



Recruitment Management System

How to Reset Your Applicant Username/Password

Step 1: Click on the “I Forgot My Username/Password link.

If you forget your username and/or password, click on the I Forgot My Username/Password link.

Returning User
If you have submitted an electronic application on file with the Commonwealth, please login to the site with your User Name and Password. Passwords are case sensitive. If you have forgotten your password, please click the I Forgot My Username/Password link in the login box below. If you need to contact HR, please provide your contact information (e.g., email address and last name, etc.)

User Name:
Password:
LOGIN

You are about to log in to a secure system. When you are finished, please click Logout to ensure that others with access to your computer cannot view your information.

[I Forgot My Username/Password](#)

Step 2: Select from “Forgot your username?” or “Forgot your password?”

Forgotten Username/Password

[Return to Previous](#)

Forgot your username?
If you've forgotten your username, enter your email address below and click on the "Retrieve Username" button.

RETRIEVE USERNAME

Forgot your password?
If you've forgotten your password, enter your username below and click on the "Retrieve Secret Question" button.

RETRIEVE SECRET QUESTION

If you need any assistance, please contact us:
Please contact Human Resources at:

- applicantinquiry@dhrm.virginia.gov

If you have forgotten your username, enter your email address, click on the “Retrieve Username” button and it will be sent to you.

If you have forgotten your password, enter your username and click on the “Retrieve Secret Question button”

Note: For username the email address must match the one on your application. For password you must know the answer to your secret question.

Step 3: If you select **“Forgotten Username,”** you will receive a username(s) that matches the email address on file. If you receive multiple usernames, reset only the password for the first username.

Forgotten Username

Sample Username Email

Dear Sir/Madam,

This email has been sent in response to your request for your username.

We have found the following username(s) associated with this email address:

jdoe1234, jdoe456

Regards,

applicantinquiry@dhrm.virginia.gov

You will receive an email similar to this. If there are multiple usernames associated with the email address, reset only the password for the first username

Step 4: If you select **“Forgotten Password,”** you will be asked to provide the answer to the secret question (*case sensitive*) you chose when you created your application online for the first time.

Forgotten Password

Secret Question and Answer

Please enter the secret answer to your question. Your answer is case sensitive.

Below is the secret question that you identified at the time you established your account. Please enter the answer to your question in the text box below.

Who was your childhood hero?

If you need any assistance, please contact us:
Please contact Human Resources at:

- applicantinquiry@dhrm.virginia.gov

Click on the “Submit” button once you have answered the question, or you can click “Cancel”

After clicking on the “Retrieve Secret Question” button from the previous page, you will be asked to answer the secret question you chose when creating your online application for the first time

Step 5: The correct response to your secret question will reset your password to your username and return you to the Login page. Enter your username and your password. For example, if your username is “jdoe1234” your password for the initial login after you reset the password is “jdoe1234.”

HOME

SEARCH POSTINGS

CREATE APPLICATION

LOGIN

Login

✓ Your password has been reset to be the same as your username. Please login now using your username and your new password. It is recommended that you change your password immediately upon logging in.

Returning User
If you already have an electronic application on file with the Commonwealth, please login to the site with your User Name and Password.

Password are case sensitive. If you have forgotten your password, please click the [Forgot Password](#) link in the login box below. If you need to contact HR, please provide your contact information and last name, etc.)

User Name:

Password:

You are about to log in to a secure system. When you are finished, please click **Logout** to ensure that others with access to your computer cannot view your information.

[? I Forgot My Username/Password](#)

You will return to the Login page once you answer the question correctly.

Your password has been reset to be the same as your username. Please login now using your username and your reset password (which is the same as your username). Once you have logged in, you will be prompted to change your password.

Step 6: You must create a new password. Your “Current Password” is the same as your username. In the example above, “jdoe1234” is the current password. Create a “New Password” and “Confirm Password” by retyping the new password. Click the “Submit Password Change” button.

You must create a new password. Important!

Your Current Password has been reset to be the same as your Username.

You must enter and confirm a new password to complete the change.

Change Password

⚠ You must create a new password, and your password must be changed to be different from your username.

To change your password, please enter your current password followed by a new one.

Password Information

* Current Password:

* New Password:

* Confirm Password:

SEARCH POSTINGS

CREATE APPLICATION

LOGIN

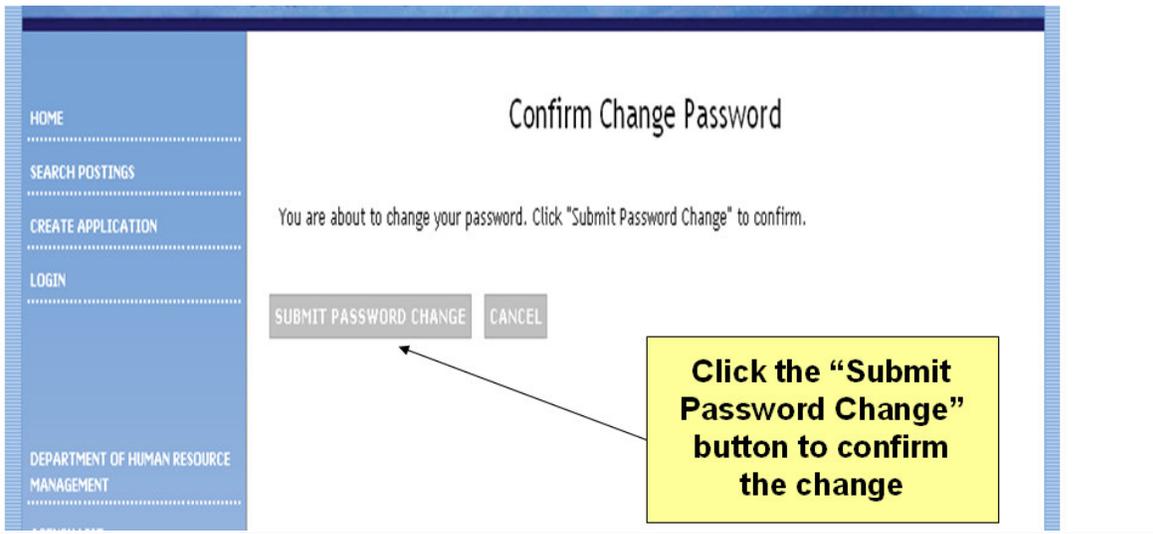
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT

AGENCY LIST

HOW TO APPLY TUTORIAL

FREQUENTLY ASKED QUESTIONS

Step 7: Complete the final step below by clicking the “Submit Password Change” button.



Step 8: Your Login is complete! You are now on the Application Status page.

