Updating Vesta Windows Credentials

Introduction

Once the Vesta EVV system has been brought back online, prior to logging in to Vesta Windows, administrators will be provided a new password through customer support and must clear their existing credentials. Administrators must follow the steps below to complete this process.

Note: If you use the following versions of Vesta listed below, you will <u>NOT</u> need a new password and do not follow the steps below:

- Vesta Web - accessed by www.evv.vestaevv.com
- Vesta CDV - www.cdv.vestaev.com used by CDS employers/Designated Representatives.

Receiving the New Password

Program Provider administrators must contact customer support at 844-880-2400 or send a secure email to support@vestaevv.com and provide the following information:

- Agency Name
- Agency ID
- Security PIN Code – The security PIN code is documented on the Agency Information Form. The Security PIN Code is a unique user created four-digit number that protects against un-authorized access to Vesta EVV. Administrative personnel are required to provide their Security PIN Code to identify themselves and be permitted to receive Customer Support assistance in the event of Vesta EVV Login lock-out or password issues.

If the Security PIN cannot be identified by the administrator, an Agency Update Notification Form must be submitted to Vesta. The administrator may send the completed form via (Fax) 956.412.1464 or (email) info@vestaevv.com.   If emailing or faxing the form, please indicate that it is for the Vesta Windows password request so that it may be processed accordingly.

Updating the Password

Once the Vesta EVV system has been brought back online, prior to logging in with the new password, <u>all</u> users must clear their existing credentials in order to save the new credentials. Please complete the steps below to clear your existing Windows credentials.
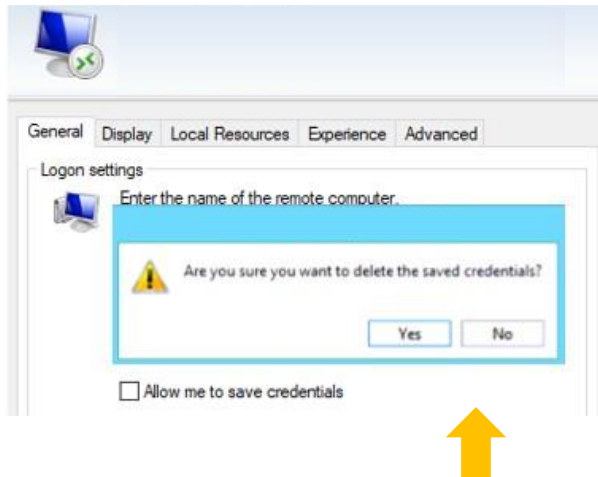
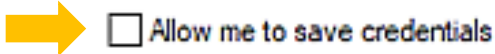1. Right-click your user and select edit.
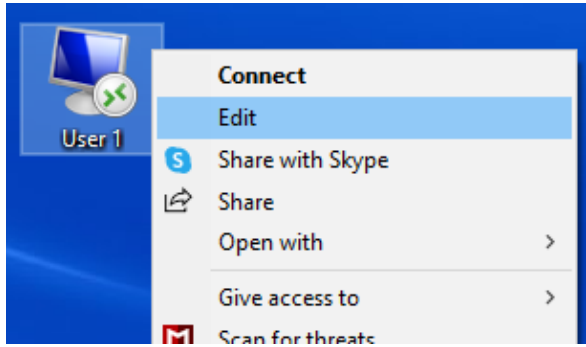
2. Under Logon settings it states "Saved credentials will be used to connect to this computer. You can edit or delete these credentials." Click **delete**.
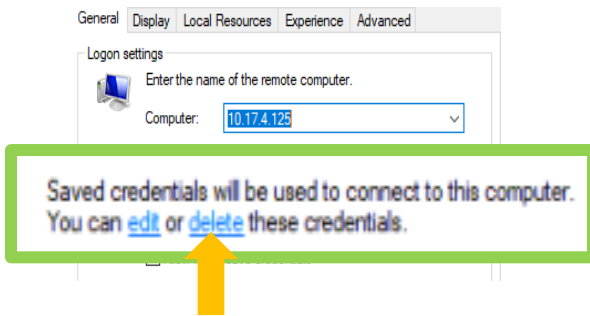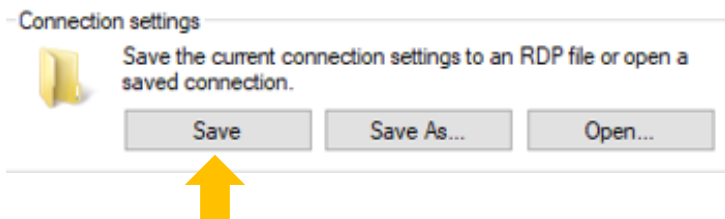

3. At the prompt "Are you sure you want to delete the saved credentials?" select **Yes**.

4. To save the new password, check the box Allow me to save credentials.

5. Click **Save** under connection settings to complete the change and close the window.

6. Once the changes are saved, double click your user icon on your desktop to log into the Vesta system using your new password.