Introduction to Payline

Logging On/Forgot Password

Virginia Department of Accounts

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.
Logging into Payline

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.
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.
Forgotten Password – cont.
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.
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.
Forgotten Password – cont.

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: Submit Challenge Answers

Send new password to my email address: (Must match previously entered email address) Send

Print new password on my next earnings notice: Submit

Send new password to my agency (00000) Payroll Office: Payline@das.virginia.gov HR Office: Payline@das.virginia.gov

Some options disabled for Demo User
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.
You will get the following message.

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 remittable check or earnings notice.

It will be accompanied by the message:

“PERS REQUEST, YOUR CONFIDENTIAL TEMPORARY PAYLINE PASSWORD(S)”

and will consist of 6 characters.
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.
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.
Logging on With a Temporary Password

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

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
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.