HRSD

Reset Password, PIN, Security Questions & Answers
HRSD Environmental Reporting System

Open the HRSD Environmental Reporting System (HERS) Public Login page:
https://www.govonlinesaas.com/va/hrsd/public

Reset Password

1. On the Public Login page, click on **Forgot your login user name or password?**
2. Enter the email address for your account in the system and click on **Next**.
3. Correctly answer the security question and click on **Submit**.

You will receive a temporary password by email. Log into the system within 24 hours with the temporary password to reset your new password. The new password must be 8-15 characters in length and have at least one of each: uppercase letter, lowercase letter and number.

If you do not remember your security question answers, contact the HERS Help Desk at 757-460-7041 or *HERSHelpDesk@hrsd.com*

Reset Signing PIN

1. On the Public Login page, log into HERS using your account user name and password.
2. Click on the **My Account** tab.
3. Click on **Password** in the grey sidebar.
4. Click on the **My PIN Information** tab.
5. If you have forgotten your PIN, click on **Request New PIN**. Otherwise, use other fields to reset.
6. Log out of HERS.

If you requested a new PIN, you will receive a temporary PIN by email. Log into the system within 24 hours with the temporary PIN to reset your new signing PIN. Signing PINs must be four digits, numbers only.

Reset Security Questions & Answers

1. On the Public Login page, log into HERS using your account user name and password.
2. Click on the **My Account** tab.
3. Click on **Security Questions** in the grey sidebar.
4. Select and answer all five questions.
5. Click on **Save**.

Answers are case-sensitive and must be unique. You do not need to enter a reason for changing your security question answers.