

Solutions to some of the common causes of logon problems can be as follows:

- ❖ **Not typing in passwords properly**
 - As indicated in the instructions, all of the passwords are case sensitive. Wherever CAPS are shown, type in CAPS or the password will fail
- ❖ **Mixing up VR web logon password and PDF passwords**
 - As indicated in the instructions, the VR web logon password is different than the PDF passwords. Also the various PDF passwords can be different from one another.
- ❖ **If you have multiple email addresses, not knowing which email address is your userid for logon**
 - As indicated in the instructions, try each of your email addresses in turn as your VR web userid. Then take note of your VR web userid for future reference
- ❖ **Changing the default VR web logon password but forgetting the password**
 - Check your personal list of passwords and try potential candidates for the password that you may have previously set for your VR web logon
 - Reply to this email with a request to reset your password. If you would like a password reset, please type RESET PASSWORD in the Subject line of your reply email
- ❖ **If you enter a password to open a PDF and the PDF fails to open, try one of the following**
 - Ensure that the password is in fact assigned to the PDF that you are trying to open. Different PDFs can be assigned different passwords. Refer to the original email announcement of the PDF that you are attempting to open.
 - Carefully type in the password at the PDF prompt rather than copy and paste. Type the password in precisely as provided in the original announcement.

The [VR Help volunteer team](#) will be most appreciative if you could do your best to solve your own logon problems by carefully reading the above instructions and by making your best effort to follow those instructions. Please be assured that the VR web has worked reliably in the same manner for many years; also please be assured that none of the PDF passwords have been changed since the original announcement of the PDF posting. **A solution can and will be found to provide access for you!**

If you have made considerable effort and still have no success, then please be back in touch with a detailed description of the problem including the device that you are using, the operating system, internet browser, the web link that you are attempting to access, and a detailed description of the problem that you are experiencing. If necessary, the [VR Help volunteers](#) are happy to reset your password or resend PDF password announcements.