

Performance Budgeting (PB) Account Self-Service Instructions

Password reset instructions

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Performance Budgeting (PB) Account Self-Service Instructions

Performance Budgeting (PB) External Accounts

1. PB users are authenticated using COV credentials.
2. PB users that are not part of the COV network have been given external COV accounts that use the following naming convention: cov\xxFirstname.Lastname
3. These external COV accounts have different password requirements.
 - a. Passwords must be changed at least one time every year.
 - b. Accounts will be disabled due to inactivity if not used for 455 (365 + 90) days.

Self-Service Portal

<https://esupport.virginia.gov>

Register your account

1. Select "Register" on the Self-Service Portal (<https://esupport.virginia.gov>) or go directly to the following URL: <https://covpasswordreg.vita.virginia.gov/default.aspx>

The screenshot shows the Virginia.gov eSupport portal. The browser address bar displays <https://esupport.virginia.gov/sdcxuser/asp/frameset.asp>. The page header includes the Virginia Information Technologies Agency logo and the text "eSupport". Below the header, there are navigation links for "VITA Customer Care Center Phone Number 1-866-637-8482", "Accessibility Help", and "eSupport Home".

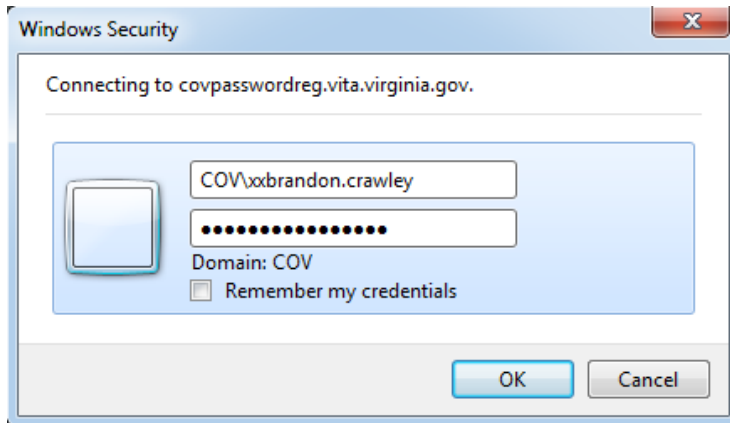
The main content area is divided into three columns:

- Top Solutions:** A list of "Most Viewed Articles" including "BlackBerry - Typing Tips", "COVA - How to Handle UCaaS Tickets", "COVA - COV Domain and E-mail Account Request Form", "COVA - eSupport FAQ", and "COVA - How to Check Ticket Status in eSupport". Below this is a "Knowledge Center" with expandable categories: Hardware, ITSM, Network & Telecommunications, Security, Service Desk Instructions, and Software.
- Web Ticketing:** Contains buttons for "Create a Ticket" and "Check your Ticket".
- COV Network Password:** Contains a warning "P-Synch Password Reset Tool - NO LONGER AVAILABLE AFTER 12-31-14", a "Change your Password" button, and a "COV Password Management Portal" section with a "Register" button and another "Change your Password" button. A red arrow points to the "Register" button.

At the bottom of the main content area, there is a search bar with the text "Enter your question or problem below and click Search to begin:" and a "Look within" button.

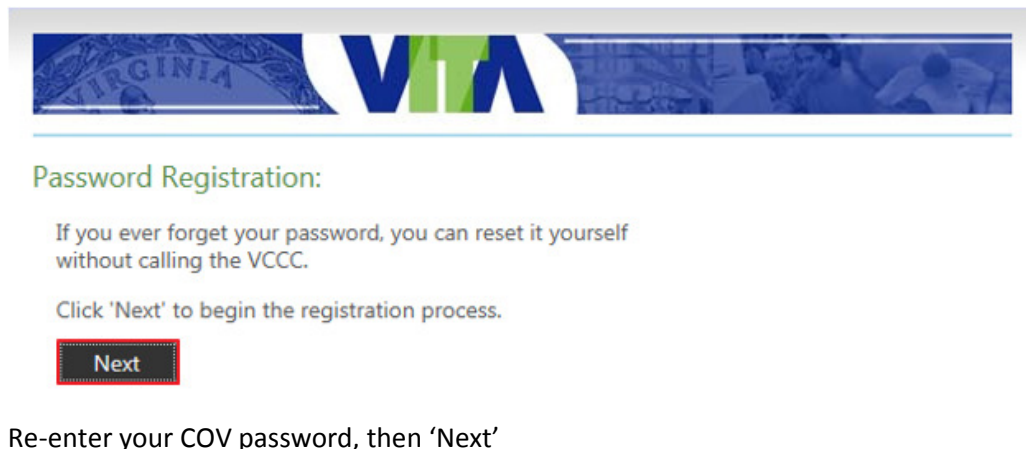
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- You'll then be prompted to enter your COV credentials as seen below (COV\xxfirst.lastname).

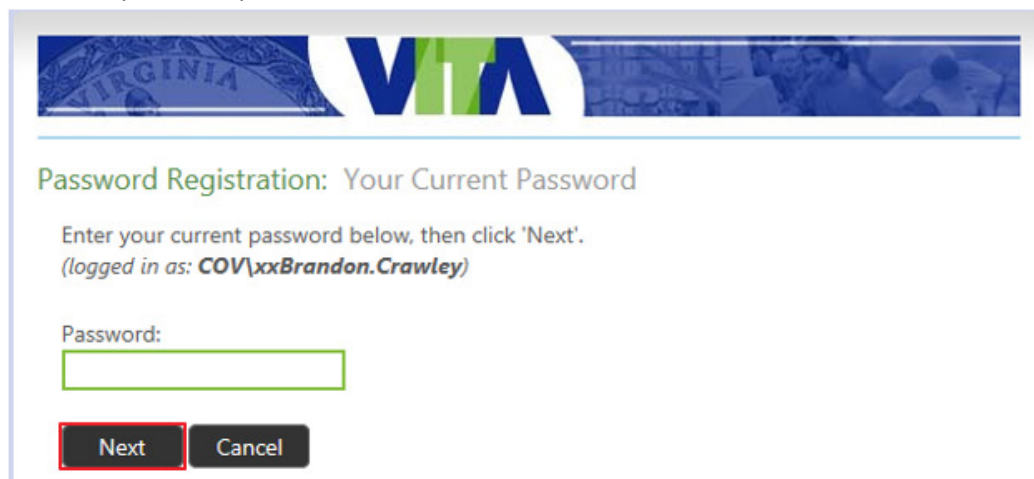


Note: If you have never registered your account AND have forgotten your COV password – You will need to call the VCCC and ask for the password to be reset. You can reach them at 1 (866) 637-8482

- Click 'Next'




- Re-enter your COV password, then 'Next'



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5. Please answer 4 of these questions.



Password Registration: Register Your Answers

You must answer at least 4 questions to register.

Each answer must contain at least four characters, and no two answers may be the same.

What was the name of your elementary school?

What was the color of your first car?

What was the name of city that you visited on your first vacation?

What is the name of your favorite fictional character?

What is the name of the city that you never want to visit again?

What was your favorite toy as a kid?


What year did you graduate from college?

The responses you provide are stored by your organization in Forefront Identity Manager.


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Note: You will need to remember your answers when resetting your password via this site.

6. You are now registered to reset your COV password via the password reset portal. You will receive an email confirming that you have registered your COV account.



Completed: You are now registered

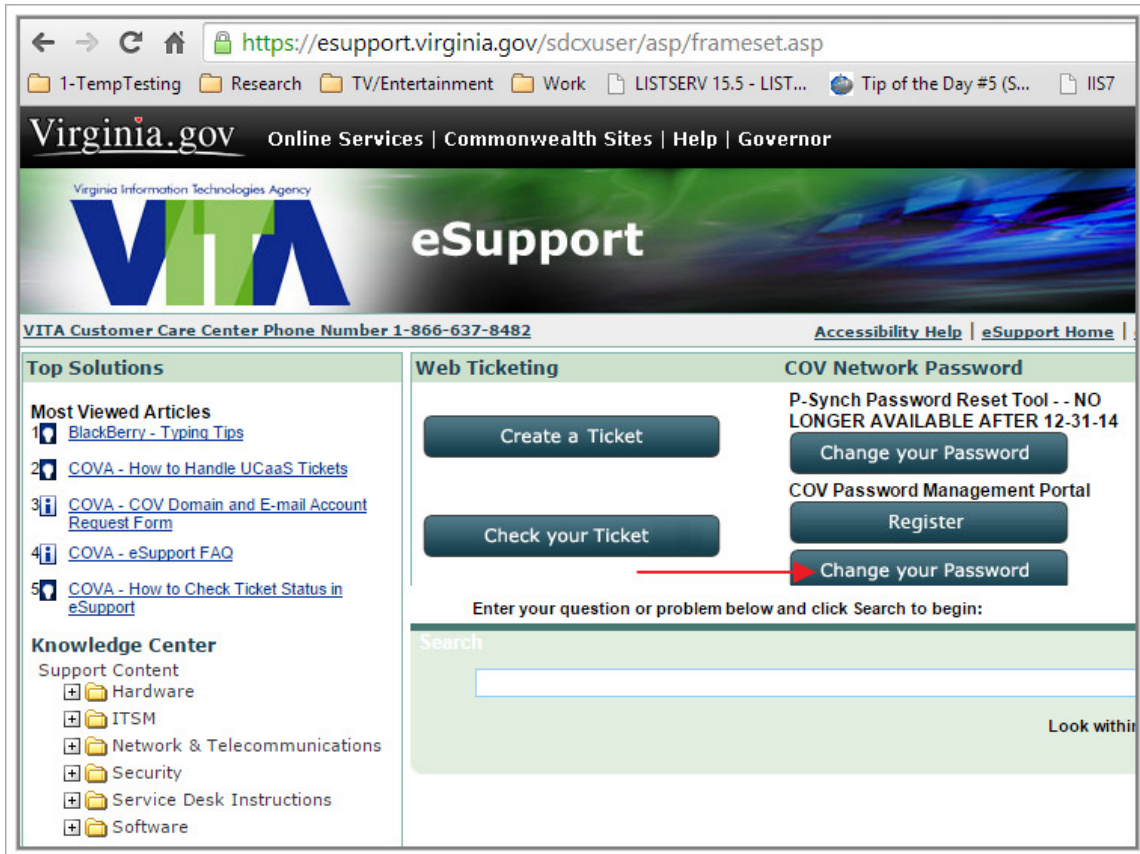
 If you ever need to reset your password:

1. Go to the reset password portal
2. Verify your identity
3. Choose your new password

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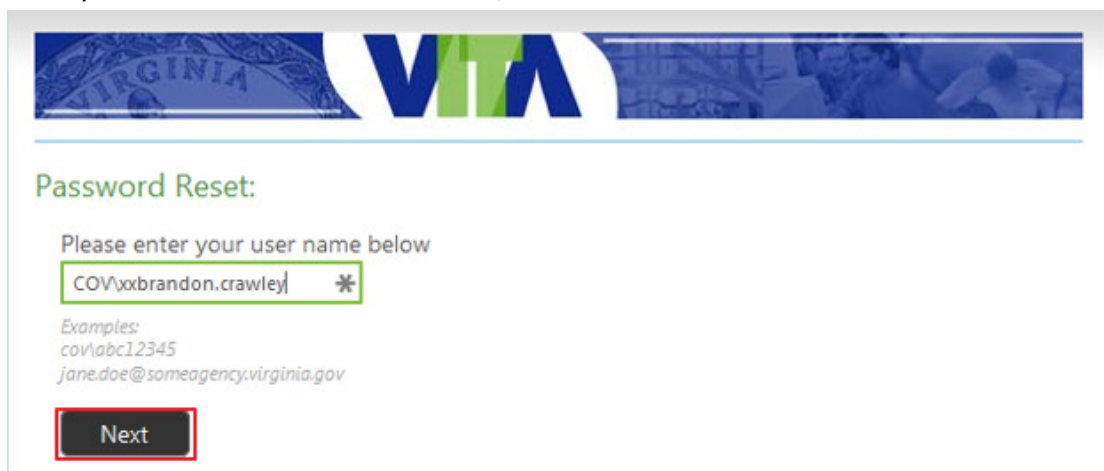
Change your Password

1. Select "Change your Password" on the Self-Service Portal (<https://esupport.virginia.gov>) or go directly to the following URL: <https://covpasswordreg.vita.virginia.gov/default.aspx>



The screenshot shows the Virginia.gov eSupport portal. The browser address bar displays <https://esupport.virginia.gov/sdcxuser/asp/frameset.asp>. The page header includes the Virginia.gov logo and navigation links for Online Services, Commonwealth Sites, Help, and Governor. Below the header is the VITA logo and the text "eSupport". A navigation bar contains the VITA Customer Care Center Phone Number (1-866-637-8482) and links for Accessibility Help and eSupport Home. The main content area is divided into three columns: "Top Solutions" with a list of most viewed articles, "Web Ticketing" with buttons for "Create a Ticket" and "Check your Ticket", and "COV Network Password" with a warning about the P-Synch Password Reset Tool and buttons for "Change your Password", "Register", and "Change your Password". A search bar is located at the bottom of the Web Ticketing and COV Network Password sections.

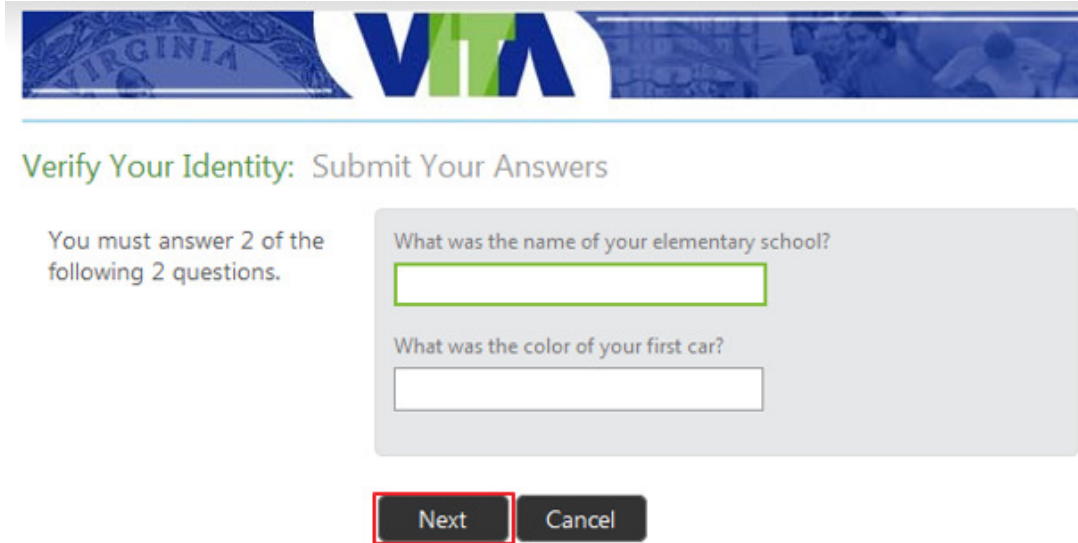
2. Enter your username in the format: COV\xxFirstname.Lastname and click 'next'



The screenshot shows the Password Reset form. The header features the Virginia.gov logo and the text "VITA". The main heading is "Password Reset:". Below the heading, the text "Please enter your user name below" is displayed. The input field contains the username "COV\xxbrandon.crawley" and a password strength indicator. Below the input field, the text "Examples:" is followed by two examples: "cov\abc12345" and "jane.doe@someagency.virginia.gov". A "Next" button is located at the bottom of the form.

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3. Answer 2 of the 4 security questions you previously answered when registering your COV account.



Verify Your Identity: Submit Your Answers

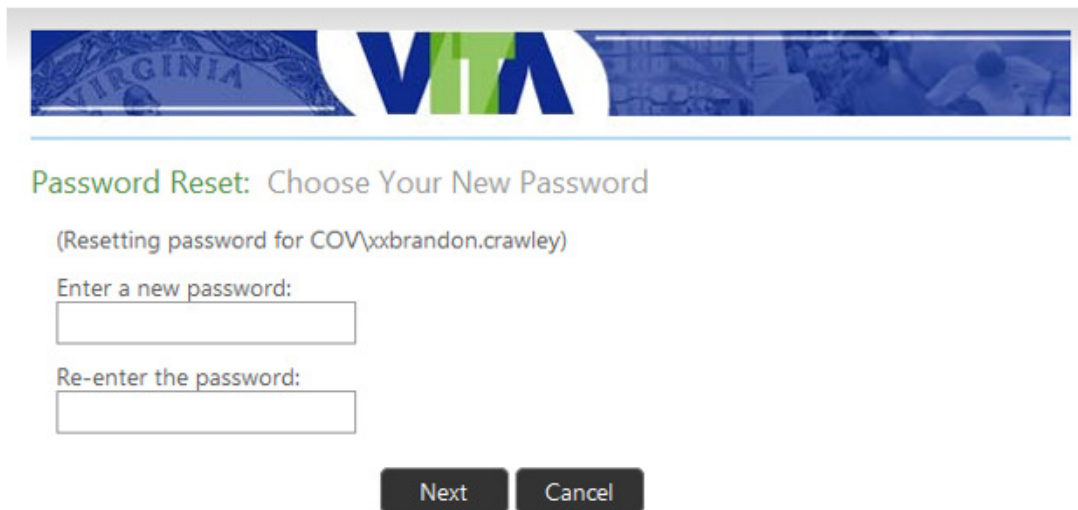
You must answer 2 of the following 2 questions.

What was the name of your elementary school?

What was the color of your first car?

Next Cancel

4. Enter your new password:



Password Reset: Choose Your New Password

(Resetting password for COV\xxbrandon.crawley)

Enter a new password:

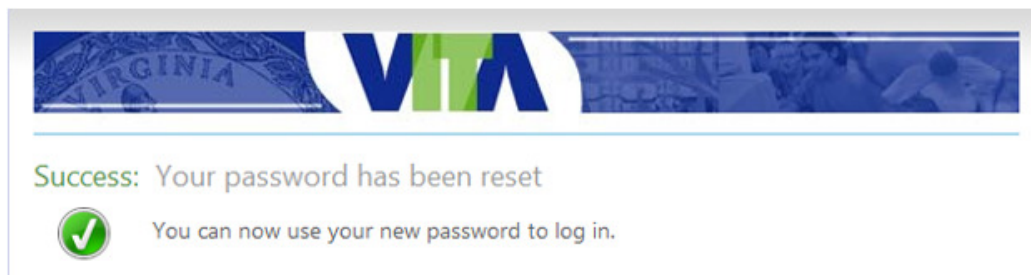
Re-enter the password:

Next Cancel


Note: Passwords must contain 8 characters, Upper and lower case letters, and at least one number.

Note: You cannot repeat any of your last 24 passwords.

5. Success! Your COV password has now been reset.



Success: Your password has been reset

 You can now use your new password to log in.