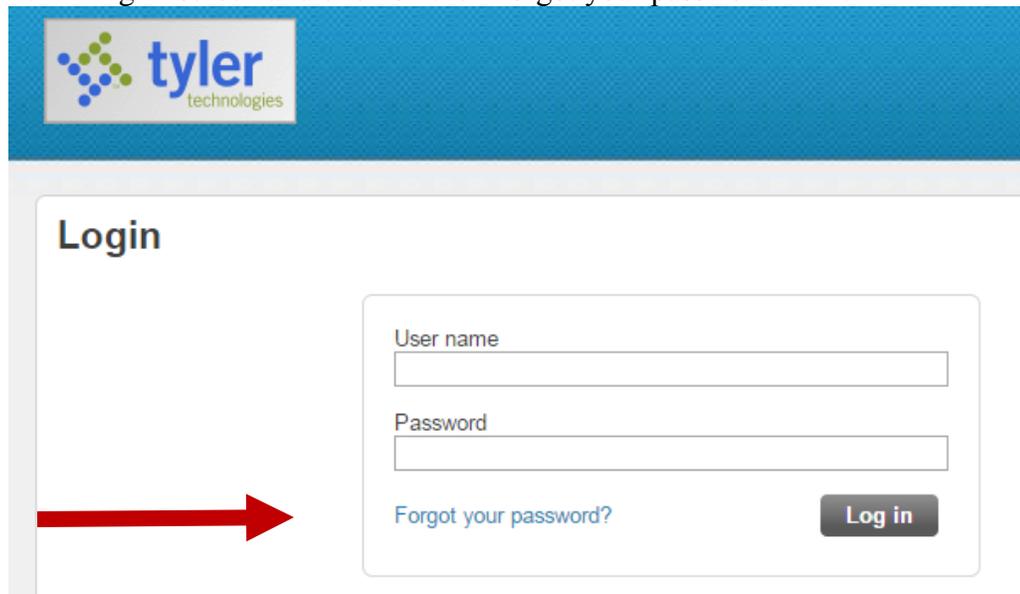


Resetting Password in VSS

1. Go to the log-in screen and click on the “Forgot your password” link.



tyler technologies

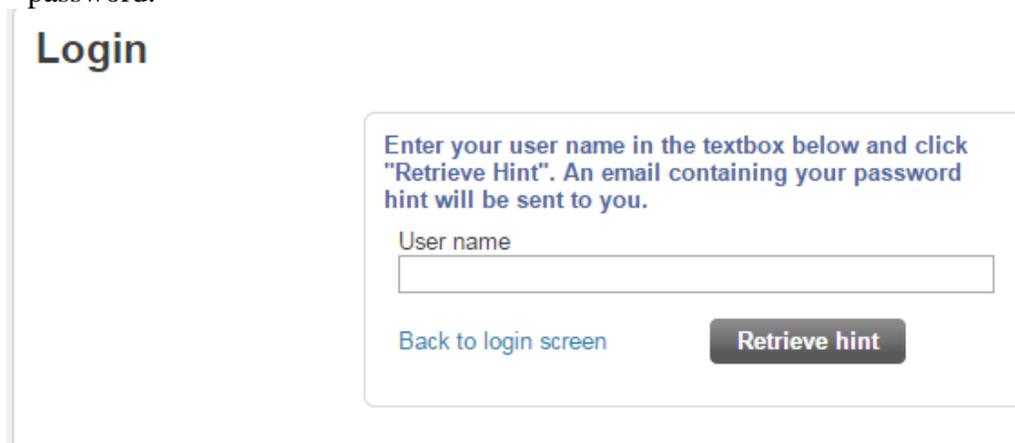
Login

User name

Password

[Forgot your password?](#)

2. Enter your user name in the box, click “retrieve hint,” and an email will be sent to email address that corresponds with your account containing a link that will reset your password.



Login

Enter your user name in the textbox below and click "Retrieve Hint". An email containing your password hint will be sent to you.

User name

[Back to login screen](#)

If after hitting the Retrieve hint button you get a message similar to:

Login

Unable to send email. Please contact an administrator.

User name
jtee444

[Back to login screen](#)

It means you entered an incorrect user name. Please see your administrative person or HR to get your correct user name.

3. Click on the link that is given the generated email and a new browser window should open. Once the window opens, click “submit” to retrieve your temporary password.

Password Regeneration

 When you click the Submit button, a new, temporary password will be generated and sent to your personal email address. Upon first usage of the newly generated password, you will be prompted to change it. 

Initiate Password Regeneration

User ID:



4. After clicking “submit,” a new email will be generated containing your temporary password. Enter the new password when you log into VSS and you will be prompted to change your password. Enter all of the information and click “change.”

Login

Before proceeding you must change your password.

New password must be at least 8 characters long, contain at least 1 numeric character, contain at least 1 non-alphanumeric character and contain at least one uppercase character and one lowercase character.

Current password	<input type="text"/>
New password	<input type="text"/>
Password strength	Unacceptable
Confirm new password	<input type="text"/>
New password hint	<input type="text"/>

- Once the appropriate information has been submitted, your password will have been reset.

Login

Your password has been successfully changed.