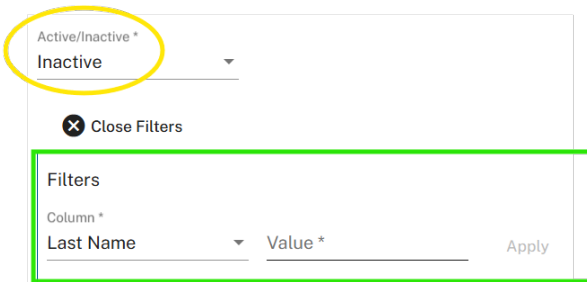


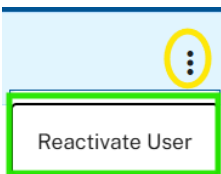
The VSDCS user account has been deactivated. The Program Direct/Admin has access to reactivate the account. Once reactivated, the user will need a password reset link. Please follow the guidance below.

How to Reactivate the User Account (The Program Direct/Admin):

1. Log on to [VSDCS](#).
2. Navigate to **User Management** (top right).
3. Click 
4. Change the **Active/Inactive** field from *Active* to **'Inactive'**.
(see example below – yellow circle).
5. Open **Filters**, then search by either: (see example below – green box).
 - o First Name: *Elena*
 - o Last Name: *Latham*



6. Once deactivated user's account appears, **left** click the **Kebab menu** beside the user account.
(three vertical dots, see example below – yellow circle).
7. Select **Reactivate User**. (see example below – green box).



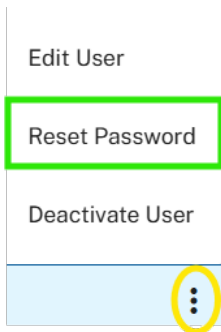
Next Steps: User Password Reset

There are two ways to reset your password. Please choose **one** option that works best for you:

Option 1: Program Admin Password Reset

The Program Direct/Admin can send you a password reset link from within VSDCS:

1. Navigate to **User Management** (top right).
2. Click 
3. Verify the **Active/Inactive** field displays **'Active'**.
4. **Left** click the **Kebab menu** beside the user account. (three vertical dots, see example below – yellow circle).
5. Select **Reset Password**. (see example below – green box).



Option 2: Self-Service Reset (User)

1. Access [VSDCS](#), click “**Forgot your email or password?**”
2. On the next screen, enter your **email address** and **last name**.
3. Click **Submit**.

Final Step:

User clicks the **Reset Password** link sent to their *VSDCS user id listed email address*.

(Be sure to check your inbox, spam, and junk folders.)

Then update your password following the requirements below:

Password Requirements:

- Minimum length: **14 characters**
- Must not match any of your last **24 passwords**
- Must include:
 - At least one **special character**
 - **Alphabetical characters**
 - **Numerical characters**
 - A mix of **uppercase and lowercase letters**

If you experience any issues during these steps, please reply to this email or call directly at **804-218-3201**. If an error message appears, please send a screenshot that includes the error message, the web address, the browser you’re using, and what you were entering right before the error occurred.