

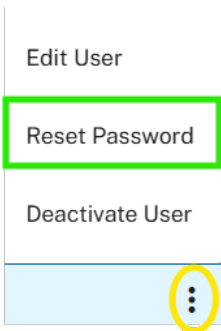
User Password Reset:

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. Log on to [VSDCS](#),
2. Navigate to **User Management** (top right).
3. Click 
4. Verify the **Active/Inactive** field displays '**Active**'.
5. **Left** click the **Kebab menu** beside the user account. (three vertical dots, see example below – yellow circle).
6. 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**
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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.