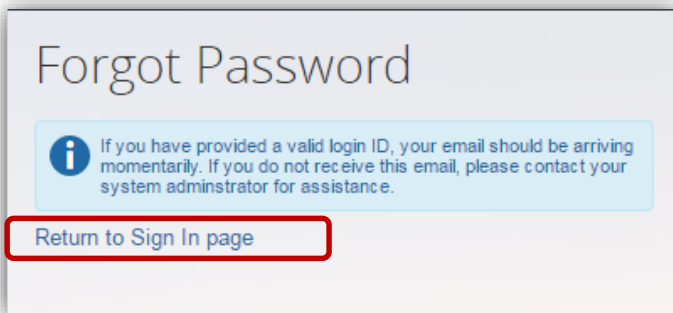
- Enter your 8 digit Employee ID (EmployeeID@sog.ga.gov) in User Name.
- Click on the [Forgot Your Password](#) link.

The screenshot shows the 'Forgot Password' page. The 'Enter your User Name' field is populated with '00999999@sog.ga.gov'. Below the field are two radio button options: 'Send me an email with my password hint' and 'Send me an email with a link to reset my password'. The second option is selected and highlighted with a red box. At the bottom, there are 'Cancel' and 'Submit' buttons.

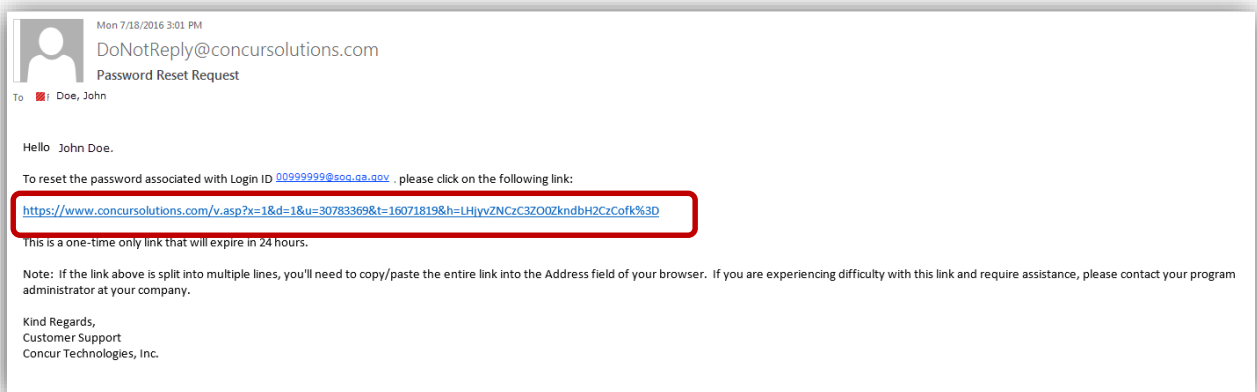
- Enter your User Name ID (EmployeeID@sog.ga.gov)
- Select the **Send me an email with a link to reset my password** option.
- Click **Submit**.



- Click on **Yes** to confirm the Password Reset request.



- Click on the [Return to Sign In](#) page link while you wait for the instructions to arrive in your email Inbox.




- An instructional email will be sent to the email address you have entered in your TTE Profile.
- Click on the link in the email.

Change Password

 Your password has expired. Please change your password.

A password must be at least 7 characters. It can contain numbers (0-9), upper and lower case characters (A-Z, a-z), and symbols (such as ^%*#@#). It cannot contain spaces. *All fields are required.*

Note: Passwords are case sensitive.

 This will change your password for all Concur products.

New Password Re-enter New Password

Strong

Password Hint (we will email this to you if you forget your password)

- Enter a new password in New Password.
- Re-enter your new password in Re-enter New Password.
Note the password limitations.
- Enter a password hint in the Password Hint field. *Create a hint that will help you recall your password.*
- Click **Submit**.
- Your password will be changed, and you can now access TTE.