

Vocational Rehabilitation Claim Payment System Informational Vendor Blast

NOVEMBER 2021



This information is to remind users on password requirements and how to keep user roles updated.

PASSWORDS

- Click this link to watch a how-to video: [How to Change Your Password Video](#)
- Your password must comply with the following requirements:
 - Password must have at least 4 changed characters from your current password.
 - Password must be between 8 and 50 characters long
 - Password cannot repeat.
 - There must be no more than 3 consecutive alpha characters.
 - Password cannot be a dictionary name or word.
- The system will lock users out for 30 minutes without a workaround if the user has 3 failed attempts at entering the login password.

MANAGING USERS

- Our Vendor Quick Sheets have information about user roles, claim statuses, and more. Click here to download: [IN CPS Vendor Quick Sheets](#)
- Need to add, edit, or lock a user? Watch this video: [How to add a user video](#)
- Vendors are responsible for managing their accounts. Super users should lock the account access to any staff that has left your company. If there is no way to access the account, contact vrvendor@fssa.in.gov with an explanation and a request to add a new Vendor Super user.

QUESTIONS?

- **VR Policy and specific case questions:** contact VRVendor@fssa.in.gov
- **System or payment questions:** contact the PCG Help Desk at 1-883-475-3061 or Invrclaimpay@pcgus.com
- **Authorization Request:** Contact the local VR office
- Check out training resources on the VR-CPS website: <https://vrcps.fssa.in.gov/Public/Portal.aspx>
- Any questions about the content of this BLAST can be directed to VRVendor@fssa.in.gov