

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

Recovering Your myVTax Username

If you forget your myVTax username on your account at myVTax.Vermont.gov, you may request the information be emailed to you.

If you need additional assistance call the Taxpayer Services Division at the Vermont Department of Taxes at (802) 828-6802 or email myVTaxSupport@vermont.gov.

Enable pop-ups when working in myVTax. Pop-up blockers may prevent certain windows from appearing.

STEP 1

To recover your username, click **Forgot Username?** under the Username field.

Log in to your myVTax account

Username:

Forgot username?

Password:

Forgot password?

Log In

Need An Account? Click Here to Register

STEP 2

On the **Username Recovery** screen:

- A** Use the pulldown menu to **Select your Id type**, either **Federal Employer ID** or **Social Security #**.
- B** Enter your Id number.
- C** Enter your email address.
- D** Click **Email Username**.

Username Recovery

Home > Username Recovery

Forgot username

Select your Id type

Federal Employer ID

Social Security #

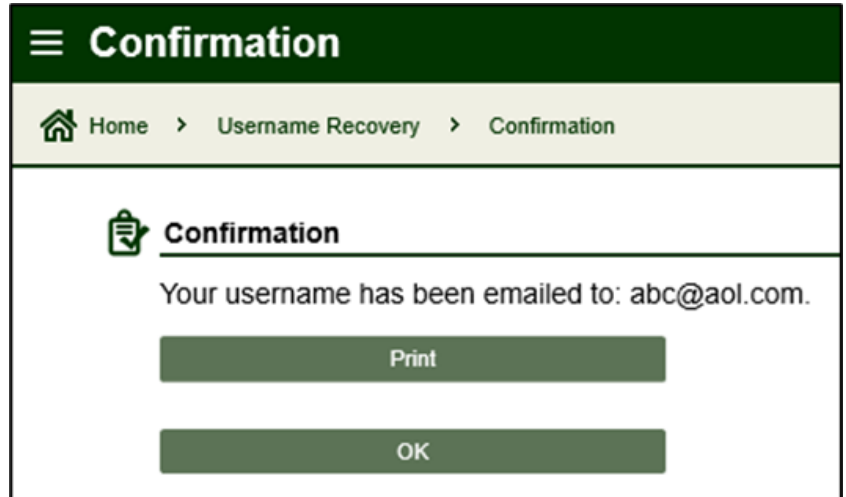
Enter your Id

Enter your email address

Email Username

STEP 3

A confirmation message will display, and an email will be sent to the email address you entered.



STEP 4

The email will include the username(s) associated to the email address you submitted in your request.



See “Recovering Your myVTax Password” on pages 3-5.

Recovering Your myVTax Password

If you forget your myVTax password, you may reset the password yourself. It is important, however, that this process is completed in one session as the link in the email we send you is valid for 60 minutes only (see **STEP 3**). If for some reason during the process, the session times out, you will be unable to reset your password yourself. You will need to call a Vermont Department of Taxes representative to reset your password for you at (802) 828-6802 or email myVTaxSupport@vermont.gov.

Enable pop-ups when working in myVTax. Pop-up blockers may prevent certain windows from appearing.

STEP 1

To recover your password, click **Forgot password?** under the password field.

STEP 2

On the **Password Recovery** screen:

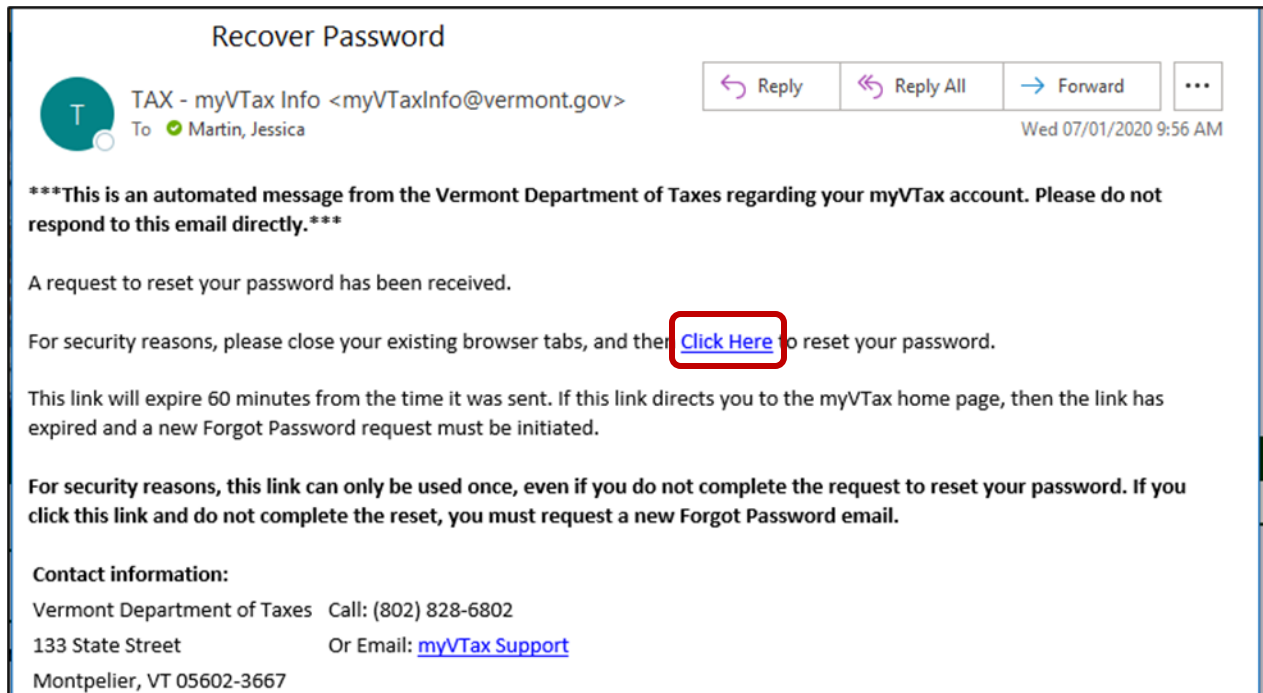
A Enter your **Username**.

B Click **Reset Password**.

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

STEP 3

Click **Click Here** in the email to reset your password. It is important that this process is completed in one session as the link in the email is valid for 60 minutes only. If for some reason during the process, the session times out, you will be unable to reset your password yourself. You will need to call a Vermont Department of Taxes representative to reset your password for you at (802) 828-6802 or email myVTaxSupport@vermont.gov.



STEP 4

You will be taken to the **Password Recovery** page on myVTax.

- A** Answer the **Secret Question** associated with your account.
- B** Click **Next**.

The screenshot shows the 'Password Recovery' page with the following elements:

Home > Password Recovery

1. Answer Secret Question

Reset Password

Enter the answer to your secret question to continue the password reset process.

In what city or town was your mother born?

A

B

STEP 5

Once the correct answer to the **Secret Question** is received:

- A** Enter and confirm a new password.
- B** Click **Submit**.

STEP 6

A confirmation pop-up will appear confirming that your password has been updated. Click **OK**.

You will be brought back to the myVTax home page where you may log in with your **Username** and new **Password**.