

# Troubleshooting Job Aid

If you are having trouble logging in, take the following steps:

- Reset the account's password by using the steps outlined in this [job aid](#).
- If that does not work, use the [Forgot Your Password](#) process.
- If you are still having trouble logging on after resetting your password, contact the Help Desk.

If you are having trouble seeing information on a page that you believe should be accessible, try clearing your cache and then closing the browser. The Clearing Your Cache and Cookies job aid can be found [here](#).

If clearing your cache does not work, then the issue is likely with your security access. Please contact your security liaison to review your security roles.

## Troubleshooting Contact Information

- Help Desk Phone Number: (860) 702-3400
- Contact APD by email at [osc.apdvf@ct.gov](mailto:osc.apdvf@ct.gov) – When contacting the help desk via email regarding Vendor Self-Serve, please include “VSS” in the subject line.
  - Hours of Help Desk Availability: Mon-Fri: 8am - 4pm
  - Hours of Vendor Self-Serve Access: Mon-Sat 4am – 8pm
- For State Agencies: <http://www.osc.ct.gov/apd/>
- For Suppliers: <http://www.osc.ct.gov/vendor/index.html>
  - Vendor Self-Serve Instructions: PowerPoint
    - Signing In
    - Navigating Through VSS
    - Maintain Supplier Information
    - Searching for Invoices
    - Searching for Payments
    - Special Scenarios
    - Time Out Messages
    - Glossary
    - How to Contact Us
  - [VSS FAQs](#)