

Password Reset Support Document



VCOE has a new system to help make it possible for you to **reset your own password** in case you have forgotten it, your password has expired, or you get locked out of the system.

In order for you to use this system you must **first create your profile**.

1. To set up your profile you will need to go to: <https://selfserve.vcoe.org:9494>

You should see a screen like the image below

The screenshot shows a web interface with two main buttons at the top: "Forgot Your Password? Reset Your Password" and "Is Your Account Locked? Unlock Your Account". Below these is a section titled "Enrolled Users" with three links: "Enroll your secret question and answers.", "Login to change your password.", and "Login to update your information.". To the right of this section is a login form with fields for "User Name:", "Password:", and "Log on to:" (a dropdown menu currently showing "HOSTING"), and a "Login" button.

2. You will need to put in your **User Name and Password** – this is the same information you use to login to computers at VCOE (i.e. your network login) or the user name and password your use for CITRIX or hosted applications.

IMPORTANT! You will need to **CHOOSE** the correct “Log on to” location.

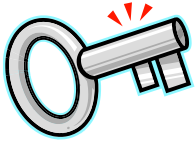
✓ If you have a **vcoe.org e-mail address** you will be using **VCSSO** to set up that profile.

✓ If you use services via Citrix you will use **VCSAPP** to set up that profile.

✓ If you connect from a remote site you will use **HOSTING** to set up that profile.

This close-up shows the "Log on to:" dropdown menu with three options: "HOSTING", "VCSAPP", and "VCSSO". The "HOSTING" option is currently selected and highlighted.

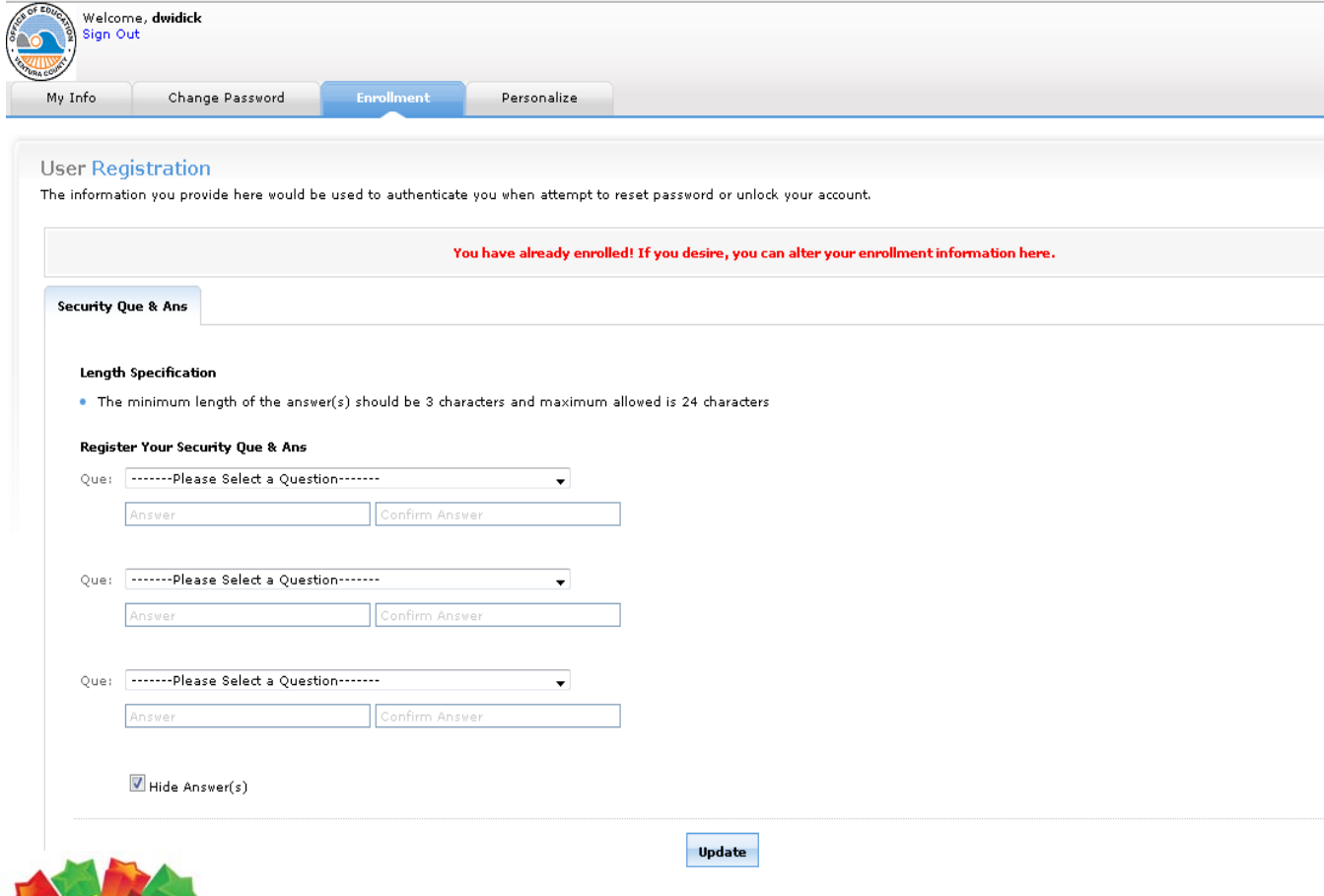
3. Once you have entered your User Name, Password and have chosen the correct domain or “Log on to” location, click the **Login Button**.



4. You will now have to set up **3 security questions**. Select **Enrollment** tab

You will need to **REMEMBER** the answers to these questions if you ever need to reset your password! So, choose wisely and keep your typing simple (no caps, hyphens, etc).

- Input your answer and then confirm the same answer under “confirm answer”

A screenshot of a web application interface. At the top left is the logo for the Office of Education, Pennsylvania. To its right, it says "Welcome, dwidick" and "Sign Out". Below this are four tabs: "My Info", "Change Password", "Enrollment" (which is highlighted), and "Personalize". The main content area is titled "User Registration" and contains the text: "The information you provide here would be used to authenticate you when attempt to reset password or unlock your account." Below this is a red message: "You have already enrolled! If you desire, you can alter your enrollment information here." The "Security Que & Ans" section is active. It includes a "Length Specification" section stating: "The minimum length of the answer(s) should be 3 characters and maximum allowed is 24 characters". Below this is the "Register Your Security Que & Ans" section, which contains three identical question entry forms. Each form has a dropdown menu labeled "Que: -----Please Select a Question-----", an "Answer" input field, and a "Confirm Answer" input field. At the bottom of this section is a checkbox labeled "Hide Answer(s)" which is checked. An "Update" button is located at the bottom right of the form area.

5. Once you have selected and answered ALL 3 questions, click the SAVE button. You should then see a **successfully completed** message and you are all done!

