



VCSS Security Q&A's and Forgot Password Link

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 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 **Preferences** link at the top right of the page.



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

Type in your **current** password.

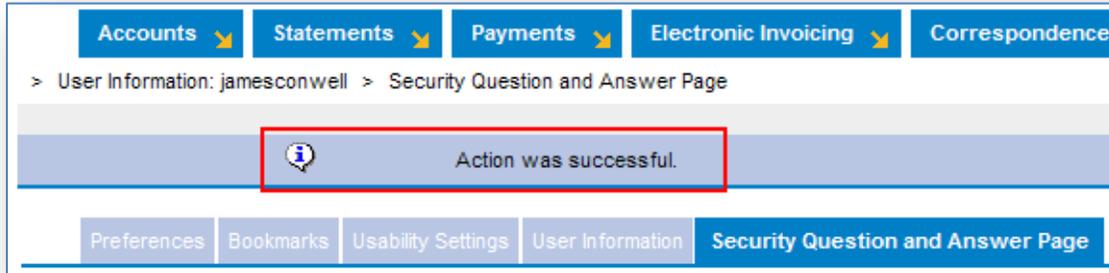
Select two questions, and type in the corresponding answers. (Answers are case-sensitive; we recommend using all lower-case letters.)

Click the **Save** button.



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Once you have added your security questions and answers, you will receive the message “Action was successful.”



If you forget your password, you can click on the “*Forgot your password?*” hyperlink, answer the security questions with the answers you set up and reset your password. *Note: Your password will expire every 80 days so make sure to update your password on a regular basis.*

Using the “*Forgot your password?*” Link

If you forget your password when trying to access VCSS, click on the “*Forgot your password?*” link underneath the Sign In button.

The screenshot shows a login form with two input fields: 'User ID:' and 'Password:'. Below the 'Password:' field is an orange 'Sign In' button. Underneath the 'Sign In' button, there is a blue hyperlink 'Forgot your password?' which is highlighted with a red box, and a blue hyperlink 'Return to VCSS Homepage' below it.



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Type in your **User ID**, and click **Next**.

A screenshot of a web form. At the top, there is a text input field labeled "User ID:" containing the text "vcssuser". Below the input field are two orange buttons: "Next" on the left and "Cancel" on the right. The entire form is enclosed in a blue border.

Enter your **Email Address** and the answers to both of your security questions and click **Submit**.

A screenshot of a web form. At the top, there is a text input field labeled "Email Address:" containing the text "vcssuser@gsa.gov". Below this are two security questions, each with an associated answer input field. The first question is "Question : What city was your father born in?" with the answer "Answer : washingtondc". The second question is "Question : What street was your first house on?" with the answer "Answer : pennsylvania". At the bottom right of the form are two orange buttons: "Submit" and "Cancel". The entire form is enclosed in a blue border.

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

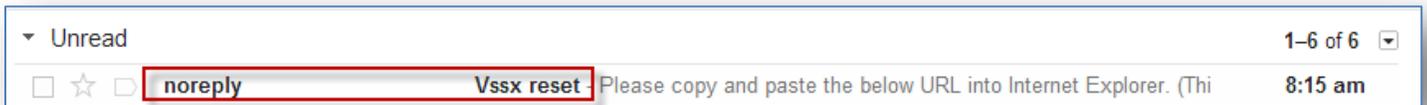
A screenshot of a confirmation message. On the left is the GSA logo (the letters "GSA" in white on a blue square background). To the right of the logo is the text "Vendor and Customer Self Service". Below this, there is a red-bordered box containing the text "The password reset link has been sent via email." and a blue hyperlink "Return to sign in page". The entire message is enclosed in a blue border.



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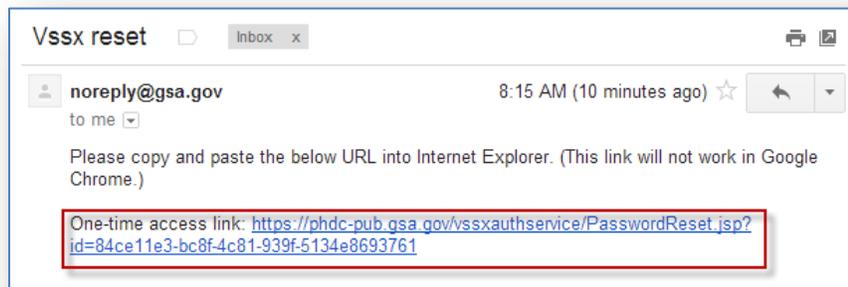
An email will be sent to the address listed in your VCSS profile with a link to reset your password.

**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.*



Copy and paste the link provided in the email into your internet browser (Internet Explorer and Mozilla Firefox are the only supported browsers for VCSS).

**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, fill out the form, update your password and click **Submit**.

Your new password must be **eight 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: ! & \$ % ? * #)

**Note: Make sure to correctly apply the password rules. If you make a mistake, your account will be locked and cannot be reset without an administrator.*

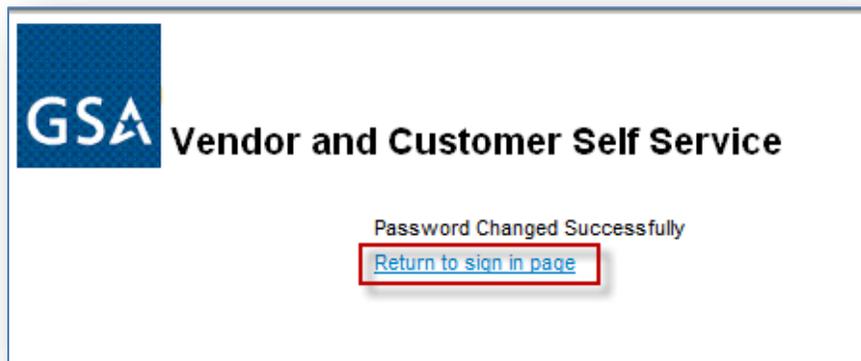


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The screenshot shows a password change form with the following fields and buttons:

- User ID: vcssuser
- Email Address: vcssuser@gsa.gov
- New Password: [masked with dots]
- Confirm Password: [masked with dots]
- Submit button
- Cancel button

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



Click on the **Return to sign in page** link to log into VCSS.