



## Change Password

### Objectives

By the end of this tutorial, you should be able to do the following:

- change an expired password.

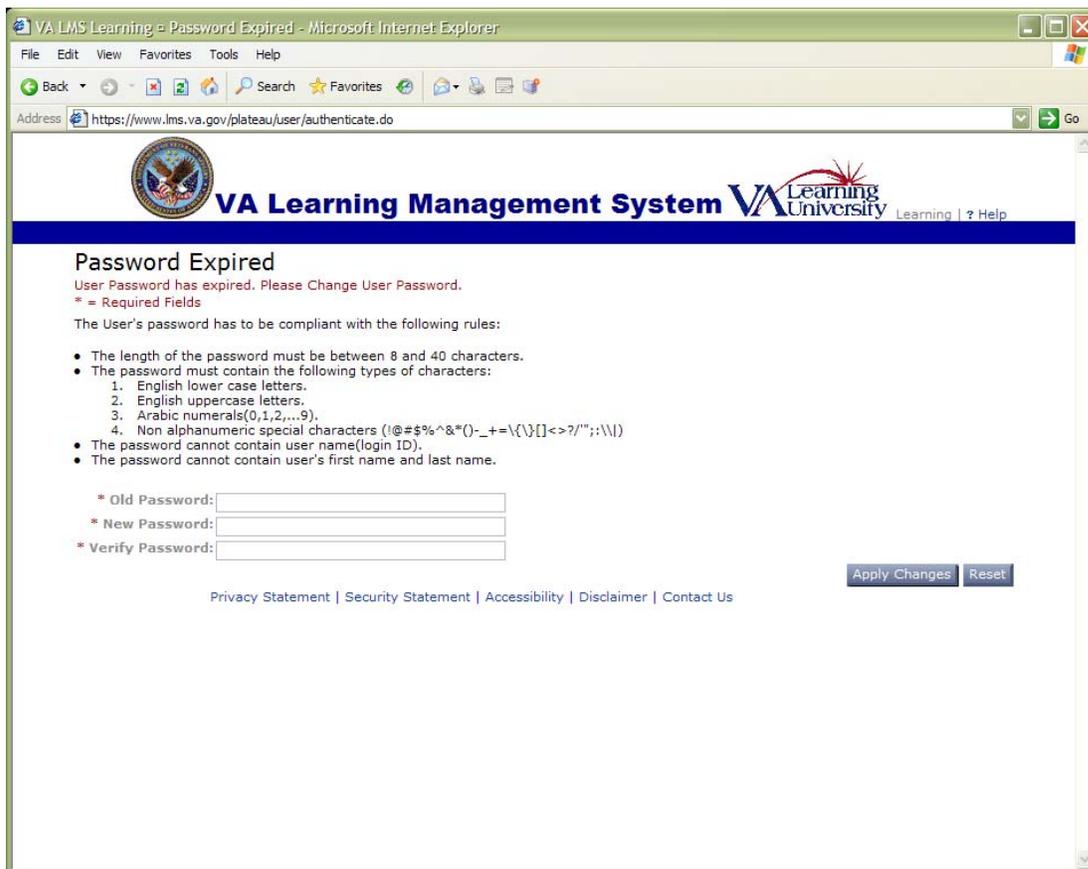
[Click here to view online tutorial](#)

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Place cursor over the task or step and Ctrl + click the task or step to jump directly to it.

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## Change Password



The screenshot shows a web browser window titled "VA LMS Learning - Password Expired - Microsoft Internet Explorer". The address bar shows the URL "https://www.lms.va.gov/plateau/user/authenticate.do". The page header includes the VA Learning Management System logo and "VA Learning University". The main content area is titled "Password Expired" and contains the following text:

User Password has expired. Please Change User Password.  
\* = Required Fields

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters.
- The password must contain the following types of characters:
  1. English lower case letters.
  2. English uppercase letters.
  3. Arabic numerals(0,1,2,...9).
  4. Non alphanumeric special characters (!@#\$\$%^&\*()-\_+=\{\}\[\]<>?/";:\|)
- The password cannot contain user name(login ID).
- The password cannot contain user's first name and last name.

Below the rules are three input fields:

\* Old Password:   
\* New Password:   
\* Verify Password:

At the bottom right, there are two buttons: "Apply Changes" and "Reset". At the bottom left, there are links for "Privacy Statement", "Security Statement", "Accessibility", "Disclaimer", and "Contact Us".

The Password Expired screen appears to let you know that it is time for you to create a new password.



Note that the VA LMS retires your user passwords every 90 days. This means that the VA LMS asks you to change your current password to a new one.

Changing your password regularly will provide you with an additional level of security and help keep your activities in the VA LMS private.

## Change Password

### Step 1 – Enter Old Password

VA LMS Learning - Password Expired - Microsoft Internet Explorer

Address <https://www.lms.va.gov/plateau/user/authenticate.do>

**VA Learning Management System** VA Learning University

### Password Expired

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  4. Non alphanumeric special characters (!@#%&^&\*()-\_+=\{\}\[\]<>?/'";:\|)
- The password cannot contain user name(login ID).
- The password cannot contain user's first name and last name.

\* Old Password:  1

\* New Password:

\* Verify Password:

[Apply Changes](#) [Reset](#)

[Privacy Statement](#) | [Security Statement](#) | [Accessibility](#) | [Disclaimer](#) | [Contact Us](#)

To change an expired password, place your cursor in the Old Password text field and type your current password.



If you're a first-time user, this will be a temporary password you were given.

If you're returning to the VA LMS, type in the password you currently use when you log in.

## Change Password

**Step 2 – Enter New Password**

VA LMS Learning - Password Expired - Microsoft Internet Explorer

Address <https://www.lms.va.gov/plateau/user/authenticate.do>

**VA Learning Management System** VA Learning University Learning | ? Help

### Password Expired

User Password has expired. Please Change User Password.

\* = Required Fields

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- The length of the password must be between 8 and 40 characters.
- The password must contain the following types of characters:
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  - English uppercase letters.
  - Arabic numerals(0,1,2,...9).
  - Non alphanumeric special characters (!@#%&^&\*()-\_+=\{\}\[\]<>?/";:\|)
- The password cannot contain user name(login ID).
- The password cannot contain user's first name and last name.

step

\* Old Password:  1 step

\* New Password:  2

\* Verify Password:

[Apply Changes](#) [Reset](#)

[Privacy Statement](#) | [Security Statement](#) | [Accessibility](#) | [Disclaimer](#) | [Contact Us](#)

The next step is to create your new password.

First, it's important to review the requirements for creating a strong password listed here.

A strong password will:

- be 8 to 40 characters long
- contain both upper and lower case letters, and
- include either a number or a special character.

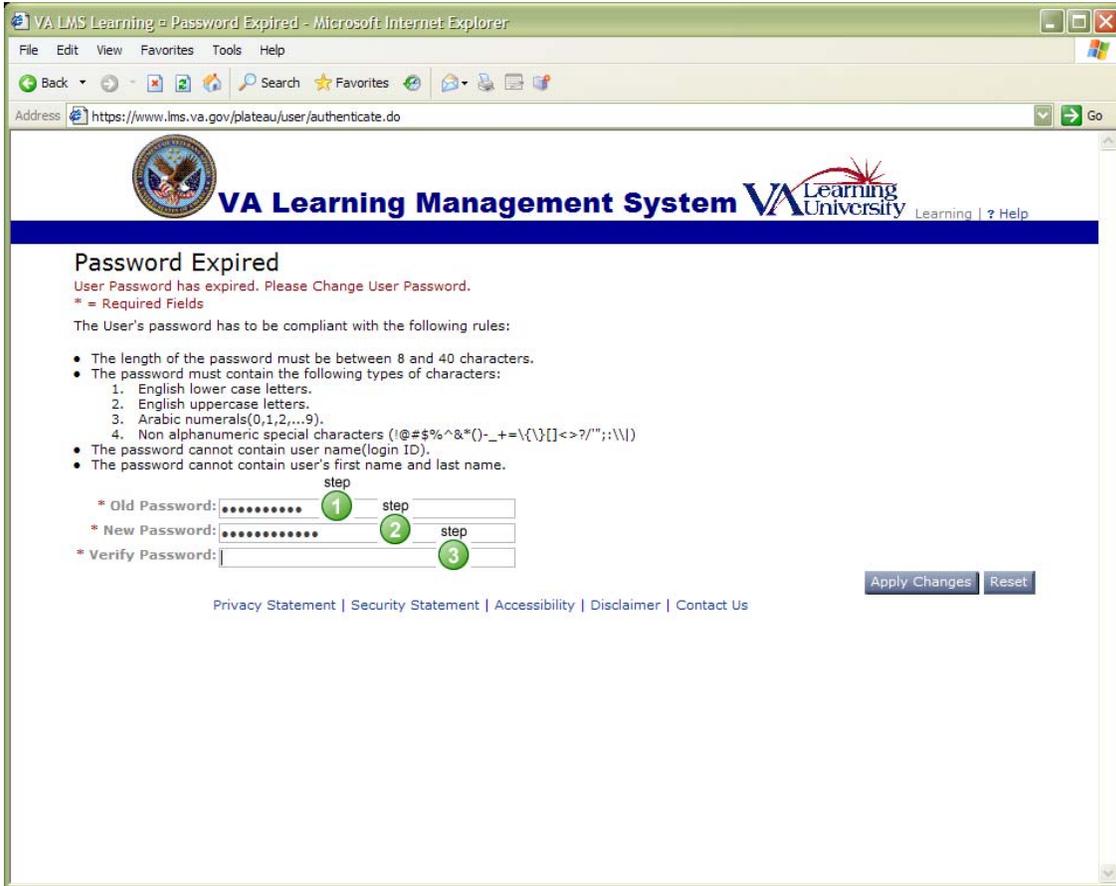
In addition, the password cannot contain your user id, your first name, or your last name.

For this tutorial, we will create the new password: Learning@1va.

Notice that this password meets the strong password requirements because it is between 8-to-40 characters long, it includes both uppercase and lower case letters, and it contains both a special character and a number.

Change Password

### Step 3 – Re-enter New Password



In the text field labeled Verify Password, the VA LMS will ask you to re-enter your new password. This ensures that you typed it accurately. A typing error in your password will prevent you from logging in, in the future.

VA LMS Learning - Password Expired - Microsoft Internet Explorer

Address: <https://www.lms.va.gov/plateau/user/changePassword.do>

**VA Learning Management System** VA Learning University

### Password Expired

User Password has expired. Please Change User Password.  
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The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters.
- The password must contain the following types of characters:
  - English lower case letters.
  - English uppercase letters.
  - Arabic numerals(0,1,2,...,9).
  - Non alphanumeric special characters (!@#%&()\*-\_=+~\{}[]<>?/";:\|)
- The password cannot contain user name(login ID).
- The password cannot contain user's first name and last name.

\* Old Password:  step 1

\* New Password:  step 2

\* Verify Password:  step 3

step 4

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When you are sure the information you have typed in is correct, click the Apply Changes button to continue.



You may get a message labeled Validation Error. Though this is nothing to worry about, it does mean that you made an error when you typed in your information. Perhaps what you typed in the Old Password field does not match the password that the VA LMS has on file. Possibly the text in the New Password and the Verify Password fields did not match. You may get the Validation Error because the new password you created does not meet the requirements listed on this page.

Whatever the error is, the message will tell you what you need to do to correct it.

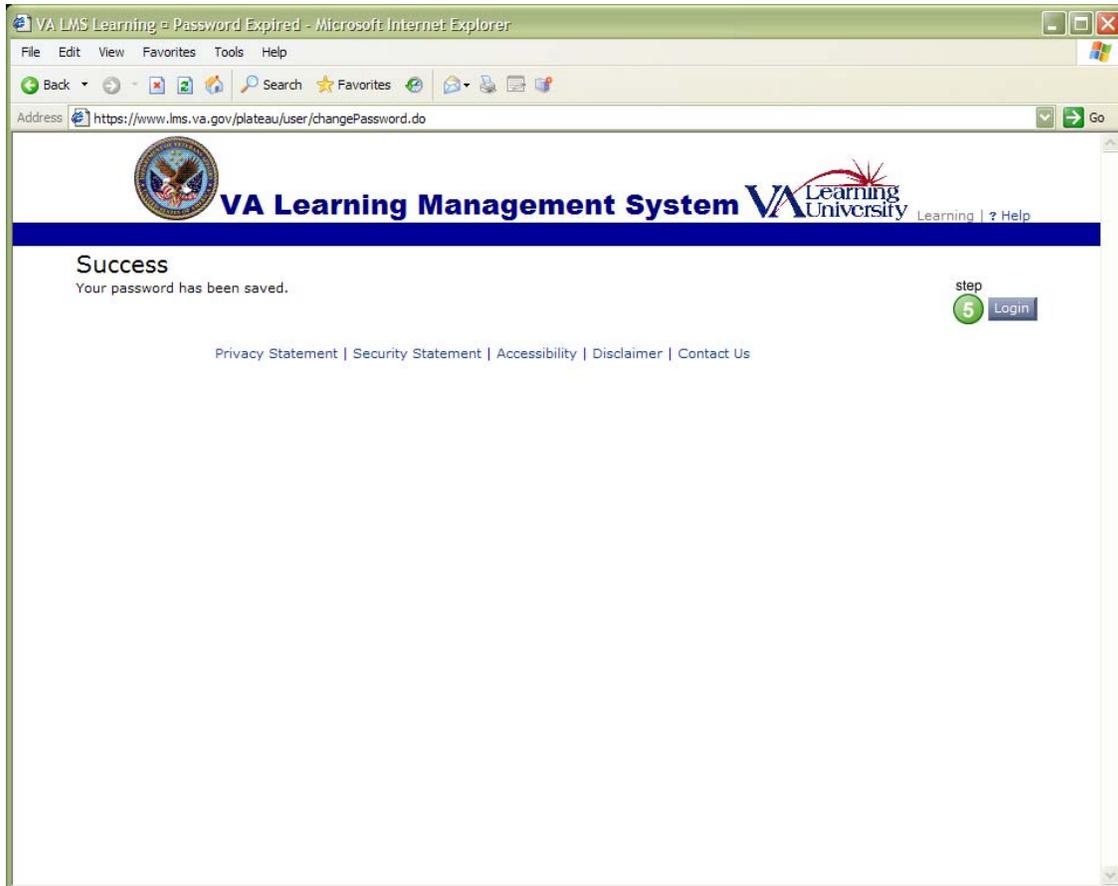
If you wish to clear all the text fields and try again, click the Reset button.

### **Step 4 – Click the Apply Changes button**

Click the Apply Changes button to continue.

## Change Password

### **Step 5 – Click the Login button**

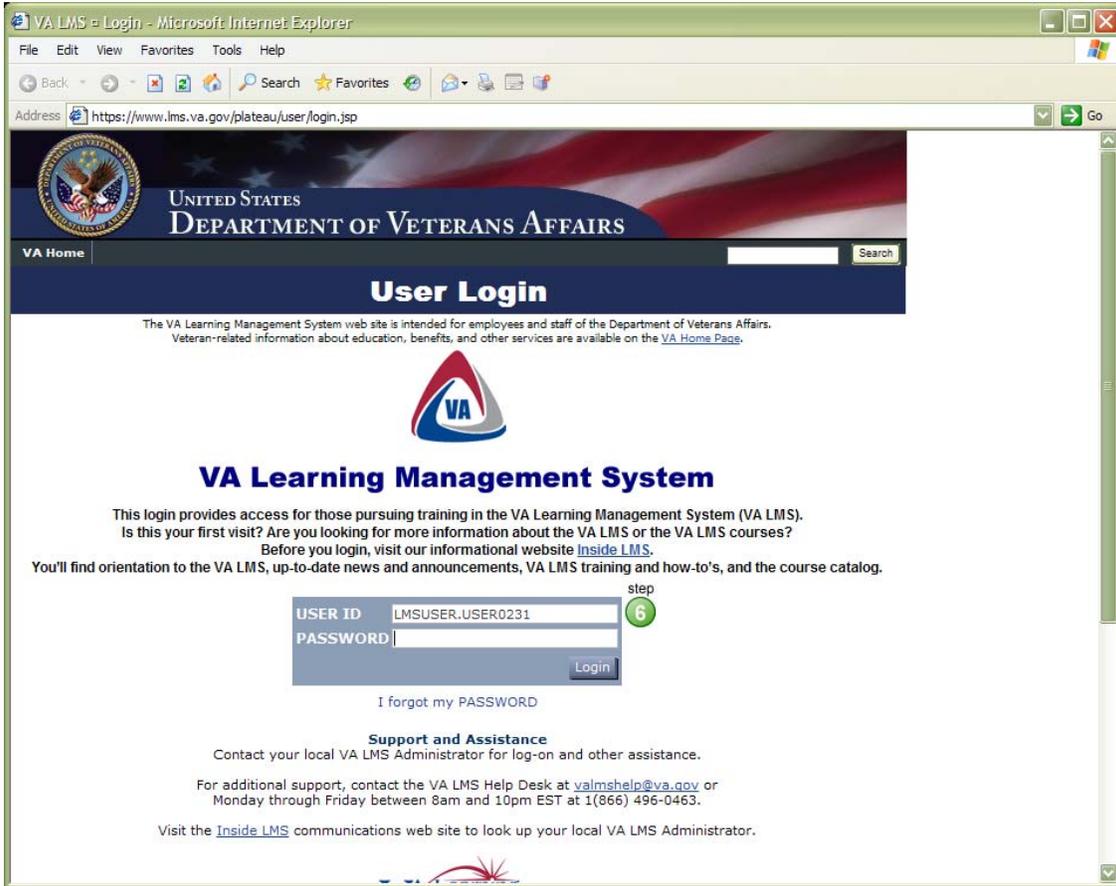


The VA LMS will display a success page to let you know that your new password has been changed successfully. This means that you can use the new password you created for the next 90 days.

Click the Login button to continue.

Change Password

## Step 6 – Enter User ID



Now that you've created a new password, it's time to use it to login to the VA LMS. Back on the login page, type in your user id.



Remember that your user id requires uppercase letters followed by the digits of your birthday: LASTNAME.FIRSTNAMEmmdd.

As a reminder, you can see Mr. Lmsuser's user id is: LMSUSER.USER0231.

## Step 7- Enter NEW Password

VA LMS - Login - Microsoft Internet Explorer

Address: <https://www.lms.va.gov/plateau/user/login.jsp>

UNITED STATES DEPARTMENT OF VETERANS AFFAIRS

VA Home

### User Login

The VA Learning Management System web site is intended for employees and staff of the Department of Veterans Affairs. Veteran-related information about education, benefits, and other services are available on the [VA Home Page](#).

### VA Learning Management System

This login provides access for those pursuing training in the VA Learning Management System (VA LMS).  
Is this your first visit? Are you looking for more information about the VA LMS or the VA LMS courses?  
Before you login, visit our informational website [Inside LMS](#).  
You'll find orientation to the VA LMS, up-to-date news and announcements, VA LMS training and how-to's, and the course catalog.

step 7

USER ID: LMSUSER.USER0231

PASSWORD

step 6

Login

[I forgot my PASSWORD](#)

#### Support and Assistance

Contact your local VA LMS Administrator for log-on and other assistance.

For additional support, contact the VA LMS Help Desk at [valmshelp@va.gov](mailto:valmshelp@va.gov) or Monday through Friday between 8am and 10pm EST at 1(866) 496-0463.

Visit the [Inside LMS](#) communications web site to look up your local VA LMS Administrator.

Now type in your new password--the one you just created for the next 90 days.

## Step 8- Click the Login button

The VA Learning Management System web site is intended for employees and staff of the Department of Veterans Affairs. Veteran-related information about education, benefits, and other services are available on the [VA Home Page](#).

**VA Learning Management System**

This login provides access for those pursuing training in the VA Learning Management System (VA LMS). Is this your first visit? Are you looking for more information about the VA LMS or the VA LMS courses? Before you login, visit our informational website [Inside LMS](#). You'll find orientation to the VA LMS, up-to-date news and announcements, VA LMS training and how-to's, and the course catalog.

step 7

USER ID: LMSUSER.USER0231

PASSWORD: .....

step 6

Login

step 8

I forgot my PASSWORD

**Support and Assistance**

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Visit the [Inside LMS](#) communications web site to look up your local VA LMS Administrator.

Click the Login button to continue.

This completes the task.

## Change Password Step by Step Guide

1. Enter Old Password
2. Enter New Password
3. Re-enter New Password
4. Click the Apply Changes button
5. Click the Login button
6. Enter User ID
7. Enter NEW Password
8. Click the Login button

This completes the task.

## **Resource Information**

- The web-based demonstration of the process can be found at the following web address:  
<http://www.insidelms.va.gov/wbt/001-AccessingTheVALMS/ChangePassword.htm>
- To access additional VA LMS training resources, please visit  
<http://www.insidelms.va.gov/userRoles/vaLMS-user-notebook/vaLMS-notebook-user.shtm>
- The InsideLMS website provides up-to-date information, resources and tools for all VA LMS users at <http://www.insidelms.va.gov>.

Please send questions, comments, or requests for additional information regarding this training to the [VALU\\_LMSTrainingGroup@va.gov](mailto:VALU_LMSTrainingGroup@va.gov). (VALU\_LMSTrainingGroup@va.gov)