



How To: Reset your VALO Password

Individuals who have forgotten their password for their VALO account can reset their password on their own without having to contact the Office of Licensure or IT support.

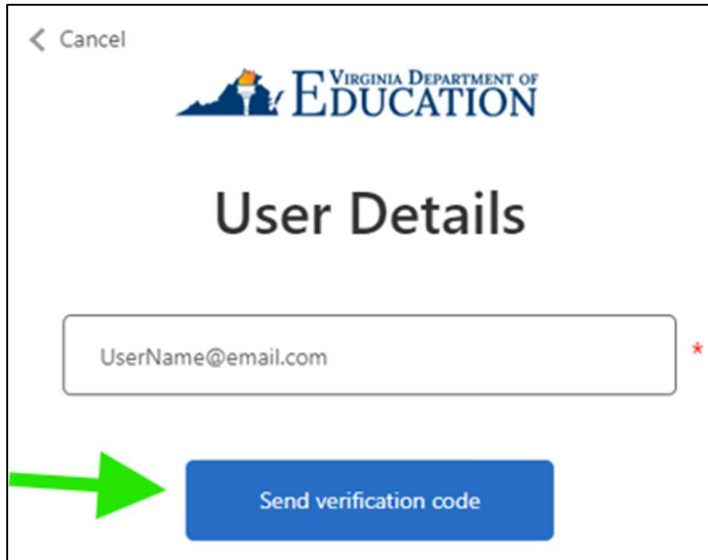
Please follow the instructions outlined in this guide to reset your VALO password.

1. On the VALO Sign In page, click on the "Forgot your password?" link.

A screenshot of the VALO Sign In page. At the top is the Virginia Department of Education logo. Below it is the heading "Sign in" and the instruction "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". A green arrow points to this link. Below the link is a blue "Sign in" button. At the bottom, it says "Don't have an account? [Sign up now](#)".

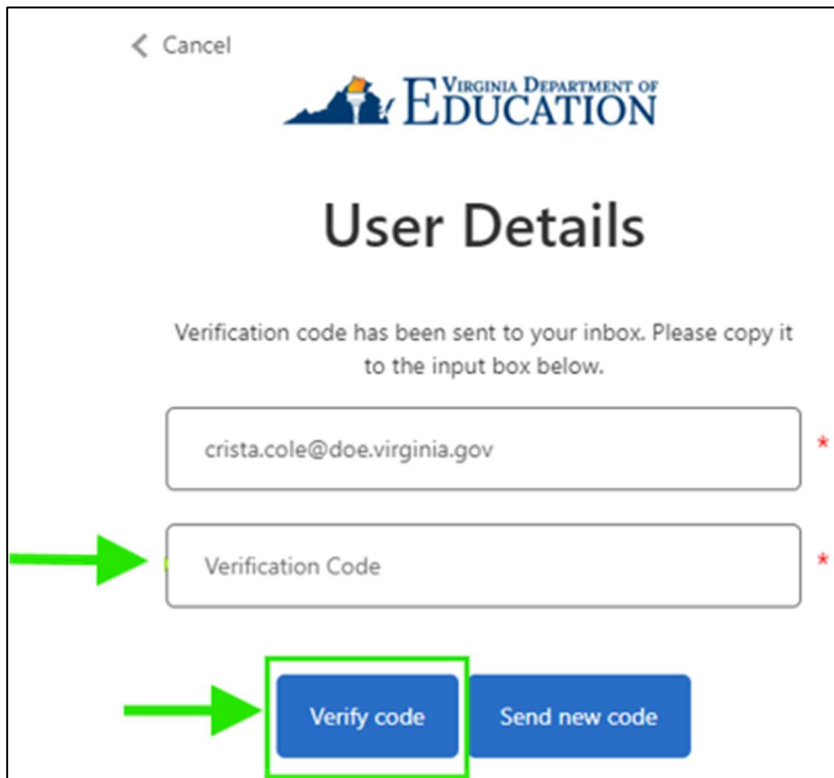
2. On the next screen, you will be prompted to enter your email address. It is important that you enter the same email address that you initially registered as your username.

3. After entering your email address, click the "Send verification code" button.



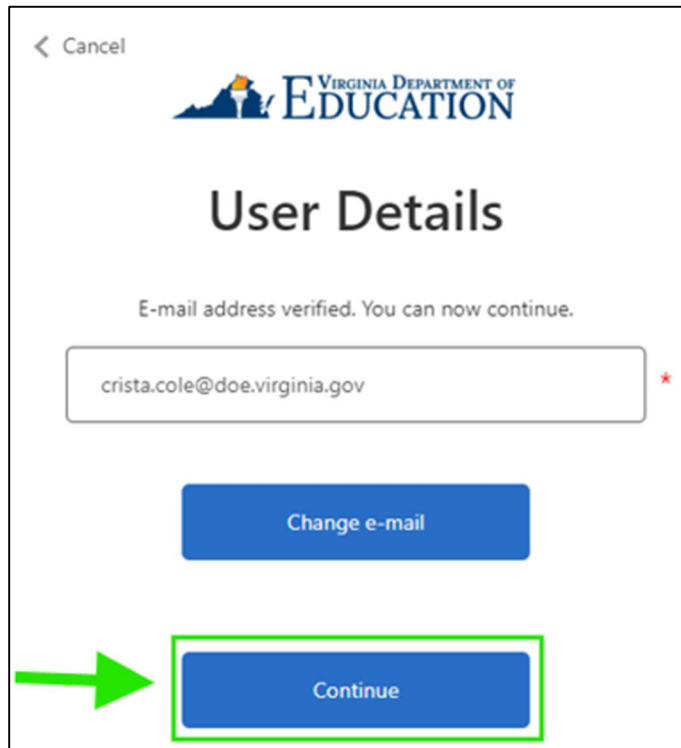
A screenshot of a mobile application interface titled "User Details". At the top left is a back arrow and the word "Cancel". Below this is the Virginia Department of Education logo. The title "User Details" is centered. Below the title is a text input field containing "UserName@email.com" with a red asterisk to its right. At the bottom is a blue button labeled "Send verification code". A green arrow points from the left towards this button.

4. The verification code will be emailed to you from Microsoft on behalf of Virginia Department of Education <msonlineserviceteam@microsoftonline.com>. If you did not receive the verification code after 5 minutes, please check your spam or junk folder.
5. Copy and paste your verification code into the Verification Code field and click the "Verify code" button.



A screenshot of the same "User Details" form, but now it includes a message: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this message is a text input field containing "crista.cole@doe.virginia.gov" with a red asterisk to its right. Below that is another text input field labeled "Verification Code" with a red asterisk to its right. A green arrow points from the left towards this field. At the bottom are two blue buttons: "Verify code" and "Send new code". A green arrow points from the left towards the "Verify code" button, which is also highlighted with a green rectangular border.

6. On the next screen, you will see your email address grayed out. Click the “Continue” button.



< Cancel

 VIRGINIA DEPARTMENT OF
EDUCATION

User Details

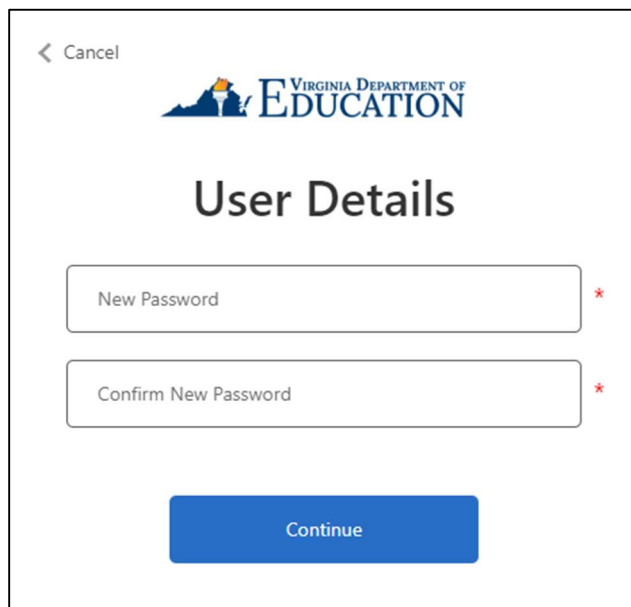
E-mail address verified. You can now continue.

crista.cole@doe.virginia.gov *

Change e-mail

Continue

7. On the final screen, you will be prompted to enter your desired new password. Be sure to enter it a second time for confirmation. Then, click the “Continue” button.



< Cancel

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User Details

New Password *

Confirm New Password *

Continue

This will successfully reset your VALO account password, log you in, and bring you to your VALO Dashboard.