

Logging into the PCS Travel Portal

This topic covers the following information in this document:

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Supported Internet Browsers

PCS Travel Portal is optimally configured for use with the browsers Microsoft Internet Explorer or Microsoft Edge. However, it may work with other browsers if they have been configured for compatibility with Internet Explorer. Configuring other browsers for compatibility is beyond the scope of this document and it is recommended to consult the browser's help source for details on configuring to support Internet Explorer sites.

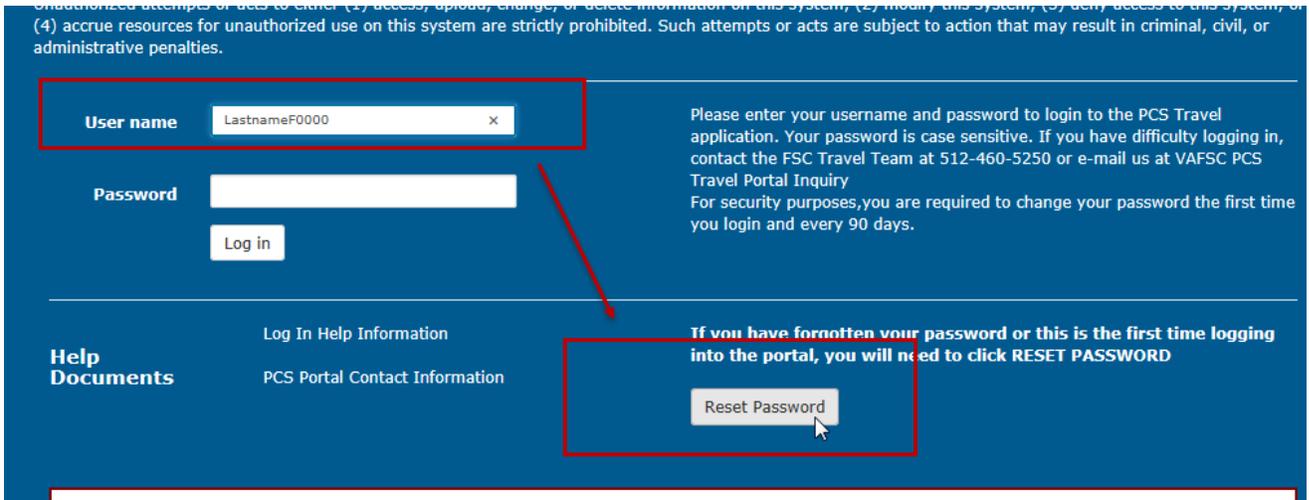
Logging into the PCS Travel Portal the first time

You will receive a welcome email from the VAFSC PSC Travel Portal. The email contains your **User Name** and link to the Portal. For security reasons, a password is not included in the email. You will need to reset the password to obtain access to the Portal.

Note: If you have not received your Welcome Letter email and have verified the email is not in the Junk/Spam folder, you need to contact PCS Travel Portal Team 512-460-5250 for help. A new Welcome Letter will be generated and sent to you.

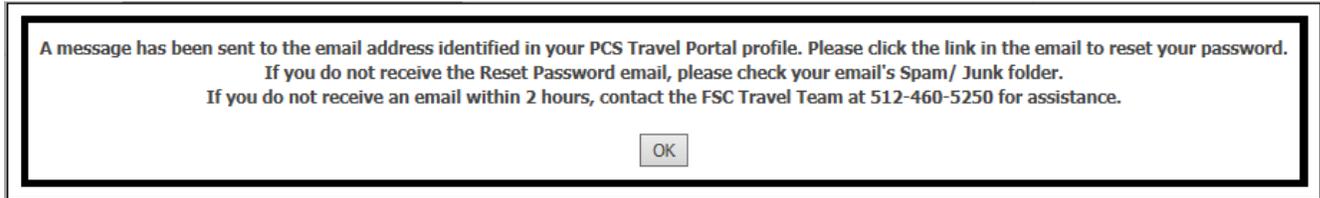
1. Launch the PCS Travel Portal website using the link from your **Welcome Letter** email.
2. For travelers (relocating employees), your User Name is derived using part of your first and last name and the last 4 digits of your Social Security number (SSN); there may be additional characters and letters at the end of your User Name. In the welcome email, there will be 4 # signs (####) representing the last 4 digits of your SSN. **Replace the #### with the last 4 digits of your SSN. This will complete your User Name.**
3. For station users, the **User Name** is derived from your name and a sequence of numbers.

4. Enter your User Name into the **User Name** Field



5. Click **Reset Password**.

6. The System will display the following pop up message box. Click "OK" to close the message.



NOTE: If you do not receive the email notification within two hours, please contact the PCS Travel Portal Help desk at 512-460-5250

7. You will receive an email with a link to reset the password.

Note: The reset password link only functions one time; once you click the link and reset the password, you cannot utilize the link again. If you need to reset your password again, you will need to return to step 4.

The reset password link is valid for 120 minutes from when it was requested; if you surpass this time frame, you will need to return to step 4

8. Click on the link in the email to open a browser window to reset/change your password. If you cannot click the link, you will need to cut and paste the link into a browser window. Please note the VA policy for password requirements when creating your new password. Once you have entered in the password in both fields, click

Change Password.



Reset Password

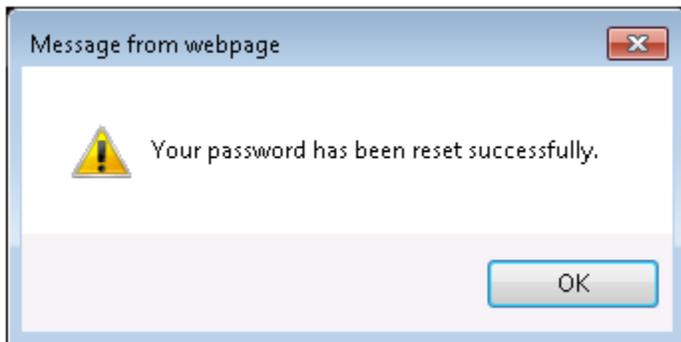
VA password Policy

VA policy requires all systems passwords to meet the minimum password requirements shown below:
Passwords shall be at least eight characters in length, and contain three of the following four kinds of characters: letters (upper case and lower), numbers, and, characters that are neither letters nor numbers like '. ; , ! ? () @ ~ % * + ' = \$ - # ` [] \ _ / ' : { } |
No portion of associated account names shall be used in passwords.
Users must change the password every atleast 90 days.

New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

←

9. The Portal will display a message if no errors are encountered. Click OK to close the message box.



- You will be redirected back to the Log In page. Enter your User Name and newly created password into the **User Name** and **Password** fields and then click **Log In**.

PCS Travel Portal

Authorized Use Only

This U.S government system is intended to be used by [authorized VA network users] for viewing and retrieving information only, except as otherwise explicitly authorized. VA information resides on and transmits through computer systems and networks funded by VA. All use is considered to be with an understanding and acceptance that there is no reasonable expectation of privacy for any data or transmissions on Government Intranet or Extranet (non-public) networks or systems. All transactions that occur on this system and all data transmitted through this system are subject to review and action including (but not limited to) monitoring, recording, retrieving, copying, auditing, inspecting, investigating, restricting access, blocking, tracking, disclosing to authorized personnel, or any other authorized actions by all authorized VA and law enforcement personnel. All use of this system constitutes understanding and unconditional acceptance of these terms. Unauthorized attempts or acts to either (1) access, upload, change, or delete information on this system, (2) modify this system, (3) deny access to this system, or (4) accrue resources for unauthorized use on this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

User name

Password

Log in

Please enter your username and password to login to the PCS Travel application. Your password is case sensitive. If you have difficulty logging in, contact the FSC Travel Team at 512-460-5250 or e-mail us at VAFSC PCS Travel Portal Inquiry. For security purposes, you are required to change your password the first time you login and every 90 days.

Help Documents

- Log In Help Information
- PCS Portal Contact Information

If you have forgotten your password or this is the first time logging into the portal, you will need to click RESET PASSWORD

Reset Password

News from FSC:

*****ATTENTION*****

News from the FSC will be displayed here.

- If this is your first time logging into the Portal, you will be prompted to configure your security questions for access into the Portal. Choose three security questions from the combo boxes and enter the security answers. Once you have chosen your security questions and answered them, click **Update**.

PCS Travel Portal

Username: _____
Profile: _____

Security Questions

Please select and complete these security questions.

Security Question 1: Choose

Security Answer 1: No less than 4 characters

Security Question 2: Choose

Security Answer 2: No less than 4 characters

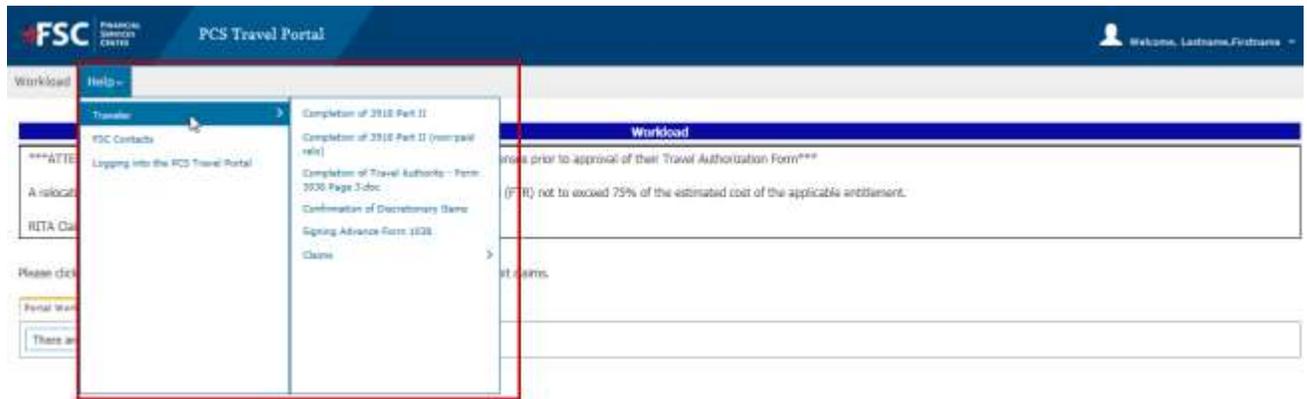
Security Question 3: Choose

Security Answer 3: No less than 4 characters

Update

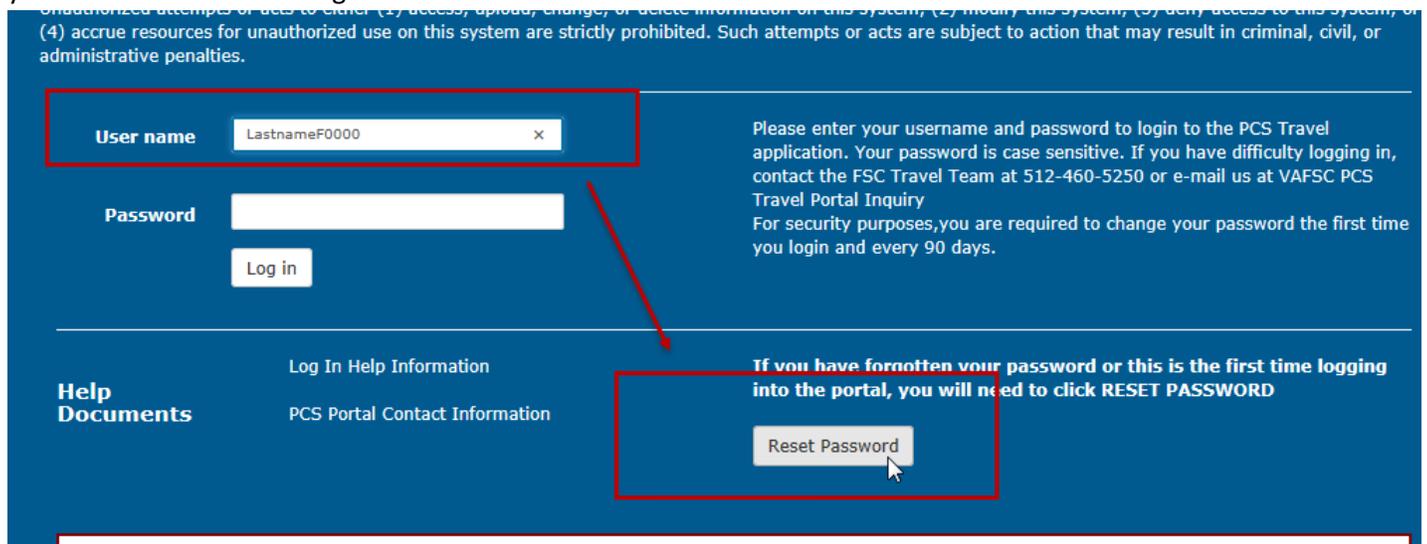
- After you have successfully logged into the Portal, your workload page will load displaying any pending actions for your Travel Authorization. Please access the user guides under the Help Menu to assist you with the action

item pending. These guides have step-by-step instructions with screen shots of each step.



Current user, Resetting passwords or Logging in Issues

If you currently already have an account set up in PCS Travel Portal but cannot remember your password or have locked your account from too many log-in attempts, you can reset the password and unlock your account entering your User Name and clicking the **Reset Password** link.



NOTE: If you cannot remember your security question answers, you will need to call the PCS Travel Portal Help Desk at 512-460-5250 to have a reset password link sent to you after you have verified your identity and email information.

1. Enter your User Name into the **User Name** field
2. Click the **Reset Password**.

- 3. The Portal will respond requesting your security question answers.

The screenshot shows a web form titled "Security Questions" with a red header bar that says "Please Answer these questions to reset your password". There are three rows of questions and answers. Each row has a dropdown menu for the question and a text input field for the answer. The questions are: "In what city did you meet your spouse/significant other?", "In what city or town did your mother and father meet?", and "In what city or town was your first job?". Each answer field has a placeholder text "No less than 4 characters". At the bottom of the form is a "Reset Password" button.

Figure 1: Security Questions view when resetting password for a current user.

NOTE: Failure to enter the security questions will result in disabling the account from using the reset password function. You will need to call the PCS Travel Portal Help Desk at 512-460-5250 to have a reset password link sent to you after you have verified your identity and email information.

- 4. Complete the three security answers and then click "Reset Password".
- 5. The Portal will email your reset password link to the email associated with the account.

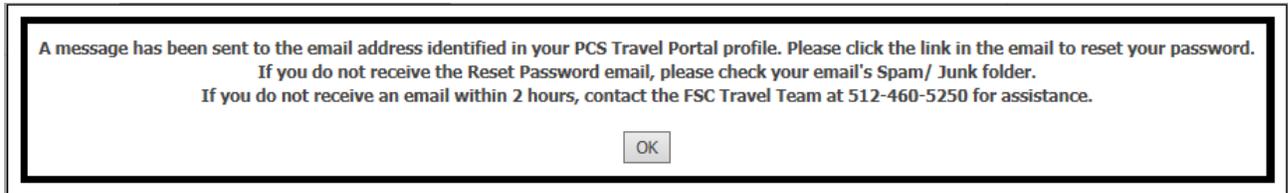


Figure 2: Pop up message after clicking reset password.

- 6. Click on the link in the email received.
 - a. The reset password link only functions one time; once you click the link and reset the password, you cannot utilize the link again. If you need to reset your password again, you will need to return to step 3.
 - b. The reset password link is valid for 120 minutes from when it was requested; if you surpass this time frame, you will need to return to step 3.

7. After clicking on the link, you will be redirected to the Portal to reset/change your password. Please note the password requirements when creating your new password. Once you have entered in the password in both fields, click on “Change Password”.

NOTE: Please review the VA policy on password compliance; if the new password entered does not meet the VA standards, you will be unable to reset the password.



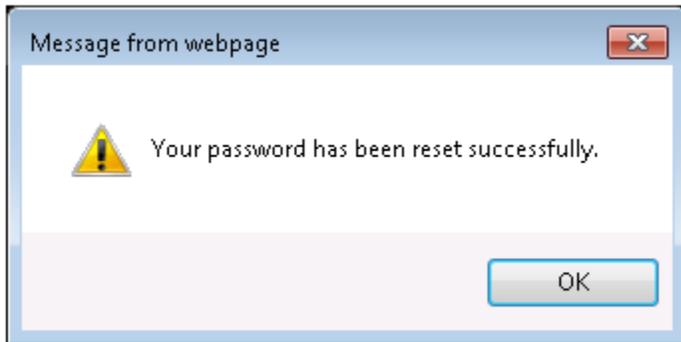
Reset Password

VA password Policy

VA policy requires all systems passwords to meet the minimum password requirements shown below:
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No portion of associated account names shall be used in passwords.
Users must change the password every atleast 90 days.

New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>

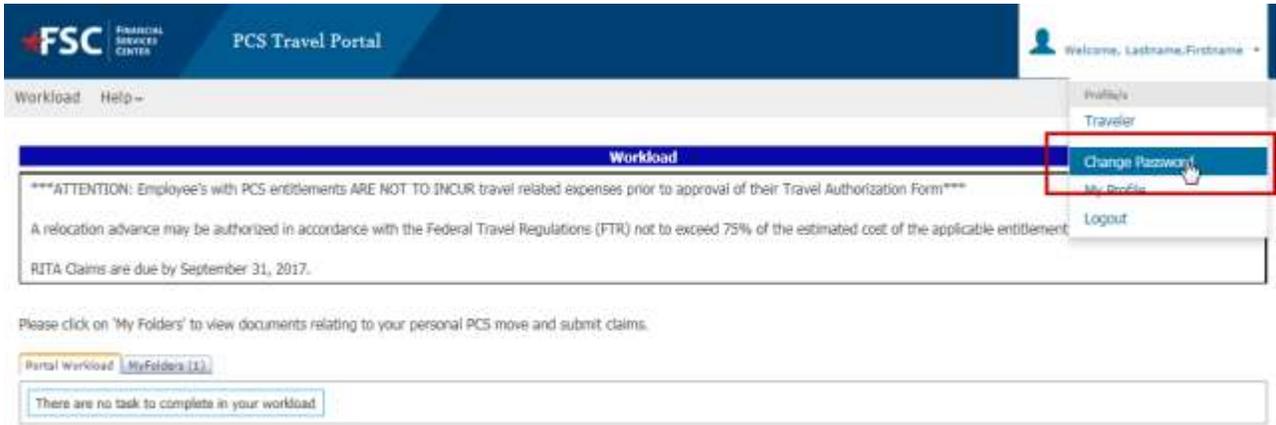
8. The Portal will display a message if no errors are encountered. Click OK to close the message box.



Changing Passwords

Users can change their passwords from the menu after logging into the Portal at any time and as often as needed. However, VA policy requires changing your password by default every 90 days.

1. Access the Change Password from the options located in the drop-down menu next to your displayed name.

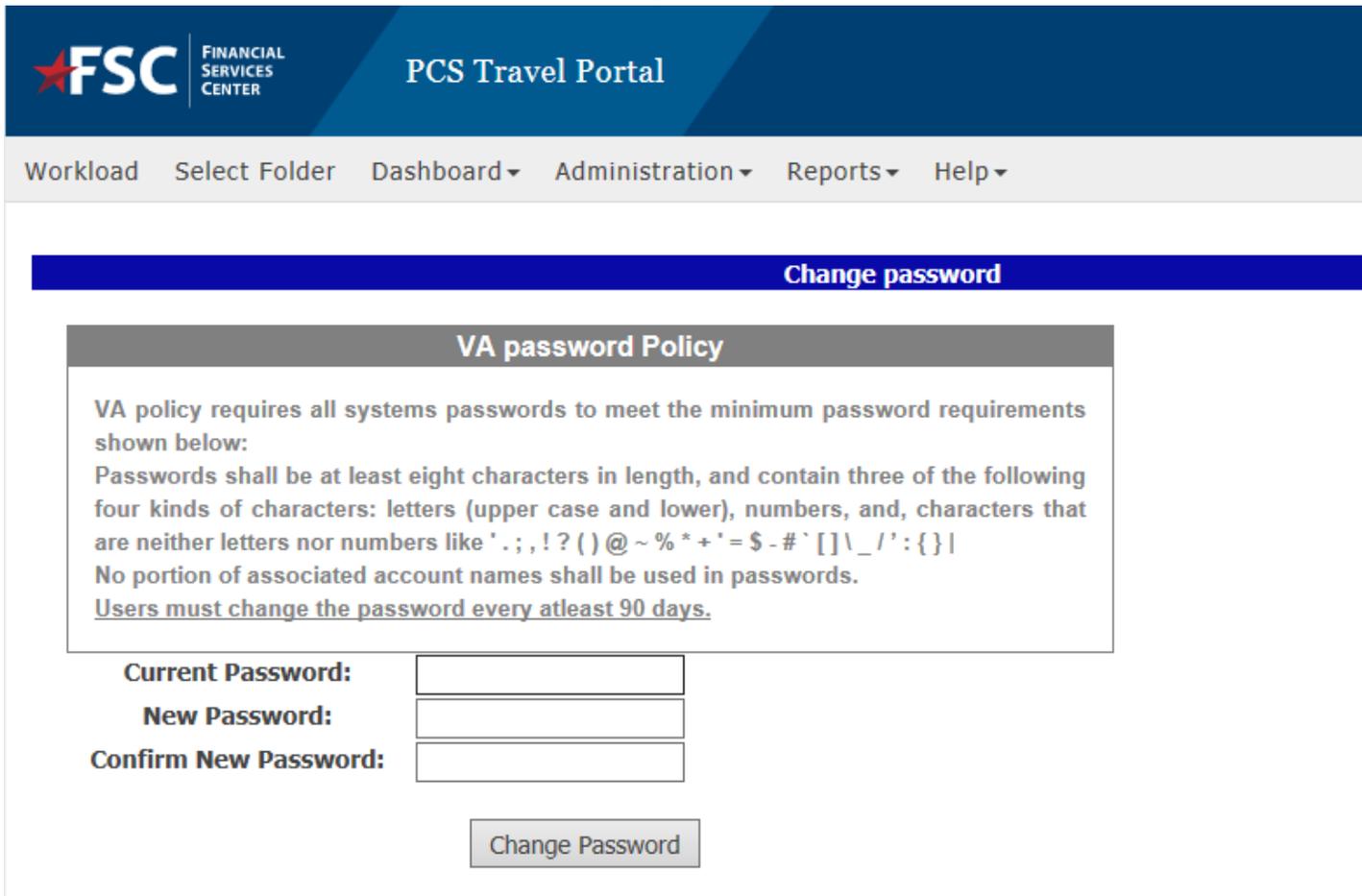


2. Select **Change Password** from the menu options.



3. The **Change Password** user interface will open. Enter the current password into the Current Password field, then using the password requirements, create a new password and enter the new password in the New

Password and Confirm New Password fields. Click “Change Password”



Change password

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No portion of associated account names shall be used in passwords.

Users must change the password every atleast 90 days.

Current Password:

New Password:

Confirm New Password:

NOTE: Please review the VA policy on password compliance, if the new password entered does not meet the VA standards, you will be unable to reset the password.

4. Once you have successfully entered a new password you will be redirected back to your workload page.