

## Password Tool Provides New Option for Resetting TLGDMZ Passwords

Users have a new option for changing or resetting their TLGDMZ password, which is used to access TEGGNet.

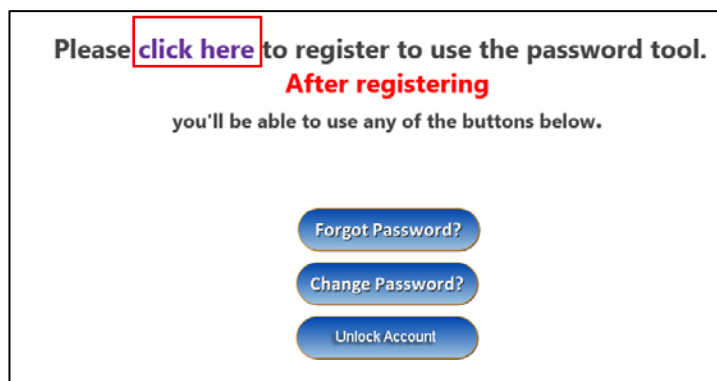
The Password Tool, which is available after registering for a TLGDMZ account, is designed to help users who have forgotten or need to reset their password, prior its expiration after 90 days. The tool also provides users with an email notification when their password is going to expire.

Please take the following steps to utilize the Password Tool:

### 1. Register for a TLGDMZ account

Users will have to REGISTER their TLGDMZ account before they can reset or change their password. Existing TLGDMZ users will receive an email like the one to the right to register. Existing users should select the TLGDMZ Users link, <https://tlgtools.abm.com/>.

- a. Next, select the “Click Here to Register” link, as shown below.



Dear John Doe,

We have deployed a password self-service tool to help you reset your ABM domain passwords. It's very easy to use! All you have to do is register yourself by clicking on the link given below to make use of this tool.

**\*\*NOTE – PLEASE REGISTER TO USE THE TOOL\*\***

**\*\*NOTE – ABMEXT and SITE External Users are one in the same. If you are an ABMEXT\SITE User please use the correct link below and when promoted on the tool under domain please use ABMEXT\*\***

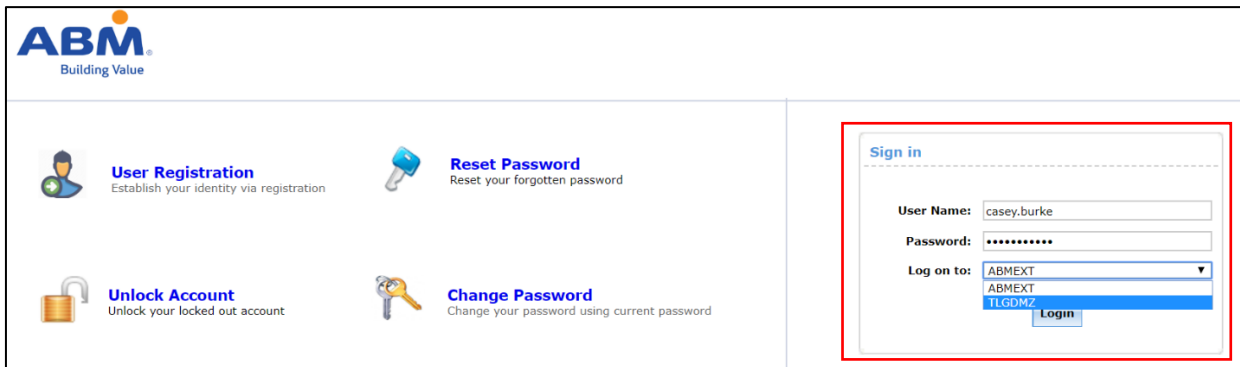
ABMEXT\SITE External Users –  
<https://tools.abm.com>

TLGDMZ Users – <https://tlgtools.abm.com>

Regards,

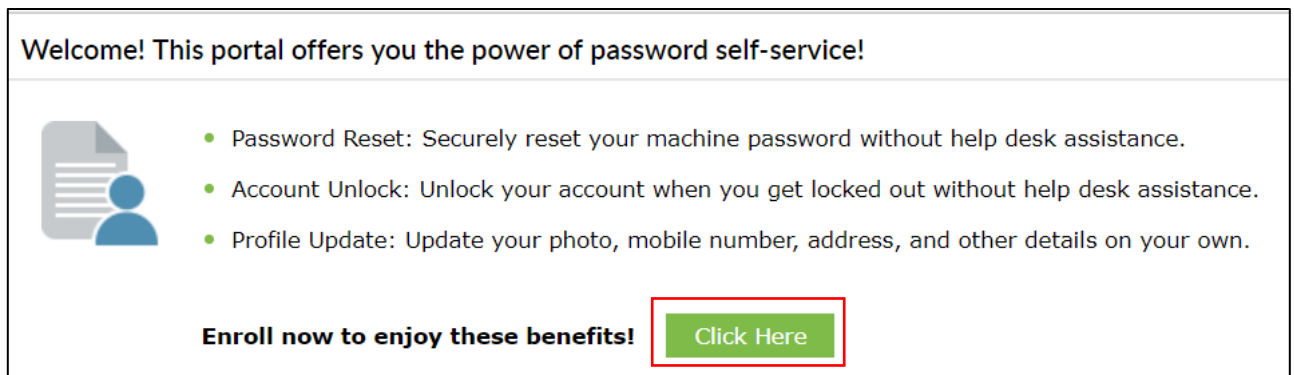
Admin.

- b. Users will be directed to the screen pictured below. Please enter your credentials in the section labeled “Sign In,” as shown in the red box.



If you do not know your password, contact the ABM Franchising Group Support Team at [bus.sys.support@abm.com](mailto:bus.sys.support@abm.com).

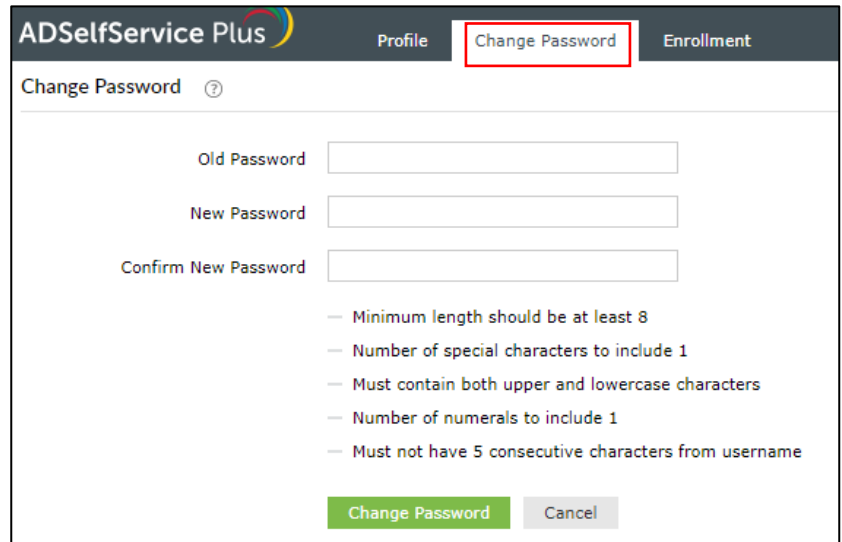
- c. After signing in, select the green “Click Here” button to enroll in the Password Self-Service program, as shown below.



- d. Next, users will be asked to create two security questions and answers. Please select a question and provide an answer and click the green “Next” button.

After this step is successfully completed, users will receive a pop-up notification informing them that they have successfully enrolled in the program.

- e. If you choose to change your password at any time, click the “Change Password” tab at the top of the screen, as shown to the right. It will ask you to enter your old password and enter a new password and confirm it. Once a new password has been created, click the green “Change Password” button to continue.



- f. Seven days prior to a password expiring, users will receive an email notification, as shown to the right. Please select “TLGDMZ Users” and complete the process to change your password.

## 2. Changing your password.

- a. Visit <https://tlgtools.abm.com/> and select the “Change Password” button.
- b. Next, enter your username, which follows this format: firstname.lastname. Please do not use the TLGDMZ domain.

In the Select Domain field, choose TLGDMZ from the dropdown box, and complete the Captcha, then click the “Login” button.

- c. Next, select the “Change Password” tab. You will be asked to enter your previous password, and enter a new password. Once the new password is confirmed, click the green “Change Password” button.
- d. Once your password is changed, you will receive a pop-up notification confirming the password has been successfully changed.

Dear John,

Your password for account john-123 will expire in 7 days on 10/14/2019 01:07 PM. Please change your domain password as soon as possible.

Please use the following links to reset your password:

[ABMEXT Users](#)  
[TLGDMZ Users](#)

Thank you!

ABM IT Service Desk  
<https://helpdesk.abm.com>  
 800-470-4357

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 This message is an automatically generated message - do not reply directly from this e-mail.

### 3. What to do if you forget your password.

- a. Visit <https://tlgtools.abm.com/> and select the “Forgot Password” button, as shown to the right.
- b. Next, enter your username, which follows this format: firstname.lastname. Please do not use the TLGDMZ domain.

Please **click here** to register to use the password tool.

**After registering**

you'll be able to use any of the buttons below.

Forgot Password?

Change Password?

Unlock Account

In the Select Domain field, choose TLGDMZ from the dropdown box, and complete the Captcha, then click the green “Continue” button.

- c. Next, you will be asked to complete their security questions. Once the security questions are completed, complete the Captcha, then select the green “Continue” button. Please note, you may be prompted to repeat this step a second time.

You will now enter a new password and confirm it. Once completed, complete the Captcha, then select the green “Continue” button to finish creating your new password.

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