

Changing your VirginiaMCS Password

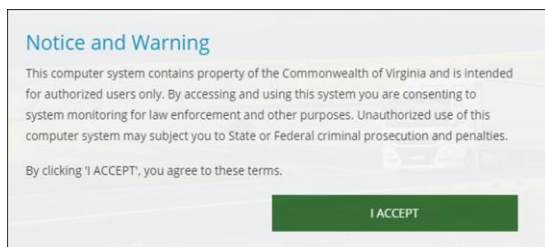
You can change or reset your password if you have forgotten your existing password, or if you have received a notice that your current password will expire soon.

Follow the steps below to change your VirginiaMCS password.

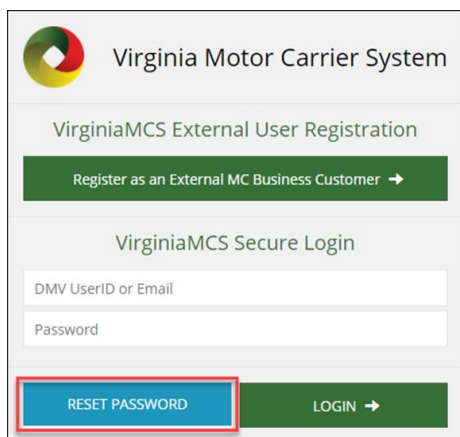
1. Visit virginiamcs.com and click on the green **ENTER** button.



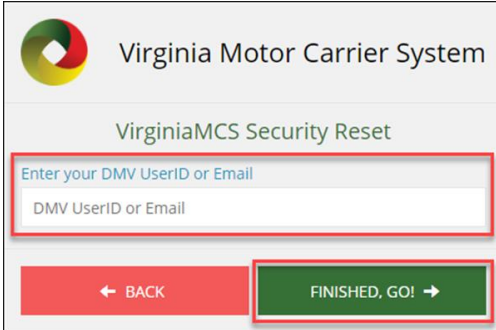
2. A *Notice and Warning* window will appear. Read the statement and click the green **I ACCEPT** button to proceed to the login screen.



3. The VirginiaMCS login screen will appear. Click on the blue **RESET PASSWORD** button.

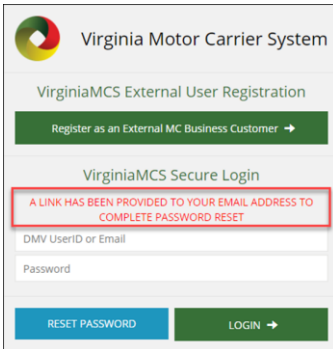


4. The Security Reset screen will appear. Enter your DMV User ID or email into the text box. Click the green **FINISHED, GO!** button.

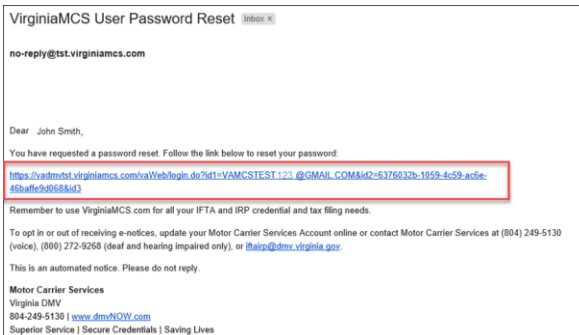


5. The VirginiaMCS Secure Login screen will appear directing you to check your email for further instructions.

Note: The email address you input must be the one you provided as the primary contact email. If a different email address is entered, then your user account will be submitted for approval before you can log in.



6. An email will be sent to the email address attached to your VirginiaMCS account containing a link to reset your password.



- In the email, click on the link or copy and paste it into a web browser. The VirginiaMCS webpage will be displayed. Click on the green **ENTER** button.



- The *Notice and Warning* screen will appear again, click the **I ACCEPT** button to continue to the VirginiaMCS Security Reset (Reset Password) screen.



- The VirginiaMCS Security Reset screen will be displayed. Answer each security question then enter a new password. You cannot use the same password more than once. Passwords expire every 45 days. Click the green **FINISHED, GO!** button.

Note: Valid passwords must be at least 12 characters in length and must include the following:

- At least *one* lowercase letter
- At least *one* uppercase letter
- At least *one* number
- At least *one* special character (for example, @, #, \$, *, ^)

For assistance, please email us at VirginiaMCSHelp@dmv.virginia.gov.

10. The VirginiaMCS login screen will be displayed. Enter your DMV User ID or Email and your new password. Click the green **LOGIN** button. You will then be taken to the Customer Dashboard.

Virginia Motor Carrier System

VirginiaMCS External User Registration

Register as an External MC Business Customer →

VirginiaMCS Secure Login

SECURITY INFORMATION: (MSG 2073) PASSWORD RESET; LOGIN WITH YOUR NEW PASSWORD

DMV UserID or Email

Password

RESET PASSWORD

LOGIN →