

Forgot Your LMS Password?

The TAX Knowledge Center (also known as the Learning Management System or the LMS) is a Web-based application that delivers self-study training topics to your desktop, as well as tracks your progress through the training. If you forget your password to the TAX Knowledge Center web site, you can have it reset and automatically e-mailed to you.

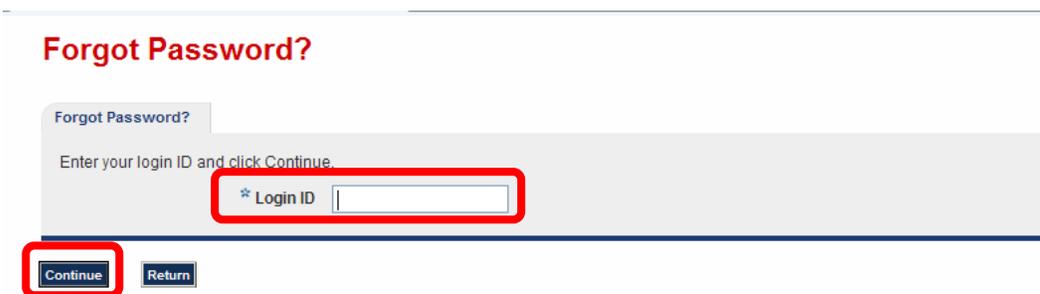
To reset your TAX training password:

- Step 1.** Open the TAX Knowledge Center Login Page at <https://covkc.virginia.gov/tax/external>.
- Step 2.** Click the **Forgot Password?** link. The *Password Assistance* window opens.



A screenshot of the login page showing two input fields: 'Login ID' and 'Password'. Below the 'Login ID' field is a link 'Forgot Login ID?'. Below the 'Password' field is a link 'Forgot Password?' which is highlighted with a red box. A 'Log In' button is located at the bottom right of the form.

- Step 3.** Enter your TAX LMS **Login ID**. If you cannot remember it, you can follow the instructions in **Forgot your TAX LMS Login** to retrieve it.



A screenshot of the 'Forgot Password?' window. The title is 'Forgot Password?'. Below the title is a text box with the instruction 'Enter your login ID and click Continue.' Inside the text box is a field labeled '* Login ID' which is highlighted with a red box. At the bottom left of the window is a 'Continue' button, also highlighted with a red box, and a 'Return' button is to its right.

- Step 4.** Enter your work **Email Address**.

Get Password

Get Password

Enter the email address from your profile, then click Get Temporary Password to have a temporary password sent to your email address.

* Email Address

Get Password Return

- Step 5.** Click the **Get Password** button. A message appears to notify you that your password was sent to your e-mail address.
- Step 6.** Retrieve and make note of your new password from your e-mail Inbox.
- Step 7.** Return to the TAX Knowledge Center Login Page at <https://covkc.virginia.gov/tax/external>.
- Step 8.** Enter your **Login ID**, new **Password**, and click the **Submit** button. The *Edit Password* window opens.

Site Help

Welcome, John Reilly | Logout

Edit Password

Change your password. Remember to use your new password the next time you log in.

Edit Password

To change your password, enter your current password and enter the new password twice. Click Save when finished.

* Current Password

* New Password Password Rules

* Confirm New Password

Save

- Step 9.** Enter the password you received via e-mail in the **Current Password** field.
- Step 10.** Enter a new password in the **New Password** field.
Note: Your password must be at least 6 characters and must contain at least one uppercase letter, lowercase letter, and number (0-9). Examples of acceptable passwords are **Training1** and **1FineDay**.
- Step 11.** Re-enter the new password in the **Confirm New Password** field.
- Step 12.** Click the **Save** button. Your new password is saved in the system and the *TAX Knowledge Center Home Page* opens.