



How do I use the TTE Self Service Password Reset Feature?

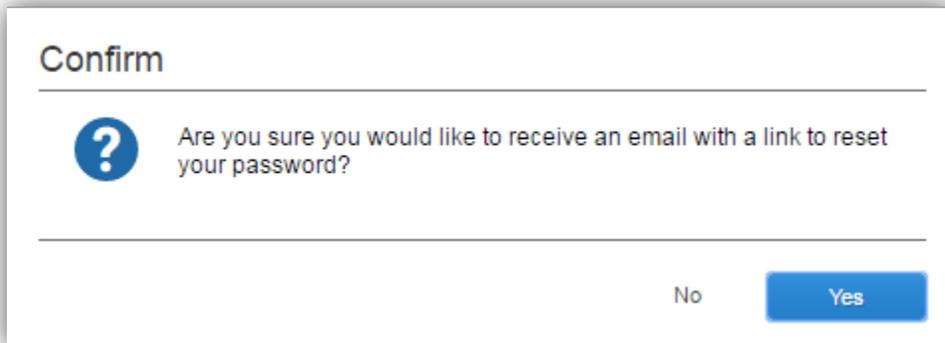
- Access TTE at www.concursolutions.com
- Enter your 8 digit Employee ID (EmployeeID@sog.ga.gov) in User Name.
- Click on the [Forgot Your Password?](#) link.

The screenshot shows the Concur Sign In page. The 'User Name' field contains '00999999@sog.ga.gov'. Below the password field, the 'Forgot your password?' link is highlighted with a red box. The 'Sign In' button is visible. The background features a cityscape at sunset.

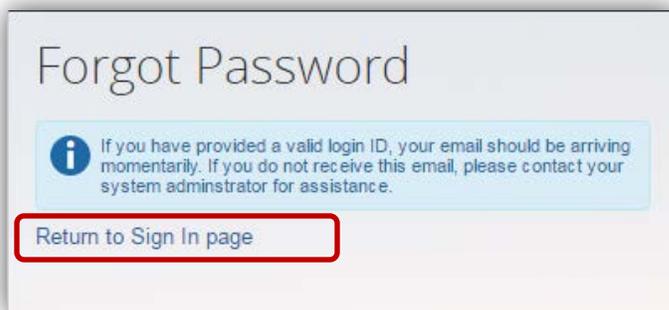
- Enter your User Name ID (EmployeeID@sog.ga.gov)
- Select the **Send me an email with a link to reset my password** option.
- Click **Submit**.

The screenshot shows the 'Forgot Password' dialog box. The 'User Name' field contains '00999999@sog.ga.gov'. Two radio button options are present: '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. 'Cancel' and 'Submit' buttons are at the bottom.

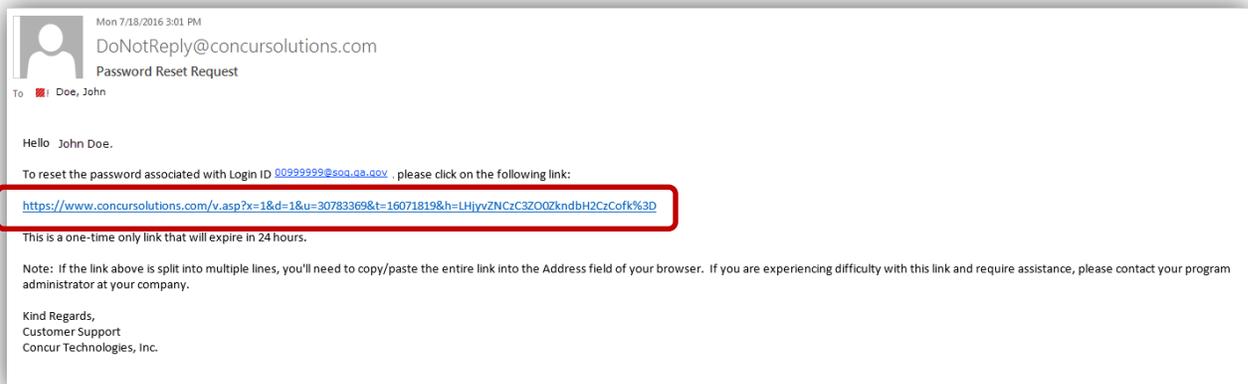
- Click on **Yes** to confirm the Password Reset request.



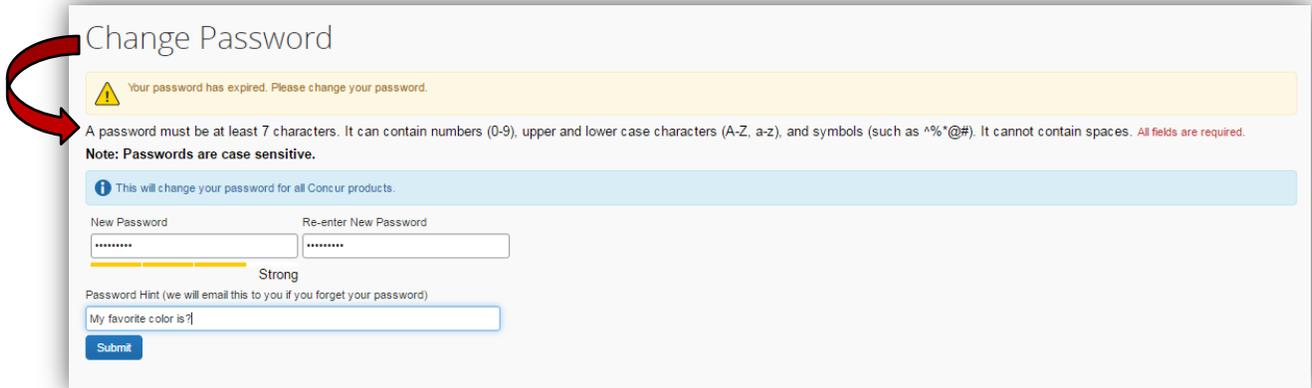
- The Forgot Password Dialogue box pops up.
- Click on the [Return to Sign In](#) page link while you wait for the instructions to arrive in your email Inbox.



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



- The Change Password Dialogue box pops up.
- 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. This should help you recall your password.
- Click **Submit**.



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)

- Your password will be changed, and you can now access TTE.