THDA LENDER NOTICE: #2026-6
March 23, 2026

SUBJECT: TPOC v26.1 Release

Over the weekend, TPOC was updated by ICE Technology. The following items were affected within Company Contacts.

New Contact Creation Now Requires Cell Phone
When creating a new contact under Manage Account, the Cell Phone field is now required, therefore you must enter a valid phone number to support multifactor authentication (MFA). When editing an existing contact, the cell phone is now required.

Forgot Password Flow Now Accepts New Valid Password After First Failed Attempt
Previously, if a user was recovering a forgotten password and initially entered a new password that did not meet the policy requirements, the Forgot Password process became stuck in an unrecoverable state, rejecting all subsequent passwords with the error message, "Password link expired". With this release, the system notifies users with unacceptable passwords without invalidating the recovery link, allowing the users to correct the password to meet policy requirements.

Successful Password Reset Now Automatically Unlocks TPO User Accounts
Previously, if an external user account was locked for any reason (for example, password entry failures or password reset attempts), the account remained locked even after a successful password reset. Administrators had no direct process to unlock user accounts. With this release, the external user account automatically unlocks as part of a successful password reset, which streamlines account recovery and provides users with faster access.

Questions may be directed to sfask@thda.org or 615-815-2100.