

TeamWorks FINANCIALS Self-Service Account Unlock

The State Accounting Office has improved the TeamWorks FINANCIALS System to enable all active state employees whose account are “locked out” to utilize the ‘I Forgot My Password’ link to reset their password and unlock their own accounts. This will occur by successfully answering their security questions. The improvement will reduce the need for active state employees whose accounts are “locked out” to call the SAO Customer Support Center (CSC). This new improvement will require all FINANCIALS users to change their password and update their security questions *at the first login after the improvement is implemented*.

FINANCIALS users will likely encounter one of two scenarios.

Scenario 1: [If You Know Your Password](#)

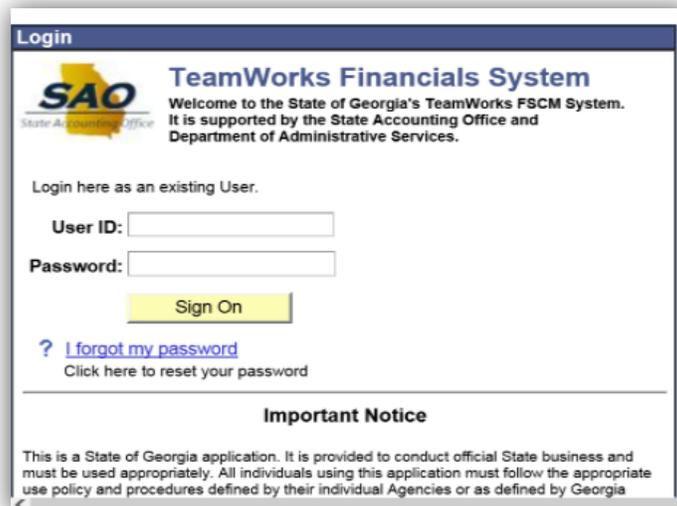
Scenario 2: [If You Do Not Know Your Password](#)

Once you complete one of the scenarios above, upon further logins, [Helpful Hints/Going Forward](#) will provide you additional assistance.

Scenario 1: If You Know Your Password

The first time you access the updated TeamWorks FINANCIALS System you will be required to create a new password and enter new Security Questions.

- Login to the updated TW FINANCIALS page using your current User ID and Password:
 - The URL has not changed



The screenshot shows the login interface for the TeamWorks Financials System. At the top, it says "Login" and "TeamWorks Financials System". Below that, it welcomes users to the State of Georgia's TeamWorks FSCM System, supported by the State Accounting Office and the Department of Administrative Services. The page prompts users to login as an existing user and provides input fields for "User ID:" and "Password:". A yellow "Sign On" button is located below the password field. A blue link with a question mark icon says "I forgot my password" with the instruction "Click here to reset your password". At the bottom, there is an "Important Notice" section stating that this is a State of Georgia application used for official business and must be used appropriately, following agency policies and procedures.

- The first time you access the updated TeamWorks FINANCIALS the *Password Expired/Missing or Invalid Security Questions* message will appear.

Password Expired/Missing or Invalid Security Questions

Your password has expired or you are missing security questions or you have invalid security questions. Click the Continue button to change your password and set up your security questions.

Continue

- Click **Continue**; the Change Password window will open
- Enter your current password in **Current Password**
- Enter a new password in **New Password**
 - Pay attention to the password requirements:
 - Minimum 8 characters with at least one number and one special character
- Enter your new password in the **Confirm Password**
- Select new Security Questions and enter the responses where the field is blank
 - The Security Questions have changed. Everyone will be required to select some new Security Questions the first time the updated TeamWorks FINANCIALS is accessed
 - Make certain you choose questions you can remember in the future!!

Change Password

User ID: XXXXXXXX
Description: Tyler Perry

*Current Password:

*New Password:

*Confirm Password:

Submit Changes

Change or set up forgotten password help

You must populate all 3 questions and responses.
Your responses will be stored in upper case.
The questions and responses will be used to authenticate you, if you forget your password.

Hint 1

Question 1

Select from the list of questions.

Response:

Hint 2

Question 2 What is your father's middle name?

Select from the list of questions.

Response 2: JAMES

Hint 3

Question 3

Select from the list of questions.

Response 3:

Please enter a valid email address, or make sure the email address below is correct.

Email Addresses			Customize	Find	First	1 of 1	Last
Primary Email Account	Email Type	Email Address					
<input checked="" type="checkbox"/>	Business	tylerperry@tylerperry.com					

Submit Changes

- Click **Submit Changes**
- Your Security Questions will be updated

Log back in to TeamWorks FINANCIALS with your User ID and new Password.

Scenario 2: If You Don't Know Your Password the FIRST Time You Access the TeamWorks FINANCIALS System

The first time you access the updated **TeamWorks** FINANCIALS System you will be required to create a new password. If you do not remember your password, you must set a temporary password before you proceed with access to the upgraded TeamWorks FINANCIALS System.

Access the TeamWorks FINANCIALS System

- Click on the "[I forgot my password](#)" link on the Login Page

- Enter your User ID and click on **Continue**

- Enter the responses to each of your OLD Security Questions
 - If you do not remember the correct responses to your Security Questions contact the **SAO Customer Service Center** for assistance at 404-657-3956 Option 1 or 888-896-7771 Option 1

Forgot My Password

User Information

User ID: XXXXXXXX

Please answer the following question below for user validation.

Question: What is your city of birth?
Response:

Question: What is your father's middle name?
Response:

Question: What is your first child's name?
Response:

Continue

- Click **Continue**

You will be required to enter a TEMPORARY password on the OLD security page

- Enter a TEMPORARY password in **New Password**
 - Minimum 8 characters with at least one number and one special character
 - Passwords are case sensitive
- Enter your temporary Password in the **Confirm Password**

Forgot My Password

User Information

User ID: XXXXXXXX

Please answer the following question below for user validation.

Question: What is your city of birth?
Response: The State Accounting Office (SAO)

Question: What is your father's middle name?
Response: Peoplesoft

Question: What is your first child's name?
Response: TeamWorks

Continue

Validation Successfull Please enter New Password

New Password:

Confirm Password:

OK **Cancel**

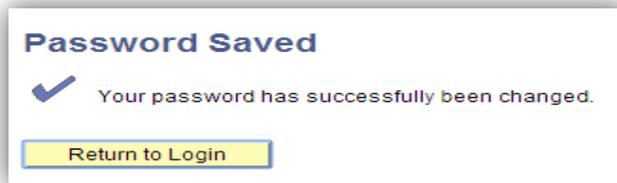
Notes

Password must be at least 8 characters long and must contain at least one number and one special character. The password is also case sensitive. Passwords for Self Service Users expire in 180 days and for Application Users in 30 days.



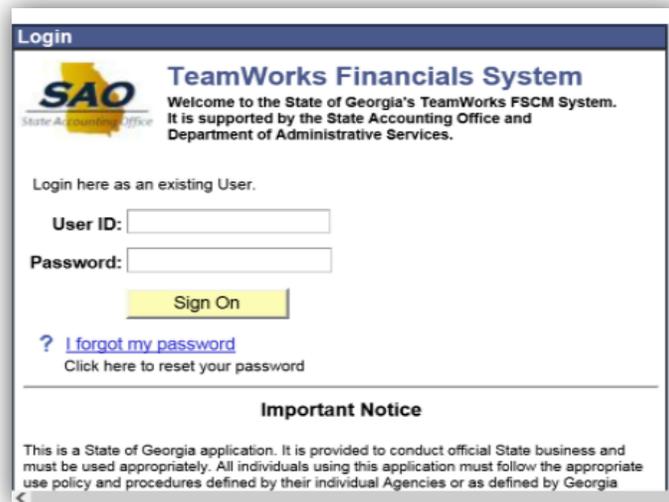
- Click **OK**

Your temporary password is recorded.



- Click **Return to Login**

Login to TeamWorks FINANCIALS with your **User ID** and the TEMPORARY password you just created



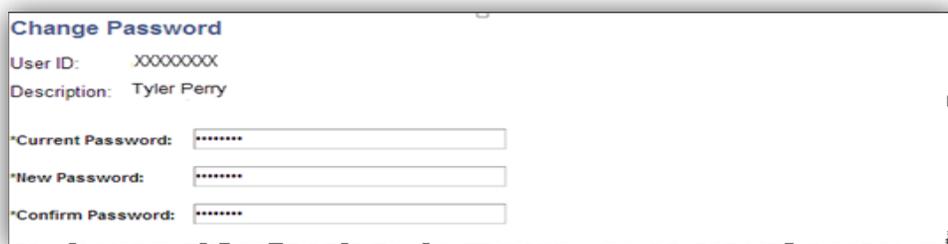
- You will receive the following message:



- Click **Continue**

The *Change Password* window will open. You will be required to create a new password

- Enter the TEMPORARY password you just logged in with in the **Current Password** field
- Enter a NEW password in the **New Password** field
- Enter the NEW password again in the **Confirm Password** field



- Select new Security Questions and enter the responses where the field is blank
 - EVERYONE must create some new Security Questions the 1st time the updated TeamWorks FINANCIALS System is accessed
 - Make certain you choose questions you can remember in the future!!
 - Some of the old Security Questions may remain. You can leave them or change them.

Change Password

User ID: XXXXXXXX
Description: Tyler Perry

*Current Password:

*New Password:

*Confirm Password:

Change or set up forgotten password help
You must populate all 3 questions and responses.
Your responses will be stored in upper case.
The questions and responses will be used to authenticate you, if you forget your password.

Hint 1

Question 1 ▼
Select from the list of questions.

Response:

Hint 2

Question 2 ▼
Select from the list of questions.

Response 2:

Hint 3

Question 3 ▼
Select from the list of questions.

Response 3:

Please enter a valid email address, or make sure the email address below is correct.

Email Addresses			Customize	Find	First	1 of 1	Last
Primary Email Account	Email Type	Email Address					
<input checked="" type="checkbox"/>	Business ▼	tylerperry@tylerperry.com					

- Review the Security Questions and answers (forgotten password help) you just entered.

Change Password

User ID: XXXXXXXX
Description: Tyler Perry

*Current Password:

*New Password:

*Confirm Password:

Change or set up forgotten password help
You must populate all 3 questions and responses.
Your responses will be stored in upper case.
The questions and responses will be used to authenticate you, if you forget your password.

Hint 1

Question 1

Select from the list of questions.

Response:

Hint 2

Question 2

Select from the list of questions.

Response 2:

Hint 3

Question 3

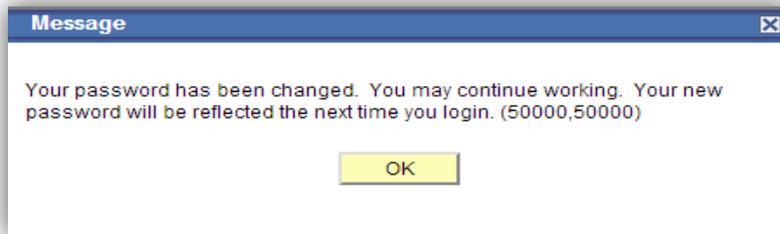
Select from the list of questions.

Response 3:

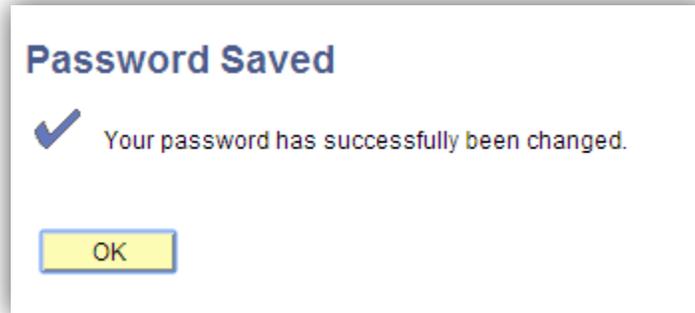
Please enter a valid email address, or make sure the email address below is correct.

Email Addresses			Customize Find	First	1 of 1	Last
Primary Email Account	Email Type	Email Address				
<input checked="" type="checkbox"/>	Business	tylerperry@tylerperry.com	+			-

- Click **Submit Changes**



- Click **OK**



- Click **OK**

Log back in to TeamWorks FINANCIALS with your new password.

Future Option: Forgotten Password on TeamWorks FINANCIALS Access After Initial Access Was Completed

- If you:
 - Forgot your password
 - Tried to access TeamWorks FINANCIALS and received this message “**Your User ID and/or password are incorrect. Please try again.**”
 - Tried three times to access TeamWorks FINANCIALS and received this message “**Unable to validate User ID and/or password. Use the ‘I forgot my password’ link to reset your password.**”
- Click on the “[I forgot my password](#)” link on the Login Page

- Enter your User ID and click on **Continue**

- Enter the correct responses to each of your three Security Questions
 - If you do not remember the correct responses to your Security Questions contact the **SAO Customer Service Center** for assistance. 404-657-3956 Option 1 or 888-896-7771 Option 1
- Click **Continue**

- Enter your new password in **New Password**
 - Pay attention to the password requirements:

- Minimum 8 characters with at least one number and one special character
- Enter your new password in **Confirm Password**

Forgot My Password

User Information

User ID: XXXXXXXX

Please answer the following question below for user validation.

Question: What is your city of birth?
Response: The State Accounting Office (SAO)

Question: What is your father's middle name?
Response: Peoplesoft

Question: What is your first child's name?
Response: TeamWorks

Continue

Validation Successful Please enter New Password

New Password:

Confirm Password:

OK Cancel

Notes

Password must be at least 8 characters long and must contain at least one number and one special character. The password is also case sensitive. Passwords for Self Service Users expire in 180 days and for Application Users in 30 days.

- Click **OK**

You will be returned to the login page

Login

SAO State Accounting Office

TeamWorks Financials System

Welcome to the State of Georgia's TeamWorks FSCM System. It is supported by the State Accounting Office and Department of Administrative Services.

Login here as an existing User.

User ID:

Password:

Sign On

? [I forgot my password](#)
 Click here to reset your password

Important Notice

This is a State of Georgia application. It is provided to conduct official State business and must be used appropriately. All individuals using this application must follow the appropriate use policy and procedures defined by their individual Agencies or as defined by Georgia

- Sign in to TeamWorks FINANCIALS with your new password

