myVTax Guide: How to Recover Your Username and Reset Your Password

Should you need to recover a username for an existing myVTax account, you may request to have the information emailed to you. This guide shows how to reset an account password.

GETTING STARTED

Go to myVTax.vermont.gov to access the Department’s portal for online services.

To begin, click **Forgot username or password?** in the shaded login box.

USERNAME RECOVERY

**Step 1**

At the **Recovery Screen**, click the **Forgot your username?** hyperlink.

**Step 2**

Choose your appropriate **ID Type** 1 using the pull-down menu:
- **Federal Employer ID** (FEIN) or **Social Security #** (SSN)

Enter your **ID** 2 without dashes. The dashes will be filled in for you.

Enter your **email address** 3 Please be sure it is correct. Your username will be emailed to this address. Click **Submit**.
**Step 3**

This screen confirms the email was sent to the address on the previous screen. You may **print** this message if you wish. Click **OK** when done.

**Step 4**

Check your email account for a message from **myVTaxInfo@vermont.gov**. The email will display the username associated with your ID number and email address.

**Step 5**

Return to the **myVTax.vermont.gov** homepage to enter your recovered username.

***PASSWORD RECOVERY***

**Step 1**

If you forget a password, you can reset it yourself. It is important to complete the process **within 60 minutes**, because the temporary recovery password link expires after that time.

To recover a password, click **Forgot username or password?** in the shaded login box.
Step 2

Enter your **username** 1 and **email** 2 address, then click Submit.

Please be sure your email is correct. Your password will be sent to this address. (If the email you entered doesn’t match the one already associated with your account, the system will warn you.)

A confirmation message will display and an email with a link to reset your password will be sent to your email.

You may print this message if you wish. Click **OK** when done.

Step 3

Check your email account for a message from myVTaxInfo@vermont.gov.

Follow the **Click here** link in the email to reset your password.
Step 4

You will arrive at the password recovery page in myVTax. Enter the secret question associated with your account. Click Next.

Step 5

Once myVTax has accepted your answer in Step 3, enter 1 and confirm 2 your new password.

Make sure it meets the password criteria listed beneath.

Click Submit.

Step 6

A Confirmation pop-up will appear confirming that your password has been updated.

Click OK.

You will then be returned to the myVTax homepage (not shown). Login with your username and new password.