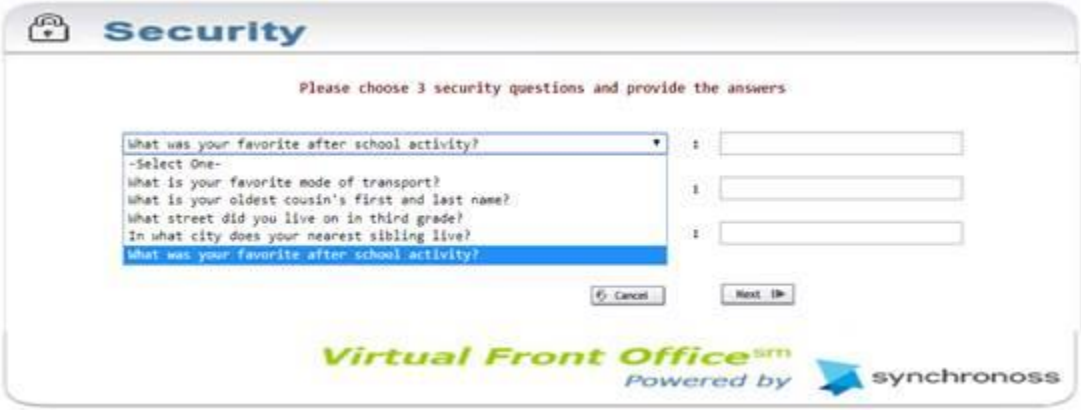
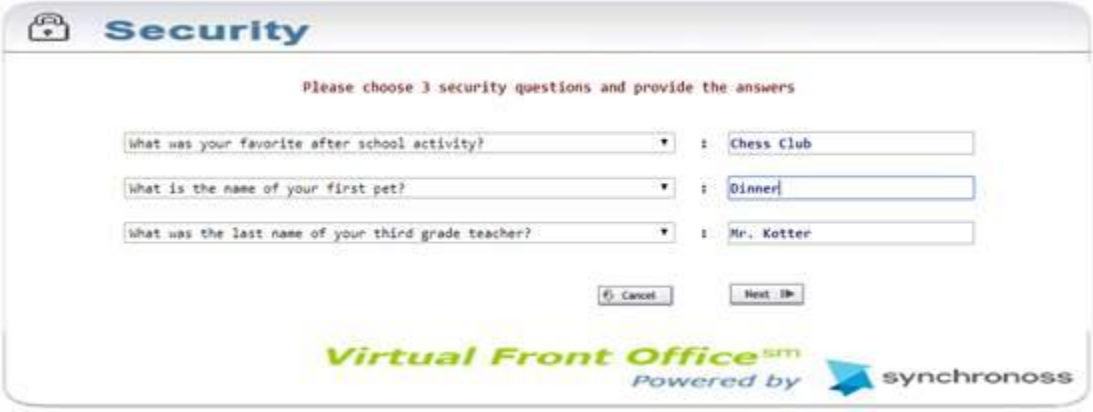
1. **Forgot User ID and Password Function**
   You will be able to retrieve your forgotten user names and reset your forgotten passwords.

   **How will the system know it is you?**

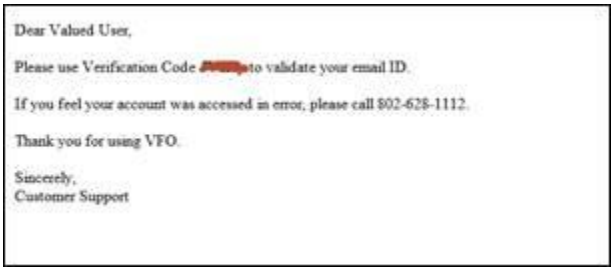
   The first time you log in after the release you will be prompted to select three security questions from the list and provide answers to each of them.




Once this step is complete, you will be prompted to supply an email address (Email ID) or verify the one already associated with your user profile when you log in for the first time.

The email address format will be validated, and a verification code will be sent to the email address provided.



Dear Valued User,

Please use Verification Code [redacted] to validate your email ID.

If you feel your account was accessed in error, please call 802-628-1112.

Thank you for using VFO.

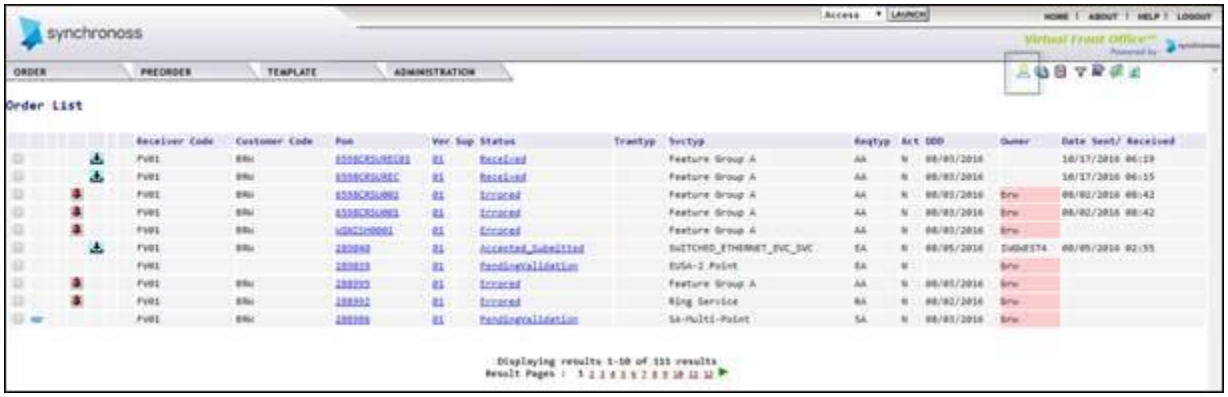
Sincerely,
Customer Support

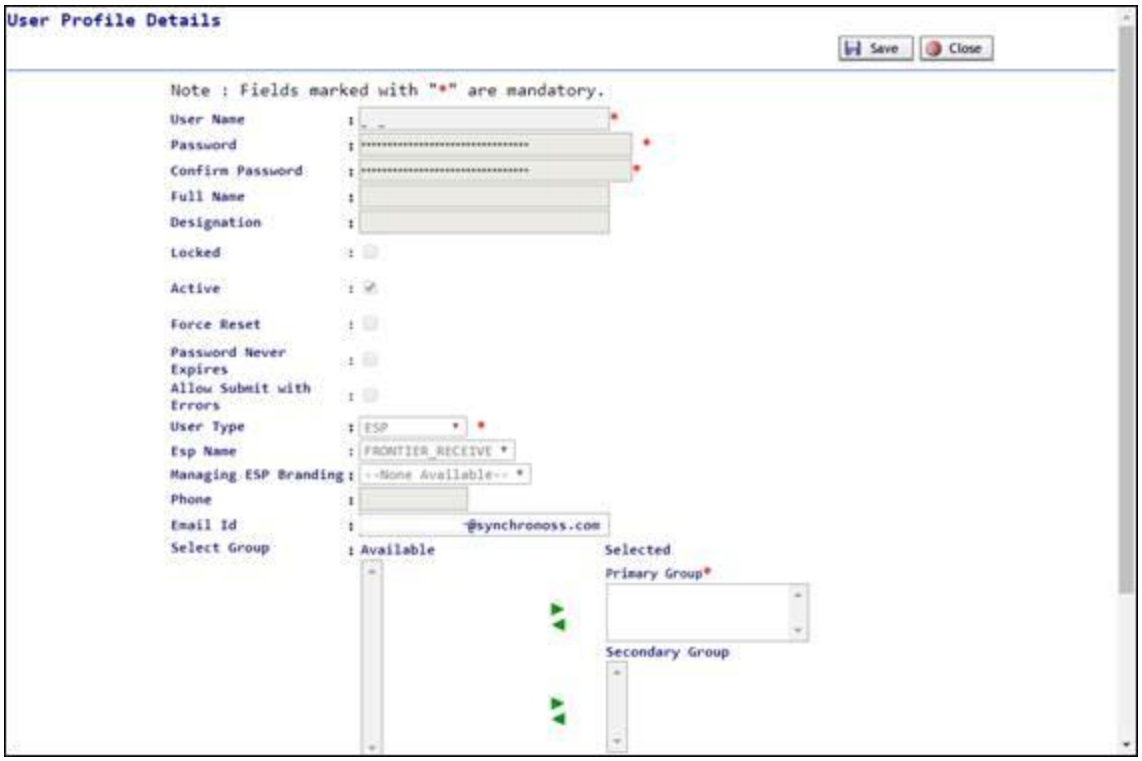
You will have to enter the verification code to proceed, either in the same session or in a new one if that session times out.

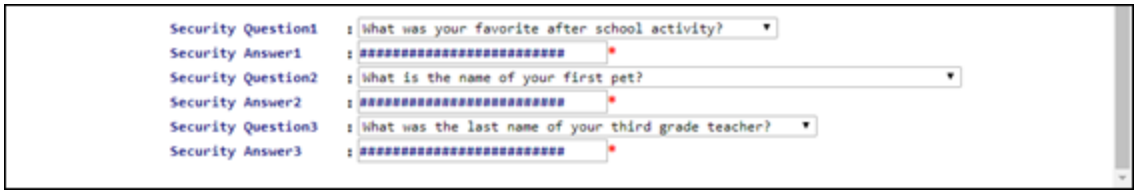
The email address can now be used to retrieve the forgotten user name. The email address and security questions and answers can be used to authenticate your login if you forget your password.

### Can you change emails or security questions/answers at any time?

A new user profile icon is on the home page to enable users to manage their emails and security questions and answers. All other fields are read only.






### What happens if you forget your user name?

There is a new hyperlink “Forgot User Name?” added to the VFO Login Page. If you forget your user name click “Forgot User Name?”.

Next it will prompt you to enter your email address.

Upon inputting a valid email address, all usernames associated with that email address will be listed in the email sent.

### What happens if you forget your password?

Click the “Forgot Password" link on the VFO Login Page to trigger a four-step user authentication process.

1. You will be prompted to enter your username.

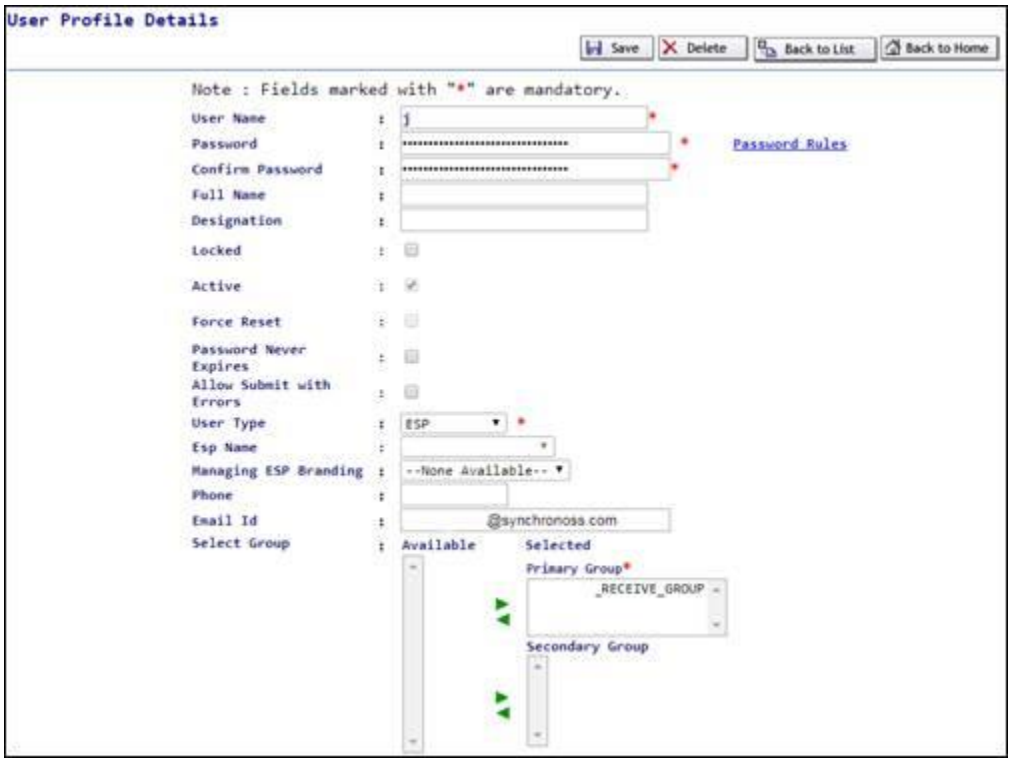
2. You will need to answer a security question associated with your user profile.

3. VFO will send a verfication code, which you will use to access VFO.

3. You will enter your new password twice.

Providing the correct security answer will generate an email to the associated email address with a random security code. You will have to enter that security code to proceed, either in the same session or in a new one if that session times out. The correct security code completes the second step of user authentication, and you will be prompted to create a new password.

VFO administrators will no longer be able to configure email addresses when creating new users.  This field is view only.




When an existing user logs in to VFO for the first time, after this deployment, the user will need to provide his/her email address and verify the email address by entering the security code sent by VFO to that email address.

When a new user is being created, the VFO administrator will not be able to configure an email address for the new user. When the new user logs into VFO for the first time, the user will need to provide his/her email address and verify the email address by entering the security code sent by VFO to the provided email address.