



Logging in to the Virtual Office

Documentation for Virtual Office version 2.0

Introduction

This document shows how to log into the Virtual Office System and gives requirements and recommendations for using the Virtual Office.

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System Requirements and Recommendations

The Virtual Office 2.0 system was initially tested using Firefox (Mozilla) version 1.0 and Internet Explorer version 6.0. Newer versions of Firefox and IE are also compatible with the site. If you use an earlier version of Internet Explorer, a different browser, or a mobile device, certain site functions may not work, cookies may become disabled, screen sizing may be troublesome, and you may not be able to update the database.

The Virtual Office system will work with any workstation that meets the following requirements:

- A computer running Windows (Versions 95 or higher) or Macintosh OS (Versions 10.1 or higher)
- An Internet connection with web access
- A web browser that supports HTML 4.0 and CSS 2.0
- Screen resolution must be set to 800x600 or higher (see note below **)
- JavaScript must be enabled in your web browser
- Cascading Style Sheets must be enabled
- Cookies must be enabled
- 128 Bit encryption must be supported

** Along with the majority of web sites on the Internet, the Virtual Office web site was designed for screen resolutions of no less than 800x600 pixels. Most 15-inch and larger monitors can handle this resolution without issue and without the user having difficulty seeing text on the screen. If you do not know how to change your screen resolution, contact your IT department or

computer support technician for assistance. The site will function at lower resolutions, but you will have to scroll to see off-screen information.

How to log into the Virtual Office System

From the CSPN website, click the Agency Login link, (see A below)

The screenshot shows the CSPN (College Savings Plans Network) website. At the top left is the CSPN logo. A search bar is located at the top right. A red navigation bar contains links for 'ABOUT CSPN', 'GETTING STARTED', 'MY STATE'S 529 PLAN', 'COMPARE 529 PLANS', and 'RESOURCES'. The main banner features a headline: 'New Legislation Would Enhance 529 Plans HR 529 Introduced to Aid Moderate Income Savers' with a 'Learn more now »' link. Below the banner are three columns: '529 RESOURCES' with links like 'Why Save for College?', 'ARE YOU PREPARED...' with introductory text, and 'COLLEGE SAVING NEWS' with news items. A video player is visible on the left. At the bottom, a footer contains 'Media Resources | About CSPN | Agency Login | Privacy Policy | Terms | Site Map | Contact Us'. A callout box labeled 'A' points to the 'Agency Login' link.

The “Login” page will be displayed.

Home > Login

529 RESOURCES

[Why Save for College?](#)
[What is a 529 Plan?](#)
[Common 529 Questions](#)
[529 Plan Advantages](#)
[College Cost Calculator](#)

[Compare 529s by Feature](#)
[Compare 529s by State](#)



Welcome to the CSPN Virtual Office

Before using the Virtual Office, you must identify yourself with a valid User Name and Password. By logging in, you are agreeing to the terms of our [User Agreement](#).

Login to the Virtual Office:

User Name:

Password:

[Login](#)

[-Forgot your password?](#)

Help (Click links below to download PDF files)

[-I Forgot My Password](#)
[-Login, System Requirements and Security](#)

- Enter your User Name and Password and click Login.

Attention!

Your password is **case-sensitive**, so “**mydogskip7**” is not the same as “**MyDogSkip7**.” If you have trouble logging in, make sure your password is correct, and check the status of your **CAPS LOCK** key on your keyboard.

Forgotten Password

If you have forgotten your password, click the “**Forget your password?**” link. For more information on this topic, please see the “**I Forgot My Password**” document available on the login screen.

The screenshot shows the 'Virtual Office - Reset Password' page on the CSPN website. The page has a red navigation bar with the following links: ABOUT CSPN, GETTING STARTED, MY STATE'S 529 PLAN, COMPARE 529 PLANS, and RESOURCES. Below the navigation bar is a large image of three people smiling. The main content area is titled 'Virtual Office - Reset Password' and includes a form with fields for Username and E-mail Address, and a Send button. The page also contains a sidebar with links to various resources and a small image of a woman looking at a document.

Change Expired Password

If your password has expired, you will be directed to the Change Password Screen (Example B). To change your password:

1. **Type your User Name** into the first field.
2. **Type your Current Password** into the second field. (This is a security feature to protect your account.)
3. **Type your New Password** into the third and fourth fields.
4. **Click the Change Password** button.

Attention!



Your password must meet the requirements listed on the screen. For example, if “Password must contain at least six characters” is one of the requirements “dog” is not a valid password.

Change Your Virtual Office Password

Use this screen to change your Virtual Office Password.

Password Requirements:

- Password must contain at least 6 characters.
- New Password cannot be the same as the current password.

Your Password Has Expired. Please change it now.

Username:

Current Password:

New Password:

Confirm New Password:

Change Password

B

If you have trouble logging in or changing your password, you may contact your site's Administrator for assistance.