Guide to Reset Password

1. On CSA website's home page under Applications section click on Local Government Reporting



2. Click on Reset/Forgot Password link



- 3. On following screen
 - a. Select Locality
 - b. Email Address
 - c. Click on Submit button

An Agency of the Commonwealth of Virginia				G <u>S</u>	elect Language 🔽 Virginia.gov Find	<u>I an Agency</u>
Confice of Children's Services	e About -	Parents & Families+	Local Government -	Resources -	Statistics and Publications \bullet	Contacts -
Reset Password Rec	luest		and the second se			
Agency/Locality/System:*	Select l	.ocality	~			
Email Address:*	Service Fee D	irectory Users select 'Service	Fee Directory - 202' from t	he dropdown men	и.	
	Submit	Cancel				

- d. A message will appear on the top of the screen An email has been sent to your registered email address with a password reset link. Please click on the link to reset your password.
- e. User will get an email from OCS IT support in your Inbox
- f. If you have NOT received an email from IT support, check your Spam folder



- g. Open the email
- h. Click on the Password Reset Link in the email, as show

ACTION REQUESTED: Reset Password - OCS User Account () for Goochland (075)	∑ CSA IT Support Emails ×	,	•
csa.itsupport@csa.virginia.gov to , csa.itsupport *	12:10 PM (3 minutes ago)	☆ ◆	÷
OCS When at Calabami services			
Reset your password			
Dear Alexandria Tisdale,			
Office of Children's Services has initiated password reset for your OCS user account for Goochland (075).			
The time-sensitive link in this message expires on 07/06/2022 01:10 PM. Please click here to reset your password. If the link has expired, you can so on the Login page.	elf reset your password using the Reset / Forg	ot Passwo	ord li
If this password reset request was not initiated by you, please ignore this email.			
Please contact OCS Office at 804-662-9815 or csa.office@csa.virginia.gov for any questions.			
Thank you.			
The Office of Children's Services 1604 Santa Rosa Road, Suite 137, Richmond, VA 23229 Phone (804) 662-9815 Fax (804) 662-9831 €			
Disclaimer			
OCS IT Support This email was sent from a notification-only address that cannot accept incoming email. Please do not rep	ly to this message.		
The information in this email and any attachments may be confidential and privileged. Access to this email by anyone other than the intended addresses	is unauthorized. If you are not the intended re	cipient (or	the

- i. The link is time sensitive
- j. The following screen is displayed

An Agency of the Commonwealth of Virginia 🖉 Virginia.gov Find an A						inia.gov Find an Agency	
CHice of Children's Services	Home	About -	Parents & Families +	Local Government -	Resources+	Statistics and Publications -	Contacts -
			Reset	t Password -			
You have request	ed a passw	ord reset for	this account. For security	v purposes, you are requir ord should adhere to the	ed to answer the listed criteria.	security question and provide a n	ew password. The new
			1				
			USER SECURITY QUE	STION(S)		SAVE YOUR PASSWORD	_
				User Security	Question(s)		
			Wh	at is the name of your fa	vorite childhood	friend?	
				Submit A	nswer		
			and a second				

- k. Answer you security question's answer
- I. Click Submit Answer button.
- m. If the answer is correct; a new screen appears

An Agency of the	Commonwealth of Virginia
Office of Children's Services	Home About • Parents & Families • Local Government • Resources • Statistics and Publications • Contacts •
	Save Your Password
	New Password Show New Password New Password cannot be empty Uppercase Character 1 Lowercase Character 2 Numerical Digit Special Character like ~!@#\$%^&{)_+-<>[]{} Password must be minimum 8 characters and maximum 15 characters in length Confirm Password Show Confirm Password New Password and Confirm Password did not match Save Password (Note: "Save Password" button will be enabled only after all of the above listed criteria are fulfilled.)

- n. Enter the New password. The Password must be minimum 8 characters and maximum 15 characters in length.
 Password must contain at least
 - 1 Uppercase character
 - 1 Lowercase character

- 1 Numerical digit and
- 1 Special character like: ! @ # \$ % ^ & * () + _ < > ~ [] { }
- o. Confirm password
- p. Click Submit button
- q. Your new password will be set.

NOTE:

- 1. Remember to create accounts for different locality with different passwords & security questions
- 2. If you are unable remember your security question's answer, submit 3 times your security answer incorrectly. The system will lock you
- 3. Contact OCS office at 804-662-9815 to unlock your account.
- 4. You will receive another email for IT Support, that email will allow you to create your new security question-answers & password