



<http://www.doa.virginia.gov>

# Reportline Security Officer Manual

*—How to Add Reportline Users Starts on Page 28—*

Updated: March 29, 2023

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## Reportline Overview

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**Introduction** The Department of Accounts (DOA) has developed a web-based system to provide access to digital reports generated by the accounting and financial management systems operated by DOA and for which Statewide users key data transactions into.

Authorized users may access **Reportline** using the internet at

<https://reportline.doa.virginia.gov>

Reportline is user-friendly and requires little intervention from outside resources. However, DOA realizes there may be some functions individuals may need assistance with and it has developed this administrative manual to guide system users.

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**REPORTLINE Features** **Reportline** provides Commonwealth of Virginia agency personnel, as well as Treasurer and Clerk of the Court locality personnel, with the means to:

- View reports **not printed remotely onsite** for **3 years** past the report run date.
  - Download multiple reports simultaneously to view, print, and/or store.
  - Store electronic versions of these reports on an agency-based server or individual personal computer.
  - Perform searches for specific verbiage found in the electronic reports.
  - Maintain agency user access internally.
  - View Help pages associated with each **Reportline** online screen.
- 

**Database Security** State-of-the-art security features are provided to maintain confidentiality of report information.

- **Application Security**—requires a Logon ID and password for system access. Individuals will be required to keep this information confidential to provide the utmost security to Commonwealth data.
  - **Secure Socket Layer (SSL)**—uses a 128-bit encryption routine to protect the data as it travels back and forth over the Internet.
  - **Encrypted File System (EFS)**—is an operating system feature that protects sensitive data and prevents unauthorized access to the file directory.
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## Reportline Overview, Continued

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### Access Requirements

- Browser must be enabled for Java Script.
- Browser must be enabled for Cookies.
- Browser must be enabled for Secure Socket Layer (SSL) Security (128-bit version).
- If connecting to the site from behind a firewall or proxy server, it must allow SSL (port 443) communication.
- **Internet Explorer** browser, **version 9.01** or higher.
- Designed to be viewed at a screen resolution of 800 by 600 or greater, with a minimum of 256 colors.
- Connection speed of 56k modem (or higher) is recommended.

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### Security Enhancements

Reportline's enhanced security protects sensitive information and to conform to VITA/NG security regulations. Enhanced security includes the following:

1. Requires a password phrase when making a temporary password request.
2. Passwords are case sensitive.
3. Passwords have new criteria.
4. Ability for a user to reset his password instead of requesting a temporary password—AFTER 24 HOURS.
5. Requires answering *Challenge Questions* for certain changes.

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### Web Address

<http://reportline.doa.virginia.gov/>

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## Reportline Security

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**Security Levels**    **Reportline** has four levels of application security.

- *Application Administrator*—DOA Database Administration personnel who establish Systems Administrator security. **Reportline Application Administrators ARE able to change passwords at any time.**
- *Systems Administrator*—DOA application specific (i.e., CIPPS, FAACS) personnel who establish line agency. Reportline Security Officer security. **Reportline Systems Administrators ARE able to change passwords at any time.**
- **Reportline Security Officer**—Line agency security officer who establishes Individual User security. **Reportline Security Officers ARE able to change passwords at any time.**
- *Individual User*—Line agency personnel who utilize Reportline to access electronic reports. **Reportline Users ARE able to change passwords within 24 hours to maintain agency and locality report access.** Details are covered below in the following topics of the **REPORTLINE USER MANUAL**:

1. **How to Update an Expired Password**
2. **Forgot Your Password**

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## Reportline Security, Continued

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**Agency Security Officer** Each agency is required to identify one or more Reportline Security Officers. The Reportline Security Officer is responsible for adding, deleting, and modifying Individual User security profiles. Security access for Reportline Security Officers must be requested by completing the **Reportline Request Form [NON-LOCALITY FORM FOR AGENCIES]** found on DOA's **Reportline** website. **This form is used also for individual user security setup.**

### **THE FORM'S ACCESS LINK FOLLOWS THE FORM SAMPLE BELOW.**

The *Reportline Request Form* must include information identifying both the agencies and the Report Families for which security will be performed.

Reportline Security Officers may be established to provide security to reports from all report families or only selected report families. (Click on the Available Reports button from the Main Menu to determine which reports are found in each "family.")

Once a Reportline Security Officer has access to provide individual security, the Reportline Security Officer also has security to view the data on these reports. Therefore, careful consideration should be given to the identification of the Reportline Security Officer based upon the information available in that Report Family.

The form must be signed by the Fiscal Officer or Agency Head identified on the Authorized Signatory card, Form DA04-121.

Route the *Request Form* via e-mail to:

**[reportline@doa.virginia.gov](mailto:reportline@doa.virginia.gov)**

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## Reportline Security, Continued

**Reportline Request Form** You can access a PDF copy of the **Reportline Request Form** for Reportline Agency Security Officer and Agency Individual Users. This PDF form is located at DOA's **Reportline** website.



### Reportline Request Form (Agency Use)

<b>Date</b>	/ /		<b>User Type</b> (check one)	<input type="checkbox"/> Agency User
<b>Logon ID</b> (5 to 8-Character/Alpha-Numeric)				<input type="checkbox"/> Agency Security Officer
<b>Your Agency Number</b>				
			<b>Action</b> (check one)	<input type="checkbox"/> New
				<input type="checkbox"/> Change
				<input type="checkbox"/> Delete
<b>Name</b>				
	<i>First</i>	<i>Middle</i>	<i>Last</i>	
<b>Signature</b>				
<b>E-mail Address</b>				
<b>Telephone</b>				

#### Approved Agencies—List individual agency numbers

<hr/> <hr/>
-------------

#### —Reportline Access—

#### Report Families: BENEFITS, CARS, CIPPS, FAACS, HEALTHCARE, LEAVE, VRS

Report Family (See List Above)	Level of Security (Choose only one)	List Reports Here For Security Levels C or D
* _____	<input type="checkbox"/> A. No reports for system <input type="checkbox"/> B. All reports for system <input type="checkbox"/> C. <b>ONLY</b> listed reports for system <i>Use next column to list reports</i> <input type="checkbox"/> D. All reports for system <b>EXCEPT</b> listed <i>Use next column to list reports</i>	<hr/> <hr/> <hr/>
_____	<input type="checkbox"/> A. No reports for system <input type="checkbox"/> B. All reports for system <input type="checkbox"/> C. <b>ONLY</b> listed reports for system <i>Use next column to list reports</i> <input type="checkbox"/> D. All reports for system <b>EXCEPT</b> listed <i>Use next column to list reports</i>	<hr/> <hr/> <hr/>
<b>Authorized by:</b>	_____	_____
	<i>Signature</i>	<i>Date</i>
<b>Entered by:</b>	_____	_____
	<i>Signature</i>	<i>Date</i>

Continuation Page Attached ? ☐ No ☐ Yes

Reportline Request Form.doc

Revised 1/28/11



## Reportline Security, Continued

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**Security Officer and User Request Form** The agency Reportline Request Form is located as follows:  
<http://www.doa.virginia.gov/forms.shtml#reportline>

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**Individual Security** Using the Report Family Table, identify:

- the Report Family,
- level of security,
- and if necessary, the specific reports to which access should be granted/excepted.

Each agency is responsible for determining who is deemed appropriate to authorize requested access by Report Family. As one individual may have reason for access to more than one Report Family, *authorization* may be required by multiple employees. Similarly, as Reportline Security Officers may be limited to specific Report Families, establishment of requested security access may require *establishment* by multiple employees.


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## Accessing Reportline: AFTER Receiving Your Permanent Password from the DOA Reportline Administrator

Web Address <http://reportline.doa.virginia.gov>

### Logon

Perform the following steps to logon.

Step	Action
1	<p>Access the Reportline web site:  <a href="http://reportline.doa.virginia.gov">http://reportline.doa.virginia.gov</a></p> <p><b>This will take you to the Reportline Home Page.</b></p> <p>At this point, you can set a Reportline DESKTOP ICON to log in for future sessions without going through the DOA web site.</p> <p>To do this—at this Logon screen, right click your mouse; select SET AS DESKTOP ITEM.</p>
	Enter Logon ID.
2	Enter your password.
3	Click the <b>Logon</b> button.
<p>If a correct password is entered, the <i>Broadcast Messages</i> page displays.</p> 	

*Continued on next page*

## Accessing Reportline: AFTER Receiving Your Permanent Password from the DOA Reportline Administrator, Continued

### Navigation

Navigation buttons located in the left-hand margin of the page AND the upper, right-hand corner of the screen, link you to other **Reportline** pages or perform requested functions as described below.

BUTTON	DESCRIPTION
<b>Access Files</b>	Links you to the Access Files screen to obtain your DOA-generated systems' reports.
<b>Broadcast Messages</b>	Links you to the Broadcast Messages screen.
<b>Available Reports</b>	Opens a new window which shows all available reports in the Reportline application. Some reports will not be available to all users due to security requirements. Also, some reports may not be turned on and you have to request that a specific report is turned on. To do this, contact your Reportline Report Family Coordinator listed at the Broadcast screen when you log in.
<b>Help</b>	Opens a new window containing information about the <u>Reportline - Login - Help</u> page.
<b>Contact Us</b>	(Located in the top, right corner of the screen) Links to the <u>Contact Us</u> page and allows you to submit questions or information to the DOA Reportline staff.
<b>Log Off</b>	Allows you to exit the system.

You are linked to the **Broadcast Messages** page for messages and other menu selection items.

### Broadcast Messages

#### WELCOME TO REPORTLINE

**CONTACT YOUR AGENCY REPORTLINE SECURITY OFFICER FIRST FOR ASSISTANCE!**

CARS—Joseph.Crawford@doa.virginia.gov / 804-786-1075

FAACS & LAS—Nadine.Chambers@doa.virginia.gov / (804) 692-0423

CIPPS & Leave—Cathy.McGill@doa.virginia.gov / (804) 371-7800

Courts & Treasurers CARS Reports—Donna.Rabender@doa.virginia.gov / (804) 225-3063

DOA Contact —Reportline@doa.virginia.gov—Rudy.Burgess / (804) 225-3051

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## Accessing Reportline: AFTER Receiving Your Permanent Password from the DOA Reportline Administrator, Continued

**Invalid Log On** When you enter an invalid Logon ID you will see the error message in red ink:

**Suspended Account** After 5 (five) failed logon attempts, the following message is displayed:

**Reportline Login**

**Welcome to Reportline!!**

**Enter your User ID and Password**

User ID

Password

**Invalid Password (2 Violations)**

Violations are cleared in one of three ways—

- 1) During overnight computer processing
- 2) **For AGENCY USERS, during the day by the Agency Reportline Security Officer**
- 3) For LOCALITY USERS, during the day by a DOA Systems Administrator

To contact DOA, use the **Contact Us** button in the upper, right-hand corner of the screen to request the violations be cleared.

*Continued on next page*

## Accessing Reportline: AFTER Receiving Your Permanent Password from the DOA Reportline Administrator, Continued

### Contact Us Screen

Your **CONTACT US** button—located in the upper, right-hand corner of the Reportline system screens—generates an E-mail directly to DOA.

Contact your Agency Reportline Security Officer to assist you first. Use this button during your workday when your Agency Reportline Security Officer is not available and for a DOA Administrator to clear your five, logon attempt violations during the business day.

**Users are NOT to use this button to request access to Reportline or to “reset” your access if the system has terminated your access due to inactivity.**

### Set Up Your Two Challenge Questions

Before you use Reportline either **as an individual user or as the agency security officer**, ensure you access your PERSONAL OPTIONS record to establish answers to two **Challenge Questions**.

### Validate Your E-mail Address

**Ensure your e-mail address is correct in your PERSONAL OPTIONS.** If this e-mail address is not present or if it is inaccurate, the system will not be able to generate automatically a temporary password to you if you request one during the FORGOT PASSWORD process.

## Forgot Your Password?

### Password Change Rule

**Reportline Application Administrators, System Administrators, and Security Officers can change passwords at any time.**

Reportline - Forgot Password - Password Requirements Status
Enter new personal information. Enter email address(es) and new password twice for verification.
Challenge Questions and Answers (if already completed) do not have to be re-entered.
<b>ERRORS:</b>
<b>Password Error:</b> Password must: 1) be at least 14 characters in length 2) utilize at least three of the following four: special characters ( \$ ! @ { } & ~ + ? [ ] _ ), upper case alphabetical characters (A - Z), lower case alphabetical characters (a - z), numerical characters (0-9), 3) not contain spaces 4) not contain ( ' ), ( < ), ( > ), or ( # ) 5) not match assigned temporary password 6) not match last 24 passwords  The password you have entered: Does not contain at least 3 of the 4 required character types Contains Invalid Characters. The only special characters allowed are: \$ ! @ { } & ~ + ? [ ] _

### In Reportline, when you forget your password, do the following—

1. **Contact your DOA Agency Reportline Administrator.** Locate the contact information above under **Reportline User Security -- Agency Security Officer**.
2. After you re-log into Reportline with the password the Administrator has used to reset you, you will get a message indicating that you have to create a new password. You will be prompted to do this immediately in order to continue using Reportline because the system is programmed to give you an Expired Password error message.
3. To change the password after you are reactivated by a security officer, you can use one of methods **shown as separate topics in this manual** as follows:
  - FORGOT PASSWORD (procedures follow directly below)
  - HOW TO UPDATE AN EXPIRED PASSWORD (procedures shown in a separate topic previously)

*Continued on next page*

## Forgot Your Password?, Continued

**Forgot Password Button After 24 Hours Have Passed**

If you forget your password AFTER 24 HOURS of it being established, go to the Login screen. You can also use this screen if your password has **expired**.

Click **Forgot Password**. You will go to the *Forgot Password* page.



The screenshot shows the DOA Reportline Login page. The left sidebar contains a menu with the following items: **Forgot Password** (highlighted with a red arrow), Security Features and Access Requirements, Available Reports, and Help. The main content area has a header with the DOA logo and 'Reportline' text. Below the header, there is a 'Reportline Login' section with a 'Welcome to Reportline!!' message. The login form includes fields for 'User ID' and 'Password'.

At the FORGOT PASSWORD screen, enter your logon ID and press SUBMIT.



The screenshot shows the DOA Reportline Forgot Password page. The left sidebar contains a menu with the following items: **Reportline Login** (highlighted with a red arrow), and Help. The main content area has a header with the DOA logo and 'Reportline' text. Below the header, there is a 'Reportline - Forgot Password' section. The form includes a 'Submit' button and a field for 'Reportline User ID' (highlighted with a red arrow). The text 'Enter your Reportline User ID:' is displayed above the input field.

*Continued on next page*



## Forgot Your Password?, Continued

### Submit Challenge Questions

You are asked to submit answers to your previously-stored CHALLENGE QUESTIONS.

When you complete keying, click SUBMIT CHALLENGE ANSWERS.

**Reportline - Forgot Password**

Your Previously Stored Hint is: Hometown@xxx

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:

Submit Challenge Answers

OR

Send TEMPORARY password to my email address:  Send

(Must match previously entered email address)

### Create New Password

Here, create a **NEW PASSWORD**.

**Reportline - Forgot Password**

Enter new personal information. Enter email address(es) and new password twice for verification.

Challenge Questions and Answers (if already completed) do not have to be re-entered.

Email Address 1:	<span style="border: 1px solid #ccc; padding: 2px;">rudy.burgess@doa.virginia.gov</span>	
Verify Email Address 1:	<span style="border: 1px solid #ccc; padding: 2px;"></span>	
Alternate Email Address:	<span style="border: 1px solid #ccc; padding: 2px;"></span>	Not Required
Verify Alternate Email Address:	<span style="border: 1px solid #ccc; padding: 2px;"></span>	Not Required
Password:	<span style="border: 1px solid #ccc; padding: 2px;"></span>	? Required Password is case sensitive.
Verify Password:	<span style="border: 1px solid #ccc; padding: 2px;"></span>	Required Password is case sensitive.
Password Hint:	<span style="border: 1px solid #ccc; padding: 2px;">Welcome1@151DOA</span>	
Challenge Question 1:	<span style="border: 1px solid #ccc; padding: 2px;">Please Select</span>	Required
Challenge Question 2:	<span style="border: 1px solid #ccc; padding: 2px;">Please Select</span>	Required

Submit

*Continued on next page*



## Forgot Your Password?, Continued

### Error Message Appears If Less Than 24 Hours

If you forget your password in less than 24 hours, you get the following error message highlighted that indicates FAIL beside Item # 6. You cannot proceed with the system. (However, see below...there's a way around this within the 24-hour period.)

Reportline - Forgot Password - Password Requirements Status
Enter new personal information. Enter email address(es) and new password twice for verification.
Challenge Questions and Answers (if already completed) do not have to be re-entered.
<b>ERRORS:</b>
<b>Password Error:</b> Password must: 1) be at least 14 characters in length 2) utilize at least three of the following four: special characters ( \$ ! @ { } & ~ + ? [ ] _ , ) upper case alphabetical characters (A - Z), lower case alphabetical characters (a - z), numerical characters (0-9), 3) not contain spaces 4) not contain ( ' , < , > , or # ) 5) not match assigned temporary password 6) not match last 24 passwords  The password you have entered: Does not contain at least 3 of the 4 required character types Contains Invalid Characters.The only special characters allowed are: \$ ! @ { } & ~ + ? [ ] _

**To continue using Reportline within 24 hours of having just created a new Password, perform the following to have your Password reset.**

If you are ...	Then contact your ...
Agency User	Agency Reportline Security Officer
Locality User	DOA Reportline Locality Coordinator
Reportline Security Officer	DOA Reportline System Administrator

*Continued on next page*

## Forgot Your Password?, Continued

### If No 24-Hour Error Message

Proceed to establish a new password. You go through the same process as you did when you created your permanent password to use Reportline.

Click **SUBMIT** when all requirements are met.

Reportline - Forgot Password			
Enter new personal information. Enter email address(es) and new password twice for verification.			
Challenge Questions and Answers (if already completed) do not have to be re-entered.			
Email Address 1:	<input type="text" value="rudy.burgess@doa.virginia.gov"/>		
Verify Email Address 1:	<input type="text"/>		
Alternate Email Address:	<input type="text"/>		Not Required
Verify Alternate Email Address:	<input type="text"/>		Not Required
Password:	<input type="password"/>	? Required	Password is case sensitive.
Verify Password:	<input type="password"/>	Required	Password is case sensitive.
Password Hint:	<input type="text" value="Welcome1@151DOA"/>		
Challenge Question 1:	<input type="text" value="Please Select"/>	▼	Required
Challenge Question 2:	<input type="text" value="Please Select"/>	▼	Required
<input type="button" value="Submit"/>			

## Accessing Reportline

### Logon

Step	Action
1	<p>Access the Reportline web site:</p> <p><a href="https://www.doa.virginia.gov/onlinservices.shtml#reportline">https://www.doa.virginia.gov/onlinservices.shtml#reportline</a></p> <p><b>This will take you to the Reportline Home Page.</b></p> <p>At this point, you can set a Reportline DESKTOP ICON to log in for future sessions without going through the DOA web site.</p> <hr/> <p>To do this—at this Logon screen, right click your mouse; select SET AS DESKTOP ITEM.</p>
	Enter Logon ID.
2	Enter your password.
3	Click the <b>Logon</b> button.
If a correct password is entered, the <i>Broadcast Messages</i> page displays.	

*Continued on next page*



## Accessing Reportline, Continued

### Navigation

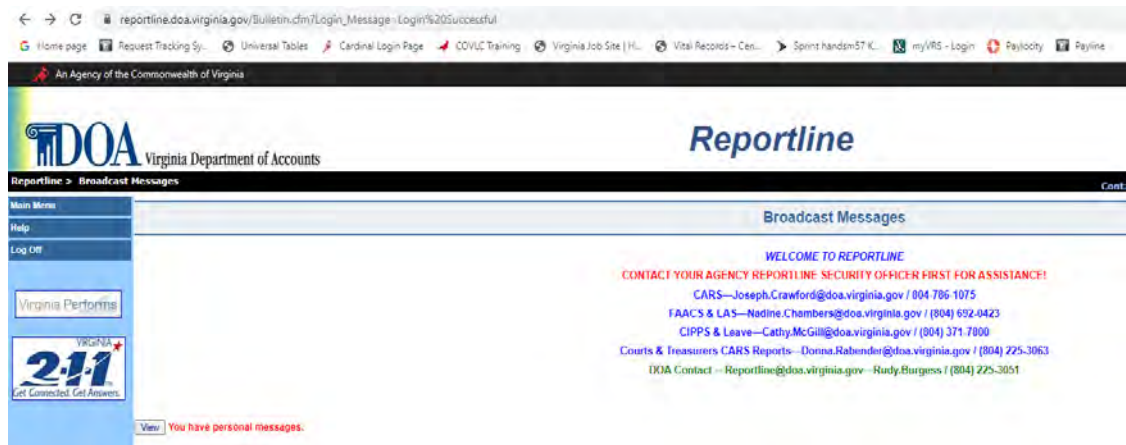
Navigation buttons located in the left-hand margin of the page AND the upper, right-hand corner of the screen link you to other **Reportline** pages or perform requested functions as described below.

BUTTON	DESCRIPTION
<b>Forgot Password</b>	Links to the <u>Forgot Password</u> page where you can receive a ‘hint’ that you previously entered to help you remember your password, or an email containing your password.
<b>Security Features and Access Requirements</b>	Links to information on application security and access requirements that support <b>Reportline</b> .
<b>Available Reports</b>	Opens a new window which shows all available reports in the Reportline application. Some reports will not be available to all users due to security requirements.
<b>Help</b>	Opens a new window containing information about the <u>Reportline - Login - Help</u> page.
<b>Contact Us</b>	(Located in the top, right corner of the screen) Links to the <u>Contact Us</u> page and allows you to submit questions or information to the DOA Reportline staff.
<b>Log Off</b>	(Located in the top, right corner of the screen) Allows you to exit the system.

*Continued on next page*

## Accessing Reportline, Continued

You are linked to the **Broadcast Messages** page for messages and a link on the left-hand side to the MAIN MENU.



*Continued on next page*

## Accessing Reportline, Continued

**Invalid Log On** When you enter an invalid Logon ID, you will see the error message in red ink as follows:

The screenshot displays the Reportline Login interface. On the left is a navigation menu with links: 'Forgot Password', 'Security Features and Access Requirements', 'Available Reports', and 'Help'. Below the menu are logos for 'Virginia Performs' and '2-1-1 VIRGINIA Get Connected. Get Answers.'. The main content area is titled 'Reportline Login' and includes a 'Welcome to Reportline!!' message. A login form prompts the user to 'Enter your User ID and Password' with input fields for 'User ID' and 'Password'. A yellow banner across the form displays the error message 'Invalid ID' in red. Below the banner is a 'Log On' button. At the bottom of the form, a red text instruction reads: 'If you have forgotten your password click the **Forgot Password** button.'

*Continued on next page*

## Accessing Reportline, Continued

### Suspended Account

After 5 (five) failed logon attempts, the following message is displayed:

#### ACCOUNT SUSPENDED DUE TO SECURITY VIOLATIONS

Agency logon/password violations created by you and your individual agency Reportline users are cleared in one of three ways—

- 4) During overnight computer processing
- 5) **During the day by YOU, the Agency Reportline Security Officer**
- 6) During the day by a DOA Systems Administrator

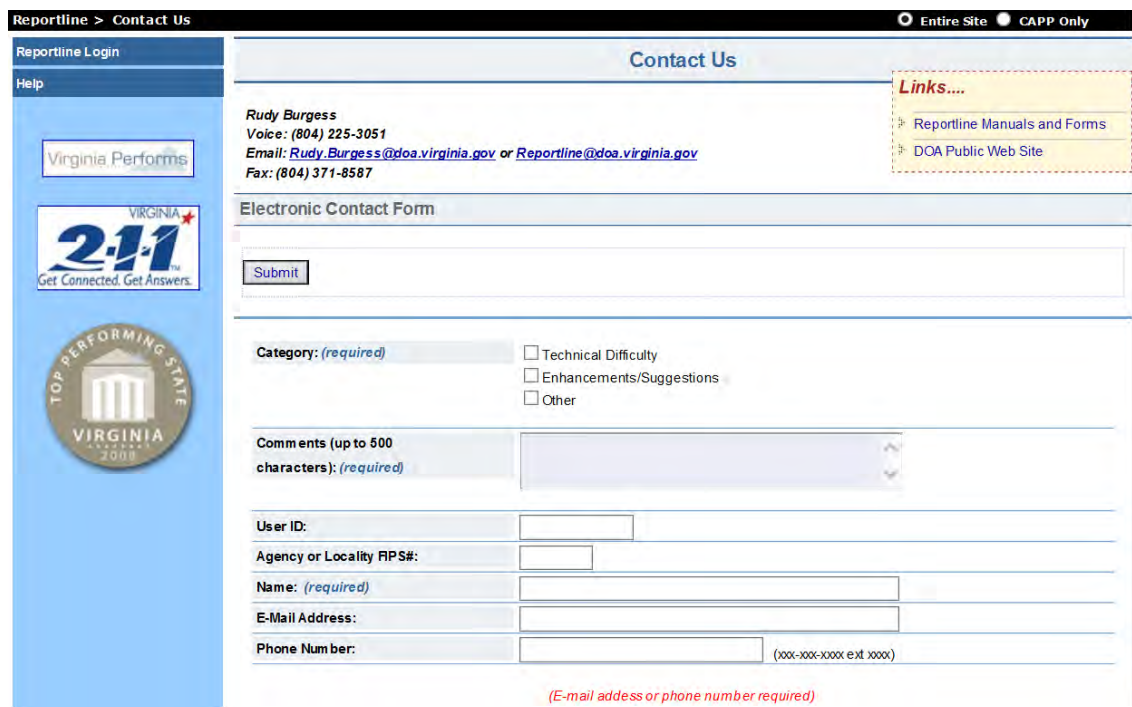
### Forgot Your Password?

Reference this topic in the Reportline User's Manual for guidance.

### Contact Us Screen

Your **CONTACT US** button—located at the bottom of the Reportline system screens—generates an E-mail directly to DOA.

**You can use the CONTACT US button screen for all DOA-related, Reportline questions you encounter.**



The screenshot shows the 'Reportline > Contact Us' page. On the left is a sidebar with 'Reportline Login', 'Help', and a 'Virginia Performs' logo. The main content area has a 'Contact Us' header and contact information for Rudy Burgess. Below this is an 'Electronic Contact Form' with a 'Submit' button. The form includes a 'Category' dropdown (with options: Technical Difficulty, Enhancements/Suggestions, Other), a 'Comments' text area (up to 500 characters), and input fields for 'User ID', 'Agency or Locality RPS#', 'Name', 'E-Mail Address', and 'Phone Number'. A red note at the bottom states '(E-mail address or phone number required)'. A 'Links....' box on the right contains links to 'Reportline Manuals and Forms' and 'DOA Public Web Site'.

## Broadcast Messages

### Broadcast Screen

#### Broadcast Messages

##### WELCOME TO REPORTLINE

CARS—Hope.Broughman@doa.virginia.gov / (804) 692-0218

FAACS & LAS—[Sandra Muir] Sandra.Muir@doa.virginia.gov / (804) 786-0072

CIPPS & Leave—Cathy.McGill@doa.virginia.gov / (804) 371-7800

Courts & Treasurers CARS Reports—Donna.Rabender@doa.virginia.gov / (804) 225-3063

DOA Contact—Reportline@doa.virginia.gov—Rudy Burgess (804) 225-3051

The *Broadcast Messages* screen welcomes you to **Reportline**. It is used to communicate messages both globally and individually to the **Reportline** user population.

In the center of the screen is a global message intended for all **Reportline** users.

**For specific Report Families you use**, the DOA Contact's name, E-mail, and phone number are displayed. The DOA Reportline System Manager Contact data is also available.

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*Continued on next page*



## Broadcast Messages, Continued

**Personal  
Message—Use  
VIEW  
BUTTON**

Whenever DOA posts Reportline-related personal (individual) or special messages, you will find a **VIEW** button only when these messages have been posted. Click this button to view the message.

Broadcast Messages

*WELCOME TO REPORTLINE*

**CONTACT YOUR AGENCY REPORTLINE SECURITY OFFICER FIRST FOR ASSISTANCE!**


CARS—Joseph.Crawford@doa.virginia.gov / 804-786-1075

FAACS & LAS—Nadine.Chambers@doa.virginia.gov / (804) 692-0423

CIPPS & Leave—Cathy.McGill@doa.virginia.gov / (804) 371-7800

Courts & Treasurers CARS Reports—Donna.Rabender@doa.virginia.gov / (804) 225-3063

DOA Contact—Reportline@doa.virginia.gov—Rudy.Burgess / (804) 225-3051



View

 You have personal messages.

Informational messages may appear in the bottom, left-hand corner to provide feedback regarding actions which you have been taken such as login successful or you have special messages pending to be read.

*Continued on next page*

## Broadcast Messages, Continued

### Navigation

Navigation buttons located at the Broadcast Messages screen link you to other Reportline screens or perform requested functions as described below.

BUTTON	DESCRIPTION
<b>VIEW Special Announcements</b>	If a special announcement is available for viewing, this button displays. Additionally, the informational message "There is a Special Announcement" appears in the bottom left corner of the <i>Broadcast Message</i> page. Links the user to the <i>Special Announcement</i> page and displays additional global announcements directed to all
<b>Personal Messages</b>	If a personal announcement is available for viewing, this button displays. Additionally, the informational message "You have personal messages" appears in the bottom left corner of the <i>Broadcast Message</i> page. Links the user to the <i>Personal Messages</i> page and displays notices solely for the individual Reportline
<b>Main Menu</b>	Links the Main Menu page.
<b>Log Off</b>	Returns the to the <i>Logon</i> page and signs you out of Reportline.
<b>Help</b>	Links you to the Help screen.

## Special Announcements & Personal Messages from DOA

### Special Announcement

The *Special Announcements* page communicates global messages to the **Reportline** user population.

Read the announcement by clicking **VIEW** to the left of the message. After reading the message, click **DELETE** to remove the message.

#### Broadcast Messages

##### WELCOME TO REPORTLINE

CARS—Hope.Broughman@doa.virginia.gov / (804) 692-0218

FAACS & LAS—[Sandra Muir] Sandra.Muir@doa.virginia.gov / (804) 786-0072

CIPPS & Leave—Cathy.McGill@doa.virginia.gov / (804) 371-7800

Courts & Treasurers CARS Reports—Donna.Rabender@doa.virginia.gov / (804) 225-3063

DOA Contact—Reportline@doa.virginia.gov—Rudy Burgess (804) 225-3051

Each State agency should have a designated Reportline Security Officer to add new or assist users.



View

You have personal messages.

*Continued on next page*

## Special Announcements & Personal Messages from DOA, Continued

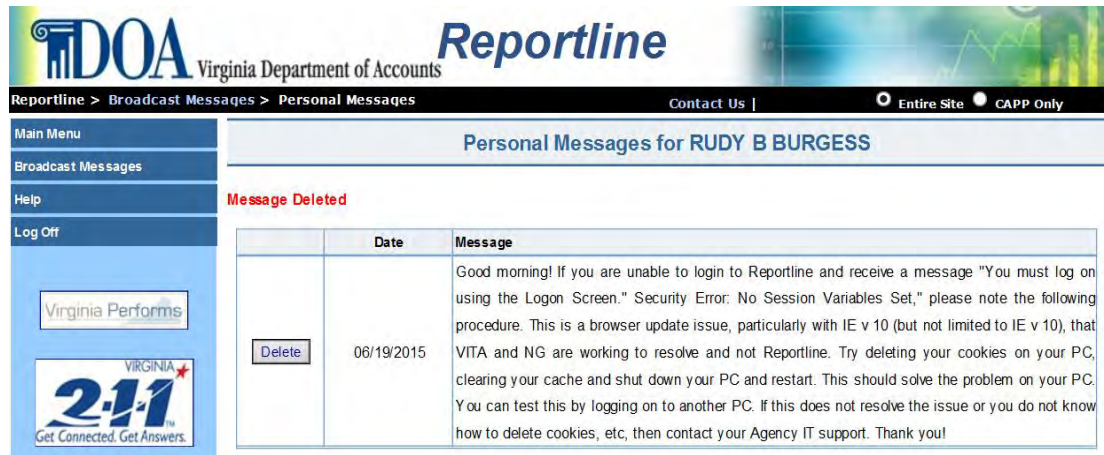
### Personal Messages

The *Personal Messages* page communicates messages intended solely for the individual **Reportline** user logged on.

Remove a message by clicking **DELETE** shown to the left of the Date.

An informational message displays stating the message has been deleted.

**Undeleted messages are deleted automatically within thirty days.**



**Reportline** Virginia Department of Accounts

Reportline > Broadcast Messages > Personal Messages

Contact Us | ☐ Entire Site ☒ CAPP Only

Main Menu  
Broadcast Messages  
Help  
Log Off

Virginia Performs  
2-1-1 VIRGINIA  
Get Connected. Get Answers.

**Personal Messages for RUDY B BURGESS**

**Message Deleted**

	Date	Message
<a href="#">Delete</a>	06/19/2015	Good morning! If you are unable to login to Reportline and receive a message "You must log on using the Logon Screen." Security Error: No Session Variables Set," please note the following procedure. This is a browser update issue, particularly with IE v 10 (but not limited to IE v 10), that VITA and NG are working to resolve and not Reportline. Try deleting your cookies on your PC, clearing your cache and shut down your PC and restart. This should solve the problem on your PC. You can test this by logging on to another PC. If this does not resolve the issue or you do not know how to delete cookies, etc, then contact your Agency IT support. Thank you!

## Establishing Individual Security

### Successful Login

A successful Logon brings you to the **Broadcast Message** page.

#### Broadcast Messages

*WELCOME TO REPORTLINE*

**CONTACT YOUR AGENCY REPORTLINE SECURITY OFFICER FIRST FOR ASSISTANCE!**

CARS—Joseph.Crawford@doa.virginia.gov / 804-786-1075

FAACS & LAS—Nadine.Chambers@doa.virginia.gov / (804) 692-0423

CIPPS & Leave—Cathy.McGill@doa.virginia.gov / (804) 371-7800

Courts & Treasurers CARS Reports—Donna.Rabender@doa.virginia.gov / (804) 225-3063

DOA Contact —Reportline@doa.virginia.gov—Rudy.Burgess / (804) 225-3051

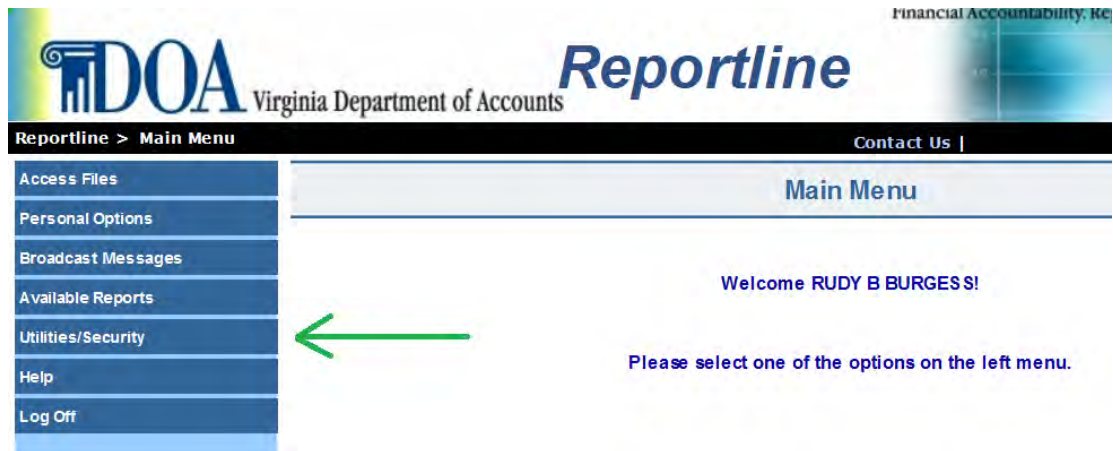
From here, click on **Main Menu**.

*Continued on next page*

## Establishing Individual Security, Continued

### Main Menu Screen

Your Main Menu Screen gives you **all** Individual User screen capabilities, **PLUS** the **Utilities/Security** button.



*Continued on next page*

## Establishing Individual Security, Continued

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### Utilities/Security Button & Screen Functions

As a Security Officer, the **Utilities/Security** button is available to you at the Main Menu screen.

**As a Reportline Security Officer, you can do three things:**

- 1) **Add, update, and delete individual agency user record security;** this is the agency's responsibility.
- 2) Use the **Administrative Reporting** screen to view your agency **security records** to review who has what Report Family access, along with security data for all of your agency individual users.
- 3) **Delete your agency user logon violations during the workday** instead of waiting for overnight processing for violations to clear or contacting DOA personnel during normal working hours to delete password violations.

## REPORTLINE

### UTILITIES /SECURITY Screen Functions

#### ADD / UPDATE / DELETE SECURITY

#### ADMINISTRATIVE REPORTING

#### VIEW / DELETE LOGON VIOLATIONS

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*Continued on next page*

## Establishing Individual Security, Continued

### How To Add a New Security Record

At the Utilities/Security screen, click **ADD / UPDATE SECURITY**.

Initially, your security record is the default and displays.

View Reportline Security Record			
User ID:	<input type="text" value="BURGESS2"/>		
<input type="button" value="&lt;&lt;&lt; View Record"/> <input type="button" value="Add New Record"/> <input type="button" value="Edit This Record"/> <input type="button" value="Delete This Record"/>			
User ID:	BURGESS2	User Agency:	151
User Name:	Rudy Burgess	Login Violations:	0
Password:	*****	Hint:	
Security Level:	Individual User		
Email Address 1:	rudy.burgess@doa.virginia.gov		
Email Address 2:			

To add a new security record, click the **Add New Record** button.

*Continued on next page*



## Establishing Individual Security, Continued

The ADD NEW RECORD-SECURITY screen displays for you to fill in.

### Complete the Individual Security Profile

Complete the individual user's security profile by providing the following:

1. User ID (must be 5 to 8 character)
2. User Agency
3. First Name, Middle Initial, and Last Name
4. Password (must be 5 to 9 characters)
5. Security Level (Individual User)
6. Security Agencies [LOCATED AT THE BOTTOM OF THE SCREEN]  
Check all agency numbers for which the Individual user has been authorized.

Note: Other fields display, but are uneditable by the Agency Security Officer.

Review your entries to proofread your keyboarded entries. Revise if needed and then click **ACCEPT**.

*Continued on next page*

## Establishing Individual Security, Continued

### Establishing the User's Password

Here's a suggestion to establish a User's Password: key the User ID in mixed punctuation and connect it to the User's Agency Number with the @ symbol.

**Password Example: Welcome1@151**

Ensure the first letter is capitalized. This set-up meets security standards for Reportline. If you goof, the system will let you know what you did correctly and what needs attention.

### Report Security Screen Gives Employee Report Access

The message "Record Added" displays.

**However, the employee has not been granted access to reports.**

When you scroll down the User's security screen, you will now see it has expanded to include REPORT SECURITY.

For EACH **Report Family** you are to give security access, click **EDIT** next to the appropriate Report Family name. A sub-screen will load in with the Report Family name, along with radio buttons for the action you need to take.

User ID - REPOMAN		
	Report Family	Security Type
<a href="#">Edit</a>	BENEFITS	<a href="#">No</a> BENEFITS Reports
<a href="#">Edit</a>	CARS	<a href="#">No</a> CARS Reports
<a href="#">Edit</a>	CIPPS	<a href="#">No</a> CIPPS Reports
<a href="#">Edit</a>	CIPPS_RECON	<a href="#">No</a> CIPPS_RECON Reports
<a href="#">Edit</a>	EDI	<a href="#">No</a> EDI Reports
<a href="#">Edit</a>	FAACS	<a href="#">No</a> FAACS Reports
<a href="#">Edit</a>	HEALTH-CARE	<a href="#">No</a> HEALTH-CARE Reports
<a href="#">Edit</a>	LEAVE	<a href="#">No</a> LEAVE Reports
<a href="#">Edit</a>	VRS	<a href="#">No</a> VRS Reports

## Establishing Individual Security, Continued

**Report Family Screens for Access Setup** Here is an example of the CIPPS Report Security screen:

**Update CIPPS Report Security - User**

Accept Cancel

**Security Type for CIPPS Report Family:**

- ☒ ALL Reports for CIPPS
- ☐ ONLY Selected Reports for CIPPS
- ☐ NO Reports for CIPPS
- ☐ All Reports for CIPPS EXCEPT FOR Selected

**Selected Reports for CIPPS Report Family:**

Selected	Report ID	Report Name
<input type="checkbox"/>	10	PAYROLL AND DEDUCTION REGISTER

**Level of Security**

**Only REPORT FAMILIES for which the Security Officer has been granted access are available for choosing.**

Click **EDIT** next to the respective REPORT FAMILY that the individual user is to access. The Report Family screen appears.

At the **Report Security** screen, click the radio button that applies to the level of the security requested for the individual. For **ONLY** and **EXCEPTION** reports, scroll down to the Report Family list and place a check mark beside the Report ID and Name.

Click **Accept**.

*Continued on next page*

## Establishing Individual Security, Continued

### Adding Report Families

The message "Record Updated" displays.

The SECURITY TYPE field updates.

**Repeat the Report Family EDIT step for each Report Family requested.**

	Report Family	Security Type
<a href="#">Edit</a>	BENEFITS	No BENEFITS Reports
<a href="#">Edit</a>	CARS	All CARS reports
<a href="#">Edit</a>	CIPPS	No CIPPS Reports
<a href="#">Edit</a>	CIPPS_RECON	No CIPPS_RECON Reports
<a href="#">Edit</a>	EDI	No EDI Reports
<a href="#">Edit</a>	FAACS	No FAACS Reports
<a href="#">Edit</a>	HEALTH-CARE	No HEALTH-CARE Reports
<a href="#">Edit</a>	LEAVE	No LEAVE Reports
<a href="#">Edit</a>	VRS	No VRS Reports

### Contact Your Reportline Agency User

After you have set up the user record, you can verify its accuracy by using the ADMINISTRATIVE REPORTING screen within UTILITIES/SECURITY.

**See USING THE ADMINISTRATIVE REPORTING SCREEN section that follows for instructions on how to access a preview of who has what at your agency.**

Communicate the **Logon ID** and **Password** to the user, informing him of the *Reportline User Manual* located at DOA's Reportline Home Page:

<http://reportline.doa.virginia.gov>

**Let the user know this manual is used to learn how to**

- 1) access reports and
- 2) navigate screens.

## Using the Administrative Reporting Screen

**Introduction** You have access to an administrative reporting feature to assist you.

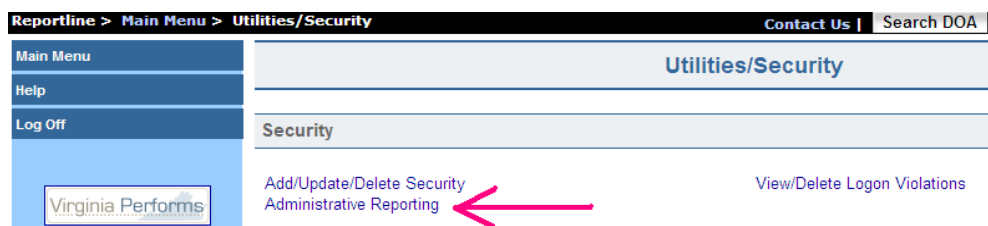
This screen gives you a quick snapshot of your agency's Reportline profile.

Agency or Locality	Logon ID	Name	Last Accessed	App Security Level	Authorized Agencies/Reports
--------------------	----------	------	---------------	--------------------	-----------------------------

**Access the Administrative Reporting Screen**

From **Main Menu**, click **UTILITIES / SECURITY**.

Click **ADMINISTRATIVE REPORTING**.



Use the pull down menus for **AGENCY** and **REPORT FAMILY** to make your selection. To show everyone, let it default to **ALL** for both fields.



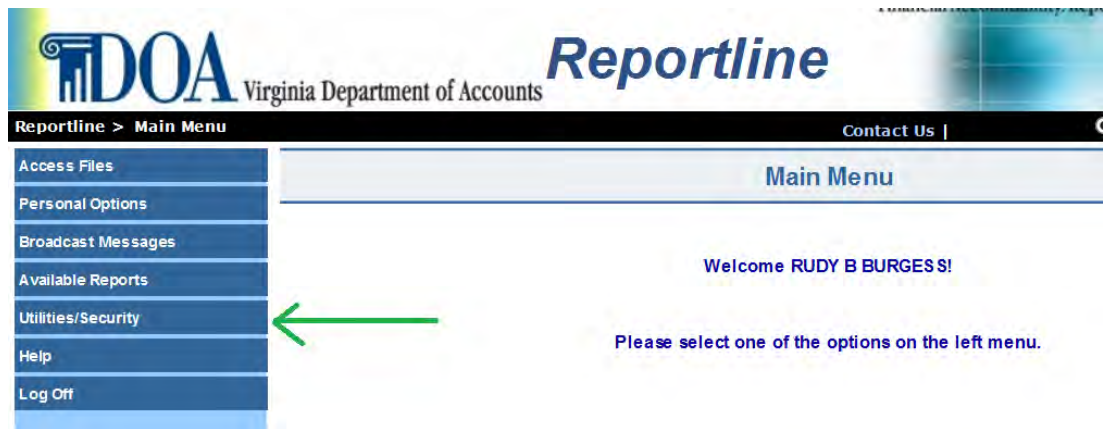
Click **VIEW**.



## How to Update or Delete an Individual User's Security Record

### Introduction

You can **revise or delete** your agency's Reportline users if you have the Report Family security. These functions are located at the UTILITIES/SECURITY screen.



### Update/Edit a User Record

When you open the UTILITIES/SECURITY screen, the record defaults to YOURS.

Thus, the first thing you need to do is to enter the USER ID and then click VIEW RECORD.

When the User record appears, click EDIT THIS RECORD.

**Accept or  
Cancel the Edit**

Once you have made your changes, if you decide to retain the revisions, click **ACCEPT**.

Click **CANCEL** if you do not want to activate the edit you entered.

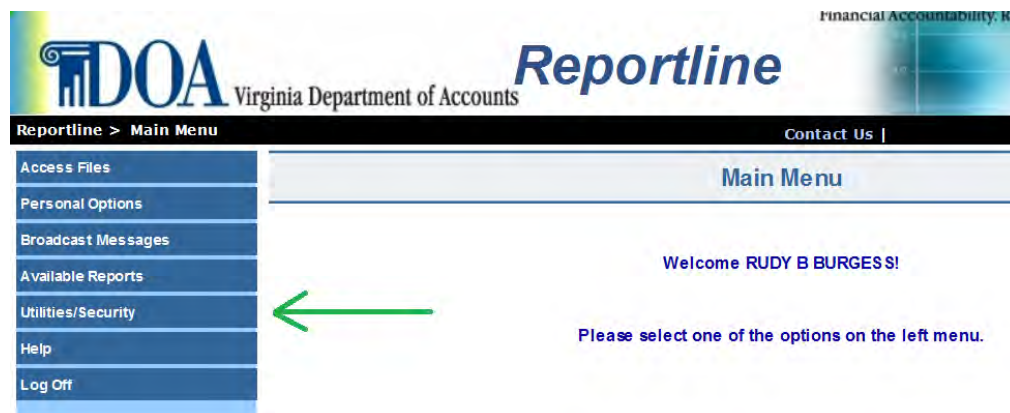
The screenshot shows a web application interface for editing a security record. On the left is a navigation menu with links: Main Menu, Utilities/Security, Help, and Log Off. Below the menu are logos for 'Virginia Performs' and '2-1-1 VIRGINIA'. The main content area is titled 'Edit Reportline Security Record'. At the top of this area are two buttons: 'Accept' and 'Cancel'. A green arrow points to the 'Accept' button. Below the buttons are several input fields: 'User ID' (text box with 'REPOMAN'), 'User Agency' (dropdown menu with '151'), 'Account Suspended' (dropdown menu with 'No'), 'First Name' (text box with 'Repo'), 'Middle Initial' (text box with 'Z'), 'Last Name' (text box with 'Man'), 'Password' (text box with a question mark and a note '(Leave blank if no change)'), 'Hint' (text box), and 'Security Level' (dropdown menu with 'Individual User').

*Continued on next page*

## How to Update or Delete an Individual User's Security Record, Continued

### Delete a User Record

It is necessary to delete a Reportline User record especially when the employee has terminated with your agency. This is a simple process.



From the MAIN MENU, select UTILITIES/SECURITY:

When you open the UTILITIES/SECURITY screen, the record defaults to YOURS.

Thus, the first thing you need to do is to enter the **USER ID** and then click **VIEW RECORD**.



When the User record appears, click **DELETE THIS RECORD**.



*Continued on next page*



## How to Update or Delete an Individual User's Security Record, Continued

**Delete Warning Screen Appears** You receive a warning to ensure the record you are about to delete is the correct record to be deleted.

**Delete Reportline Security Record**

Are you sure you want to delete the following record?

<b>User ID:</b>	BURGESS2	<b>User Agency:</b>	151
<b>Password:</b>	*****	<b>Hint:</b>	
<b>User Name:</b>	Rudy Burgess		
<b>Email Address 1:</b>	rudy.burgess@doa.virginia.gov		
<b>Email Address 2:</b>			

**Accept or  
Cancel the  
DELETE  
Action**

Verify the record on the screen is the correct record you want to delete.

Click **ACCEPT** or **CANCEL**.

If you **ACCEPT** the deletion, the system will give you a message stating that the record has been deleted. This message appears atop YOUR record information when the system returns after deleting the record.

## How To Delete Logon Violations

**The Steps** As a Reportline Security Officer, you can delete logon violations for both you AND your users. Although logon violations (five in one day knock you out of the system) are reset overnight, these can be cleared by an agency Reportline Security Officer or by a DOA Reportline Administrator.

From MAIN MENU, select UTILITIES/SECURITY.

Click VIEW/DELETE LOGON VIOLATIONS.

A list of your agency's user logon violations appears.

Click DELETE ALL VIOLATIONS.

Click ACCEPT.

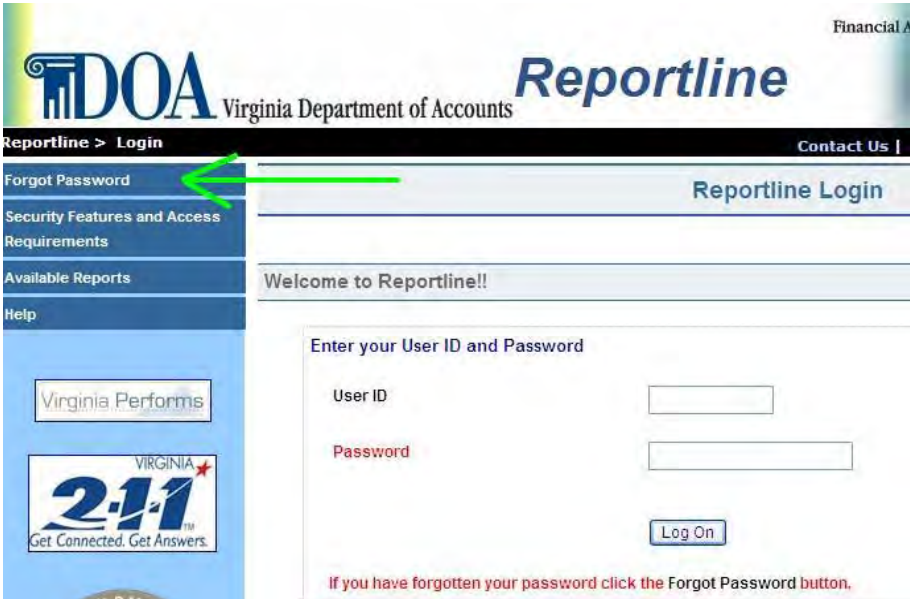
The system returns with zero records showing for logon violations.

Main Menu Utilities/Security Help Log Off  Virginia Performs VIRGINIA	<b>Delete Logon Violations</b>				
	All Violation Records Deleted				
	View Logon Violations				
	0 Records Shown.				
	<table border="1"> <thead> <tr> <th>User ID</th> <th>Violations</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="color: red;">No Records Found</td> </tr> </tbody> </table>		User ID	Violations	No Records Found
User ID	Violations				
No Records Found					

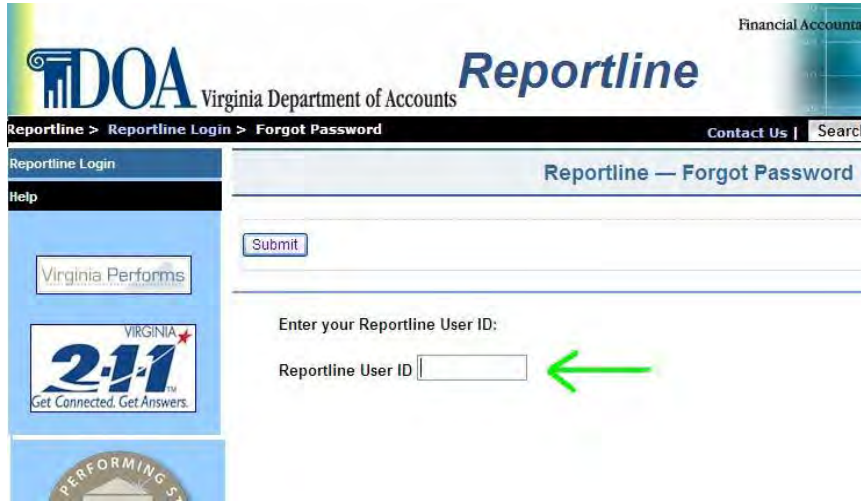

## How To Request a TEMPORARY Password to Establish Your Permanent Password

### Request Your Temporary Password


Perform the following steps to receive a **TEMPORARY** password. To do this, you will NOT log in; INSTEAD, you will click **FORGOT PASSWORD**.

Step	Action
1	<p>Access the Reportline website (see above).</p> <p>At the Login screen, you can set a Reportline DESKTOP ICON to log on for future sessions without going through the DOA web site. To do this, right click your mouse; select SET AS DESKTOP ITEM or CREATE SHORTCUT.</p>
2	<p>You have to receive a <b>TEMPORARY</b> password from the Reportline system E-mailed so you can create your <b>PERMANENT</b> password.</p> <p><b>IMPORTANT</b></p> <ul style="list-style-type: none"> <li>Do <b>NOT</b> enter data in <b>USER ID</b> or <b>PASSWORD</b> fields.</li> <li>Instead, click <b>FORGOT PASSWORD</b>.</li> </ul> 


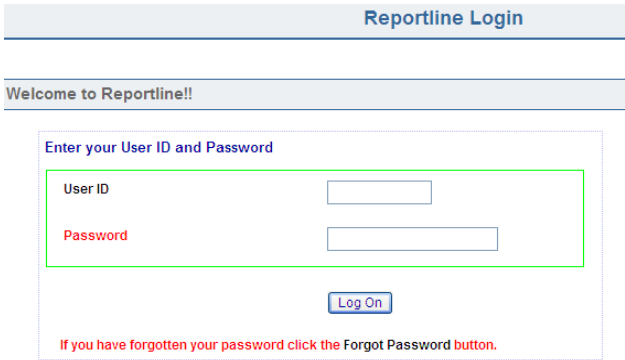
## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

Step	Action
3	<p>At the <b>FORGOT PASSWORD</b> screen, enter your <b>USER ID</b> and click <b>SUBMIT</b>.</p> 
4	<p>Next, enter your <b>E-Mail Address</b>; click <b>SEND</b>.</p> 

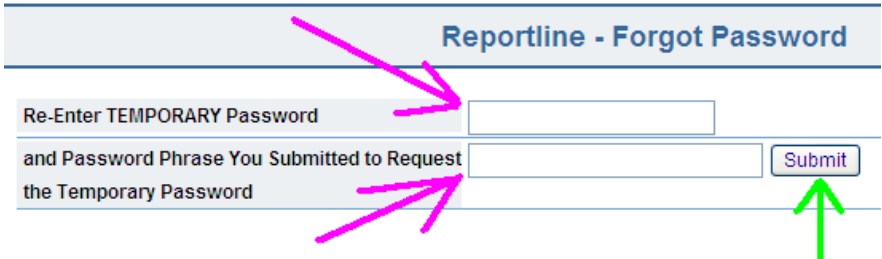
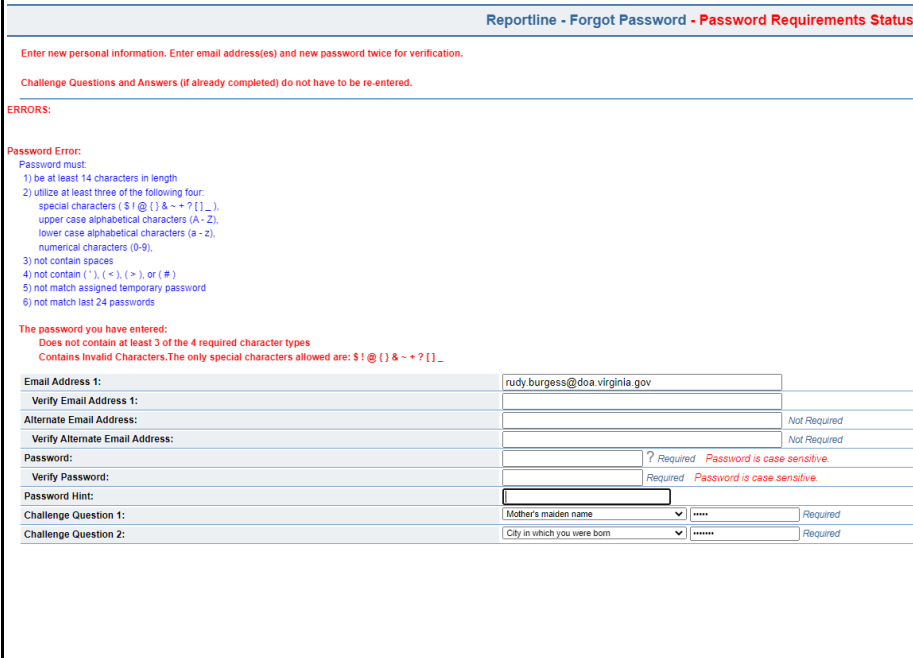
## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

Step	Action
5	<p>Enter a <b>TEMPORARY PASSWORD PHRASE</b> (no special characters required). <b><u>Remember this phrase or make a note because you need it later.</u></b></p> <div> <p><b>Reportline — Forgot Password</b></p> <p>Enter a personal Password Phrase (any word or phrase of your choosing up to 24 characters).</p> <div> <input type="text"/> <input type="button" value="Submit"/>  </div> <p>You will be required to provide this Password Phrase when using your temporary password to access Reportline for the first time.</p> </div>
6	<p><b>NOTE</b></p> <p><b>Reportline uses the E-mail address in your Reportline security record. If you do NOT receive an E-mail message with the temporary password, have your <b>REPORTLINE AGENCY SECURITY OFFICER</b> verify your E-mail address for accuracy in your security record.</b></p> <p><b>The following message is for a User ID <u>not</u> in Reportline. See your <b>REPORTLINE AGENCY SECURITY OFFICER</b>.</b></p> <div> <p><b>Reportline - Forgot Password</b></p> <p><b>There are no matching records for User ID bbbbbb.</b></p> <p><b>A temporary password cannot be assigned.</b></p> </div>
7	<p>The system-generated, E-mail is sent to your In-Box and contains a unique, temporary password.</p> <div> <p>From: Reportline@doa.virginia.gov  To: Burgess, Rudy (DOA)  Cc:  Subject: Reportline - New Temporary Password</p> <p>*** THIS RESPONSE IS BEING SENT AUTOMATICALLY. PLEASE DO NOT REPLY TO THIS EMAIL ***</p> <p>Per your request, your TEMPORARY REPORTLINE PASSWORD is: N3AaA3P6</p> <p>Please note this Password is case sensitive.</p> </div>

## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

8	<p><u>Once you receive the temporary password and you have NOT timed out of Reportline</u>, you can remain at this Reportline screen and click REPORTLINE LOGON to re-enter Reportline.</p> <p><u>Otherwise</u>, you need to access the Reportline login screen.</p> 
9	<p><b>Note</b></p> <p>You can <b>COPY</b> the temporary password from your E-mail and <b>PASTE</b> it directly into the Password field at the Reportline Login screen. This helps prevent making a keying error.</p> <p>At the Reportline Login screen, enter <b>USER ID</b> and the <b>TEMPORARY PASSWORD</b> which is <u>case sensitive</u>. <u>It has to be entered exactly as it appears in the E-mail</u>.</p>  <p>Click <b>Log On</b>.</p>

## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

10	<p>At the <u>following screen</u>—</p> <ol style="list-style-type: none"> <li>Re-enter the TEMPORARY PASSWORD E-mailed to you.</li> <li>Enter the Password Phrase you keyed earlier when you requested the temporary password.</li> <li>Click <b>SUBMIT</b>.</li> </ol> 
11	<p>The next setup screen is organized into <u>three</u> areas as follows:</p> <ol style="list-style-type: none"> <li><b>E-mail Address verification</b></li> <li><b>Password</b></li> <li><b>Challenge Questions</b></li> </ol> 

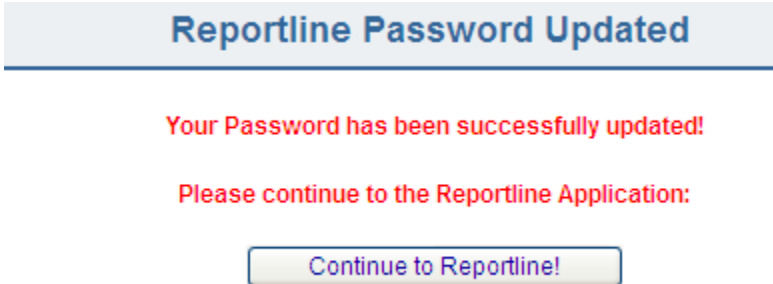

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## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

12	<p><b>E-Mail Verification</b></p> <p>Your E-mail address appears in the first field. If this entry is <u>not</u> correct, delete it and key your correct E-mail address.</p> <p>In <b>VERIFY EMAIL ADDRESS 1</b> field, rekey your E-mail address.</p>
12	<p><b>Password</b></p> <p>For your convenience, the <b>RULES</b> for a Reportline Password are provided on this screen.</p> <p><b><u>First, familiarize yourself with the six requirements.</u></b></p> <p><u>Highlights</u></p> <ul style="list-style-type: none"> <li>□ Password is case sensitive.</li> <li>□ Password cannot be changed <b>BY YOU</b> more than once per 24 hours (Rule # 6) <u>unless</u> it is reset by the Agency Security Officer or a DOA Administrator.</li> <li>□ Password expires every 90 days.</li> </ul> <p>Enter a password. Verify the password by keying it again in the <b>VERIFY PASSWORD</b> field. Key a <b>PASSWORD HINT</b>.</p>
13	<p><b>Challenge Questions</b></p> <p>Use the drop-down boxes to select both Challenge Questions and key your response beside each question.</p> <p><b>Responses are case sensitive. Please remember this.</b></p>
14	<p><u>Review your entries for—</u></p> <ul style="list-style-type: none"> <li>□ E-mail</li> <li>□ Password</li> <li>□ Challenge Questions</li> </ul> <p>Click <b>SUBMIT</b>.</p>
15	<p>The <b>PASSWORD REQUIREMENTS STATUS</b> screen appears and shows what Password Requirements you meet (OK) and what requirements you did not (FAILED).</p>



## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

16	<p>If you did <b>NOT</b> meet some requirements, correct your entry in the field directly on the PASSWORD REQUIREMENTS STATUS screen.</p> <p>Click <b>SUBMIT</b> when you have finished.</p>
17	<p><b>When you meet all password requirements, you do NOT see a Password Requirements Status screen. Click SUBMIT.</b></p>
18	<p>The following screen asks you to CONTINUE TO REPORTLINE!</p> 
19	<p>The Broadcast Screen appears. Click MAIN MENU to continue using Reportline.</p> 

## How To Request a TEMPORARY Password to Establish Your Permanent Password, Continued

20	<p>Instead, Click LOG ON button on the left-hand menu. This takes you to the login screen. <u>Remember to enter your NEW password this time.</u> Dots appear to guard password security; key it carefully.</p> <p>Click LOG ON.</p> <div data-bbox="492 644 1323 1150"> <p>The screenshot shows the 'Reportline Login' interface. At the top is a blue header bar with the text 'Reportline Login'. Below it is a grey bar with 'Welcome to Reportline!!'. The main content area is a white box with a blue border titled 'Enter your User ID and Password'. Inside this box, there are two input fields: 'User ID' containing the text 'BURGESS1' and 'Password' containing masked dots. A blue arrow points to the 'Log On' button. At the bottom of the box, it says 'If you have forgotten your password click the Forgot Password button.'</p> </div>
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## How to Update an Expired Password

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<b>Password Expires Every 90 Days</b>	<b>Your password is valid for 90 days.</b> When it expires, the system generates the screen so you can enter a new password, along with a password hint.
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<b>Password Expires When Reset by a Security Officer</b>	<p><b>If YOU forget your password</b> and request a DOA Reportline Security Officer to change your password, you receive an expired password message the first time you use the reset password. This is designed so <b>you</b> create a new password <i>immediately</i> to begin using Reportline.</p> <p><b>If YOU reset an expired password for an agency user</b>, the user receives an expired password message the first time he uses the reset password set up by you.</p>
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<b>When YOU Reset a User's Password</b>	You access a user record via the <b>UTILITIES/SECURITIES</b> screen and you will EDIT the record. <u>Before you edit the record, you have to enter the USER ID and click VIEW.</u> Now, you are ready to click EDIT.
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Here's a suggestion to establish a User's Password: key the User ID in mixed punctuation and connect it to the User's Agency Number with the @ symbol.

**Password Example: Welcome1@151**

Ensure the first letter is capitalized. This set-up meets security standards for Reportline. If you goof, the system will let you know what you did correctly and what needs attention.

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*Continued on next page*

## How to Update an Expired Password, Continued

## Screen

The EXPIRED PASSWORD screen lists the Password rules to establish your password which has six (6) requirements.

Once you complete the three fields, click **SUBMIT** in the upper, left-hand corner.

Reportline - Forgot Password - Password Requirements Status			
Enter new personal information. Enter email address(es) and new password twice for verification.			
Challenge Questions and Answers (if already completed) do not have to be re-entered.			
ERRORS:			
<b>Password Error:</b> Password must: 1) be at least 14 characters in length 2) utilize at least three of the following four: special characters ( \$ ! @ { } & ~ + ? [ ] _ ), upper case alphabetical characters (A - Z), lower case alphabetical characters (a - z), numerical characters (0-9), 3) not contain spaces 4) not contain ( ' ), ( < ), ( > ), or ( # ) 5) not match assigned temporary password 6) not match last 24 passwords			
<b>The password you have entered:</b> Does not contain at least 3 of the 4 required character types Contains Invalid Characters.The only special characters allowed are: \$ ! @ { } & ~ + ? [ ] _			
Email Address 1:	rudy.burgess@doa.virginia.gov		
Verify Email Address 1:			
Alternate Email Address:			
Verify Alternate Email Address:			
Password:	? Required Password is case sensitive.		
Verify Password:	Required Password is case sensitive.		
Password Hint:			
Challenge Question 1:	Mother's maiden name	****	Required
Challenge Question 2:	City in which you were born	*****	Required

*Continued on next page*

## How to Update an Expired Password, Continued

### Password Is Correct or Not Correct

The system lets you know if you succeeded or not to create a permanent password to satisfy the six (6) requirements.

**PASSWORD and VERIFY PASSWORD fields are blank should you need to try it again.**

**If you need to try again, enter the password and verify it. Click SUBMIT again.**

#### Password Error:

Password must:

- 1) be at least 14 characters in length
- 2) utilize at least three of the following four:
  - special characters ( \$ ! @ { } & ~ + ? [ ] \_ ),
  - upper case alphabetical characters (A - Z),
  - lower case alphabetical characters (a - z),
  - numerical characters (0-9),
- 3) not contain spaces
- 4) not contain ( ' ), ( < ), ( > ), or ( # )
- 5) not match assigned temporary password
- 6) not match last 24 passwords

#### The password you have entered:

Does not contain at least 3 of the 4 required character types

Contains Invalid Characters. The only special characters allowed are: \$ ! @ { } & ~ + ? [ ] \_

Email Address 1:	rudy.burgess@doa.virginia.gov		
Verify Email Address 1:			
Alternate Email Address:			Not Required
Verify Alternate Email Address:			Not Required
Password:		? Required	Password is case sensitive.
Verify Password:		Required	Password is case sensitive.
Password Hint:			
Challenge Question 1:	Mother's maiden name	*****	Required
Challenge Question 2:	City in which you were born	*****	Required

### Password Updated

The following screen confirms you have a correct password and you are ready to resume in Reportline.

## Reportline Password Updated

**Your Password has been successfully updated!**

**Please continue to the Reportline Application:**

[Continue to Reportline!](#)

*Continued on next page*



## How to Update an Expired Password, Continued

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**Broadcast Screen Appears Next** The Broadcast Screen appears. Click MAIN MENU to continue using Reportline.

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### Broadcast Messages

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#### WELCOME TO REPORTLINE

**CONTACT YOUR AGENCY REPORTLINE SECURITY OFFICER FIRST FOR ASSISTANCE!**

CARS—[Joseph.Crawford@doa.virginia.gov](mailto:Joseph.Crawford@doa.virginia.gov) / 804-786-1075

FAACS & LAS—[Nadine.Chambers@doa.virginia.gov](mailto:Nadine.Chambers@doa.virginia.gov) / (804) 692-0423

CIPPS & Leave—[Cathy.McGill@doa.virginia.gov](mailto:Cathy.McGill@doa.virginia.gov) / (804) 371-7800

Courts & Treasurers CARS Reports—[Donna.Rabender@doa.virginia.gov](mailto:Donna.Rabender@doa.virginia.gov) / (804) 225-3063

DOA Contact —[Reportline@doa.virginia.gov](mailto:Reportline@doa.virginia.gov)—[Rudy.Burgess](mailto:Rudy.Burgess@doa.virginia.gov) / (804) 225-3051

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## DOA Contact

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**Contact Us Button** Use Reportline's **Contact Us** button for assistance.

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**DOA Staff** After you log in, reference your Broadcast screen for names of DOA staff members who can assist you with Reportline.

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