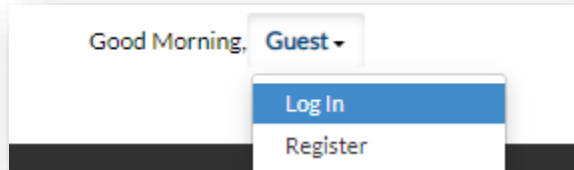


Login Help

Password reset and forgot username.



1. Go to [TDC Online](#), for best results use a Google Chrome browser.
2. **Login or Register**, using your email address.



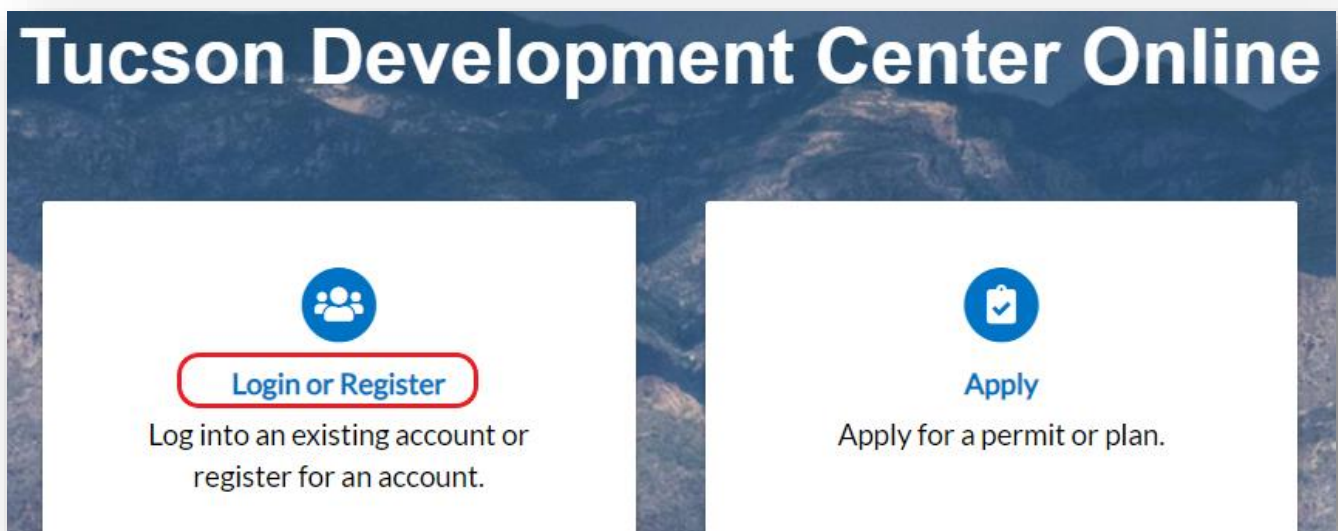
Common Log-In issues:

If you have already requested a password reset email, make sure you are using the most recent email to complete the steps (the link will expire). If you are receiving an error please clear your browser history cache and switch to a chrome browser.

- ✓ Invalid Credentials message.
- ✓ I didn't get the reset email within 30 mins.
- ✓ Invalid Token.
- ✓ Forgot password.
- ✓ Forgot username.

Trouble Shooting Steps TDC Online:

1. Click on **Login or Register**



2. Use the blue hyperlinks under the login.
3. Click the *Forgot your username* “**Email it**” to receive your username (you will need this to sign in).

Log In

* Username

* Password

Log In

Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

4. Enter your email address and click “submit”.
5. Return to the login screen by clicking “**Log In**”.

Log In screen.' The 'Log In' link is circled in red."/>

* Email

Submit

Please check your e-mail for a message containing your username. Return to [Log In](#) screen.

6. Click the *Don't have an account yet?* “**Register Here**” to check if you have an account in the system.

Forgot your password? [Reset it](#)
Forgot your username? [Email it](#)
Don't have an account yet? [Register Here](#)

7. Enter your email address and click “Next”.
8. If you have an account, it will tell you “This email address is in use”.

9. Click the *Forgot your password?* “Reset it”.

The screenshot shows a registration form titled "Registration" with a sub-header "Step 1 of 5: Email Address". Below the sub-header, there is a text instruction: "An email address, mailing address, and full name is required to complete registration for an account." A checkbox is present with the text: "This is acknowledgement of your submission of account registration to Tucson Development Center Online." Below this, there is an "Email" label, a text input field containing "Your email here", and a blue "Next" button. A red-bordered error message box contains the text: "This email address is in use." Below the error message, there is a link for "Forgot your password?" and a blue "Reset it" button.

If you **do not** have an account in the system, you will receive an **email to register for an account** and setup a username and password. Please see the **Register for a TDC Online Account in the FAQ** by clicking the **Need Help? Tile**.

10. Enter your email address and click “Submit”.

The screenshot shows the registration form with the "Email" label and the text input field containing "Your email here". Below the input field is a blue "Submit" button. A red-bordered message box contains the text: "Please check your e-mail. The reset password link in the body of the e-mail must be clicked to move to the next step in the password reset process."

You will receive an email with the link to reset your password from NoReplyTDC-Online@tucsonaz.gov.

In Your Email Inbox:

If you did not receive an email, search for “TDC” and check your spam folder.

11. Go to your email inbox.

12. Open the email and click the blue “Reset” link at the bottom.

On TDC Online:

The email link will direct you back to TDC Online.

13. Enter your **email address** with no spaces.

14. Enter your **new password**.

15. Click “Reset”.

16. Click the *Your password has been reset.* “Click here to log in.” link.

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows:

!@#\$\$%^&*

* Email Address

* Password

* Confirm Password

Invalid token.

Reset Password

The password must be at least 8 characters long with at least one upper case letter and one number. Allowed special characters are as follows:

!@#\$\$%^&*

* Email Address

* Password

* Confirm Password

Your password has been reset. [Click here to log in.](#)

If you have already requested a password reset email, make sure you are using the most recent email to complete the steps (the link will expire). If you are receiving an error like “invalid token”, please clear your browser history cache and switch to a chrome browser. If you are receiving the “invalid credentials” make sure you are using the correct email address and do not have any spaces in the field.