

TGH Career Site – Resetting password
Tip Sheet



We have received your password change request. This email contains a temporary access code that you will use to login to the system. As the "Access Code" field is case sensitive, it is recommended that you copy the below access code and paste it into the "Access Code" box on the login page. You will also need to enter it again in the "Access Code" box on the page that prompts you to create your new password.

See screenshots for reference.

1. Once in receipt of your temporary access code copy and paste code into the following text field.

This is a screenshot of a web form titled "Forgot Password". The text below the title says "You received an email in regards to a forgotten password. Please enter the login information as provided in the email." and "Mandatory fields are marked with an asterisk." The form contains three input fields: "User Name" with the value "a25019", "Access Code" with masked characters, and "Forgot your password?". A red box highlights the "Access Code" field, and a red arrow points to it from a box labeled "Temporary Access Code". A "Login" button is at the bottom left.

2. Copy and paste temporary access code again into "Access Code" text field.

This is a screenshot of a web form for password reset. It contains four input fields: "User Name" with the value "a25019", "Access Code" with masked characters, "New Password", and "Confirm New Password". A red box highlights the "Access Code" field, and a red arrow points to it from a box labeled "Temporary Access Code". At the bottom are "OK" and "Sign Out" buttons.

- Please note your new password must respect the following rules:

<ul style="list-style-type: none"> • It must contain between 8 and 32 characters. Use only characters from the following set: ! # \$ % & () * + , - . > / 0 1 2 3 4 5 6 7 8 9 ; : < = > ? @ A B C D E F G H I J K L M N O P Q R S T U V W X Y Z [\] _ a b c d e f g h i j k l m n o p q r s t u v w x y z { } ~
<ul style="list-style-type: none"> • It must contain at least 1 lowercase letter(s) abcdefghijklmnopqrstuvwxyz
<ul style="list-style-type: none"> • It must contain at least 1 capital letter(s) (ABCDEFGHIJKLMNOPQRSTUVWXYZ)
<ul style="list-style-type: none"> • It must contain at least 1 numeric character(s) (0123456789)
<ul style="list-style-type: none"> • It must contain at least 1 character(s) from the following set: • ! # \$ % & () * + , - . / : ; < = > ? @ [\] _ ` { } ~
<ul style="list-style-type: none"> • It must not contain more than 2 identical consecutive characters (AAA, ii, \$\$\$\$...).
<ul style="list-style-type: none"> • It must not contain your user name.
<ul style="list-style-type: none"> • It must not contain your email address.
<ul style="list-style-type: none"> • It must not contain your first name.
<ul style="list-style-type: none"> • It must not contain your last name.

3. Type in your new password and then click “Ok”.

- Once you successfully change your password you will be allowed system access.

If you have any issues resetting your password please contact TGH Technology Support Center at 813-844-7490 or at helpdesk@tgh.org. Thank you.

Regards,

The Recruiting Team