COVID-19 Vaccine Portal Manage Forgotten Password or Username

Job Aid

Overview: Please follow instructions below if you have forgotten a password and need to initiate a password reset or if you need to retrieve your forgotten username. A user must have already registered and created an account to reset a password or retrieve a username.

Initiate Password Reset

Before you begin the process of resetting your password to the COVID-19 Vaccine Portal, please have the following items ready:

- Your COVID-19 Vaccine Portal username
  Please Note: Your COVID-19 Vaccine Portal username is unique. It will have .covid19vaccine added to the end of the email address that was provided when your account was created. You can find your COVID-19 Vaccine Portal username in the COVID-19 Vaccine Portal welcome email, or you can follow the example below if you do not have that email. For example: If your email is johndoe@gmail.com, your COVID-19 Vaccine Portal username is johndoe@gmail.com.covid19vaccine.

- One of the following supported browsers: Chrome, Firefox, Safari, or Edge Chromium
  Please Note: Internet Explorer and Edge (non-Chromium) browsers are not compatible with the COVID-19 Vaccine Portal.

The following instructions are for resetting your COVID-19 Vaccine Portal Password.

2. On the homepage, click Login.
3. Click **Forgot your password?**

4. You will see the Password Reset page. Enter your **COVID-19 Vaccine Portal username**.

5. Click **Reset Password**.
6. **Check your Email Inbox.** You will receive an email from the COVID-19 Vaccine Portal with a link to reset your password.

7. **Open the Email.** Click the **Reset Password** link.

8. **A new page will open.**
9. Enter a **New Password**. On this page, you will see a check list for password criteria. Your password must meet the criteria.
10. Enter the password again in **Confirm the New Password**. Your password must match.
11. Click **Change Password**.
12. You will be logged into the COVID-19 Vaccine Portal. You have successfully reset your password!

## Retrieve a Forgotten Username

The following instructions are for retrieving your COVID-19 Vaccine Portal username.

2. On the homepage, click **Login**.
3. Click **Forgot your username?**
4. You will see the Find Username page. Enter the email address used to register for the COVID-19 Vaccine Portal

5. Click **Find Username** and an email will be sent including your username for the COVID-19 Vaccine Portal

6. **Check your email inbox.** You will be sent an email from the COVID-19 Vaccine Portal with your username enclosed

7. To return to the COVID-19 Vaccine Portal click the link in the email.
If you are still experiencing issues getting into your COVID-19 Vaccine Portal account, please contact the COVID-19 Vaccine Management System (CVMS) Help Desk Portal at https://ncgov.servicenowservices.com/csm_vaccine or call the COVID-19 Vaccine Help Center at (888) 675-4567 during the hours below:

Weekdays: 7AM – 7PM

Weekends: 8AM – 4PM