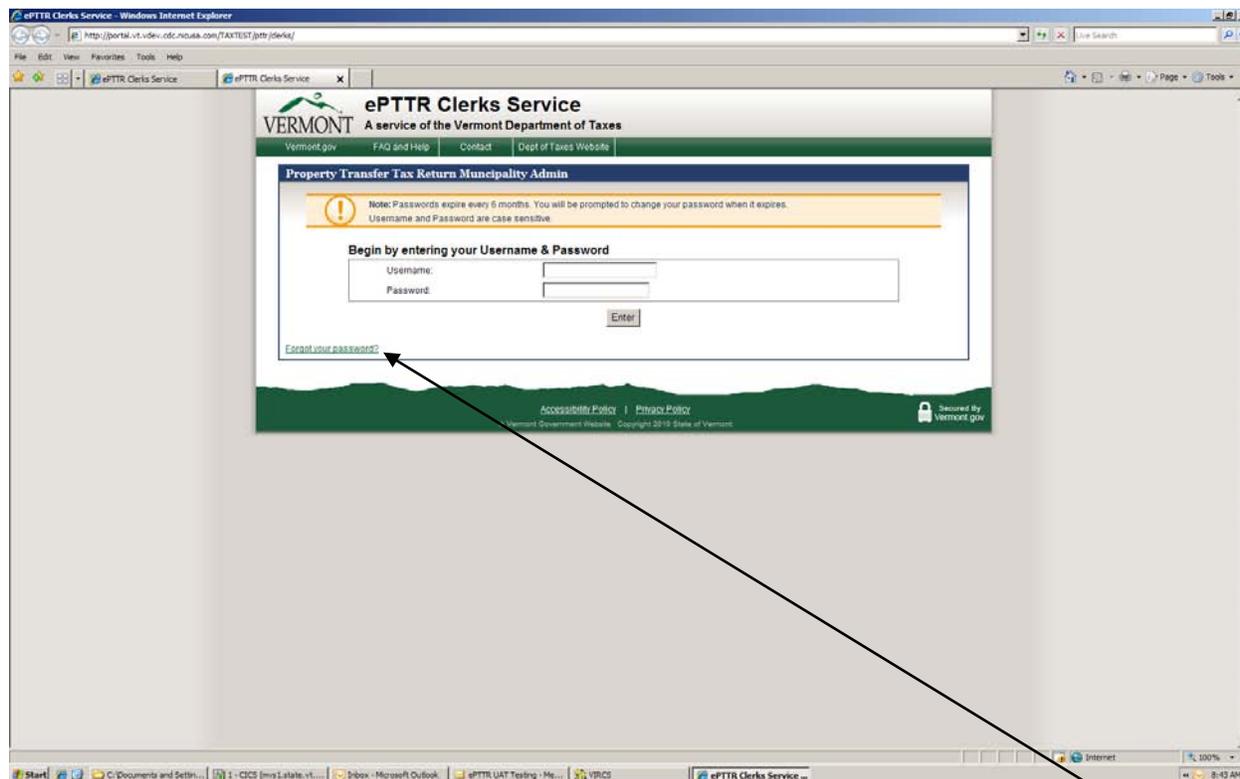


# Initial Log In Instructions for ePTTR Clerk's Service

The town clerk information on file with PVR and the Secretary of State's office was used to set up the local administrator. The local administrator will be able to add new users, reset passwords and inactivate users as well as utilize the ePTTR web system. If there has been a change of the town clerk that was not reported, please call 828-0428 to reset your information.

To access the ePTTR Clerks Service visit the Vermont Department of Taxes website at <http://tax.vermont.gov> click on "E Services", click on the "ePTTR" button and select "Clerk's Service" and the following screen will appear:



Step One: You will need to enter your e-mail address in the username field that was filed with PVR. Then click "Forgot your password" found in the lower left portion of your screen. The Department will e-mail you a temporary password to be used to log into the service. At that time you will be prompted to change the password to the confidential password of your choosing.

Example email:

Hello Mindy Wilkins,

Your ePTTR account information is as follows:

Username: mwilkins

Temporary Password: 12345abcdefg

If you have any questions, or if you did not specifically request this information, please contact the Tax Department.

Thanks~ Vermont Department of Taxes

# Initial Log In Instructions for ePTTR Clerk's Service

When you create your password, please follow these requirements:

1. There must be at least 8 alphanumeric characters.
2. There must be at least one number, one upper case letter and one lower case letter.

Step Two: Set up staff that will use this service. At the present time, only Assistant Clerks are additional authorized users. Choose "User Management" on the left part of your screen then choose the tab "Add New User" and follow the screen instructions. You can add up to three users.

The screenshot shows the 'ePTTR Clerks Service' interface. The header includes the Vermont logo and 'A service of the Vermont Department of Taxes'. The user is logged in as 'gdemler (TAX)'. The left sidebar has 'User Management' selected. The main content area is titled 'Add New Administrative User' and contains a form with the following fields:

- Username: \*
- Full Name: \*
- City or Town: \*
- Phone: \*
- Email Address: \*
- Role: \* (Dropdown menu with 'Assistant Clerk' selected)
- Active: \* (Dropdown menu with 'Yes' selected)

A note above the form states: "Note: A temporary password will be sent to the user at the email address entered below. The user will be required to change their password the first time they log into the administration and reporting system." There are 'Back' and 'Submit' buttons at the bottom of the form.

Step Three: Managing Existing Users.

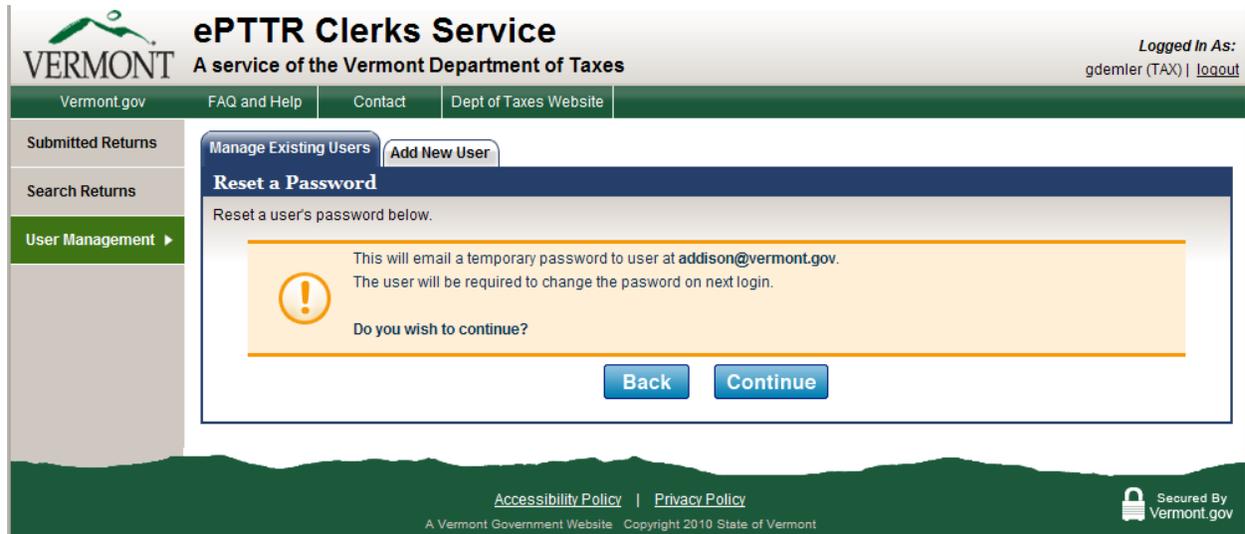
Here you will be able to see all users, their status, update/edit information and reset passwords.

The screenshot shows the 'ePTTR Clerks Service' interface with the 'Manage Existing Users' tab selected. The main content area is titled 'Manage Users' and displays a table of all users. The table has the following columns: Town, Real Name, Username, Email, Role, Active, and two action buttons: 'RESET PASSWORD' and 'EDIT'.

Town	Real Name	Username	Email	Role	Active	RESET PASSWORD	EDIT
Addison	Addison Town Clerk	addison_clerk	addison@vermont.gov	clerk	Yes	RESET PASSWORD	EDIT
Addison	Assistant Jones	addison_assistant	aclerk@vermont.gov	assistant	Yes	RESET PASSWORD	EDIT
Addison	sadfsf second try	secondtry	ecollins@nicusa.com	assistant	Yes	RESET PASSWORD	EDIT

# Initial Log In Instructions for ePTTR Clerk's Service

To Reset a password click on the 'reset password' button. Verify the intended user's email address and select 'continue'. The user will be sent an email with an assigned password which when used will prompt the user to reset the password.



The screenshot displays the ePTTR Clerks Service web interface. At the top left is the Vermont logo and the text "ePTTR Clerks Service" and "A service of the Vermont Department of Taxes". On the top right, it shows "Logged In As: gdemler (TAX) | [Logout](#)". A navigation bar includes links for "Vermont.gov", "FAQ and Help", "Contact", and "Dept of Taxes Website". A left sidebar contains "Submitted Returns", "Search Returns", and "User Management". The main content area has tabs for "Manage Existing Users" and "Add New User". A "Reset a Password" dialog box is open, containing the text: "Reset a user's password below." followed by a yellow warning box with an exclamation mark icon that says: "This will email a temporary password to user at [addison@vermont.gov](mailto:addison@vermont.gov). The user will be required to change the password on next login. Do you wish to continue?". Below the warning box are "Back" and "Continue" buttons. At the bottom of the page, there are links for "Accessibility Policy" and "Privacy Policy", and a "Secured By Vermont.gov" logo.

For information on navigating the ePTTR Clerks Service go to <http://tax.vermont.gov>, click on "E Services", click on the "ePTTR" button and select 'Training Area'. There you will find training documents, a practice area called the 'Clerks Service Sandbox' and there will be a training video which is in currently in production.