

Ventura County Human Resources / Payroll (VCHRP)

Sign In, Password and Email Instructions

Sign In

You sign in through the **Intranet** at the Internet Explorer Address with: VCHRP
You sign in through the **Internet** at the Internet Explorer Address with: <https://vchrp.co.ventura.ca.us> then VCHRP.

Default Password

Your VCHRP User ID is your six-digit County Employee ID Number ('payroll id' or 'workforce id') which is on your time card and your pay stub.
Your VCHRP password has been reset to the **eight-digit** standard default of your **two**-digit birth month, **two**-digit birth day, + **last four** digits of your **social security number** [no dashes]. This is a one-time use password.

Password expiration and changing password

When you enter this default password correctly and click on 'Sign In' you will be told that "**Your password has expired.**" You then are directed to change this password: click on the prompt "[Click here to change your password.](#)" Then, on the "Change Password" page, at the "Current Password:" prompt, key in the **eight-digit** standard default password that was just reset and then key in twice your personal, 'new', password that you want to use starting now. This 'new' one can be the same one you were using prior to this current resetting. (Note: If you get the error message "**password does not match current value**", that means you did not key in the eight-digit numeric default password into the 'Current Password' field.) You must click first on "Change Password" and then on "OK" for the change to be saved. You will be returned to the "Change Password" page; this is not an error. Next, **click on the "Sign out" link on the top, right of the page** to complete the process. You must sign back in again to access VCHRP. Please note that passwords are case sensitive!! Also: Your password is encrypted, we cannot read it.

Each password expires every 60 days. You will be prompted, starting 14 days prior to expiration, that it must be changed. You can skip resetting your password for those 14 days, but afterwards you will have to change it to access the system.

"Current" Password

Change your password at any time from near the bottom of the Menu by choosing: 'Change My Password' The 'Current Password' could be:

- (1) The default password explained above. This is your initial password and the one that is reset when you ask your Department Rep or VCHRP.VCHRP email address (described below) to reset your password; or
- (2) The password emailed to you by the 'Forget your password' function; or
- (3) Your own, other current, valid password.

You will not receive a message telling you that your password was reset. Click on the "Sign out" link on the top, right of the page & sign in again.

How to setup Forget your password?

Once you are Signed In you can set up 'Forget your password?' help. This utility will email you a new password should you forget your current one. **Use the 'Forget your password?' feature to give you a quicker turnaround than waiting for us to reply manually to your request to reset the password!** You must configure the 'Forget your password?' feature to your personal data, including your email address, before it will function correctly.

To set up 'Forget your password?', "CTRL + click" here for graphic instructions (<http://ISDhelpdesk/vchrp.html>) or follow these steps:

- * Navigate to the bottom of your menu and select "**My System Profile**".
- * When you enter this "**General Profile Information**" screen choose "**Change or set up forgotten password help**".

>> Click on the magnifying glass to display a list of questions and then select a question.

>> Type your response.

>> Click "OK"

- * Next, choose "**Edit Email Address**"

>> Check the 'Primary Email Account' box

>> Select 'Email Type' = 'Business'

>> Type in your fully-qualified address, e.g.: Jane.Doe@ventura.org

>> Click "OK"

- * Finally, on the "General Profile Information" page, scroll to the bottom and click on "Save" and you're done.

Email Id options (alternative Ids)

If you do not have an individual GroupWise email id you may use a personal one such as John.Doe@aol.com. If your Agency or Department has created a "general Departmental GroupWise account," then you can use that email address in the above set up. Your Department will arrange to print out any email sent to you from VCHRP and forward it to you locally with "Brown Mail" or etc. These Department general addresses are used: hca.emp@ventura.org gsapersonnel.POGSA.VCISD@ventura.org PWAVCHRP.PWAVCHRP@ventura.org isd.emp@ventura.org

All new users and users without any of the above emailed alternatives are assigned the GroupWise address: temporary@ventura.org. (When you are assigned an individual GroupWise address or obtain a personal one, you may change this 'temporary' address to your new one.) VCHRP Help Desk will review any mail sent by the VCHRP system to this 'temporary' address and re-route the mail in the best manner to reach you.

Here's what you do the next time you can't remember your password:

Locked Out

- (1) **With 5 or more failed tries you are locked out to prevent others from guessing your password. The 'Forget your password?' link will send you a new password, but it WILL NOT UNLOCK you!! So, regardless of how many times after that you request and are given a new password, you still will be locked out and must contact us.**

- (2) **So, instead, after 3 or 4 failed tries, use the 'Forget your password?' link.**

How to use Forget your password?

- (3) At the Sign In page select "Forget your password?"

- (4) At the "Forget your password?" page, key in your 'County Employee Id' and click on 'Continue'.

- (5) You will be prompted to answer the question you set up above.

- (6) Answer the question and click on "Email New Password."

- (7) The system will pop up a message "You have successfully completed the 'Forget your password?' process. Your new password will be sent shortly to the primary email address as listed under 'My System Profile.'" Please sign out."

- (8) Next, **click on the "Sign out" link on the top, right of the page.** Then, for cleanest response, close the VCHRP Internet Explorer page.

- (9) A new password will be emailed to you within a few minutes. This new password will be ALL CAPS. **The email will remind you to change your password**, but the system will not require you to change it at this point.

- (10) It can take a few minutes for you to receive the email. **DO NOT click on the "Forget your password?" more than once.** This will change your password each time you click on it (!!) and an email will be sent to you, for each click, with a DIFFERENT password each time. But, IF you do click on it more than once, be sure to use the last password sent. The earlier ones would have been obsolete. Also, change your password at this time so that it is different from the one in the email.

- (11) If you get the error message "You cannot use 'Forget your password?' A new password cannot be sent to you." see "How to setup..." above.

Contact Us

The standard email address for assistance with password resetting and related access problems is either (a) your Agency or Department Representative or (b) VCHRP.VCHRP@ventura.org which several individuals monitor. Please include your employee id with your request.

Thank you,
VCHRP / Help Desk