

Logging into VirginiaMCS for the First Time

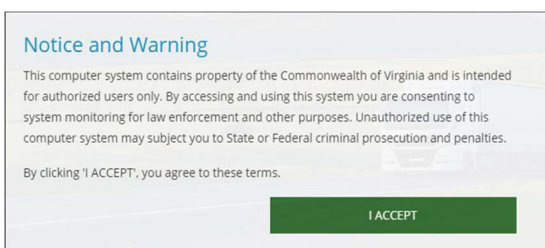
Before logging into VirginiaMCS for the first time, you must register for a VirginiaMCS External User Account. If you need help creating a user account, check out our [helpful guide](#).

Once registered, follow the steps below to log into VirginiaMCS for the first time.

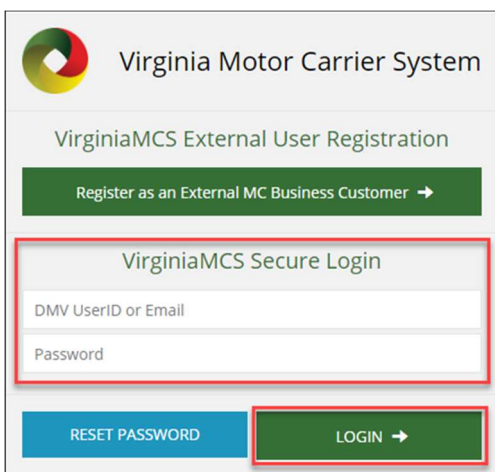
1. Go to virginiamcs.com and click on the green **ENTER** button.



2. A *Notice and Warning* window will appear. Read the statement and click the green **I ACCEPT** button to proceed to the login screen.



3. The VirginiaMCS login screen will appear. Enter your VirginiaMCS customer DMV User ID or email address and temporary password provided to you in email. Click the green **LOGIN** button to continue.

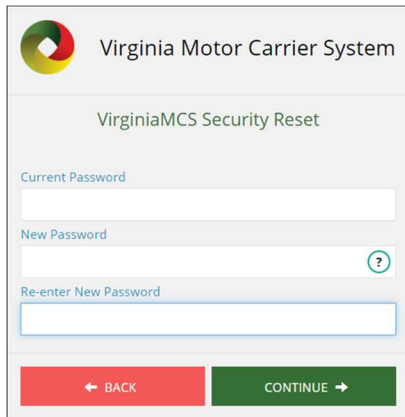


- The VirginiaMCS Security Reset screen will appear. Enter the temporary password into the **Current Password** field. Enter a new password into the **New Password** field. Enter your new password again into the **Re-enter New Password** field. Click **CONTINUE**.

Note: Valid passwords must be at least 12 characters in length and must include the following:

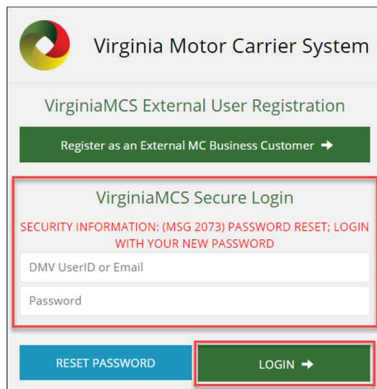
- At least *one* lowercase letter
- At least *one* uppercase letter
- At least *one* number
- At least *one* special character (for example, @, #, \$, *, ^)

For assistance, please email us at VirginiaMCSHelp@dmv.virginia.gov.



The screenshot shows the 'Virginia Motor Carrier System' logo at the top left. Below it is the title 'VirginiaMCS Security Reset'. There are three input fields: 'Current Password', 'New Password' (with a help icon), and 'Re-enter New Password'. At the bottom, there are two buttons: a red '← BACK' button and a green 'CONTINUE →' button.

- The VirginiaMCS Secure Login screen will appear again. Enter the DMV User ID or your email address and the new password you just created. Click the green **LOGIN** button to access VirginiaMCS.



The screenshot shows the 'Virginia Motor Carrier System' logo at the top left. Below it is the title 'VirginiaMCS External User Registration'. There is a green button labeled 'Register as an External MC Business Customer →'. Below that is a red-bordered box containing the title 'VirginiaMCS Secure Login' and the text 'SECURITY INFORMATION: (MSG 2073) PASSWORD RESET; LOGIN WITH YOUR NEW PASSWORD'. There are two input fields: 'DMV UserID or Email' and 'Password'. At the bottom, there are two buttons: a blue 'RESET PASSWORD' button and a green 'LOGIN →' button.

- Once you're logged in, your personalized Customer Dashboard (Home screen) will be displayed.

