

## **FAQs for VTHR**

### **Q: How can I find out what my Userid is?**

Your userid is your 5 digit Employee ID; you can find your Employee ID listed on the back of your State Security Badge, or on your pay statement

### **Q: How do I find out what my password is?**

If this is your first time logging into your VTHR Account please read the information provided titled **'Information for First Time Users'**

If you do not know what your current password is and you have not set up 'My System Profile' you will need to contact the Department of Human Resources Support Center by calling (802) 828-6700

If you have previously set up 'My System Profile' within your VTHR Account you can use the "I forgot my password" link at the Employee Login Page for password assistance. You will be required to enter your userid and answer your predefined question to verify you are trying to access your account and then the system will automatically email you a password you can use to access your account.

Further information for setting up 'My System Profile' is listed within these FAQs

### **Q: Why am I getting an error message when I try to log into my VTHR Account?**

If you receive the error message "Your userid and/or password are invalid", check to be sure you have typed in your 5 digit Employee ID correctly, check to be sure the Caps Lock key is not on before typing in your password. The system is case-sensitive, you must type in your password exactly as you have set it, or the system will not allow you to access your account.

The system will only let you try 3 times to log into the account; if you are unsuccessful on the third try the system will automatically disable your account. When you try to log into the account after it is locked by the system you will get an error message that says "your account has been disabled" you will need to contact the Department of Human Resources Support Center to re-activate/enable the account. To avoid your account becoming disabled because of password issues, try only 2 times to log into your account before requesting a password.

### **Q: What if I forget my password?**

If you have set up My System Profile within your VTHR Account you can type in your 5 digit Employee ID and then click the link 'I forgot my password'. The system will send a new password to the email address you specified within My System Profile. Please note: if your account has already been locked by the system requesting a new password will not activate the account. You will need to contact the Department of Human Resources Support Center if your account becomes disabled or if you do not know what your current password is.

To reach the Department of Human Resources Employee Support Center call (802) 828-6700

**Q: How long will my password work?**

Passwords are valid for ninety (90) days. On the ninety (90) day after you last changed your password the system will force you to change your password by displaying a page when you log into your account that says “Your password has expired”. There will be a link on the page that says “Click here to change your password”.

**Q: Can I change my password before the 90 days have passed?**

Yes, you can change your VTHR password whenever you like. For instructions on how to change your password refer to the step-by-step guide titled “Change Password”.

**Q: What is ‘My System Profile’?**

“My System Profile” helps you manage your VTHR Account; this area is where you can change your password if you want to change it before the 90 day expiration. This is also where you set up forgotten password help so that the system can email you a new password if you forget yours. Please refer to the step-by-step guide on how to set up “My System Profile”

**Q: I have set up ‘My System Profile’ and have forgotten my password?**

A step-by-step-guide titled “I forgot my password” is available.

**Q: How come the password the system sent to me is not working?**

Your VTHR Account locks automatically after 3 unsuccessful attempts to log into your account, asking for a new password to be sent to you will not unlock your account. You can contact the Department of Human Resources Support Center for account assistance.

To reach the Department of Human Resources Employee Support Center call (802) 828-6700

**Q: How do I change my password?**

A step-by-step guide titled “How to change your password” is available online by navigating to the Employee Home page, and selecting either the guide titled “First Time User?” or the guide titled “I Forgot My Password”.

**Q: What do I do when the system says my password has expired?**

A step-by-step guide titled “First Time User?” is available online by navigating to the Employee Home page. This guide illustrates the same process on how to change your password whether you are a first time user or you have used your VTHR Account in the past.