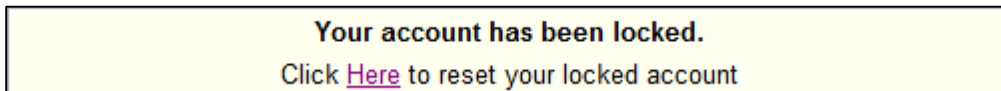


# Password Reset Procedure

You are allowed three tries to enter the correct credentials (Client ID, User Name, and password) when logging in to TWO. After three failed attempts your account will be “locked”. If this happens, it is easy to reset your account for yourself without needing to contact your administrator or Training Coordinator. The following procedure shows you how to reset your account when this happens.

Note: There may sometimes be a long delay (10+ seconds) to get to the next step – be patient.

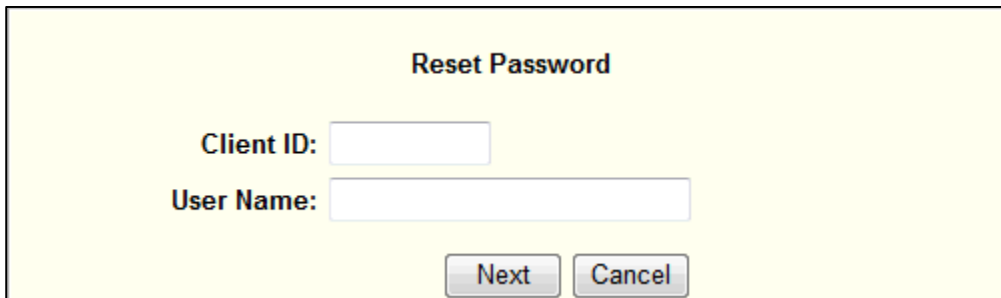
## 1. Your account has been locked Screen



Your account has been locked.  
Click [Here](#) to reset your locked account

Click the “Here” link.

## 2. Reset Password Screen



Reset Password

Client ID:

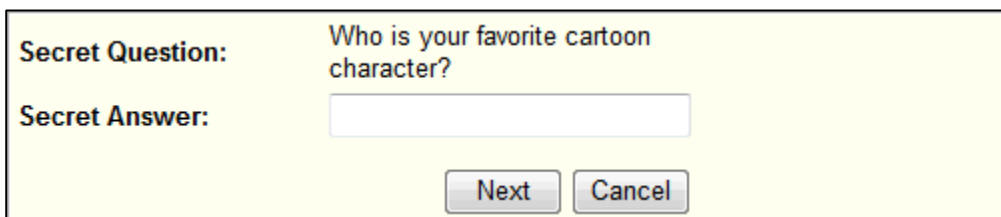
User Name:

**Client ID:** As provided by your Training Coordinator

**User Name:** As provided by your Training Coordinator

Then click **Next** button.

## 3. Answer Your Secret Question Screen



Secret Question: Who is your favorite cartoon character?

Secret Answer:

**Secret Question:** The question you chose previously

**Secret Answer:** The same answer you provided previously

Then click **Next** button

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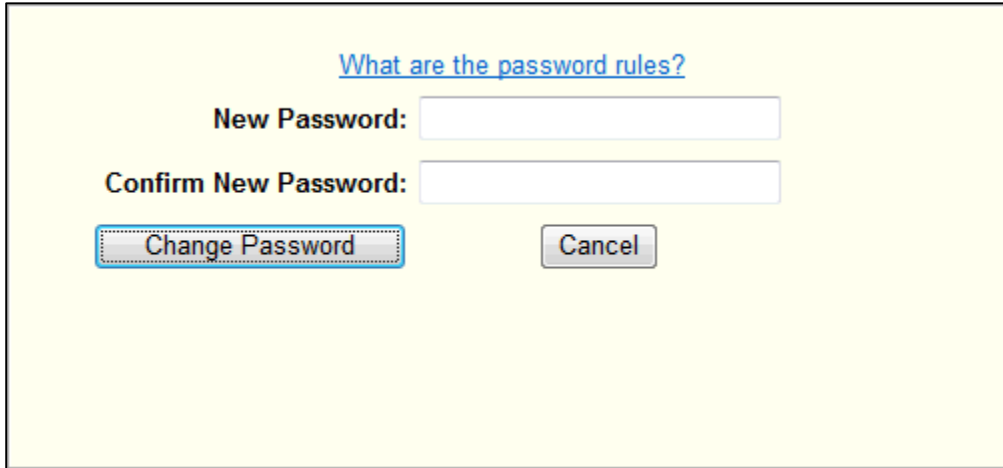
Note: If you can't remember your Secret Answer, then your administrator will have to reset your account.

## 4. You have now reset your password...

The rest of this procedure is the same as the First Time Login Procedure.

# Password Reset Procedure

## 5. New Password Screen



[What are the password rules?](#)

New Password:

Confirm New Password:

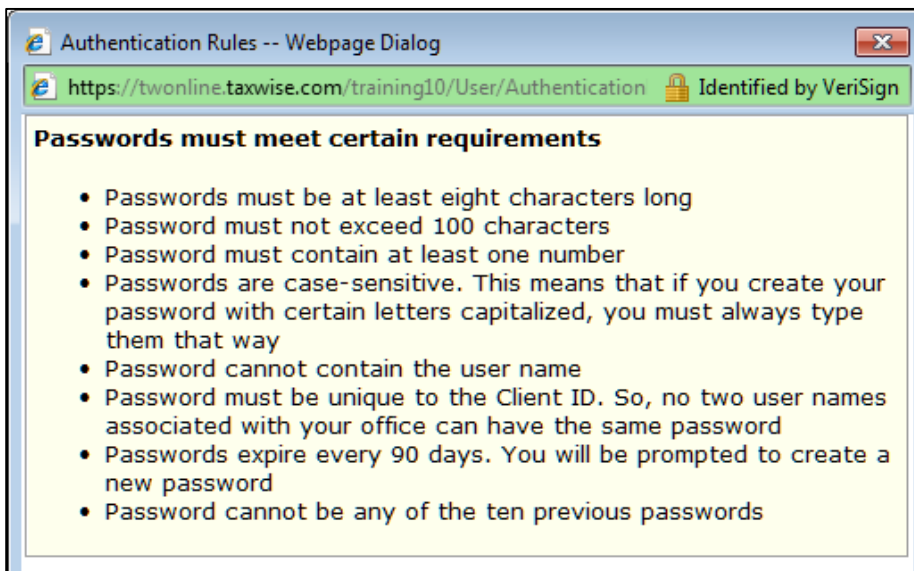
**New Password:** Make up a new password following rules

**Confirm New Password** Type new password again

Then click **Change Password** button

Note: Please remember your password!

Password Rules:



Authentication Rules -- Webpage Dialog

https://twonline.taxwise.com/training10/User/Authentication Identified by VeriSign

**Passwords must meet certain requirements**

- Passwords must be at least eight characters long
- Password must not exceed 100 characters
- Password must contain at least one number
- Passwords are case-sensitive. This means that if you create your password with certain letters capitalized, you must always type them that way
- Password cannot contain the user name
- Password must be unique to the Client ID. So, no two user names associated with your office can have the same password
- Passwords expire every 90 days. You will be prompted to create a new password
- Password cannot be any of the ten previous passwords

## 6. Password has been changed

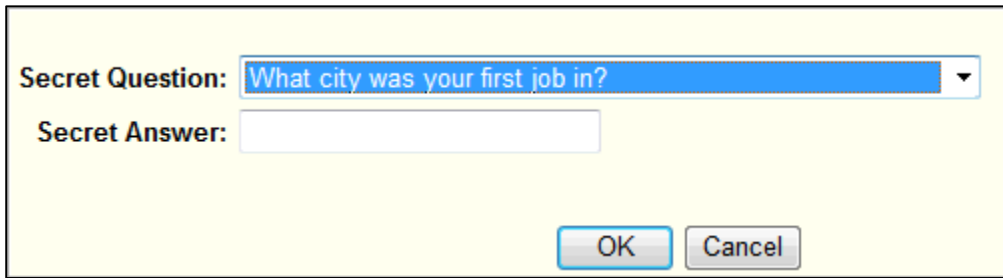


Password has been changed

Click Continue

# Password Reset Procedure

## 7. Secret Question / Answer Screen



Secret Question:

Secret Answer:

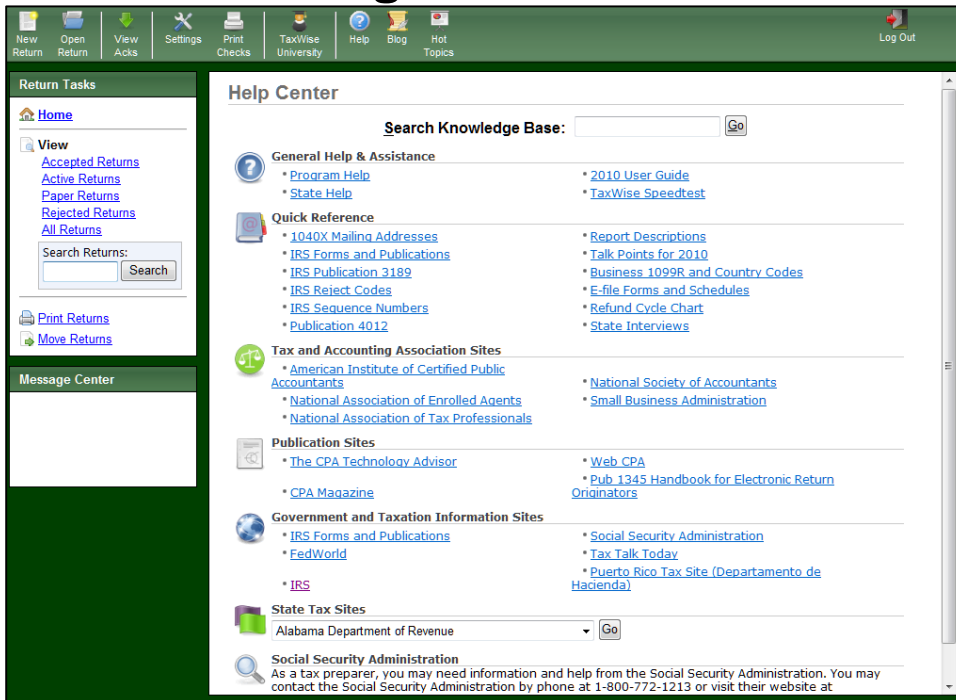
**Secret Question:** Pick a question from the list

**Secret Answer:** Type your personal answer

Then click **OK** button

Note: Unlike passwords (which cannot be re-used), you can use the same Secret Question / Secret Answer every time.

## 8. TWO Home Page



No action required – you're done.

## 9. Celebrate – Success!