TWO-20 First Time Login Procedure

0. Do you have everything you need?

The first time you log in to TaxWise Online (TWO) (or if your password has been reset) you will need to follow the following procedure exactly. Before you start be sure you have the following TWO login information from your Training Coordinator:
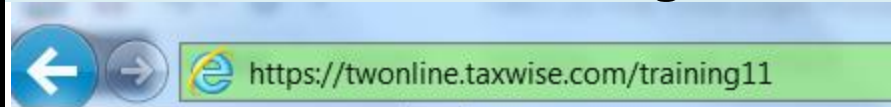
Client Id:
User Name:

Note: There may sometimes be a long delay (10+ seconds) between steps – be patient.

1. Start Internet Explorer

Note: TWO will only work properly with IE version 7 or later running under Windows. (i.e. not Chrome, Firefox, Safari, Opera, etc.)

2. Go to the TWO Training website

Address Bar: Type http://twonline.taxwise.com/training11
Click Go or hit enter key

Note: No "www." and all lower case

3. Login Screen

Client ID: As provided by your Training Coordinator
User Name: As provided by your Training Coordinator
Password: Same as provided User Name (including upper/lower case)
Then click **Log In** button.

Note: If you check "Remember my ClientID and UserName", then you will not need to type them again on this computer.

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4. You must change your password…

> You must change your password to continue.
> Your new password cannot be any previous passwords.
>
> [Change Password]

Click **Change Password** button.

5. New Password Screen

> What are the password rules?
>
> New Password: [_____]
>
> Confirm New Password: [_____]
>
> [Change Password]   [Cancel]

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:

> **What are the password rules?**
> - Must be at least 8 characters in length.
> - Must not exceed 100 characters.
> - Must contain at least one number.
> - Are case-sensitive. If you create the password with certain letters capitalized, you must always type them that way.
> - Cannot contain the user name.
> - Cannot be any of the 10 previous passwords.
> - Must be unique to the Client ID. So, no two users associated with your office can have the same password.
> - Expire every 90 days. You will be prompted to create a new password.
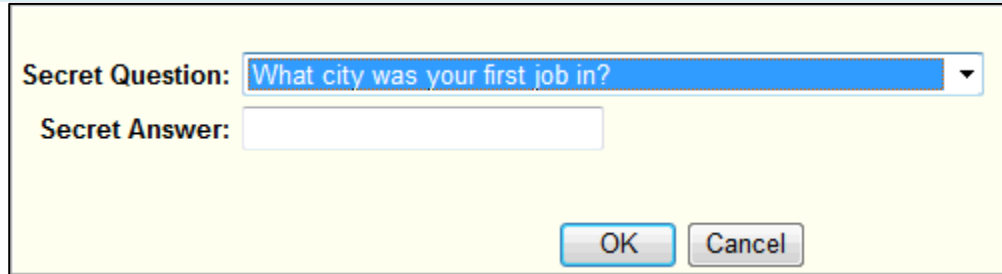
6. Password has been changed

> **Password has been changed**
>
> Continue

Click Continue

7. Secret Question / Answer Screen

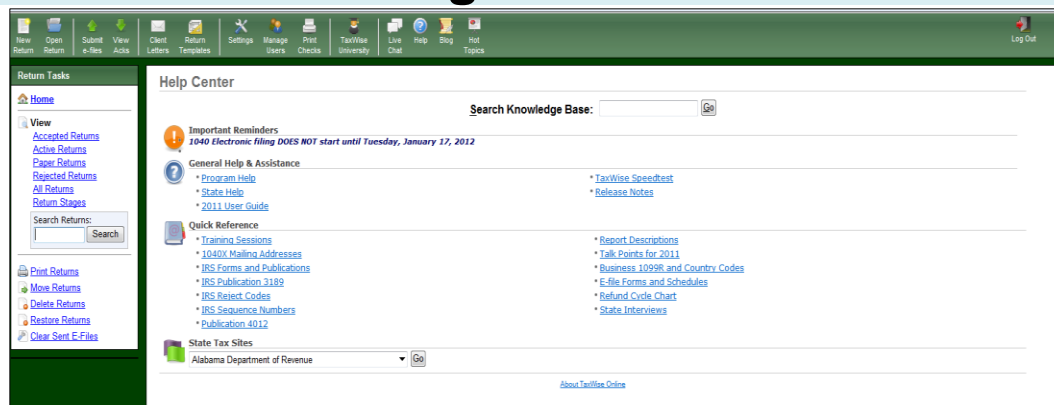| Secret Question:	What city was your first job in? ▼
Secret Answer:	

[OK] [Cancel]

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!