How to Enable Resetting Your Own VCSS Password

Setting up Security Questions and Answers in VCSS

Setting up your Security Questions and Answers to log into the Vendor and Customer Self Service (VCSS) system allows you to reset your own password if you forget it.

In order to set up your account Security Questions, you must be logged into VCSS. If you are unable to log into the system, contact the Business Applications Service Desk at 1-866-450-6588 or businessapps@gsa.gov.

Once you are logged into VCSS, click on the drop-down arrow at the top right of the page to open the Support options. Select *Account Mainenance*.

Click on the **Security Question and Answer Page** tab.

Type in your **current** password.

Click on the first open field under <u>Questions</u> to generate the drop down option. Select a question and type in the corresponding answer. (Answers are case-sensitive; we recommend using all lower-case letters.)

TWO questions are required. Click the *Save* button when finished.

Once you have added your Security Questions and Answers, you will receive the message "**Action was successful.**"

Using the *"Forgot Password"* Link

If you forget your password when trying to access VCSS, click on the blue *Forgot Password* link underneath the Password field.

Type in your User ID, and click Next.

Enter your **Email Address** and the answers to both of your security questions. (Remember answers are case- sensitive. Click **Submit**.

VCSS IDENTITY PROVIDER

kimberlydwilson

Email Address

vcssuser@gsa.gov

What elementary school did you attend?

transylvania

What was your first job?

skydiver

Cancel   **Submit**

You will receive the message *"The password reset link has been sent via email."*

VCSS IDENTITY PROVIDER

The password reset link has been sent via email.

Sign in Again ⟩

An email will be sent to the address listed in your VCSS profile with a link to reset your password.

Note: If you did not see the email in your inbox, search the "Spam" folder in case the message was filtered by your email account. If you do not receive the email, an incorrect email might be listed for you. Contact the Business Applications Service Desk at 1-866-450-6588 or businessapps@gsa.gov to get this corrected.

Go to your email Inbox and locate the email with the Subject: <u>Coreidp reset.</u> Click on the hyperlink provided in the email.

Note: This is a one-time use link. If you do not open it correctly the first time, your account will be locked and you will have to contact the Business Applications Service Desk to have your password reset.
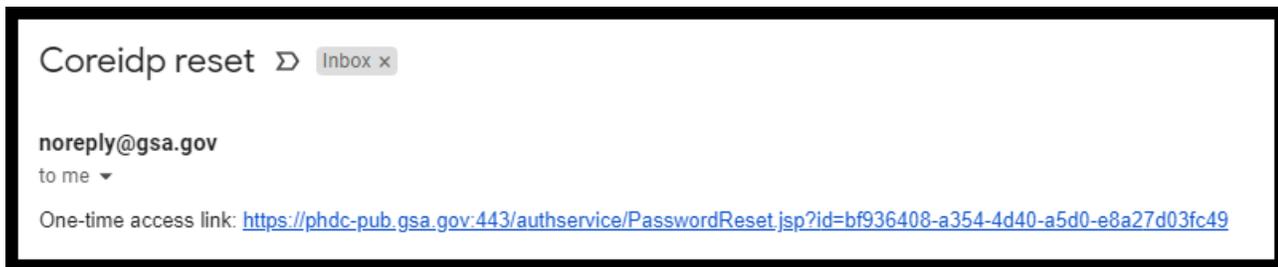
Once the link opens, enter your VCSS User ID and Click *Next*.

Enter your email address and new password.

Your new password must be **8 to 12 characters** and include **at least one of EACH** of the following:

- 1 Upper Case Character (A-Z)
- 1 Lower Case Character (a-z)
- 1 Numeric Character (0-9)
- 1 Special Character (Examples: ! & $ % ? * #)

Please enter your email address and new password

Email Address

New Password

Confirm Password

Cancel   **Submit**

Once you have successfully changed your password, you will receive a confirmation message stating *Password Changed Successfully.*

VCSS IDENTITY PROVIDER

Password Changed Successfully

Sign in Again >

Click on the **Sign In Again** link to log into VCSS.