

Virginia Department of Taxation

TOPIC: Locked Accounts

If you are locked out of the system, it can be for a few different reasons. The procedure for unlocking your account will depend on the reason it is locked:



Too many attempts at logging-in

Resolution: Contact your system administrator or call **VCCC @ 1-866-637-8482**



6 months of inactivity (status *inactive*)

Resolution: Contact your system administrator or call **VCCC @ 1-866-637-8482**



12 months of inactivity (status *terminated*)

Resolution: Fax a new **SA-IRMS-E** to (804) 774-3898

Important Notes:

- After a password is unlocked, there could be a 24 to 48 hour window before you are able to log-in.
- We recommend that you log into your account once a month to remain active.
- If you email "IRMS Support" regarding a locked password, you will be provided with the instructions above. ***IRMS Support staff are not able to unlock passwords or re-activate terminated accounts.***