Setting up Security Questions and Answers in VCSS

Setting up your security questions and answers to log into the Vendor and Customer Self Service (VCSS) system allows you to reset your password if you forget it.

In order to set up your account security questions, you must be logged into VCSS. If you are unable to log into the system, contact the Financial Systems Service Desk at 1-866-450-6588 or OCFOServiceDesk@gsa.gov.

Once you are logged into VCSS, click on the Preferences link at the top right of the page.

Click on the Security Question and Answer Page tab.

Type in your current password.

Select two questions, and type in the corresponding answers. (Answers are case-sensitive; we recommend using all lower-case letters.)

Click the Save button.
Once you have added your security questions and answers, you will receive the message “Action was successful.”

If you forget your password, you can click on the “Forgot your password?” hyperlink, answer the security questions with the answers you set up and reset your password. Note: Your password will expire every 80 days so make sure to update your password on a regular basis.

Using the “Forgot your password?” Link

If you forget your password when trying to access VCSS, click on the “Forgot your password?” link underneath the Sign In button.
Type in your **User ID**, and click **Next**.

Enter your **Email Address** and the answers to both of your security questions and click **Submit**.

You will receive the message “The password reset link has been sent via email.”
VCSS Security Q&A’s, Forgot Password Link

An email will be sent to the address listed in your VCSS profile with a link to reset your password.

*Note: If you did not see the email in your inbox, search the “Spam” folder in case the message was filtered by your email account. If you do not receive the email, an incorrect email might be listed for you. Contact the Financial Systems Service Desk at 1-866-450-6588 or OCFOServiceDesk@gsa.gov to get this corrected.

Copy and paste the link provided in the email into your internet browser (Internet Explorer and Mozilla Firefox are the only supported browsers for VCSS).

*Note: This is a one-time use link. If you do not open it correctly the first time, your account will be locked and you will have to contact the Financial Systems Service Desk to have your password reset.

Once the link opens, fill out the form, update your password and click Submit.

Your new password must be eight to 12 characters and include at least one of EACH of the following:

- 1 Upper Case Character (A-Z)
- 1 Lower Case Character (a-z)
- 1 Numeric Character (0-9)
- 1 Special Character (Examples: ! & $ % ? * #)

*Note: Make sure to correctly apply the password rules. If you make a mistake, your account will be locked and cannot be reset without an administrator.
Once you have successfully changed your password, you will receive a confirmation message stating, “Password Changed Successfully.”

Click on the Return to sign in page link to log into VCSS.