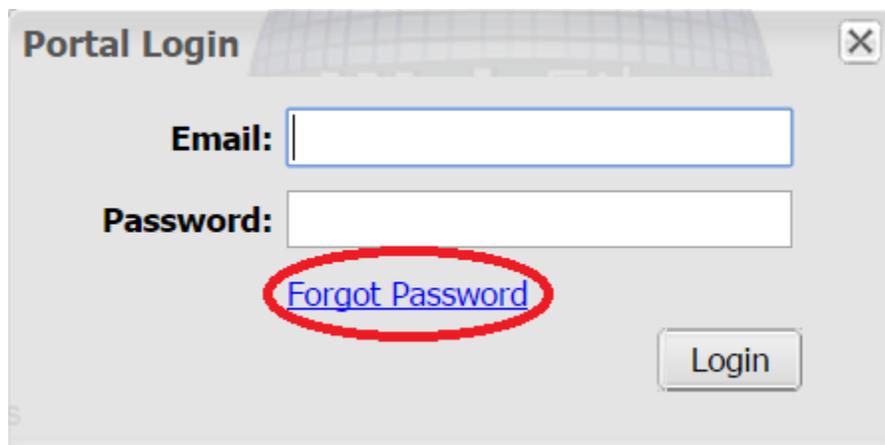


WebFile – Reset Password

1. Go to the WebFile home page (<https://webfile.workcomp.virginia.gov/portal/vwc-portal>) and click “Login” at the top-right corner of the page.
2. Click on “Forgot Password”.



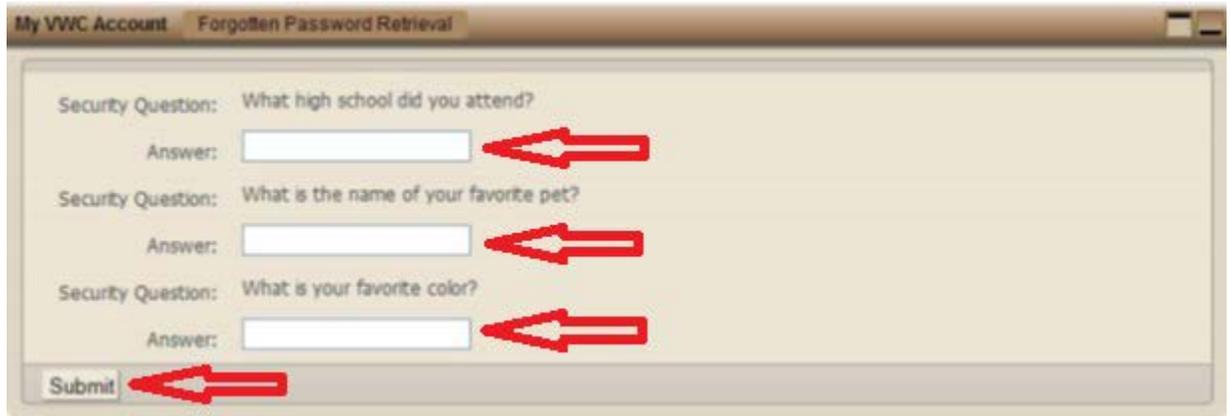
A screenshot of a web form titled "Portal Login". It features two input fields: "Email:" and "Password:". Below the "Password:" field, there is a blue hyperlink labeled "Forgot Password" which is circled in red. To the right of the "Forgot Password" link is a "Login" button. The form has a close button (X) in the top right corner.

3. Enter the email address that you use for WebFile and click “Submit”.



A screenshot of a web form titled "Forgotten Password Retrieval". The form has a header with "My WebFile Account" and "Forgotten Password Retrieval". Below the header, it says "Forgotten Password" and "Enter your email address to display your security questions". There is an "Email:" input field with a red arrow pointing to it. Below the input field is a "Submit" button with a red arrow pointing to it.

4. Answer the security questions for your WebFile account and click “Submit”.



My VWC Account - Forgotten Password Retrieval

Security Question: What high school did you attend?
Answer:

Security Question: What is the name of your favorite pet?
Answer:

Security Question: What is your favorite color?
Answer:

5. A confirmation message will appear and a temporary password will be immediately sent to your email account.
6. Retrieve the temporary password from your email account.
7. Go back to the WebFile home page (<https://webfile.workcomp.virginia.gov/portal/vwc-portal>) and click “Login” at the top-right corner of the page.
8. Login to WebFile with the temporary password you just received.
9. Complete the registration process again and set a new password for your WebFile account.

Remember that your password must meet the following criteria:

- Must contain at least one special character (i.e. @, #, \$, !)
- Must be at least 8 characters in length
- Must contain at least one number
- Must contain at least one letter
- Must not have been used within the previous 12 months