

Accessing Harvest

How to Access the Harvest Landing Page

The first thing you must do is go to the [Harvest login page](#).

The email addresses of users who had credentials under the [CNPWeb System](#) have been migrated to Harvest to create their Harvest UserIDs. These existing users must use the Forgot Password process to reset their passwords.

Access for New Users

Users who do *not* have credentials for the CNPWeb System must request new credentials via the New User process.

Follow these steps to obtain a new UserID:

1. Go to the [Harvest login page](#).
2. Click on the “New User?” link.
3. Search for and Select the Organization for which you work.
4. Select the Role you are requesting (usually Data Entry).
5. Submit your request to AOE for review.
6. You will receive an email with a temporary password within 48 hours if your request is approved by AOE.
7. Log on with your UserID and temporary password.
8. Complete the process of changing your password.
9. You should reach the Harvest Dashboard page.

Forgot Password Process

Users who *do* have credentials for the CNPWeb System must generate a new password for Harvest.

Follow these steps to set a new password:

1. Go to the [Harvest login page](#).
2. Enter your email address as it is listed in the CNPWeb System.
3. Click on the “Forgot Password” link.
4. If your email address was not converted to Harvest, you will receive a message stating that Harvest could not find that user. You should complete the *Access for New Users* section above.
5. If your email address was converted to Harvest, a one-time temporary password will be sent to that email address.



6. Copy the password from the email to your clipboard, and return to the Logon page. Paste the one-time password and click "Login."
7. Complete the Password Reset process. Your Old Password is the one-time password from the email.

In the event you are unable to complete either of these processes, please contact the AOE Helpdesk at AOE.Harvesthelp@vermont.gov.

Once you have successfully logged in to Harvest, support requests can be submitted through the process described below.

Accessing Help through Harvest

In the top right of each Harvest web page, a question mark indicating the Help Menu is displayed.

Click on "Contact Support," which will open a separate browser tab to enter the Subject and Text of a message to go to AOE. If you encounter an error message, please paste the text of that error message into the Text of the message to expedite the resolution of the issue you encountered.