

Account Registration for Auto-Password Resets

The Enterprise Performance Budgeting (PB) System for the Commonwealth of Virginia now requires an annual password change. This document will walk you through the process of changing your password.

[How Do I Change My Password?](#)

[How Do I Register for a Password Change?](#)

[What if I Don't Know My Credentials?](#)

How Do I Change My Password?

In order to change your password, you need to have already created security questions and answers in the password registration process. If you have not done so already, please see the "[How Do I Register for a Password Change?](#)" section of these instructions. If you have already registered, please continue with the instructions below.

1. Please visit <https://covpassword.vita.virginia.gov/default.aspx>. Enter a valid set of COV credentials (ie., cov\xxFirstname.Lastname) or the email address associated with your COV account. ***Please note that your username must be preceded by "cov\xx" in order to log in.



Password Reset:

Please enter your user name below. Note: If you have not completed password registration, you will not be able to reset your password using this tool. To register, go to the VITA eSupport website and select the Register link under COV Password Management Portal.

Examples:

cov\abc12345

jane.doe@someagency.virginia.gov

Next

2. If you receive this error after entering in your COV credentials or email address, and after verifying that the information you have entered is correct, you may need to register for a password change. Please see the "[How Do I Register for a Password Change?](#)" section of these instructions to learn how to register for a password change.



Access Denied



Ensure you enter your user name correctly. You must successfully complete self-service password registration before you can reset your password. If the problem persists, please contact the VCCC for assistance. (Error 3001)

[Go to Self-Service Password Reset home page](#)

3. If you enter your information correctly, you will be prompted to give the answers to your security questions. Remember that these are case sensitive. ***If you do not remember your security questions, you will need to re-register for a password change and create a new set of security questions.



Verify Your Identity: Submit Your Answers

You must answer the following 2 questions. Answers are case sensitive and must match the answers you originally entered exactly.

What was the name of your elementary school?

What was the color of your first car?

4. If you have correctly answered the security questions, you will be prompted to change your password.



Password Reset: Choose Your New Password

(Resetting password for cov\username)

Enter a new password:

Re-enter the password:

5. Once you have entered a new password, you will receive verification that you can log in to and use the Commonwealth of Virginia's Performance Budgeting System with your new password.



Success: Your password has been reset

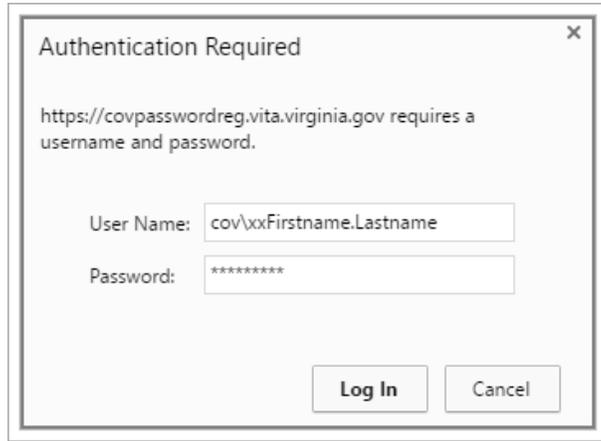
 You can now use your new password to log in.

How Do I Register for a Password Change?

In order to access the password registration for automatic password resets, you need to have valid COV credentials. If you know your credentials, please continue with the instructions below. If you do not know your credentials, please follow the instructions in the [“What if I don't know my credentials?”](#) section of these instructions to learn how to obtain them. If you have already completed the password registration process, please see the [“How Do I Change My Password?”](#) section of these instructions to change your password.

1. Please visit <https://covpasswordreg.vita.virginia.gov/default.aspx> to begin registration.

2. Enter a valid set of COV credentials (ie., cov\xxFirstname.Lastname). Please note that your username must be preceded by "cov\xx" in order to log in.



Authentication Required

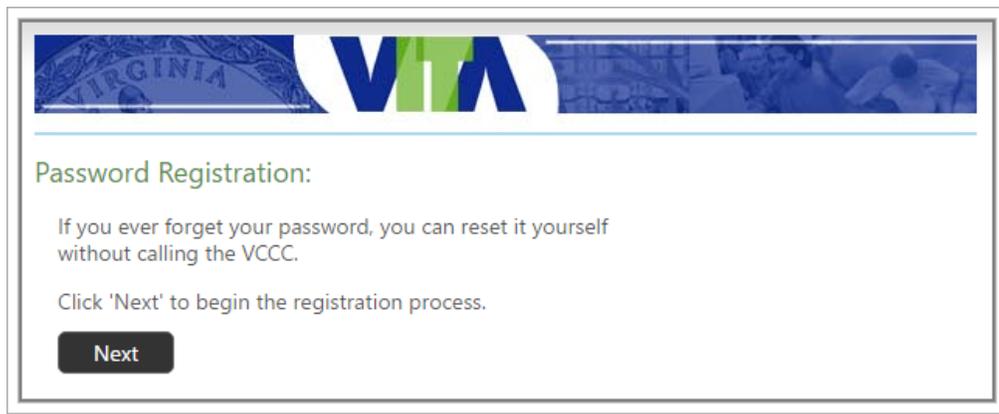
https://covpasswordreg.vita.virginia.gov requires a username and password.

User Name:

Password:

Log In Cancel

3. Once logged in, you will be prompted to complete the password registration process. Click "Next" to begin.



Virginia VITA

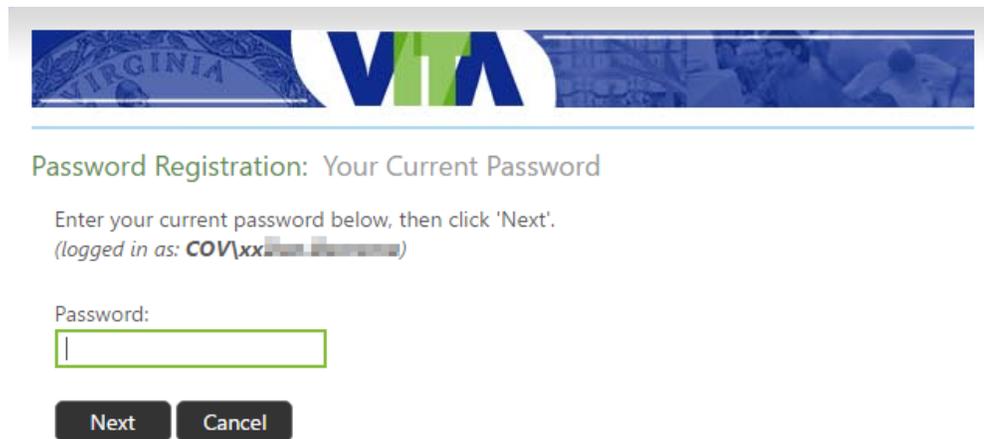
Password Registration:

If you ever forget your password, you can reset it yourself without calling the VCCC.

Click 'Next' to begin the registration process.

Next

4. Enter your current password when prompted. Click "Next."



Virginia VITA

Password Registration: Your Current Password

Enter your current password below, then click 'Next'.
(logged in as: COV\xx[redacted])

Password:

Next Cancel

5. You will be prompted to answer a list of security questions. These are necessary for your annual password reset. You may answer as many as you like, but you are required to answer at least four. Keep in mind that the answers are case sensitive. For example, if you enter "MY elementary School," you will need to enter the exact phrase to recover or change your password in the future, spaces and capitals included.
*****If you forget your answers when resetting your password, you will need to re-register again to reset the security questions.**



Password Registration: Register Your Answers

You must answer at least 4 questions to register.

Answers to questions are case sensitive and no two answers may be the same. If you forget the exact answers to your questions, you will need to re-register in order to reset your password.

What was the name of your elementary school?

MY Elementary School

What was the name of your first pet?

What was the color of your first car?

6. Verify that your spelling is correct. Click "Next."
7. Once registration is complete, VITA will display instructions provided to change your password. You will receive an email confirmation of registration with a link to update your information on your account. This link is an internal link. Please use this external link <https://covpassword.vita.virginia.gov/default.aspx> to access your account information from your location to reset your password. Unless you forget the answers to your security questions, you should not have to re-register in order to reset your password.



Completed: You are now registered



If you ever need to reset your password:

1. Go to the VITA eSupport website and select the Change My Password link under COV Password Management Portal.
2. Verify your identity by answering the questions you just registered. Remember that answers are case sensitive and must match exactly.
3. Choose your new password. Remember that passwords must meet COV complexity requirements and cannot be the same as any of the last 24 passwords you used.

What if I don't know my credentials?

1. If you do not know your credentials, please call VCCC at 866-637-8482 to have them reset your password. Press one [1] for the VCCC when prompted on the phone menu.
 2. For security reasons, VCCC verifies the caller before taking any action on a request. If you do not have a "@*.virginia.gov" email address and have not contacted the VCCC before - they need to confirm your identity. One way that can do this is by asking them to send you an email asking you to confirm you are the caller.
 3. After you have responded to their verification email, you can ask them to create you an entitlement PIN and word that can be used to verify your identity on any future VCCC calls.
 4. After confirming your identity - the VCCC can reset your password.
*****Important: Ask them to uncheck the requirement to "...change your password upon next login..." You will NOT be able to login to the PB Web application if you are required to change your password at your next login.**
 5. While still on the phone with the VCCC - verify you can access the PB system.
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