



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 Maintenance**.

The screenshot shows the VCSS user interface. At the top right, there is a search bar labeled "Search Awards" and a user profile icon for "kimberlydwilson" with a blue drop-down arrow highlighted by a red box. The user profile menu is open, showing options: Support, Contact Us, Settings, Notices, Public Notices, Site Map, Account Maintenance (highlighted with a mouse cursor), About, Add Start Page, and Sign Out. The main content area shows "U.S. General Services Administration" and "PUBLIC SYSTEM NOTICES" with several warning messages.

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

The screenshot shows the VCSS user interface with the "Account Maintenance" menu open. The "Security Question and Answer Page" tab is highlighted with a red box. The breadcrumb trail shows "coreidp / User Options / Settings". The "SETTINGS" section includes tabs for Settings, Bookmarks, User Information, and Security Question and Answer Page.



VCSS Registration Website: FAQs - Forgot Password Instructions

Type in your **current** password.

Click on the first open field under Questions 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.

The screenshot shows the 'SECURITY QUESTION AND ANSWER PAGE' for user 'kimberlydwilson'. The page has a navigation bar with 'Settings', 'Bookmarks', 'User Information', and 'Security Question and Answer Page'. A search bar is at the top left. Below the navigation bar, there is a section for 'To Make Changes Enter Current Password' with a text input field containing '*****'. Below this, there is a list of questions under the heading 'Questions'. The first question is 'What city was your father born in?' with a dropdown arrow highlighted by a red box. A dropdown menu is open, showing a list of questions: 'What was your first job?', 'Favorite car', 'What city was your father born in?', 'What was your first phone number?', 'What street was your first house on?', 'What elementary school did you attend?', 'What was the name of your first pet?', and 'Who is your favorite artist?'. The second question in the list is 'What elementary school did you attend?' with a dropdown arrow also highlighted by a red box. At the bottom left, there is a 'Save' button highlighted by a red box. The page also shows pagination information: '10 per page' and 'Page 1 of 1'.

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

The screenshot shows the 'SECURITY QUESTION AND ANSWER PAGE' for user 'kimberlydwilson'. The page has a navigation bar with 'Settings', 'Bookmarks', 'User Information', and 'Security Question and Answer Page'. A search bar is at the top left. Below the navigation bar, there is a section for 'SYSTEM MESSAGES' with '1 - 1 of 1 results'. A message box is displayed with an information icon and the text 'Action was successful.'. Below the message box, the page title 'SECURITY QUESTION AND ANSWER PAGE' is visible.



VCSS Registration Website: FAQs - Forgot Password Instructions

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.

VCSS IDENTITY PROVIDER

User ID

Password

[Forgot Password](#)

Type in your User ID, and click Next.

VCSS IDENTITY PROVIDER

To have your password reset, please enter your user ID.

User ID



VCSS Registration Website: FAQs - Forgot Password Instructions

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

VCSS IDENTITY PROVIDER

Email Address

What elementary school did you attend?

What was your first job?

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.

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

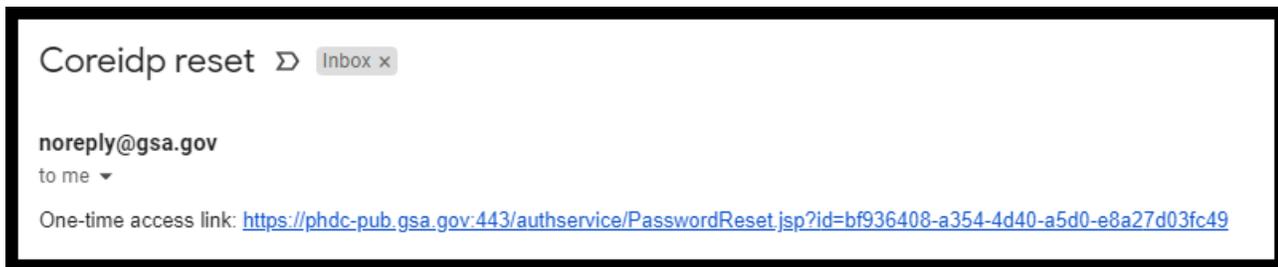
**Note: If you did not see the email in your inbox, search the "Spam" folder in case the message was filtered by your email account. If you do not receive the email, an incorrect email might be listed for you. Contact the Business Applications Service Desk at 1-866-450-6588 or businessapps@gsa.gov to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



VCSS Registration Website: FAQs - Forgot Password Instructions

Go to your email Inbox and locate the email with the Subject: Coreidp reset. 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*.

VCSS IDENTITY PROVIDER

Please enter your username.

User ID

Cancel Next >



VCSS Registration Website: FAQs - Forgot Password Instructions

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

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

VCSS IDENTITY PROVIDER

Password Changed Successfully

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