

## Step-by-Step Guide for I Forgot my Password

In order for the “I Forgot My Password” link to work – you must have already set up a challenge question and accurate e-mail address in My System Profile. The system is designed to disable your account after 3 unsuccessful attempts at login.

**If you have tried 3 or more times, you must contact the VT HR Helpdesk for account assistance 802.828.6700 option 1, option 1.**

VERMONT  
Department of Human Resources  
State of Vermont

Back to DHR Home

Sign In

User ID

Password

Sign In

I Forgot My Password

Click I Forgot My Password

The Forgot My Password page will be displayed for you

**Forgot My Password**

If you have forgotten your password, or your password has expired, you can have a new password emailed to you.

Enter your User ID below. This will be used to find your profile, in order to authenticate you.

User ID:

Type in your 5-digit Employee ID here

Continue

Click Continue

You will be taken to the next page after clicking the Continue button

**Forgot My Password**

User ID:  Your Employee ID will be displayed here

Email ID:  The email address where the system will send your new password will be listed here

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Please answer the following question below for user validation.

Question:  The question you set in My System Profile will be here

Response:   Type the answer to the Question here

A confirmation page will appear indicating that a new password is being sent to you

**Password Emailed**

✓ Your password has been emailed.

## Go to your email inbox (used in My System Profile).

When the email arrives from the system that contains a new password for your account, open the email that contains the new password

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

Your new password is {DKe>!O9

You may change your password once you have logged into your account.

If you are unable to log into your account using this password please call the Employee Support Center, (802) 828-6700

Additional Information for Employees:

Close your browser before trying attempting to access your account with this new password.

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

If you are not familiar with “copy/paste” functions, please print this message or write the password down exactly (case-sensitive) so that you may enter it manually.

Carefully highlight the characters in password, do not highlight extra spaces at the beginning of the password or at the end of the password

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

Your new password is {DKe>!O9



Right-click on the password and select 'copy'

You may change your password once you have logged into your account.

If you are unable to log into your account using this password please call the Employee Support Center, (802) 828-6700

Additional Information for Employees:

Close your browser before trying attempting to access your account with this new password.

PLEASE DO NOT REPLY TO THIS SYSTEM GENERATED EMAIL NOTIFICATION

Return to the VTHR Log In page and type in your user id, then manually enter the new password or right-click the password field to “paste”. Click the Sign In button.

Back to DHR Home

**Sign In**

User ID

Password

Sign In

I Forgot My Password

Type your 5 digit Employee ID number

Right-click and select to 'paste' the password

Click on Sign in

If you try unsuccessfully to log into your VTHR Account an error message is displayed that says:

**Your User ID and/or Password are invalid.  
Further attempts may lock your account.**

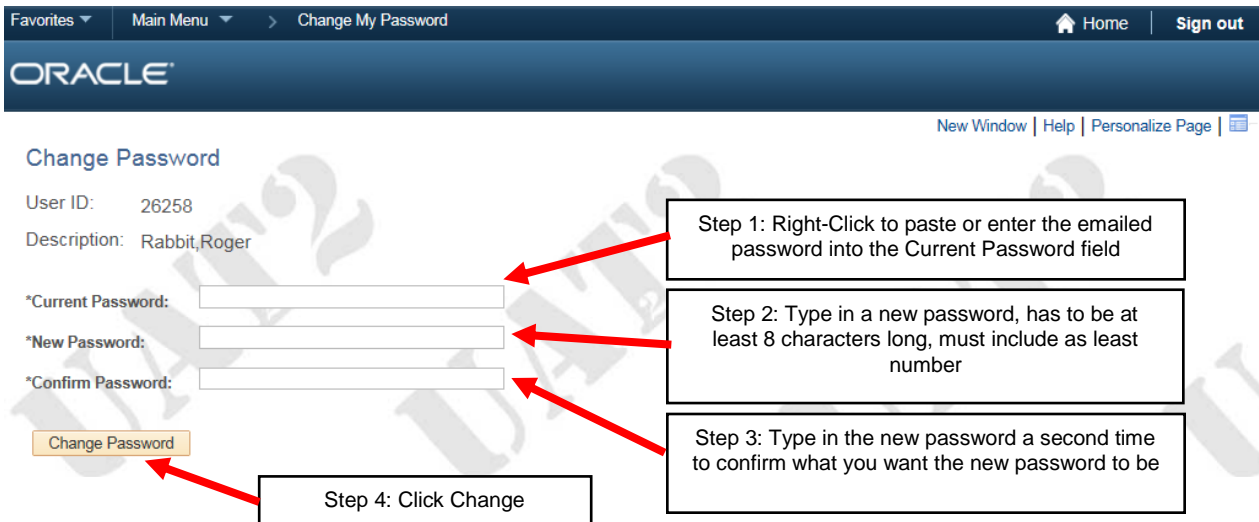
**If you have tried 3 or more times, you must contact the VTHR Helpdesk for account assistance.**

Contact the VTHR Helpdesk by calling **(802) 828-6700 option 1, option 1.**

Once you have successfully logged into your account please change your account password to one that you will remember by clicking the link within your account's left menu that says "Change My Password".



The Change Password page will be displayed; follow the directions below using the password the system emailed to you in the Current Password field.



When you have completed the Change Password page click the **Change Password** button. A confirmation page will be displayed telling you that your password has been successfully changed.

