New MyTASC Login Procedures are Effective Now

When login to MyTASC, you will now notice a refreshed look and new features. Please review the must-know information below so you understand how these changes affect your login procedures. (Please print these Login Instructions (PDF) and distribute them to your employees.)

IMPORTANT THINGS YOU NEED TO KNOW

1. In addition to new imagery resembling our main TASC website, you will notice new terminology: Username rather than Login ID and Password rather than PIN.
2. Enter your current Login ID or 12-digit TASC ID as your username and your current PIN as your password. If you do not recall your TASC ID or PIN, please call our Customer Care Center at 1-800-422-4661, Monday-Friday 8am-5pm, except Wednesdays 9am-5pm.
3. An e-mail address is required to authenticate your MyTASC account. If you have no e-mail address, you will need to obtain one and record it in MyTASC during login. (Many e-mail hosting services are free, such as Gmail, Hotmail, Yahoo, etc.) If you are a Client who is also a Participant, or a Client with multiple accounts, you may now use the same e-mail address for your various accounts within our system. This will simplify the communication process and eliminate the need to check multiple e-mail accounts for messages from us.
4. For all users: you will be prompted to create a new password sometime within the next 90 days. Until that time you may continue to use your current PIN as your password, or you may reset your password at any time (described in number 7 below).
5. Additional requirements have been established to ensure that usernames and passwords meet maximum security strength and comply with PCI data security standards. Passwords must be a minimum of eight (8) characters and must contain at least one upper case letter and one number. Passwords will expire periodically. Usernames must be a minimum of ten (10) characters and must be unique to our system.
6. Enter your username and password carefully. To ensure security, we have implemented a “lockout” process that will occur after five failed login attempts. If locked out, you will need to call our Customer Care Center at 1-800-422-4661, Monday-Friday 8am-5pm, except Wednesdays 9am-5pm.
7. You may reset your username and/or password at any time. To reset your password: either login and click Profile to change it, or click “Forgot my password” on the login screen. Easy-to-follow prompts will guide you in resetting your password. To reset your username: log in and click Profile, then click Change on the right of Username.
8. Clients may continue to issue a “Reset password” request from the Participant Manager Profile on behalf of their Participants; doing so will send the Participant an e-mail directing him/her to reset the password.
9. While a 12-digit TASC ID is no longer required to login to MyTASC, please continue to keep it handy; it is still required when you call our Customer Care Center. Hint: The 12-digit TASC ID can also be used as the username anytime, even if you have set an alternative username in MyTASC. (If a Participant’s cell phone number is recorded in their profile and is being used to call TASC, we will be able to ID the caller without needing their 12-digit ID. For faster service with fewer hassles, encourage employees to enter their cell phone number in their Participant Profiles.)

The MyTASC login revisions were driven by customer feedback and by the need to comply with Payment Card Industry (PCI) data security standards. Besides making it more user-friendly to access your MyTASC account, this login upgrade will ensure that your personal information is more secure than ever.