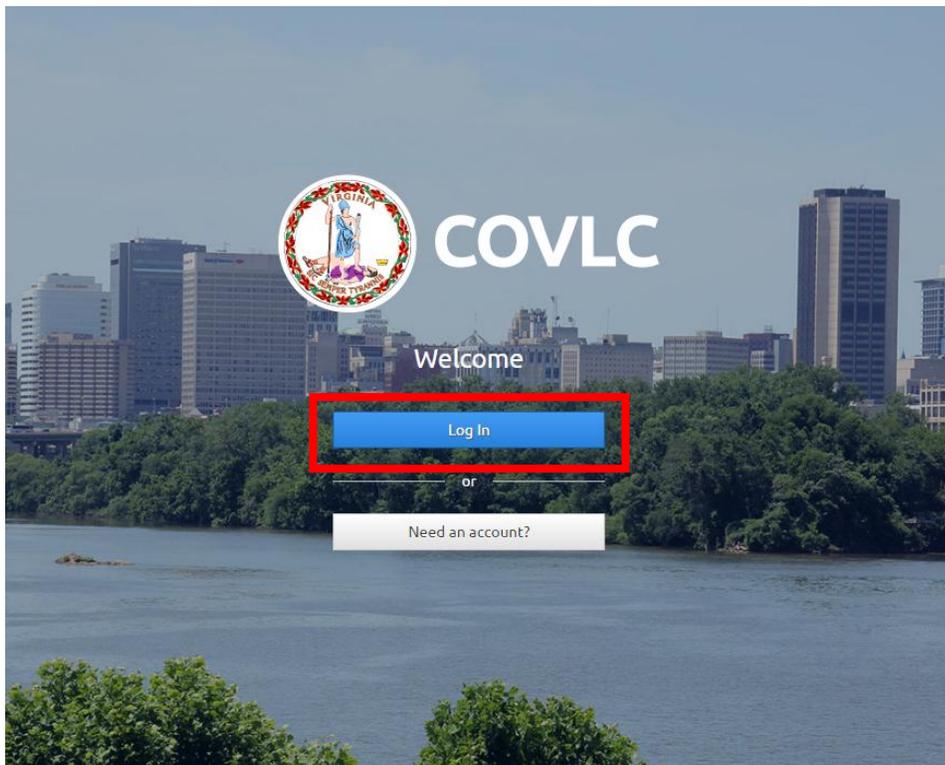


# Forgot Your VLC Login or Password?

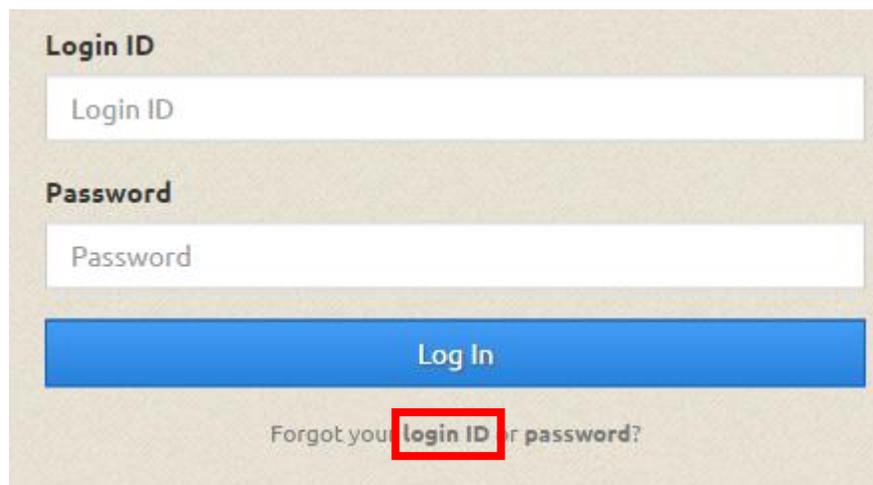
If you forget your Login ID or Password to the Virginia Learning Center (VLC), you can retrieve it from the Login Page.

## To view your VLC Login ID:

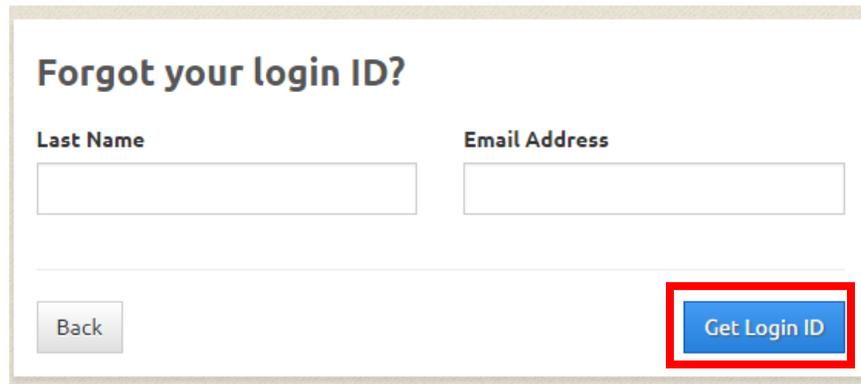
- Step 1.** Open the VLC login page (<https://covlc.virginia.gov>).
- Step 2.** Click the **Log In** button. The log in screen will open.



- Step 3.** Click the words **login ID** underneath the blue **Log In** button.



**Step 4.** Fill out the information as prompted (shown below) and click the **Get Login ID** button. *Your Login ID will be e-mailed to you.*

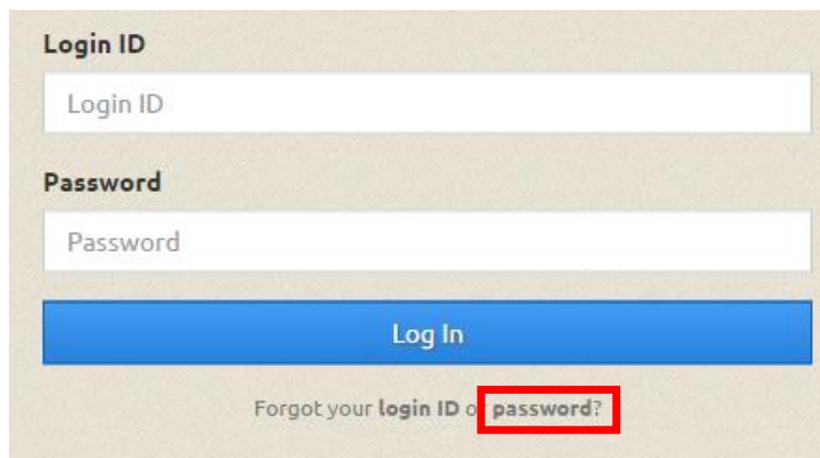


The screenshot shows a web form titled "Forgot your login ID?". It contains two input fields: "Last Name" and "Email Address". Below the fields are two buttons: a grey "Back" button on the left and a blue "Get Login ID" button on the right. The "Get Login ID" button is highlighted with a red rectangular box.

**To view your VLC Password:**

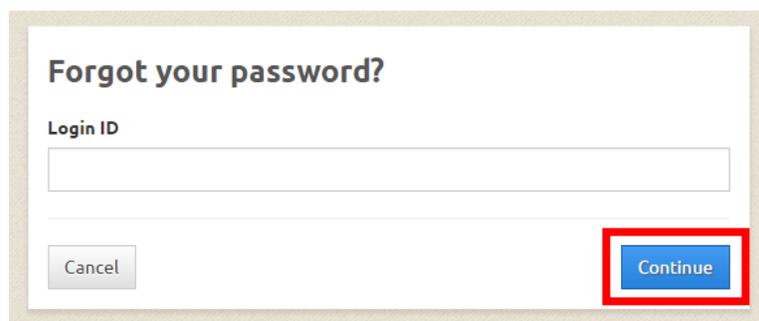
Follow **Step 1** and **Step 2** from above.

**Step 3.** Click the word **password** underneath the blue **Log In** button.



The screenshot shows a login form with two input fields: "Login ID" and "Password". Below the fields is a large blue "Log In" button. Underneath the "Log In" button, the text "Forgot your login ID or password?" is displayed. The word "password" is highlighted with a red rectangular box.

**Step 4.** Fill out the information as prompted (shown below) and click the blue **Continue** button. *A temporary password will be e-mailed to you.*



The screenshot shows a web form titled "Forgot your password?". It contains one input field labeled "Login ID". Below the field are two buttons: a grey "Cancel" button on the left and a blue "Continue" button on the right. The "Continue" button is highlighted with a red rectangular box.

If you need assistance, please email the TAX VLC Administrator at [VLCadmin@tax.virginia.gov](mailto:VLCadmin@tax.virginia.gov).