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

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.

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).
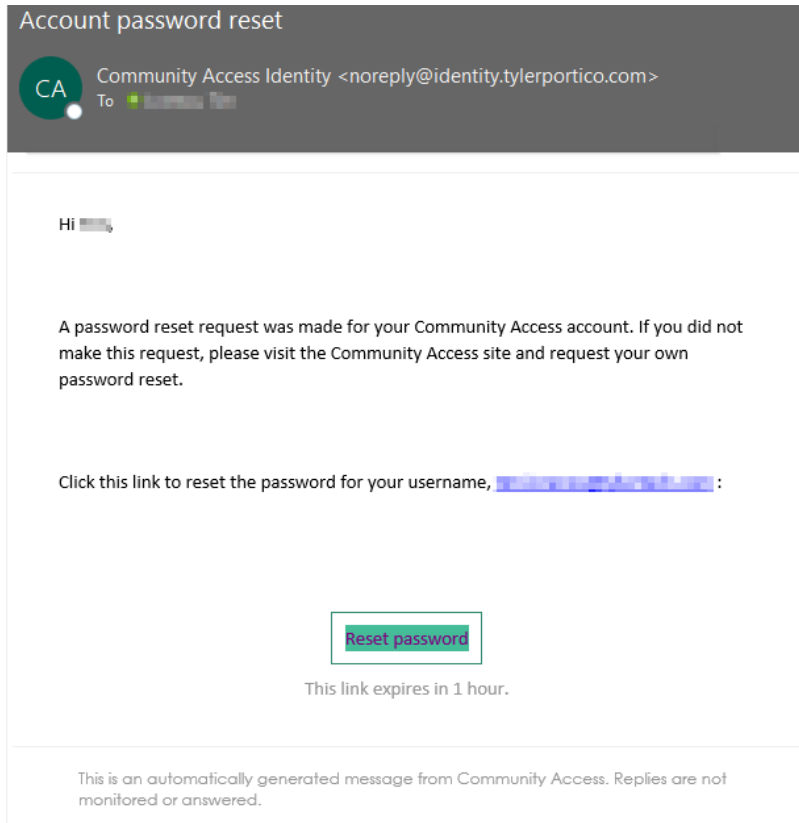
CITY OF Longmont

Email sent!

Email has been sent to

████████████████████████

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

Hi ▮▮,

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.

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.**

Reset your password

Password requirements:

- 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

New password

Repeat password

Reset your password

Back to sign in

7. Once your password is reset you may be redirected to your Tyler Community User Profile page.
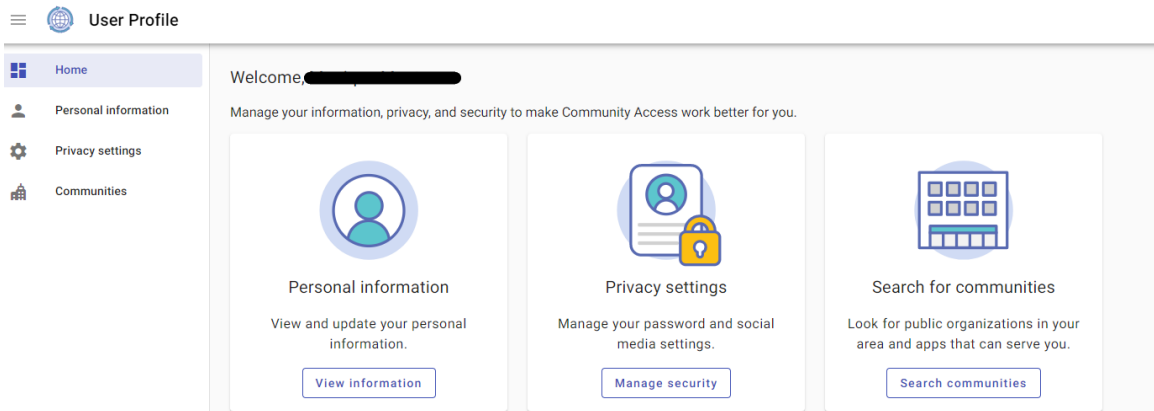
8. It is highly recommended that you implement multi-factor authentication (MFA) to add a layer of security to your account.
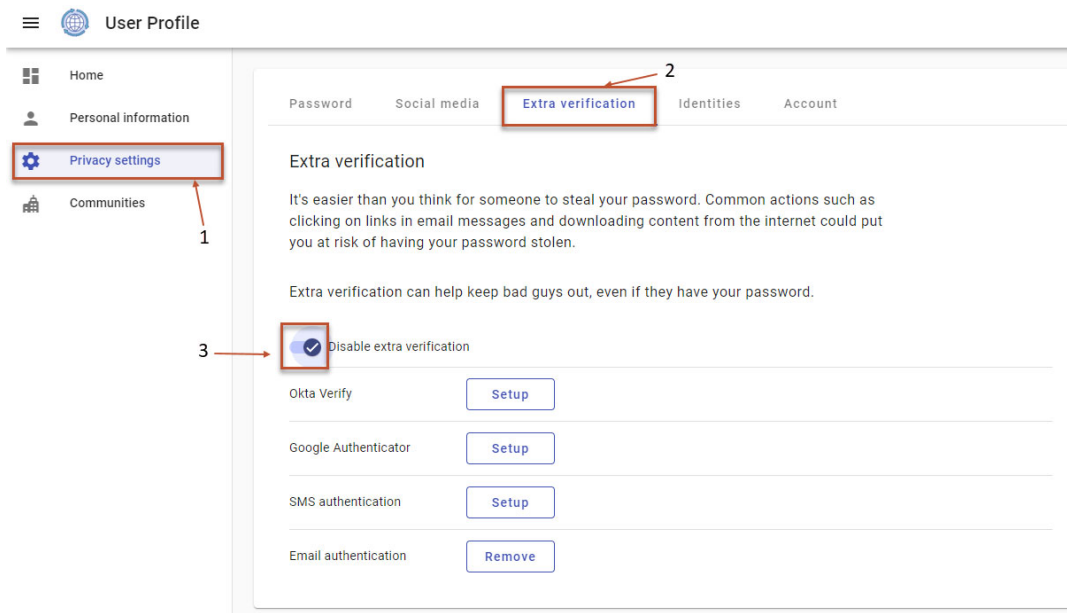
To enable MFA

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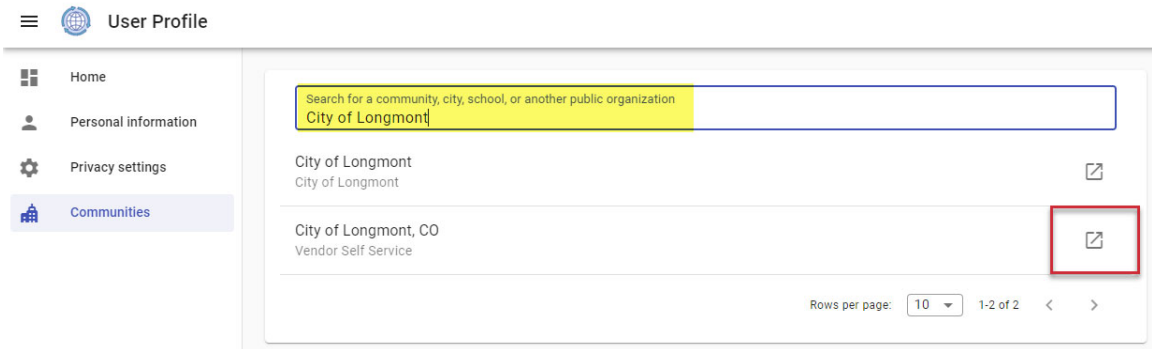
        Email Authentication - You will receive an email with a 6-digit code to your email on file

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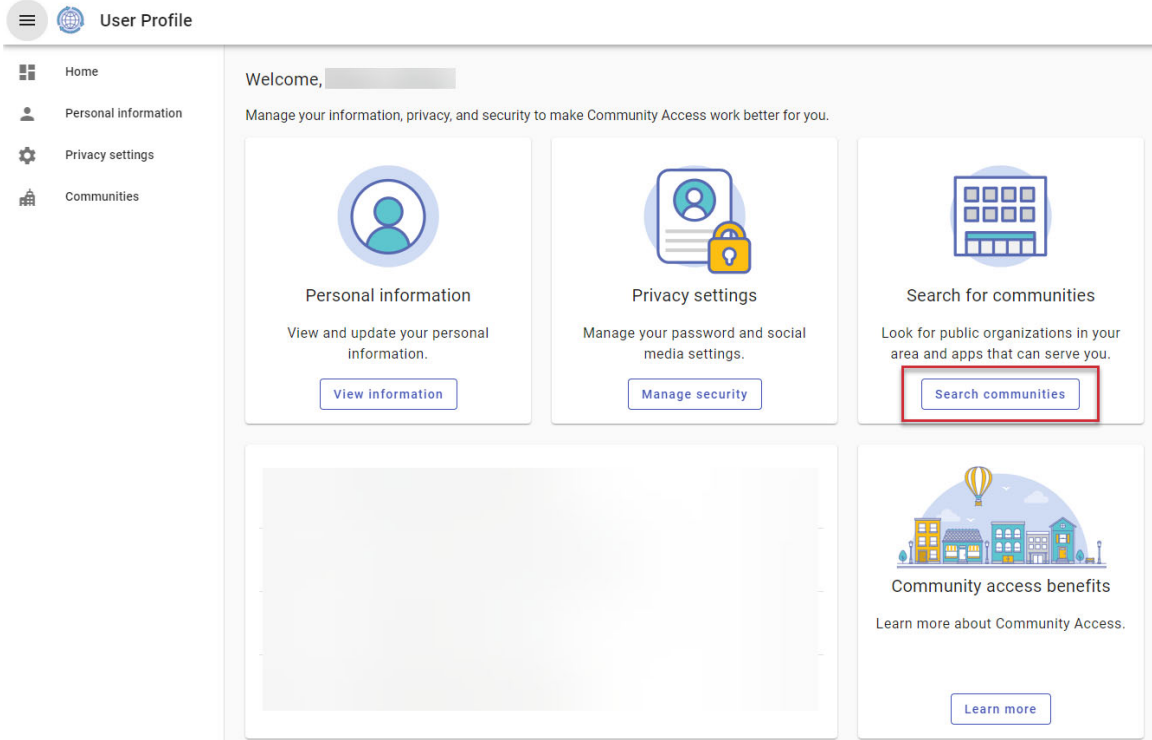
10. Enter City of Longmont in the Search bar, identify the Vendor Self Service record, and click the Launch button on the right.

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

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