

REDI Virginia

Frequently Asked Questions and Answers

QUESTIONS	ANSWERS
I can't remember my user id and password, can you please email it me.	Enter your 11-digit Assigned Logon ID or your 10-character Personal ID and then click on the "Forgot Password/New Account" button.
How do I get my suspended REDI Virginia account reactivated?	<p>Logon Attempts Exceeded – After 5 (five) failed logon attempts the following message is displayed: 'ACCOUNT SUSPENDED DUE TO SECURITY VIOLATIONS'. At this time you will not be able to use the application until the violations have been cleared. Security violations are cleared each work day night.</p> <p>If you cannot wait until the next business day, send an email via the Contact Us button.</p>
How can I arrange to receive email notification of deposits?	After you have logged on to REDI Virginia, from the Main Menu click on the Personal Options button and update the information regarding Email Alerts.
I would like to inquire about signing up for EFT Payments. How do I go about doing this?	If you are not currently enrolled in the EDI program but would like to, you can go to www.doa.virginia.gov , choose the EDI button on the right side of your screen and complete the appropriate Trading Partner EDI Agreement and Enrollment form, using the EDI Guide for Vendors, Localities, Grantees, State Agencies and Non-state Agencies for information on the Commonwealth of Virginia's EDI payment program.
The contact person you have on file is no longer with your entity. How do I change the contact information in REDI	After you have logged on to REDI Virginia, from the Main Menu click on the Personal Options button and update

Virginia?	the information.
What is my initial Logon ID and password information?	<p>If you are a vendor, state agency, locality, or grantee, your 9-digit Federal Taxpayer Identification Number locality or (employer identification number) followed by the proper 2-digit suffix. For many vendors the suffix is 00 (zero zero), (e.g. 98765432100).</p> <p>If you are a State employee, the Logon ID is your social security number followed by 33 (e.g. 12345678933).</p>