



# 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>

**Welcome to Vendor Self Service**

Log in or register as a user to begin using Vendor Self Service

[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](mailto: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](http://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. \*\*\*

[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.

**CITY OF Longmont**

Sign in to community access services for City of Longmont [Verif].

Sign in with Google

Sign in with Apple

Sign in with Microsoft

Sign in with Facebook

OR

Email address

Password


Remember me

Sign in

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

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.



CITY OF  
**Longmont**


Reset your password

Email address

[Reset via Email](#)

[Back to sign in](#)

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).



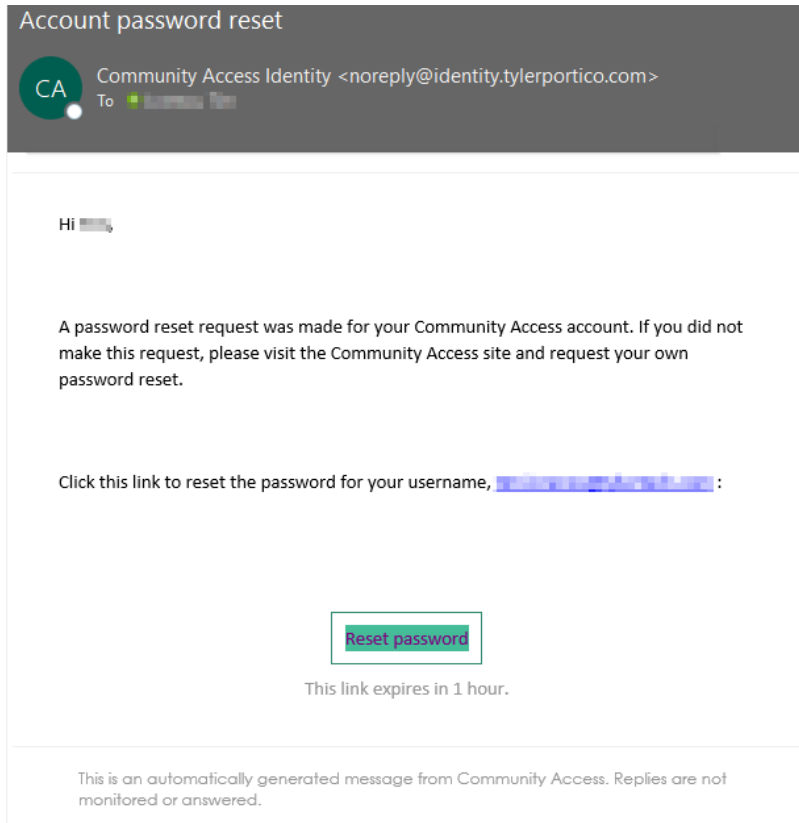
CITY OF  
**Longmont**

Email sent!

Email has been sent to  
**[REDACTED]**  
with instructions on resetting your password.

[Back to sign in](#)

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



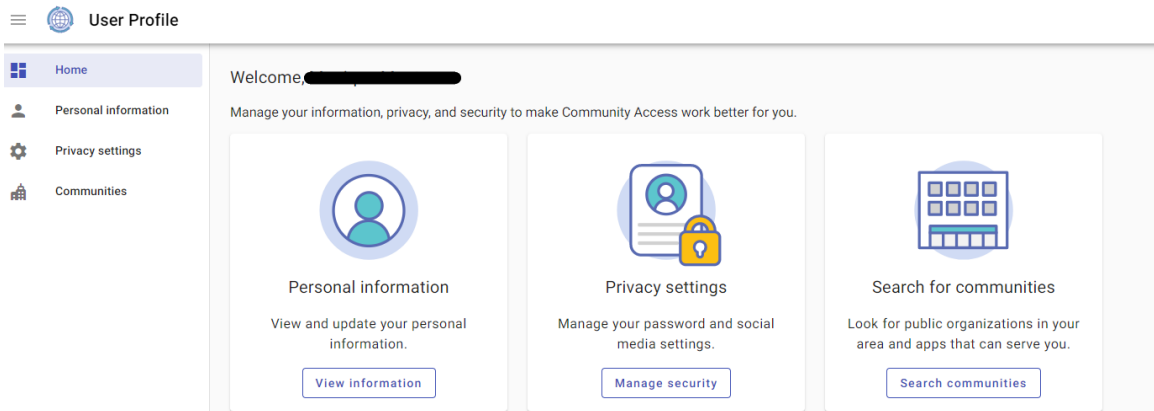
6. You will be redirected to the **Reset your password** screen. **Create a password** that meets the following Password requirements. Enter the password in the New password and Repeat password fields and then click **Reset your password**.

The screenshot shows a web form titled "Reset your password". At the top is a globe icon with circular arrows. Below the title, the "Password requirements:" are listed as follows:

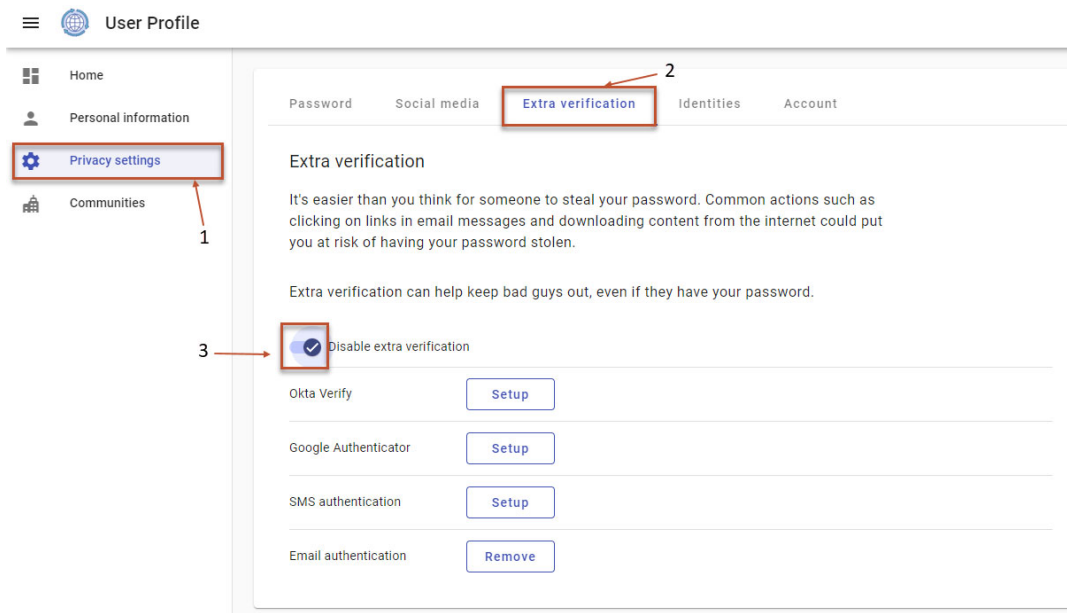
- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Your password cannot be any of your last 10 passwords

Below the requirements are two input fields: "New password" and "Repeat password". At the bottom of the form is a blue button labeled "Reset your password" and a link labeled "Back to sign in".

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



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



### To enable MFA

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

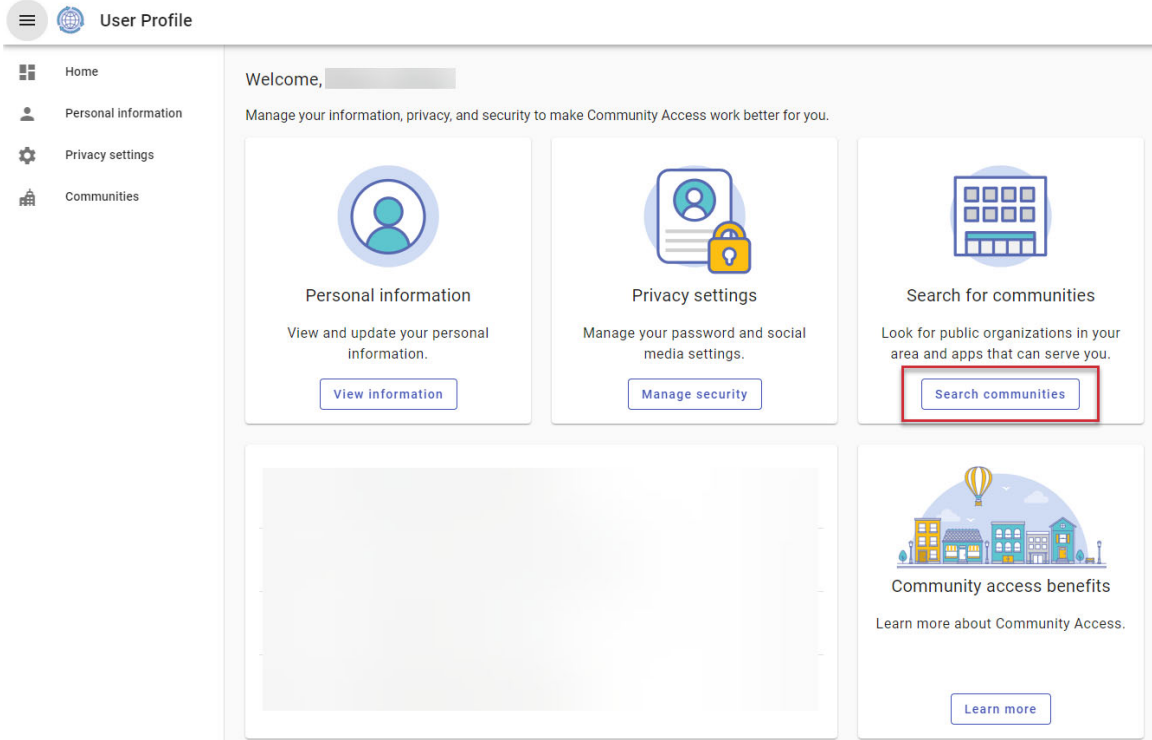
**Google Authenticator** – You will need to download the Google Authenticator app on your mobile device

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

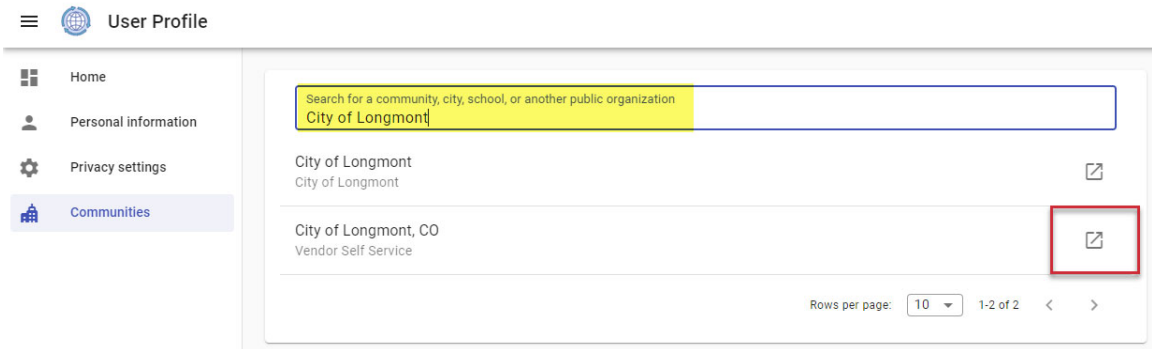
**Email Authentication** - You will receive an email with a 6-digit code to your email on file

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.





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

**LONGMONT**  
COLORADO

Home

**Vendor Self Service**

Bids

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