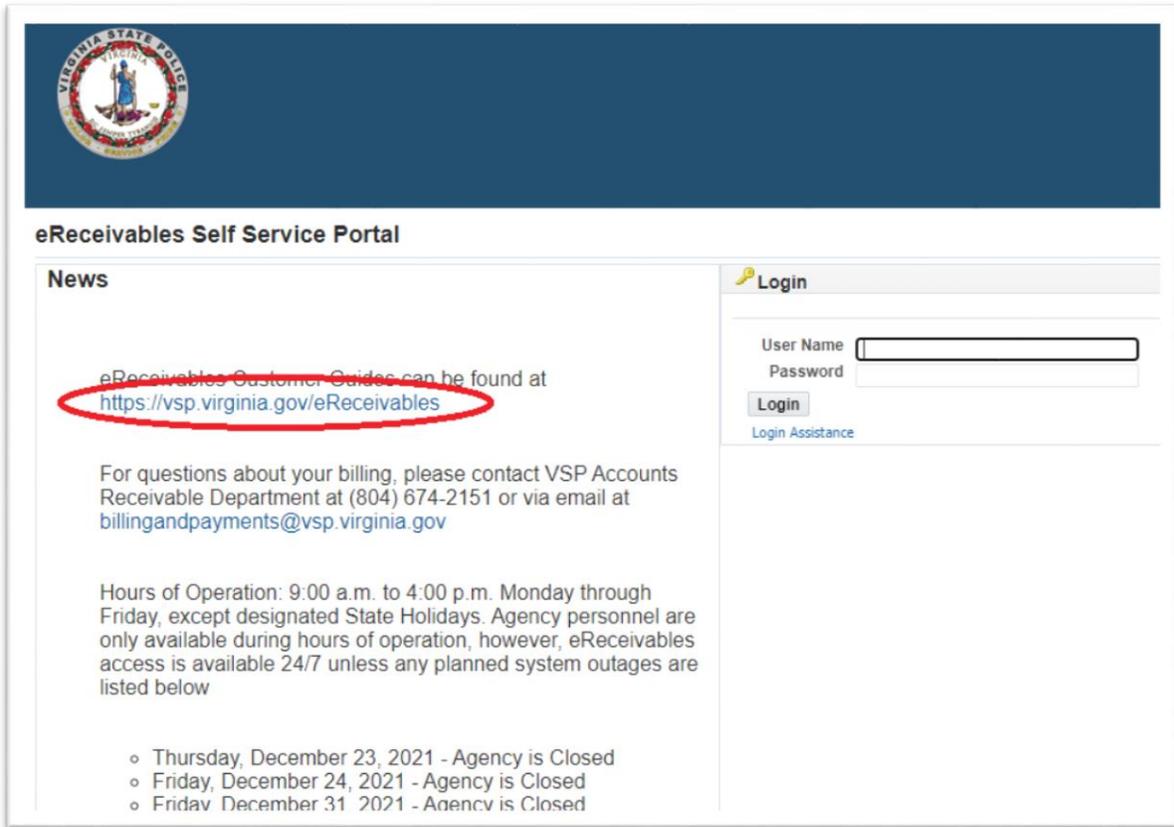


Customer Password Creation and Reset Instructions

These instructions and other support documentation can be found at the link on the login page (<https://vsp.virginia.gov/eReceivables>)



VIRGINIA STATE POLICE

eReceivables Self Service Portal

News

eReceivables Customer Guide can be found at <https://vsp.virginia.gov/eReceivables>

For questions about your billing, please contact VSP Accounts Receivable Department at (804) 674-2151 or via email at billingandpayments@vsp.virginia.gov

Hours of Operation: 9:00 a.m. to 4:00 p.m. Monday through Friday, except designated State Holidays. Agency personnel are only available during hours of operation, however, eReceivables access is available 24/7 unless any planned system outages are listed below

- o Thursday, December 23, 2021 - Agency is Closed
- o Friday, December 24, 2021 - Agency is Closed
- o Friday, December 31, 2021 - Agency is Closed

Login

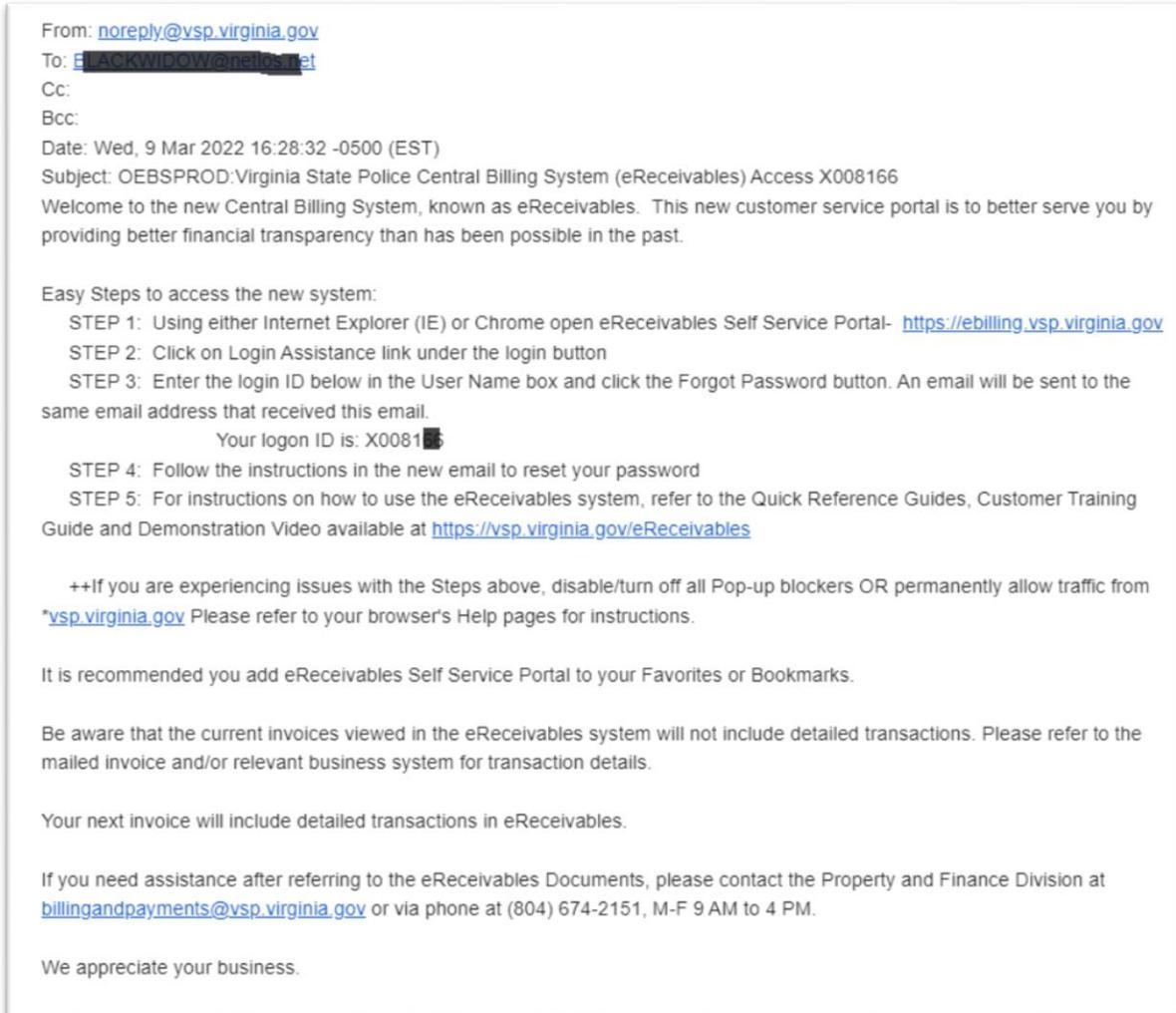
User Name

Password

[Login Assistance](#)

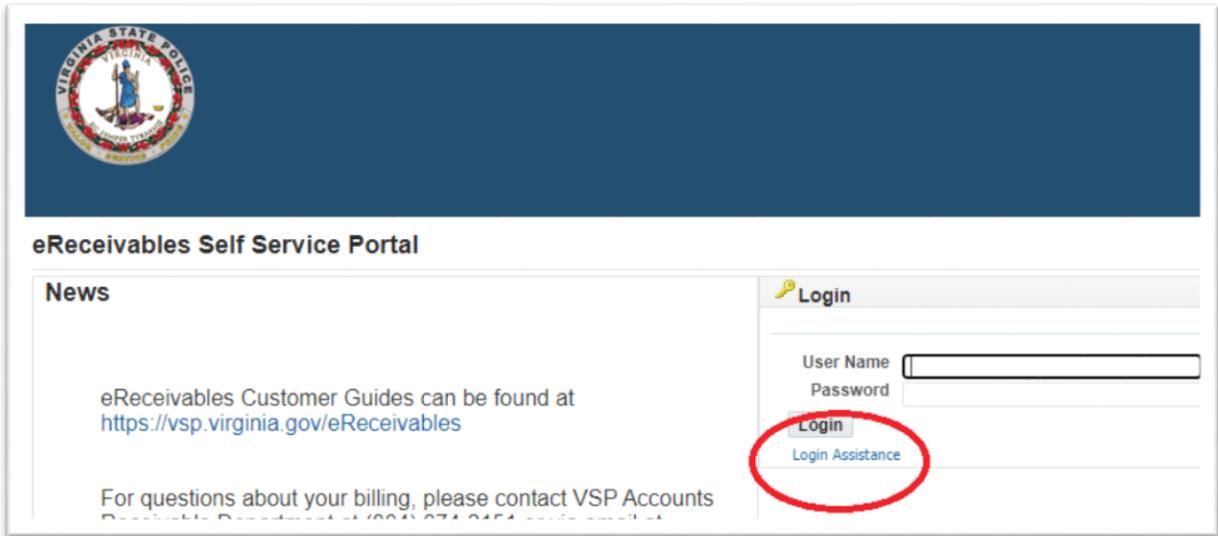
Initial Email of Credentials

When we first configure your User ID, you should receive an email from NoReply@vsp.virginia.gov similar to the following.



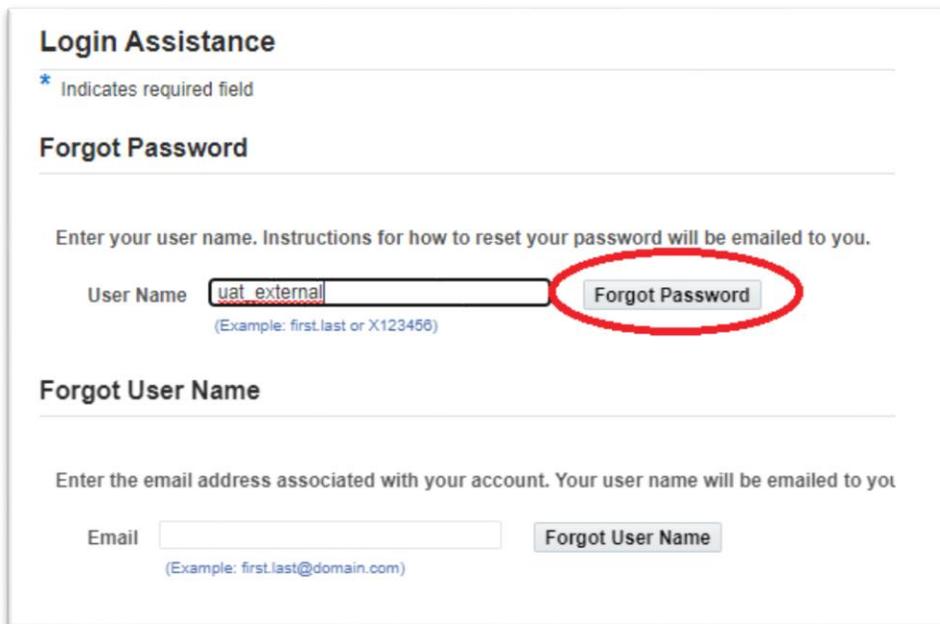
To create a password upon first logging into eReceivables (or later when you may need to reset your password), navigate to [eBilling.vsp.virginia.gov](https://ebilling.vsp.virginia.gov)

Click the **Login Assistance** Link



The screenshot shows the top of the eReceivables Self Service Portal. On the left, there is a 'News' section with a link to customer guides and contact information for VSP Accounts. On the right, there is a 'Login' section with input fields for 'User Name' and 'Password', and two buttons: 'Login' and 'Login Assistance'. The 'Login Assistance' button is circled in red.

Type in the User ID provided to you in the new credentials email you received. **Note that this may not be the same User ID that you use to log into CATS, vCHECK or MVIP.**



The screenshot shows the 'Login Assistance' page. It has a header 'Login Assistance' and a note '* Indicates required field'. There are two sections: 'Forgot Password' and 'Forgot User Name'. The 'Forgot Password' section has a 'User Name' input field containing 'uat_external' and a 'Forgot Password' button circled in red. The 'Forgot User Name' section has an 'Email' input field and a 'Forgot User Name' button.

Click the **Forgot Password** button.

You should receive a message similar to the following.

Login Assistance

* Indicates required field

Forgot Password

Enter your user name. Instructions for how to reset your password will be emailed to you.

User Name

(Example: first.last or X123456)

Forgot User Name

Enter the email address

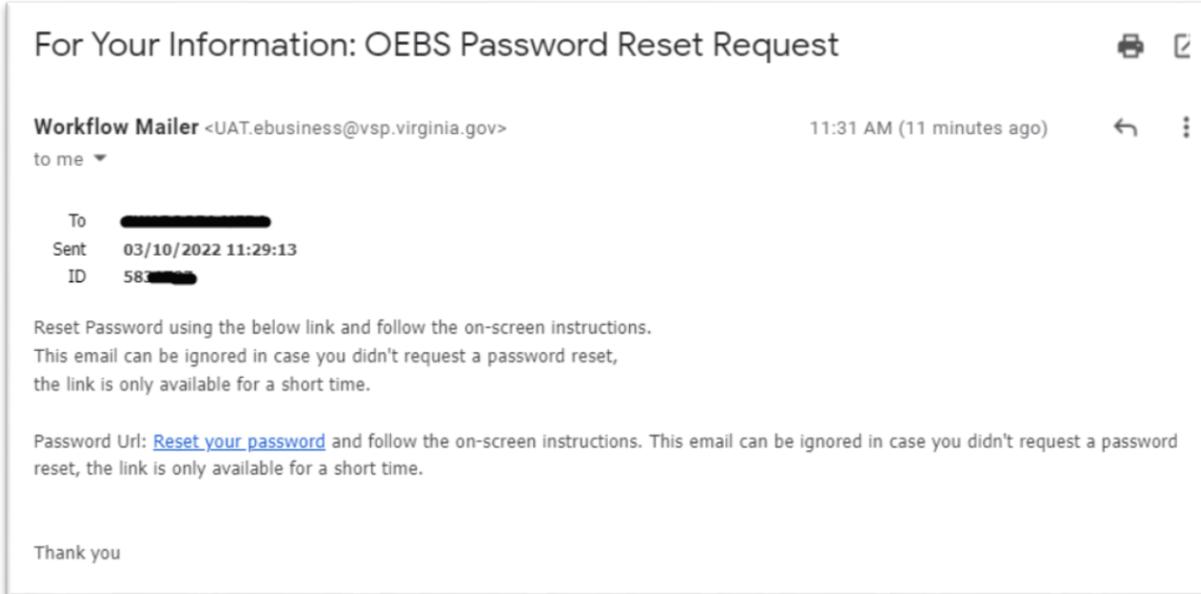
Email

(Example: first.last@domain.com)

Confirmation

You have been sent an email in response to your request to reset your password. Contact the system administrator if you do not receive it shortly.

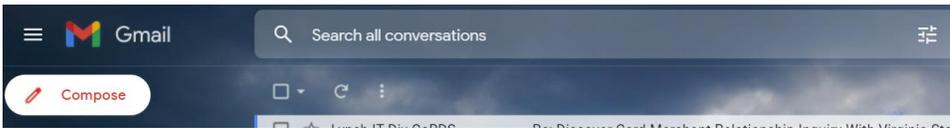
An email with instructions similar to the one below will be sent to the billing email that we have on file. (This is the same email account where you received your credentials.)



Don't see the email?

The email may have gone to your SPAM or JUNK folder. To find it use your email search feature and search for: **For Your Information: OEBS Password Reset Request**

As an example, the following is the Search box in a Gmail account.



Once found, click the **Reset Your Password** link in the email and you will be taken to a screen similar to the following:

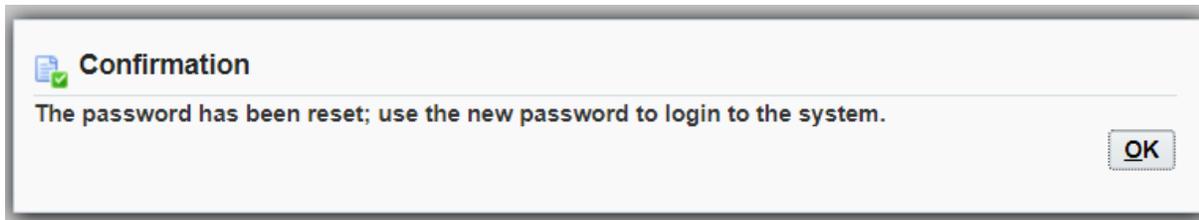
A screenshot of a "Reset Password" form. The form has a title "Reset Password" and a sub-header "* Indicates required field". Below this, there is a paragraph of instructions: "Please enter your username and passwords below. The password you enter below will be used to replace your old password. Passwords for VSP must be a minimum of 8 characters, contain at least 1 letter and contain at least 1 number. Passwords cannot be reused." The form contains three input fields: "User Name" with the value "uat_external", "Password" (with a note "(4 characters or more)"), and "Confirm Your Password". A "Confirm Password" button is located at the bottom right of the form.

Enter the User ID and type a new password. Type the new password again to verify.

Password creation requirements:

- New password cannot have been used by this User ID previously
- New password must contain a letter, a number
- New password cannot contain repeating letters or numbers (e.g. Sam119, Samm19)
- New password must at least 8 characters long

Once you click **Confirm Password**, if all of the password requirements have been met, you should receive the following message.



Click **OK** and you should be returned to the password screen where you can use your User ID and new Password to log in.

If you need further assistance with this process, please call 804-674-2151 or email billingandpayments@vsp.virginia.gov.