

## FAQ's for logging in to TAS/LRIPWeb

1. **Q:** I'm having trouble logging into LRIPWeb. What should I do?

**A:** Refer to the login instructions, **How to Access the LRIPWeb Application**, on the LRIP webpage ([wisconsin.gov/lrip](https://wisconsin.gov/lrip)). If you need additional assistance, send an email to the TAS System Administrator ([dotwebtassystemadministrator@dot.wi.gov](mailto:dotwebtassystemadministrator@dot.wi.gov)). You will receive a response within two business days.

2. **Q:** I forgot my password. What should I do?

**A:** On the TAS login page (<https://tas.wisconsin.gov/>), click **Reset Password**. You will then be asked to provide your email address. Instructions for resetting your password will be sent to the email address you provided.

3. **Q:** Why didn't I receive an email about resetting my password after I clicked **Reset Password** and provided my email address?

**A:** There may be a delay of several minutes before the email is delivered. Please be patient. Alternatively, your email address may have been entered incorrectly; click on **Reset Password** again and re-enter your email address. Finally, the email may be in your spam/junk email folder, or your firewall may be preventing delivery.

4. **Q:** Does my password expire?

**A:** Yes, your password expires after 366 days. If your password expires, simply reset it by clicking **Reset Password** on the TAS login page (<https://tas.wisconsin.gov/>). You will then be asked to provide your email address. Instructions for resetting your password will be sent to the email address you provided.

5. **Q:** Why am I locked out of TAS?

**A:** After five failed attempts to log-in to TAS within a 24-hour period, your account is locked for security purposes. Contact the TAS System Administrator ([dotwebtassystemadministrator@dot.wi.gov](mailto:dotwebtassystemadministrator@dot.wi.gov)). You will receive a response within two business days.

6. **Q:** What should I do to avoid being locked out of TAS?

**A:** To avoid being locked out of TAS because you've had failed attempts (less than five in a 24-hour period), simply reset your password by clicking **Reset Password** on the TAS login page (<https://tas.wisconsin.gov/>). You will then be asked to provide your email address. Instructions for resetting your password will be sent to the email address you provided.

7. **Q:** I'm a consultant/engineer representing a local government or a public works employee for a local government. May I have access to LRIPWeb?

**A:** Yes, if the head of your local government provides acceptable justification to the TAS System Administrator ([dotwebtassystemadministrator@dot.wi.gov](mailto:dotwebtassystemadministrator@dot.wi.gov)) and registration in TAS has been completed.