TAEP Account Portal

TAEP Online is an account management system that allows TAEP participants to view information about their account online. Participants can view their TAEP history, view contact information, and see status of application and reimbursement requests.

To setup your TAEP online account, you will need a current email address, your TAEP Producer Number (TPN), and your TAEP ID#. **You will not be able to setup an account if you have not applied for TAEP before.**

- Your TPN and TAEP ID# are located on Document A of your reimbursement documentation.
- Email taep.online@tn.gov if you do not have your TPN and TAEP ID#.

Account Setup

- Go to www.tn.gov/taep and click on the TAEP Account Portal link
- Click on the "Set Up TAEP Online Account"
- Enter your first and last name in the provided fields
- Enter your current email address and double check for typos
- Enter your TAEP Producer Number (TPN) and TAEP ID#
- Choose one of the security questions listed in the drop-down box
  - *Tip - it is a good idea to keep a record of your security question.*
- List the answer to your security question
  - *Tip - it is a good idea to keep a record of your answer.*
- After you have entered the requested information, click on the "Submit" button to request your password.
- Your password will be emailed to you. Return to the TAEP Account Portal to login using your TPN & password.
  - *Tip – Check your spam/junk mail folder if you do not receive your password email in a timely manner.*
- After you log in, use the menu tabs at the top of the page to navigate through the system.

Forgot Password

- Click on the TAEP Account Login button
- Click on the "Forgot Password" button and enter your TAEP Producer# (TPN); *your TPN is a seven-digit number found on Document A of your reimbursement documentation*
- Your password will be sent to the email on file with TAEP.