

Getting Started with Your PB XX Account

For users external to the VITA COV domain, the PB System uses a COV account called an “XX Account”. VITA uses a system called Okta to allow all COV users to manage and change their password. We have standardized the user account information to be compatible with the Okta system and not interfere with other Okta accounts a user might have for other COV systems like Cardinal.

Example:

Display Name	Email	Login ID (Alias)	User Principal Name
Fudd, Elmer	efudd@agency.virginia.org	xxElmer.Fudd	xxElmer.Fudd@pb-dpb.virginia.gov

Although you may be able to log in to Okta or PB with your email address or with “cov\xxElmer.Fudd” we highly recommend logging in to both systems using xxElmer.Fudd@pb-dpb.virginia.gov. This will eliminate any confusion with other existing accounts you may have.

Setting Up Your Account

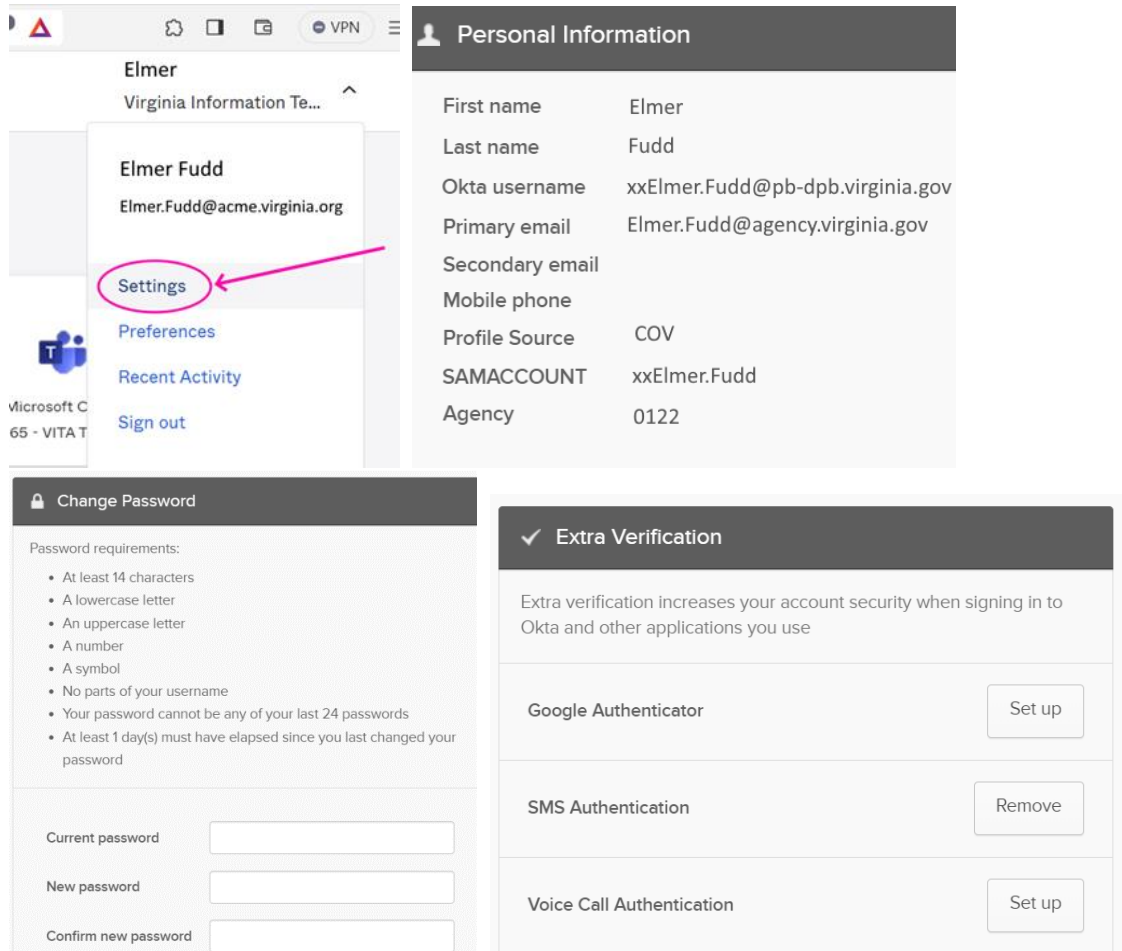
Upon receiving your account, you'll need to follow these steps to get started:

1. **Request Account Provisioning:** Your agency admin or the DPB analyst responsible for your agency will initiate the process by submitting a ticket to VITA (Virginia Information Technologies Agency) to provision your XX account. Additionally, they will add you to the PB system. Please note that this step may take anywhere from a couple of days to up to a week.
2. **Account Creation Confirmation:** Once your account has been successfully created, you will receive an email notification.
3. **Request Initial Password:** Your first task is to contact the VITA VCCC (Virginia Customer Care Center) help desk at 1-866-637-8482 and request your initial password. Make sure to specify that you are requesting this password for your XX account. Providing this detail will help them quickly locate your account in the system.
4. **Password Change:** After receiving your initial password, visit the Okta system at <https://virginia.okta.com>. Log in using your initial password and proceed to change it to one of your choosing.
5. **Enhance Security:** During your initial session with Okta, you will be prompted to enter security information for your account. We strongly recommend providing a cell phone number for two-factor authentication (dual-factor authentication). This additional layer of security will enable you to reset passwords and unlock your account independently, without the need to contact the VCCC help desk.

Changing your settings and password in Okta

The first time you login to Okta (<https://virginia.okta.com>), if you wish to verify your account information or in the future you can modify your account settings, including changing your password and dual-factor authentication settings. In the upper right side of the screen click on the down arrow next to your name and select “Settings” from the drop down. You can choose “Edit Profile”. There is an option to change your password. You can verify your primary email address and other account settings. If you scroll down, there is an “Extra Verification” section where you can set up your SMS or voice phone numbers and even Google Authenticator.

Samples screen shots from Okta



Logging in to the PB System

After setting up your password in Okta, you will be able to log in to the PB System at <https://pb.virginia.gov>. We recommend using your login name in the xxElmer.Fudd@pb-dpb.virginia.gov format and your new password you set in Okta. If you have trouble logging in, please contact the PB help desk at PBHelpDesk@vita.virginia.gov or telephone (804)786-1097. For issues with the various modules after you log in, your [DPB Analyst](#) should be your first point of contact. If it is a technical issue, they may once again suggest contacting the PB help desk.

When you log in you will have access to PB Reports immediately, however, you may or may not have permissions to the other parts of the system right away. Your agency admin can set up your permissions as required. They can reach out to PB Help Desk or DPB technical staff if they need assistance.

