TeamWorks Financials Self Service Account Unlock – High Level Instructions

The State Accounting Office will deliver enhancements to the TeamWorks Financials System to assist all state employees in resetting their own password and reducing the helpdesk calls to SAO Customer Service Center (CSC). This will allow active users to unlock themselves by answering their security questions correctly. <u>All Financials users will be required to change their security questions and responses when they log in.</u>

If you know your current password in the TeamWorks Financials System:

1. You will be taken to the Password Expired/Missing or Invalid Security Questions page immediately upon signing into the TeamWorks Financials System.
2. You will then click the Continue button and be taken to the Change Password page
3. You will enter your current password, create a new password and select new security questions/answers.
4. You must then sign into the TeamWorks Financials System with the new password.

If you do not know your current password in the TeamWorks Financials System, you must first set a new temporary password, then complete the steps above. Here's how:

1. You will click the I Forgot My Password link to go to the Forgot My Password page.
2. On the Forgot My Password page, you will enter your User ID and click the Continue button.
3. Your old security questions will appear.
4. You must answer the questions correctly to reset a temporary password
5. You will be prompted to create a new temporary password and confirm the password.
6. You must sign in with this temporary new password.
7. You will be immediately directed to the Password Expired/Missing or Invalid Security Questions page (just like any other Active user).
8. You will click the Continue button.
9. On the Change Password page, you will enter your temporary Password, create a new password, and confirm your new password.
10. You will also select new security questions/answers and click the Submit Changes button.
11. A message will appear letting you know that your password has been changed and the new password will be reflected the next time you log in.
12. You can now sign into the TeamWorks Financials System with your new password.

If you do not know the answers to your security questions, please contact SAO Customer Service Center at 404.657.3956 or 888.896.7771 for assistance.

The password question update process will only need to be performed once. All subsequent logins will occur normally. Please forward this email to anyone that may need these instructions. Thank you in advance for your help.