

# How to Reset your Password



This guide provides step-by-step instructions on how to reset your password if you forgot your password or you failed multiple attempts when logging in. This process includes two verification steps that must be completed to change the password.

- 1 From the login page, click the "**Forget your Password**" hyperlink.

## Sign in with your email address

Your password is incorrect

[Forgot your password?](#)

2

Enter your "**Email Address**" and click the "**Send verification code**" button. You will receive an email with a verification code.

< Cancel



## User Details

davidsmithtssa@gmail.com|



Send verification code

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Copy the verification code from your email.

TSSA account email verification code Inbox x



Microsoft on behalf of TSSA <msonlineserviceteam@microsoftonline.com>  
to davidsmithtssa

11:03 AM (0 minutes ago) ☆ ↶ ⋮

Verify your email address

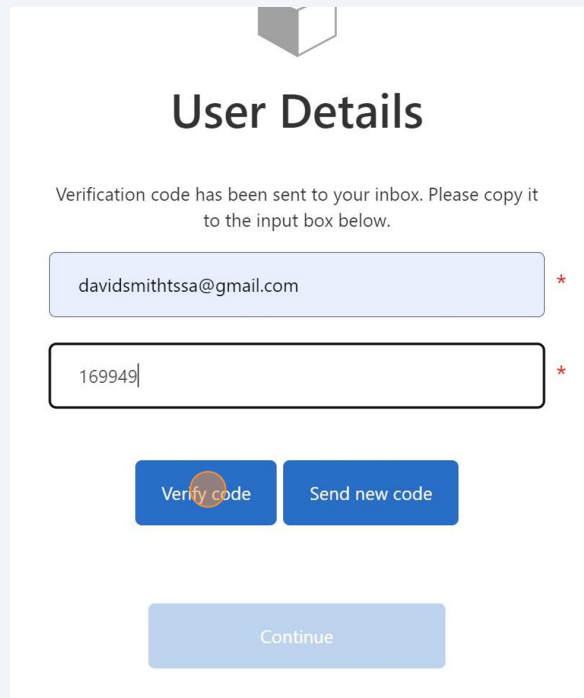
Thanks for verifying your [davidsmithtssa@gmail.com](mailto:davidsmithtssa@gmail.com) account!

Your code is 169949

Sincerely,  
TSSA

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Return to your login page and enter/paste the first verification code in the field. Click on the "**Verify Code**" button.



The image shows a mobile application screen titled "User Details". At the top, there is a grey icon of an open book. Below the title, a message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains the email address "davidsmithtssa@gmail.com" and the second contains the verification code "169949". Both fields have a red asterisk to their right. Below the input fields are two blue buttons: "Verify code" (with a circular icon) and "Send new code". At the bottom of the screen is a light blue "Continue" button.

## User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

davidsmithtssa@gmail.com \*

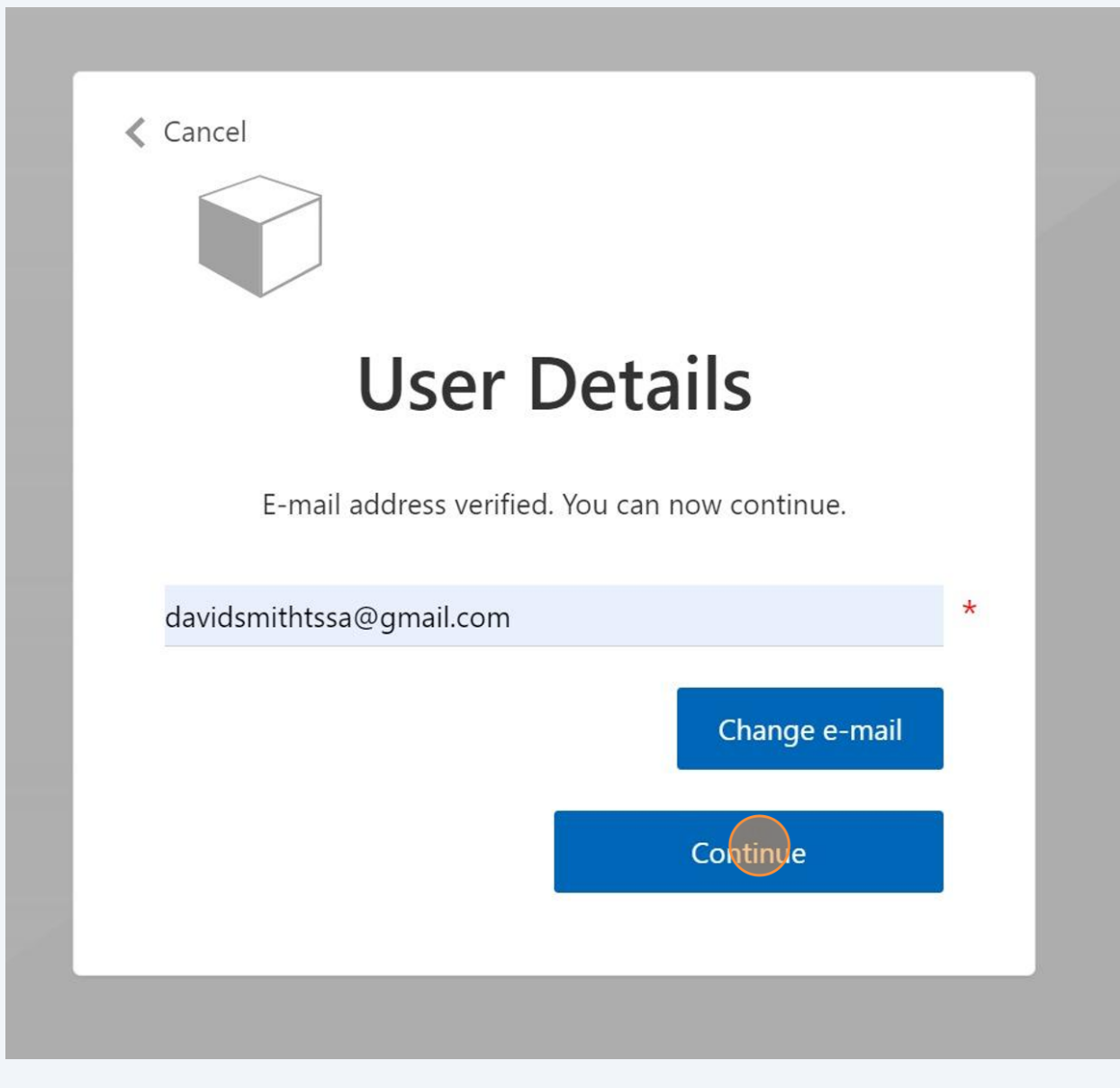
169949 \*

Verify code Send new code

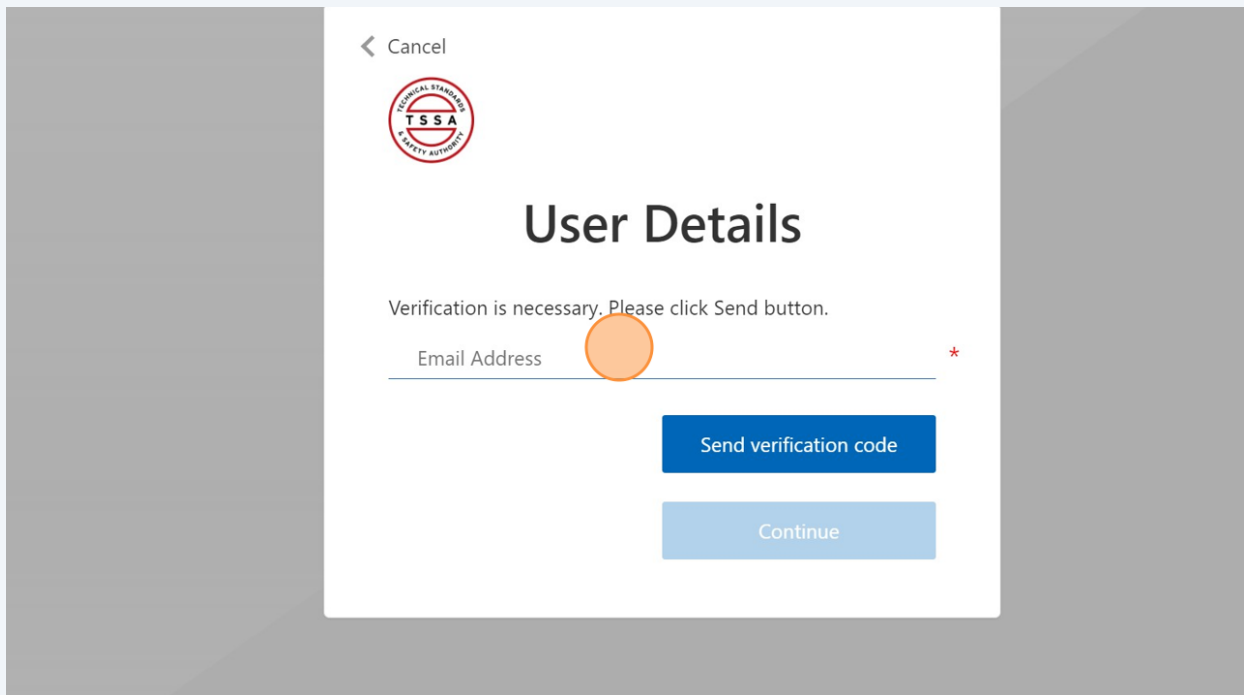
Continue

5 When the code is verified, click the "**Continue**" button.


Do not click the "Change e-mail" button.



- 6 Enter the "Email Address" again to complete the two-step verification process.



Cancel



## User Details

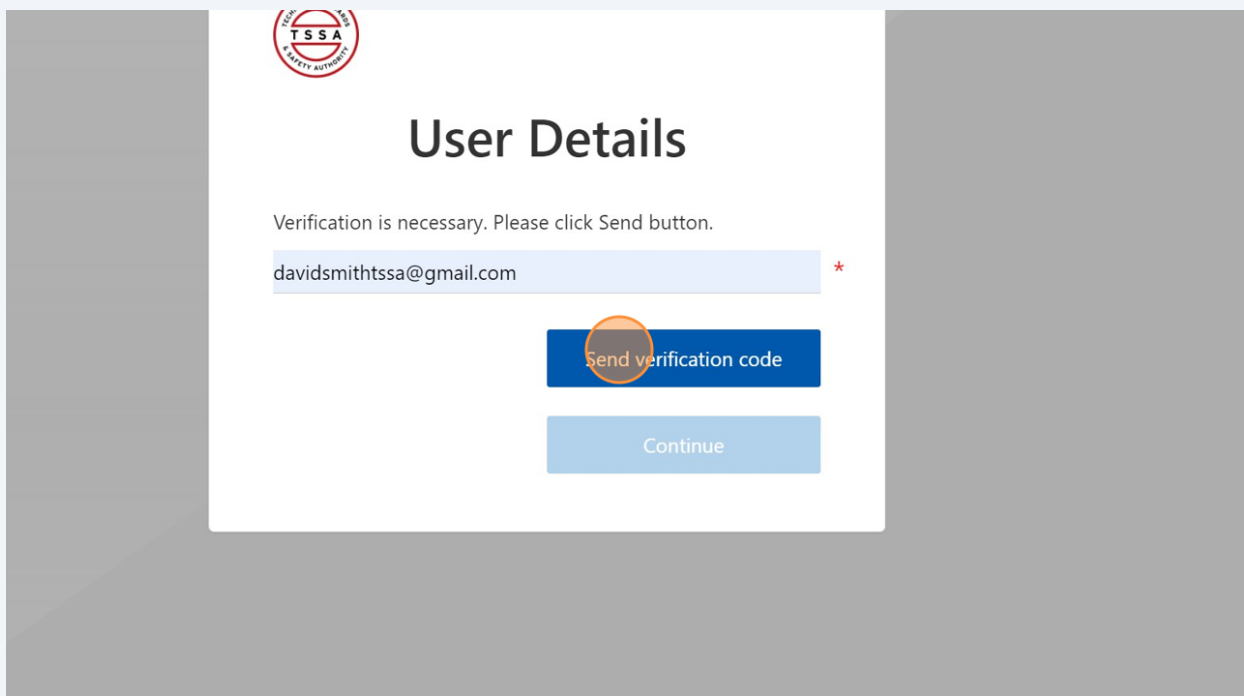
Verification is necessary. Please click Send button.


Email Address  \*

Send verification code

Continue

- 7 Click the "Send verification code" button.





## User Details

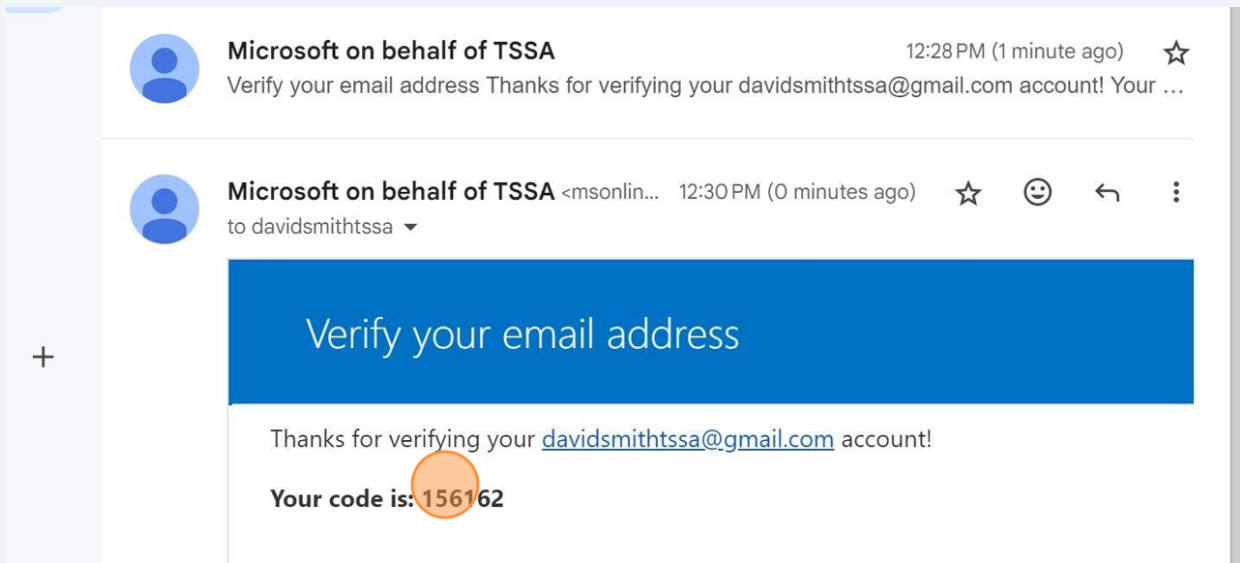
Verification is necessary. Please click Send button.

davidsmithtssa@gmail.com \*

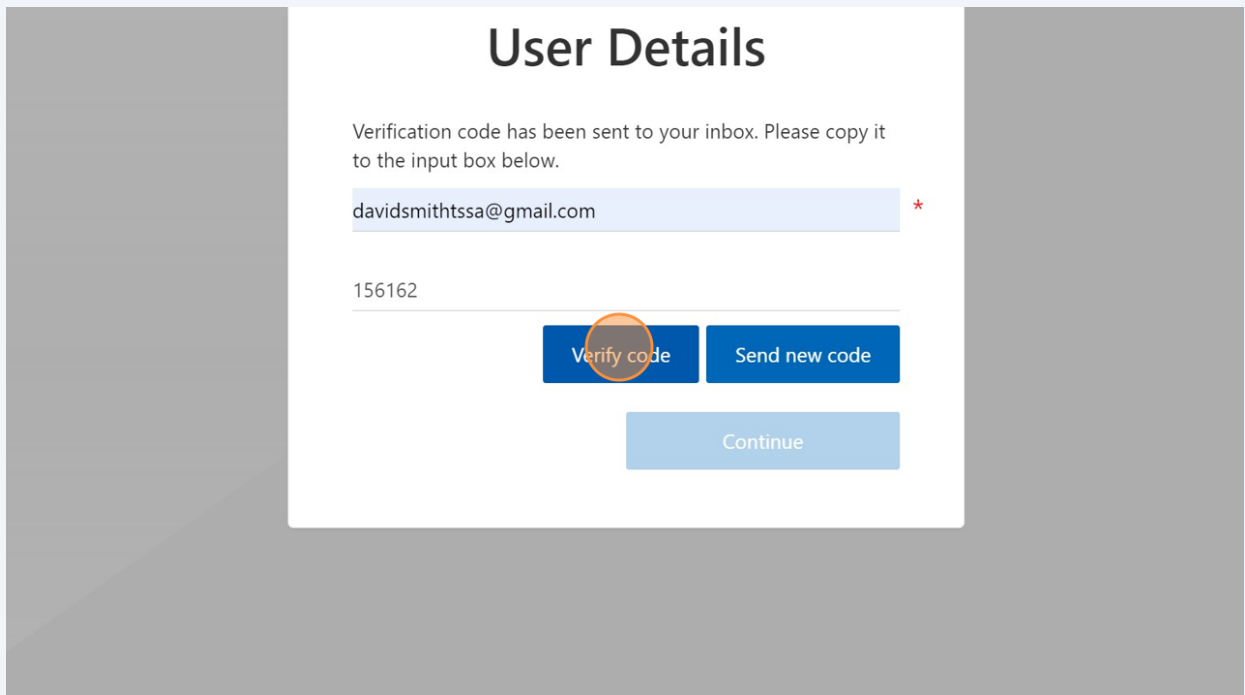
Send verification code

Continue

8 Copy the verification code from your email.

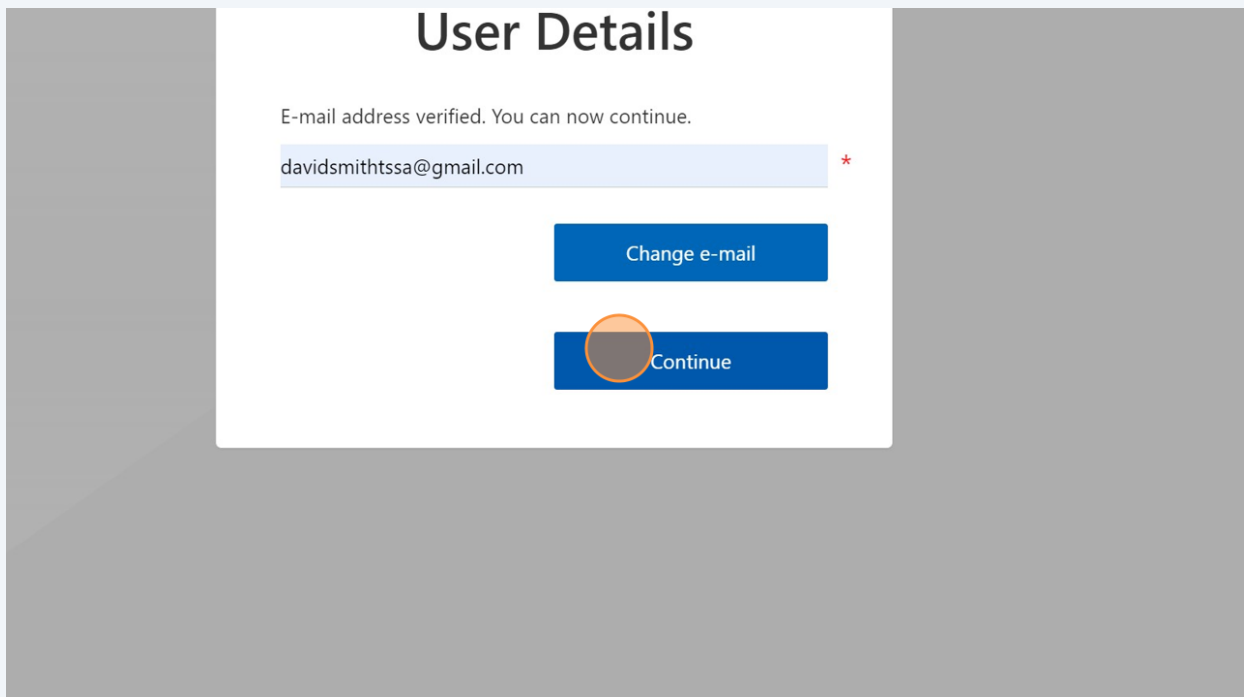


9 Enter the second verification code via email, and click the "Verify Code" button.



**10** Click the **“Continue”** button.

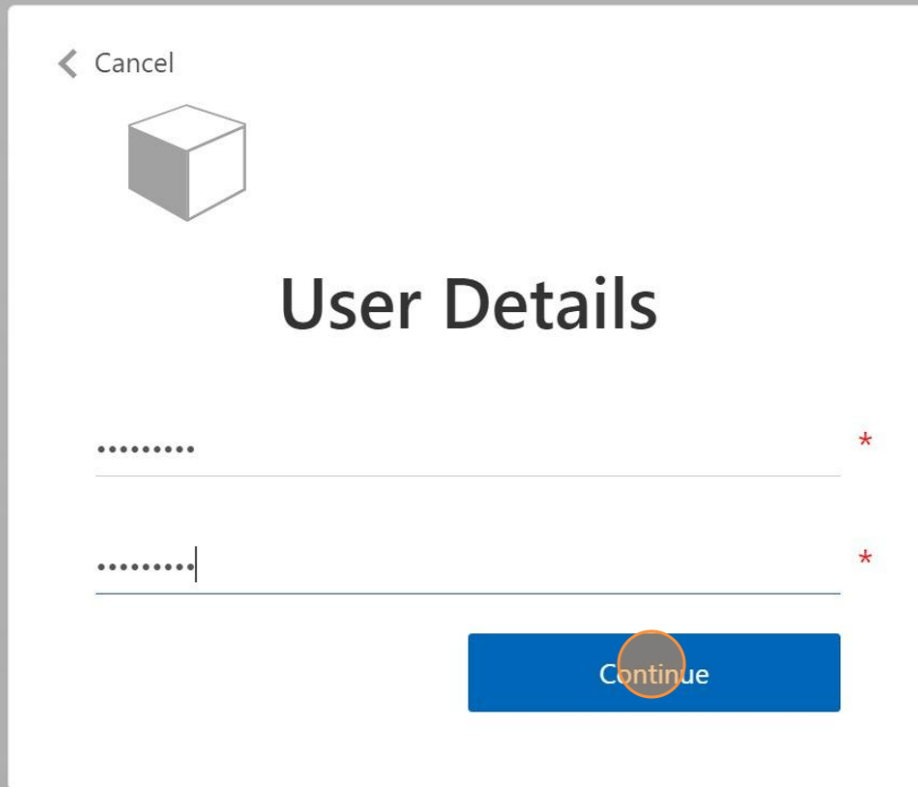
Do not click the **“Change e-mail”** button.



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Enter the **"New Password"** and **"Confirm New Password"** and then click the **"Continue"** button.

Save the new password in a secure and safe place.



The image shows a mobile application screen titled "User Details". At the top left, there is a back arrow and the text "Cancel". Below this is a 3D cube icon. The main title "User Details" is centered. There are two password input fields, each with a red asterisk on the right side. The first field contains seven dots, and the second field contains seven dots followed by a vertical cursor. At the bottom center, there is a blue button with the text "Continue" in white, which is circled in orange.





Congratulations! You have successfully changed the password and landed on the portal homepage.

**Hi Ada Shelby**

Welcome to the TSSA portal, where customers can view and manage account information, submit application requests, pay invoices and more.

**New Customers**

Create an Individual account if you are applying for:

- A personal certificate

For all other requests create an Organization account

- We require the company's legal entity details, i.e., corporation number or business identification number.

**Existing Customers**

Link to your TSSA account with:

- Invoice or inspection report or
- Valid authorization (licence/certificate/registration, etc.) or
- Account Access Key

**Third Party Property Management Companies**

Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. pay an invoice, submit an application request.

If you do not have an account with TSSA:

- Please create a Third-Party Property Manager account first.
- Then proceed to linking to the owner/operator you wish to transact on behalf of.
- The [Consent to Grant Third Party Access] form will need to be completed.

**Third Party Submitters**

Link to your own TSSA account prior to linking to the owner/operator you wish to transact on behalf of, i.e. submit an application request.

If you do not have an account with TSSA:

- Please create a Third-Party Submitter type account first.
- Then proceed to linking to the owner/operator you wish to submit an application for.
- The [Consent to Grant Third Party Access] form will need to be completed.

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Contact Customer Service at 1-877-682-TSSA (8772) or send an email to [customerservices@tssa.org](mailto:customerservices@tssa.org) in case of any questions.