Performance Budgeting (PB) Account Self-Service Instructions

Password reset instructions

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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

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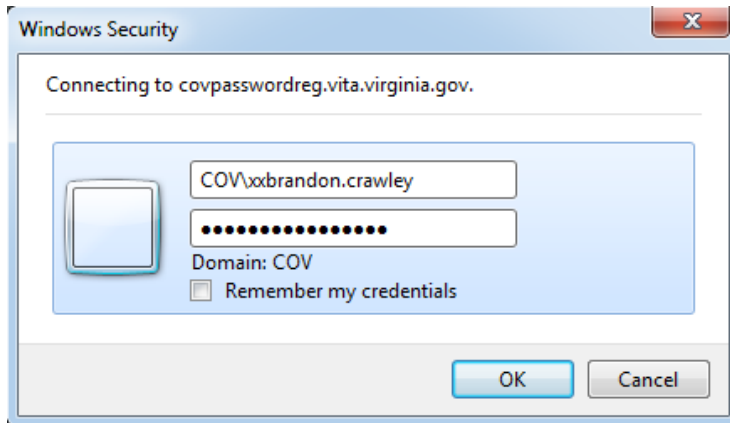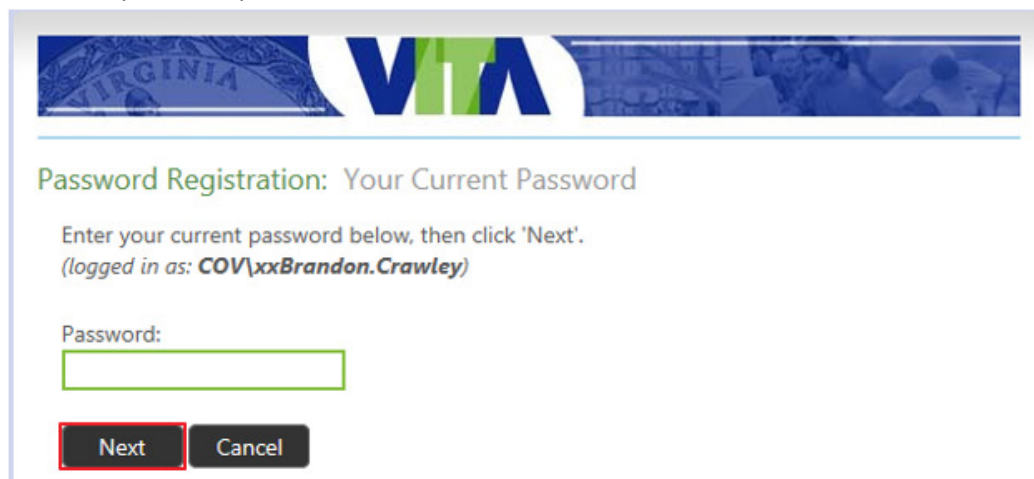

Note: If you have never registered your account AND have forgotten your COV password – You will need to call the VCCC and ask for the password to be reset. You can reach them at 1 (866) 637-8482

3. Click 'Next'
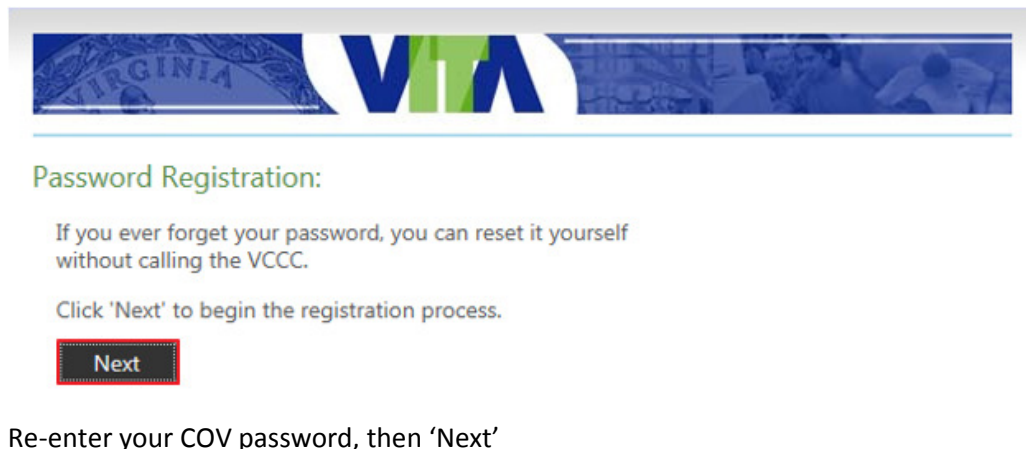
4. Re-enter your COV password, then 'Next'

5. Please answer 4 of these questions.

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

6. You are now registered to reset you COV password via the password reset portal. You will receive an email confirming that you have registered your COV account.
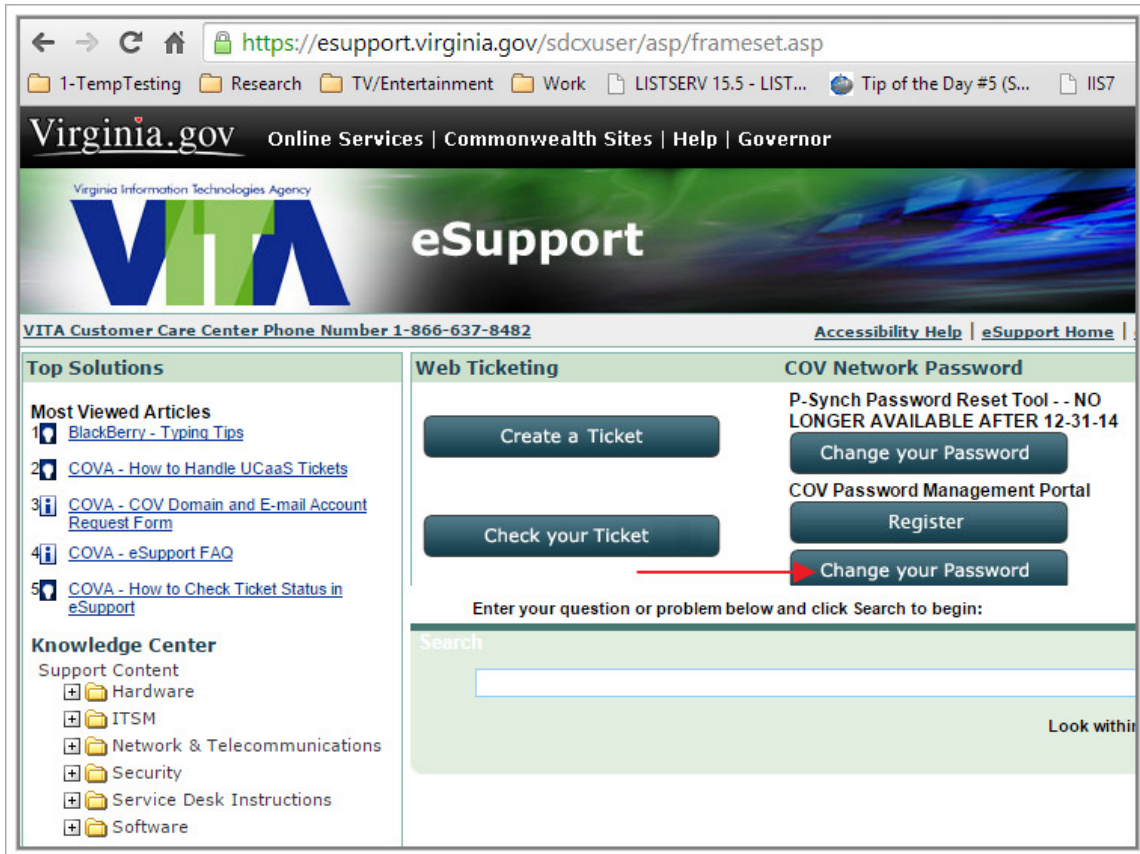
Performance Budgeting (PB) Account Self-Service Instructions
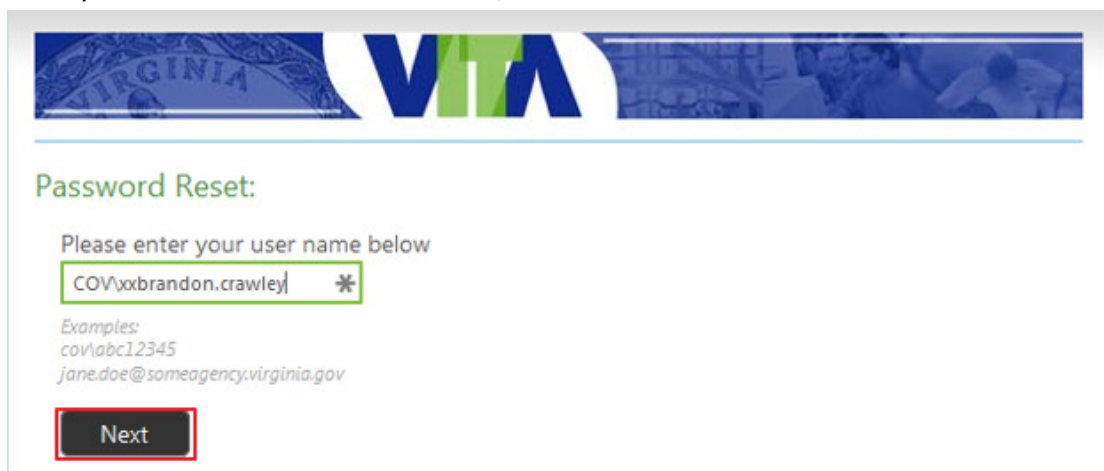
Change your Password

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

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

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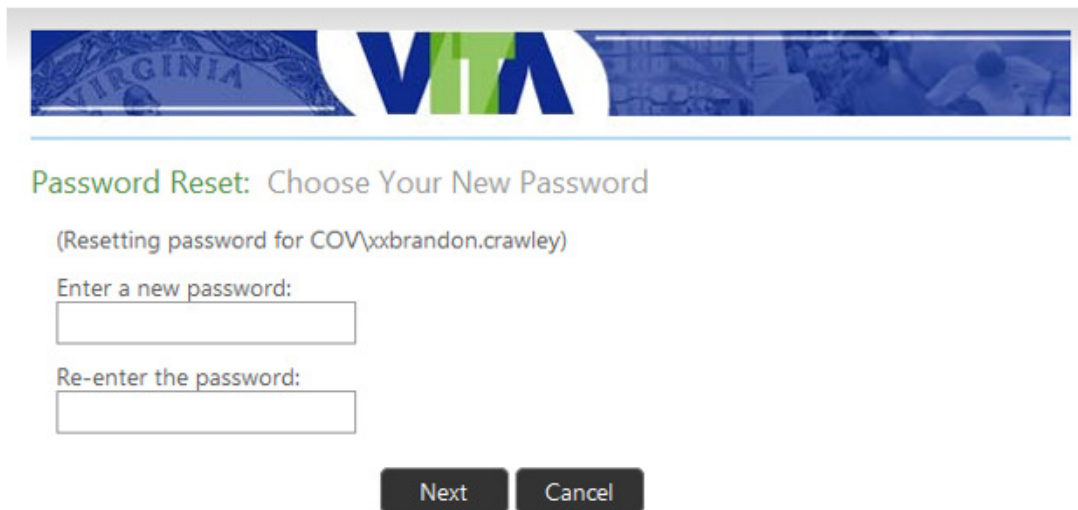
4. Enter your new password:

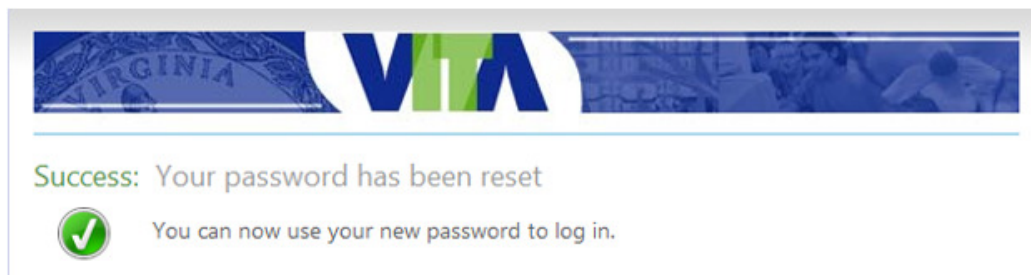**Note: Passwords must contain 8 characters, Upper and lower case letters, and at least one number.**

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

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