

Vendor Self-Service (VSS) Portal – Password Reset for Existing Vendors

City of Longmont has recently converted to using Okta for its authentication for Vendor Self-Service.

1. Navigate to the City of Longmont Vendor Self-Service Portal at https://mss.longmontcolorado.gov/vss

LONGMONT	*	2 }
	Welcome to Vendor Self Service	
Home		_
Vendor Self Service	Log in or register as a user to begin using Vendor Self Service	
Bids	Log in / Register	
	Welcome to the City of Longmont's Vendor Self Service Portal	
	Registration in this portal is only for vendors actively doing business with the City.	
	If you are a new or current vendor doing business with the City and have questions or need assistance, please call 303-651-8349 or email purchasing@longmontcolorado.gov	
	For vendors interested in doing business with the City, register to participate in bidding opportunities at www.bidnetdirect.com/city-of-longmont.	
	*** Effective Saturday April 8, 2023 all existing vendors must reset their password before obtaining access to your City of Longmont Vendor Self Service account. ***	I.
	Click here to follow the instructions on how to reset your password.	

2. Click LOG IN/REGISTER. You will be taken to the Tyler Portico Citizen – Sign In page. At the bottom of the screen, click "Forgot password?" to reset your password.

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G	Sign in with Google	
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	Sign in with Microsoft	
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3. Enter the email address associated with your VSS account. This is your VSS login, which might be different from other contact email addresses associated with your Vendor Account. Click Reset via Email.



4. You will receive a notification telling you an email was sent. If the email address was correct, you will receive an email to that address from **Community Access Identity** <noreply@identity.tylerportico.com>. If the email address was not correct, you will still see the screen below, but will not receive an email. Check your junk/spam folder. If you still don't see the email, please try again using a different email address (see section 3, above).



Email sent!

Email has been sent to

with instructions on resetting your password.

Back to sign in



5. Open the email and click **Reset Password**.

Account password reset
CA Community Access Identity <noreply@identity.tylerportico.com> To •</noreply@identity.tylerportico.com>
Hi IIII,
A password reset request was made for your Community Access account. If you did not make this request, please visit the Community Access site and request your own password reset.
Click this link to reset the password for your username,
Reset password This link expires in 1 hour.
This is an automatically generated message from Community Access. Replies are not monitored or answered.

You will be redirected to the Reset your password screen.
 Create a password that meets the following Password requirements. Enter the password in the New password and Repeat password fields and then click Reset your password.

	Reset your password
Pa	ssword requirements:
•	At least 8 characters
۰	A lowercase letter
•	An uppercase letter
۰	A number
۰	No parts of your username
۰	Your password cannot be any of your last
	10 passwords
Ne	ew password
Re	epeat password
	Department in parameters



7. Once your password is reset you may be redirected to your Tyler Community User Profile page.

≡	User Profile			
	Home	Welcome,		
•	Personal information	Manage your information, privacy, and security to	make Community Access work better for you.	
\$	Privacy settings			
â	Communities		8	
		Personal information	Privacy settings	Search for communities
		View and update your personal information.	Manage your password and social media settings.	Look for public organizations in your area and apps that can serve you.
		View information	Manage security	Search communities

8. It is highly recommended that you implement multi-factor authentication (MFA) to add a layer of security to your account.

≡	User Profile	
5	Home	2
<u>+</u>	Personal information	Password Social media Extra verification Identities Account
۵	Privacy settings	Extra verification
Â	Communities 1	It's easier than you think for someone to steal your password. Common actions such as clicking on links in email messages and downloading content from the internet could put you at risk of having your password stolen. Extra verification can help keep bad guys out, even if they have your password. Extra verification can help keep bad guys out, even if they have your password. Okta Verify Setup
		Google Authenticator Setup
		SMS authentication Setup
		Email authentication Remove

To enable MFA

12

a. From the User Profile's home page in Tyler Identity Community, select **Privacy settings,** then click the **Extra verification** tab at the top. Click (3) to enable extra verification (you will see a blue checkmark).

There are four options available.

Okta Verify – You will need to download the Okta App on your mobile device **Google Authenticator** – You will need to download the Google Authenticator app on your mobile device

SMS Authentication – You will not need to download anything, you will just receive a text message, "Msg & data rates may apply"

Email Authentication - You will receive an email with a 6-digit code to your email on file

b. This additional layer of security will be prompted after your initial credentials have been provided.



9. From the Tyler User Community Profile page, click Search communities.



10. Enter City of Longmont in the Search bar, identify the Vendor Self Service record, and click the Launch button on the right.

=	User Profile		
5	Home	Search for a community city school or another public organization	
<u>+</u>	Personal information	City of Longmont City of Longmont	
\$	Privacy settings		Z
ân.	Communities	City of Longmont, CO Vendor Self Service	Ľ
		Rows per page: 12 of 2	< >



11. Click **LOG IN/REGISTER** and enter your new credentials.



For additional assistance with Community Access, please visit the following Tyler Community URL: https://tylerportico.com/community-access-help.html