

Introduction to Payline

Logging On/Forgot Password



Virginia Department of Accounts

Financial Accountability. Reporting Excellence.

Introduction To Payline

Payline is a web-based system that provides participating State employees with online viewing of their earnings, benefits, and leave information.

This presentation describes how to Log On to Payline, and what to do if you forget your password.

Employees may access Payline using the internet at <https://payline.doa.virginia.gov>.

Note: WWW does not precede the web address.



Introduction To Payline

Logging into Payline

Access the Payline Website, enter the employee id or user id, and password. Click on the Log On button.

Login - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS

File Edit View Favorites Tools Help

Address http://cf12/cfdevAshlyn/payline/login.cfm

Virginia.gov Online Services | Commonwealth Sites | Help | Governor Search Virginia.gov GO

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DOA Virginia Department of Accounts Payline

Payline > Login Contact Us Search DOA Entire Site cAPP Only GO

Forgot Password / New Account

Contact Us

Security

Help

Welcome to Payline!!!

Your source for personal earnings, benefits and leave information.

Please enter your Employee Number or Personal ID and Password:

Employee Number or Personal ID: 008888888 What is my employee number?

Password (case-sensitive):

Log On

If you are a first time user or have forgotten your password click the forgot password/new account button.

Unused temporary Payline passwords are deleted 45 days after issuance.

Links...

- How to Become a Payline Participant [PDF] [PowerPoint]
- Paperless Payroll Enrollment [PDF] [PowerPoint]
- Introduction to Payline - Viewing Leave Information [PDF] [PowerPoint]
- Introduction to Payline - Viewing Payroll Information [PDF] [PowerPoint]
- Payline FAQ's
- Payline Manuals and Forms

Done Local intranet



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If there are no violations, the Broadcast Message Page is displayed and Payline can be accessed by using the function buttons on the left of the screen.

The screenshot shows a web browser window titled "Broadcast Message - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS". The address bar shows the URL: http://cf12/cfdev/Ashlyn/payline/Bulletin.cfm?Login_Message=Login%20Successful&New=1534. The page content includes the Virginia.gov logo, the DOA logo, and the "Payline" title. A navigation menu on the left lists: Special Announcements, Main Menu, Help, Contact Us, and Log Off. The main content area displays a "Broadcast Message" with the following text:

- Just click NO if a web site or application offers to remember your password.
- Please make sure your HR Office has your current address.
- Anonymously Report Fraud, Waste, and Abuse in your Agency 1-800-723-1615.
- There is a special announcement.**
- Login Successful

The status bar at the bottom of the browser shows "Done" and "Local intranet".

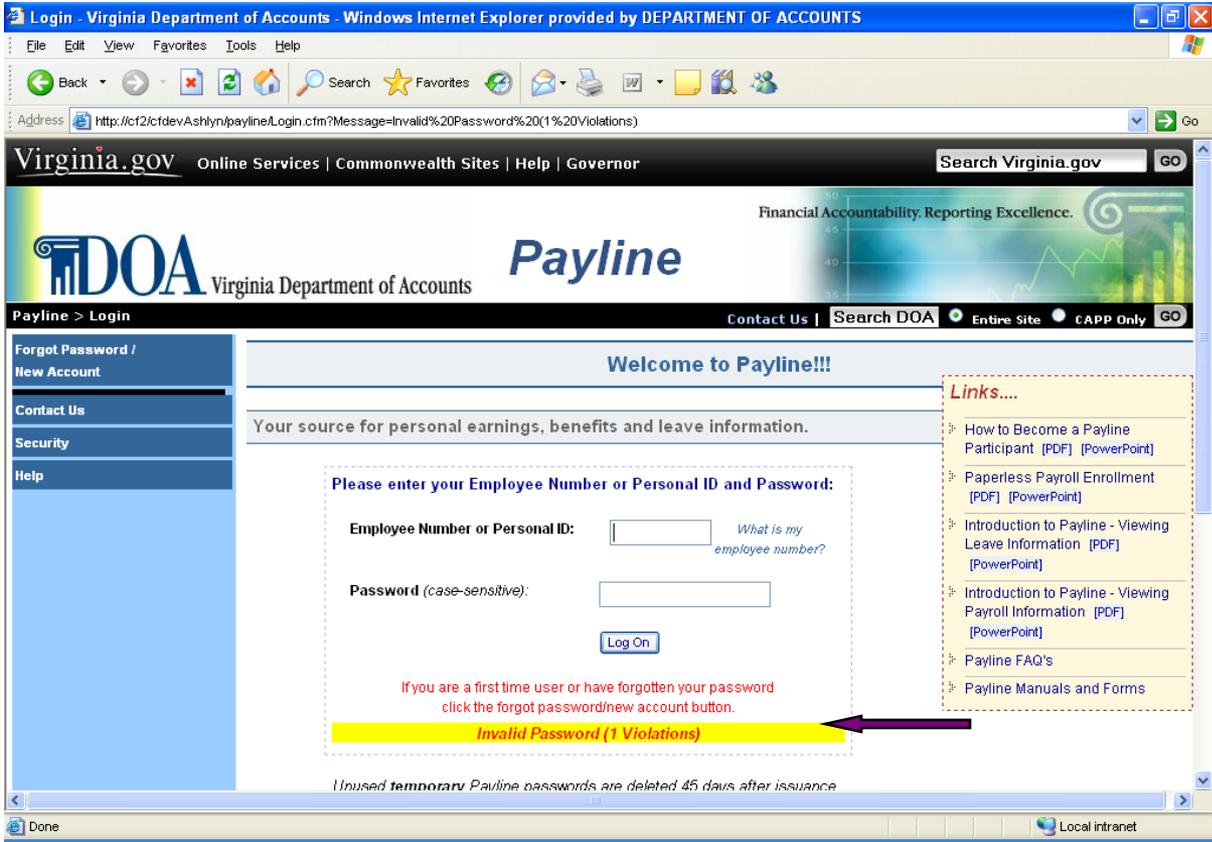
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Forgotten Password

- **If the correct User ID (Employee ID or Personal ID) and an incorrect password is entered the message “Invalid Password (# violations) is displayed.**
 - **NOTE: # represents the number of invalid log on attempts that day. A maximum of 5 are permitted before the account is locked. These violations will be reset to zero overnight.**
 - **A maximum of 15 violations in a 7 day period are permitted before the accounts is permanently locked. DOA will need to be contacted to reset the account.**

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Forgotten Password – cont.



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Forgotten Password – cont.

- **Verify the Employee ID or Personal ID entered. Remember the Employee ID is nine (9) digits.**

Note: For most classified employees, the employee number consists of the seven numbers found within the ID number on the COVA Care medical benefits card (e.g., YTX1234567XU) preceded by two zeroes (i.e., 00). In this case the employee number would be 001234567.

- **Clear the Password and re-enter the information again.**

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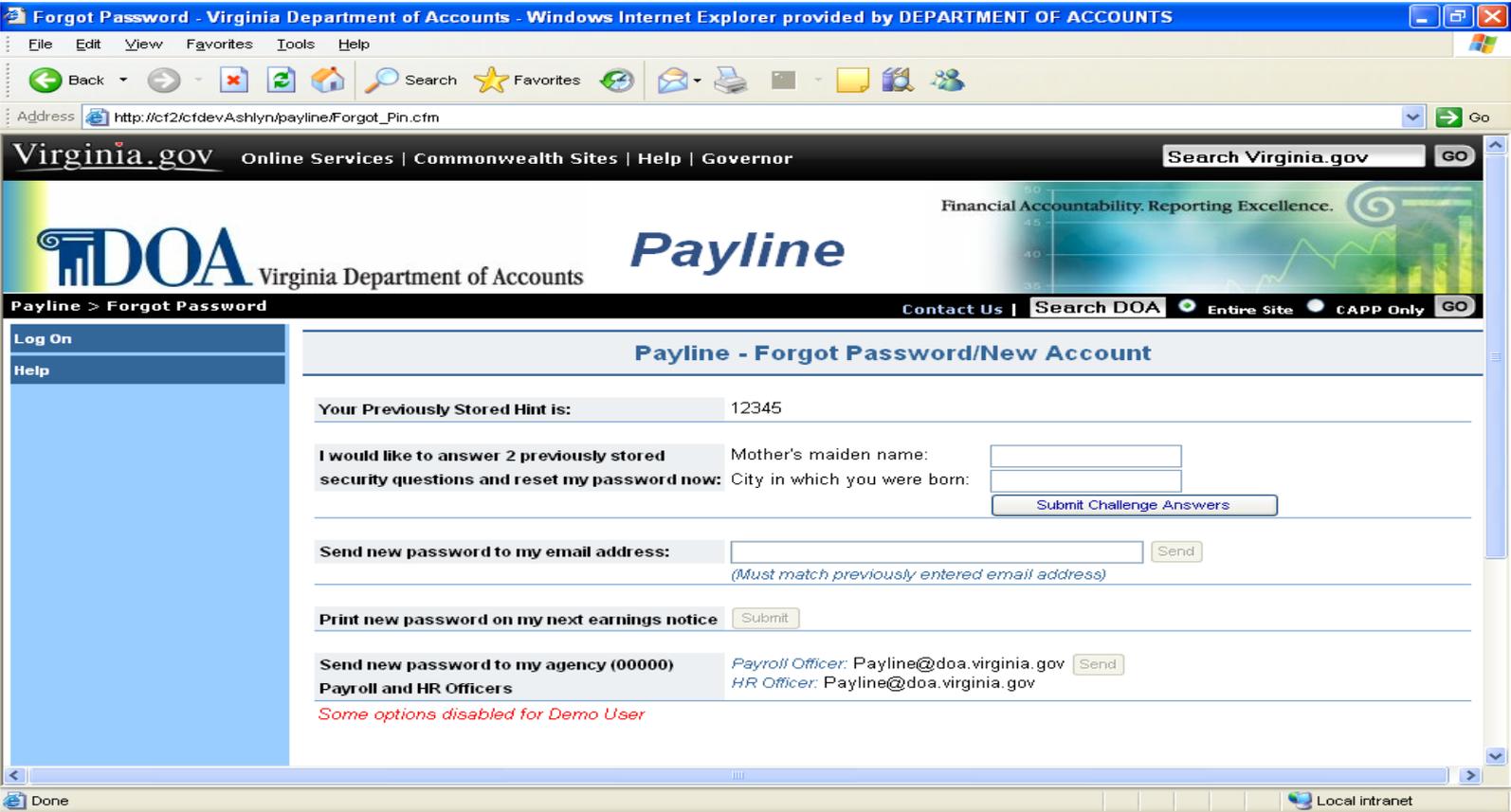
Forgotten Password – cont

If the “Invalid Password” is displayed again, you can enter either the Employee ID or Personal ID and click on Forgot Password/New Account. At this point, you have the following options:

- Review the hint (if one was stored) to help in remembering the password.**
- Answer the challenge questions to be taken to the Personal Options Page to store a new password.**
- Have a temporary password emailed to a previously stored email address.**
- Request a temporary password to be printed on next earnings notice (if agency has not opted out from receiving earnings notices).**
- Request a temporary password to be emailed to Payroll and Human Resources Contact.**

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Forgotten Password – cont.



The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** "Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS"
- Address Bar:** "http://cf2/cfdevAshlyn/payline/Forget_Pin.cfm"
- Page Header:** "Virginia.gov" with navigation links for "Online Services", "Commonwealth Sites", "Help", and "Governor". A search bar for "Search Virginia.gov" is also present.
- Page Content:**
 - Logo for "DOA Virginia Department of Accounts" and the word "Payline" in a large font.
 - A banner with the slogan "Financial Accountability. Reporting Excellence." and a line graph.
 - Navigation links: "Payline > Forgot Password", "Contact Us", "Search DOA", "Entire Site", "CAPP Only", and "GO".
 - Left Sidebar:** "Log On" and "Help" links.
 - Main Content Area:**
 - Payline - Forgot Password/New Account**
 - Your Previously Stored Hint is:** 12345
 - I would like to answer 2 previously stored security questions and reset my password now:**
 - Mother's maiden name:
 - City in which you were born:
 -
 - Send new password to my email address:**
(Must match previously entered email address)
 - Print new password on my next earnings notice**
 - Send new password to my agency (00000) Payroll and HR Officers**
 - Payroll Officer: Payline@doa.virginia.gov
 - HR Officer: Payline@doa.virginia.gov
 - Some options disabled for Demo User*



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You will then be prompted to enter a Pass Phrase. You will need to remember this pass phrase as it will be required in conjunction with your temporary password. Once entered, click on Submit.

The screenshot shows a web browser window titled "Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS". The address bar shows the URL: http://ctf2/ctfdev/Ashlyn/payline/Forgot_PIN.cfm?021741. The page content includes the Virginia.gov logo and navigation links. The main heading is "Payline - Forgot Password/New Account". Below this, there is a text prompt: "Enter a personal pass phrase (any word or phrase of your choosing up to 24 characters)." followed by a text input field and a "Submit" button. A red warning message states: "You will be required to provide this pass phrase when using your temporary password to access Payline for the first time." The browser's status bar at the bottom shows "Done" and "Local intranet".

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You will get the following message.

The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: http://cf2/cfdevashlyn/Payline/Forgot_PIN.cfm?012526. The page title is "Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS".

The website header includes the Virginia.gov logo, navigation links for "Online Services", "Commonwealth Sites", "Help", and "Governor", and a search bar for "Search Virginia.gov". The main header features the DOA logo, the word "Payline", and the tagline "Financial Accountability. Reporting Excellence." with a line graph icon.

The breadcrumb trail shows "Payline > Forgot Password". There are links for "Contact Us", "Search DOA", "Entire Site", and "CAPP Only".

The main content area is titled "Payline - Forgot Password/New Account" and contains the following message in red text:

Please look for your new temporary password in the message section of your earnings notice. The message section is just below the detailed earnings and deductions and above the removable check or earnings notice.

It will be accompanied by the message:

"PER YOUR REQUEST, YOUR CONFIDENTIAL TEMPORARY PAYLINE PASSWORD IS:"

and will consist of 8 characters.

The browser's status bar at the bottom shows "Done" and "Local intranet".



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Logging on With a Temporary Password

Once the temporary password is received, go to the Payline log on screen, enter your Employee ID and Temporary Password, exactly as shown in the email. Press the log on button.



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Logging on With a Temporary Password

You will be prompted to enter your Pass Phrase. Remember to use the pass phrase you were prompted to enter when you requested your temporary password.

The screenshot shows a web browser window titled "Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS". The address bar shows the URL: <http://cf2/cfdevashlyn/Payline/Login2.cfm?FreshPage=104001>. The page header includes the Virginia.gov logo, "Online Services | Commonwealth Sites | Help | Governor", and a search bar. The main content area features the DOA logo, "Payline", and the slogan "Financial Accountability. Reporting Excellence." Below this, a navigation bar shows "Payline > Forgot Password" and "Contact Us | Search DOA | Entire Site | CAPP Only". The main form is titled "Payline - Forgot Password/New Account" and contains the following elements:

- A "Log On" link in a blue sidebar.
- A "Help" link in a blue sidebar.
- A red prompt: "Please enter the following information:"
- A "Pass phrase:" label followed by a text input field containing "richmond" and a "Submit" button.
- An "OR" separator.
- A "I would like a new password assigned" label followed by a "Submit" button.

The browser's status bar at the bottom shows "Done" and "Local intranet".



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Logging on With a Temporary Password

You will get an information box concerning Payline Security. Click on Continue Button.

The screenshot shows a Windows Internet Explorer browser window. The address bar displays the URL: http://cf2/cfdevashlyn/Payline/Forgot_PIN.cfm?104114. The page title is "Forgot Password - Virginia Department of Accounts - Windows Internet Explorer provided by DEPARTMENT OF ACCOUNTS". The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar also shows a search icon and a "Go" button. The page content features the Virginia.gov logo and navigation links for Online Services, Commonwealth Sites, Help, and Governor. A search bar for "Search Virginia.gov" is present. The main header includes the DOA logo, "Virginia Department of Accounts", and "Payline". Below the header, there is a navigation bar with "Payline > Forgot Password", "Contact Us", "Search DOA", "Entire Site", and "CAPP Only GO". The main content area contains a yellow-bordered box with the following text:

The security of your personal information is important to us!

Diligent efforts are made to ensure the security of Commonwealth of Virginia systems. Before you use this Web site to conduct business with the Commonwealth, please ensure your personal computer is not infected with malicious code that collects your personal information. This code is referred to as a [keylogger](#). The way to protect against this is to maintain current [Anti-Virus](#) and [security patches](#).

For more information on protecting your personal information online, refer to the [Citizens Guide to Online Protection](#) [Online Protection Glossary](#)

Below the text is a "Continue" button.



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Logging on With a Temporary Password

The Payline Personal Options page will be displayed for you to complete. You will be required to change your password and answer challenge questions at this point. DOA strongly encourages employees to input at least one email address, a hint, and opt out of receiving earnings notice print (if agency has not done so). You will also have the option to suppress display of your W-2s. Click on submit once all desired fields are completed.

Password Criteria:

- 1) be at least eight characters in length
- 2) utilize at least three of the following four:
 - A. special characters: (\$! @ { } & ~ + ? []),
 - B. upper case alphabetical characters (A - Z),
 - C. lower case alphabetical characters (a - z),
 - D. numerical characters (0-9),
- 3) not contain spaces
- 4) not match assigned temporary password
- 5) not match last 24 passwords



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Logging on With a Temporary Password

You will receive a message confirming your security record has been updated. Press 'Continue to Payline' to enjoy the benefits of using Payline for Payroll, Benefits and Leave Information

