

# MyTASC FAQs

## Where do I go to log into my account?

Return to the main page of [www.tasconline.com](http://www.tasconline.com) and enter your username and password.

## I forgot my MyTASC Password. How do I request a new one?

If you forget your Password, click Forgot your Password? on the login page. Follow the prompts to reset your Password.

Once you are logged into MyTASC, you can also reset your Password. On your Participant Manager page:

- Click on the Profile link.
- Enter your new password, confirm your new password.
- Click Save to save your new password.

To return to your MyTASC homepage, click on the Back To >> Participant Manager link.

Note: A Password:

- Must be at least 8 (eight) characters in length.
- Must contain 1 (one) upper case letter.
- Must contain 2 (two) lower case letters.
- Must contain 1 (one) number.
- Must not be one you have used in the past four password resets.

After five failed login attempts, you will be locked out of your account.

MyTASC requires a valid email address to reset your Password. If you do not have a valid email address stored in your online MyTASC account or you have locked yourself out of your account, please call Customer Care at 1-800-422-4661 for assistance.

## I forgot my MyTASC Username. How do I request a new one?

If you forgot your MyTASC Username, click Forgot Username? on the login page. Follow the prompts to reset your Username. (Note: You may enter your 12-digit TASC ID as your Username anytime, even if you have set an alternative username in MyTASC.)

## When I visit [www.tasconline.com](http://www.tasconline.com) and attempt to login, I get a blank screen, a pop-up blocker message, or the screen fails to load. What is happening?

You are most likely experiencing a pop-up blocker that is not allowing you to access this website. Click here for [Pop-Up Blocker Assistance](#). **IMPORTANT TIP:** If the pop-up blocker is preventing a new browser window from opening, you can press the Ctrl key while clicking on a link with your mouse. This combined keyboard and mouse functionality will allow a new browser window to open from a "blocked" website.

## **When I visit [www.tasconline.com](http://www.tasconline.com) and attempt to login, I get a screen that says "Please Wait While MyTASC is loading" that persists for longer than two minutes.**

If the "Please Wait While MyTASC is loading" screen remains for longer than 2 minutes, close your browser session, and re-launch a new browser session. A delay in loading the MyTASC website application occurs more frequently with dial-up internet connections. You may also try to login to MyTASC during "off" hours (non-typical business hours).

## **What is my Username?**

A Username is an identifier that allows you to enter a system. Use your unique MyTASC Username in conjunction with your unique MyTASC Password to login to MyTASC.

Once you login to MyTASC, you can create an easy to remember Username: From the Participant Manager homepage:

- Click Profile.
- Click Change next to the Username field.
- A small Explorer User Prompt dialog box will open.
- Enter your new Username.

Simply click OK to save your newly created Username (or click Cancel to stop this action without changing your Username).

If you choose to cancel this action, another Windows Internet Explorer box may appear indicating "You must supply a Username which must be at least 10 characters."

Simply click OK to complete the cancellation process.

To return to your MyTASC homepage, click Back To >> Participant Manager link.

Your Username must be unique (not used by any other user of the system). MyTASC automatically checks to confirm if the Username you created already exists. If it exists, a different Username is required. MyTASC requires a valid e-mail address to reset your Username.

**NOTE:** Your 12-digit TASC ID can also be used as the Username anytime, even if you have set an alternative Username in MyTASC.