teamTPCG

The Employee Access Modules for TPCG

YOUR GUIDE TO
signing up for teamTPCG

teamTPCG.org

What is teamTPCG?

The Employee Access Modules for TPCG is a digital employee portal that provides easy access to important employee information, such as leave balances, payroll information, employee news, and more.

Available on your desktop, laptop, or mobile devices! *Anytime. Anywhere.*

How do I sign up?

Visit **teamTPCG.org**. Click **Not Registered? Sign up here**. You will be asked to provide your:

- **Registration code**
- **Social Security number**
- **Date of birth**

Where is my registration code?

If you do not have your registration code, contact Human Resources. HR will verify your identity then provide your registration code via email.

Your code will look similar to the following: **ABCDE-FGH-12-3J4K5**

What other information do I need to provide?

Once your identity is verified with your registration code, you will move through a series of screens prompting you to provide some additional personal and work information, such as your address, phone number, work location, functional job title, and more.

my Profile Information

How do I verify my profile?

Once you provide the required info, check your email for a six-digit verification code. Enter the code on the verification screen to complete the setup process. You will not be able to log in until you verify your email address. If you do not receive a code, check your SPAM folder or click the link to request a new code.

Having trouble registering?

Check out page 2 of this document. We've shared solutions to some common registration issues to help you out!

Troubleshooting the Registration Process

Having trouble getting signed up for **teamTPCG**? Here are some common issues and solutions associated with the registration process.

Are you using Internet Explorer?
Please stop using Internet Explorer and switch to Microsoft Edge or Google Chrome. Internet Explorer is no longer supported with necessary security updates and will cause issues when using **teamTPCG**.

Are you getting an error message on the registration code page?
- Make sure you have not mistaken a number 1 for a capital i in the code.
- Make sure you have not mistaken a number 2 for the letter Z in the code.
- Enter your date of birth in the correct format. You must use the two-digit month and day (**MM/DD**) and four-digit year (**YYYY**).

Is your work location missing from the list?
Select any location from the list to complete registration. Once registered, use the **Contact Us Form** to let IT know that your work location needs to be added. Once added, you can update the information using your **myProfile Information** option.

Have you not received your verification code?
Check your junk and/or spam folders. If this does not work, click the link to send a new code. If you still do not receive your code, check into your email settings to add **@tpcg.org** to your safe senders list.

Still need assistance?

If you have tried using these tips and still cannot register, or if your issue is not covered here, please reach out for assistance using one of the following methods:

Use the **Contact Us Form**, located on the footer of the website, to send a detailed description of your issue.

Call **985-873-6479** and press **1** during normal business hours to speak to a person who will be happy to help!