



## How to Fix an “Account Deactivated” Error When Logging In to TTE

If you try to log into TTE and get the error message “your account has been deactivated” it may indicate you do not have a Vendor ID in TeamWorks. A vendor ID is required to receive travel reimbursements through TTE. If you have been receiving reimbursements and receive this error, contact your Local TTE Travel Administrator immediately. If you are a new traveler, please do the following:

1. From the Home page of the SAO website ([sao.georgia.gov](http://sao.georgia.gov)) select **TeamWorks**, select **Financials**; Select **Vendor Payment Management**; scroll down to **Employee Expense Reimbursement Resources and Training Tools** at the bottom of the page and click on the **ESS Employee Expense Reimbursement Job Aid** to view complete instructions.
  - Follow the instructions in the **ESS Employment Expense Reimbursement Job Aid** to receive your Vendor ID from ESS Employee Self Service in TeamWorks
2. From the Home page of the SAO website select **Travel**, select **TeamWorks Travel and Expense**, select **Online Booking Tool**; scroll down and select **Travel Request** to open the following online form:
  - Complete all the required information and click **Submit**.
  - You will receive your TTE Log-In credentials via email within 48 business hours from TTE Travel Support at SAO.

**SAO**  
State Accounting Office

TeamWorks Travel & Expense Access Request

200 Piedmont Avenue, Suite 1004 West Tower, Atlanta, GA 30334 Phone (404) 050-2133, Fax (404) 463-5089

If you are a state employee, have a vendor ID and need access to TeamWorks Travel & Expense complete the following information and press submit. A travel administrator will contact you with your travel & expense access and instructions.

\* Employee Name:

\* Employee ID:

\* Employee Phone Number:

\* Employee Email Address:

\* Agency:

\* Manager:

\* Vendor ID:

\* Indicates Response Required

**Submit**