

## 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.

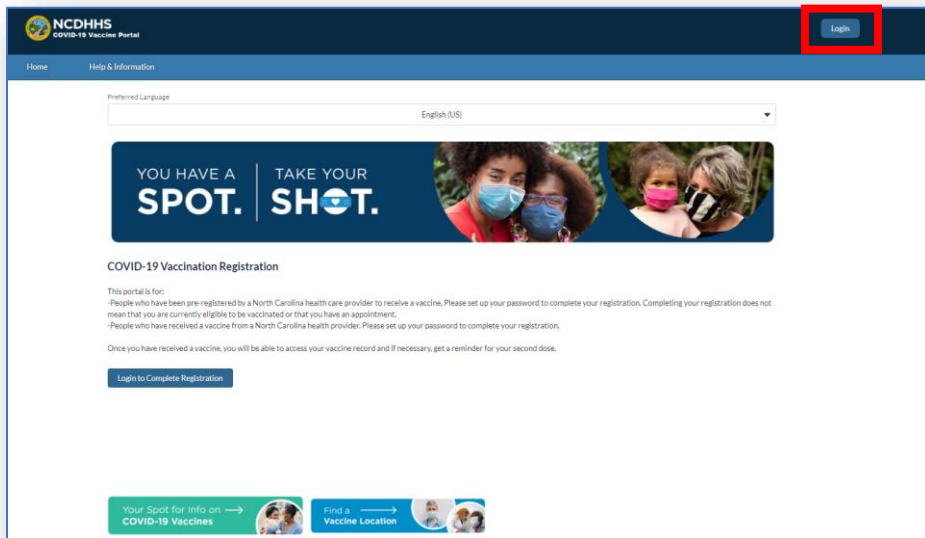
### Initiate Password Reset

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

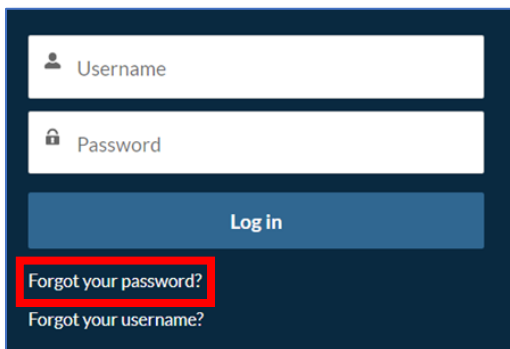
- **Your COVID-19 Vaccine Portal username**  
**Please Note:** Your COVID-19 Vaccine Portal username is unique. It will have **.covid19vaccine** added to the end of the email address that was provided when your account was created. You can find your COVID-19 Vaccine Portal username in the COVID-19 Vaccine 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.**

1. Within your browser, click <https://covid-vaccine-portal.ncdhhs.gov/> to go to the COVID-19 Vaccine Portal.
2. On the homepage, click **Login**.

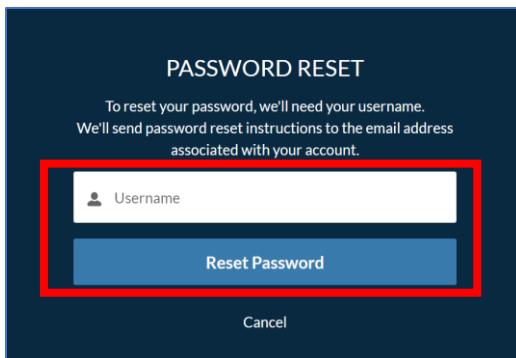


3. Click **Forgot your password?**

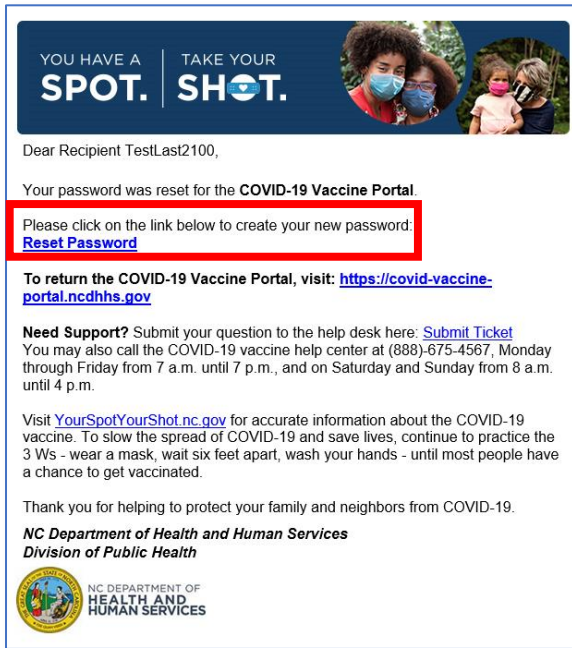


4. You will see the Password Reset page. Enter your **COVID-19 Vaccine Portal username**.

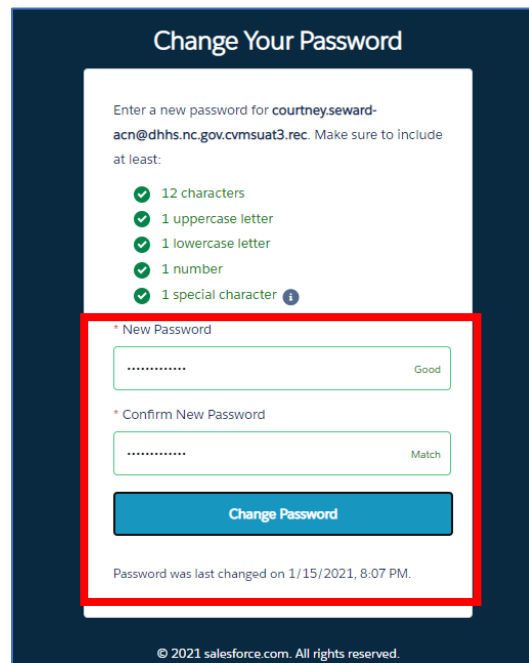
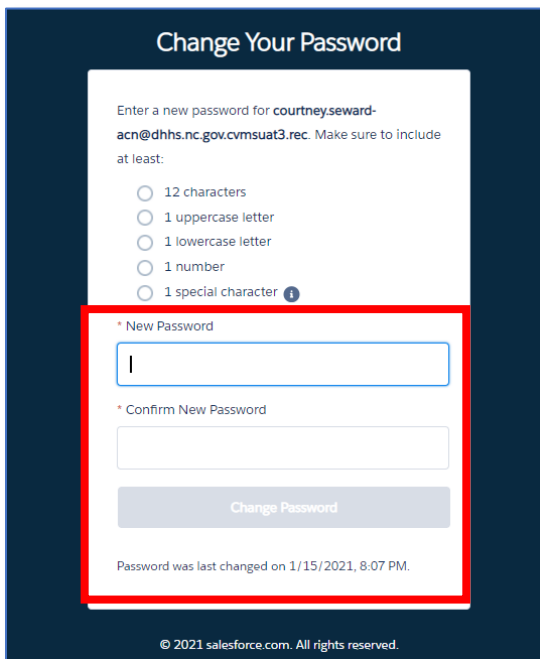
5. Click **Reset Password**.



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.

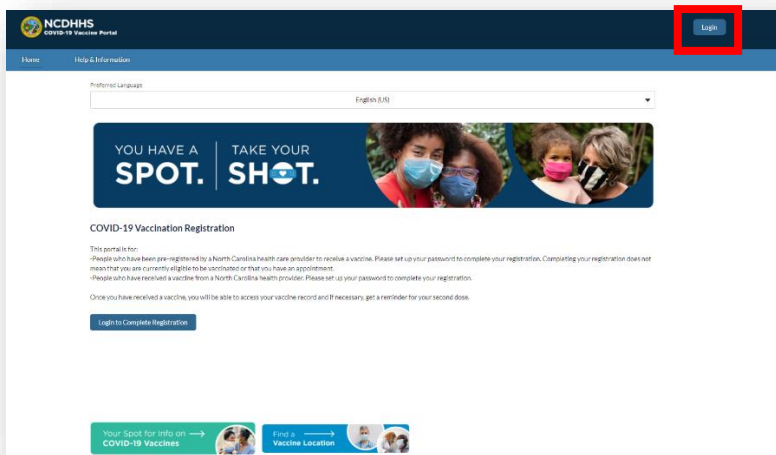


9. Enter a **New Password**. On this page, you will see a check list for password criteria. Your password must meet the criteria.
10. Enter the password again in **Confirm the New Password**. Your password must match.
11. Click **Change Password**.
12. You will be logged into the COVID-19 Vaccine Portal.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

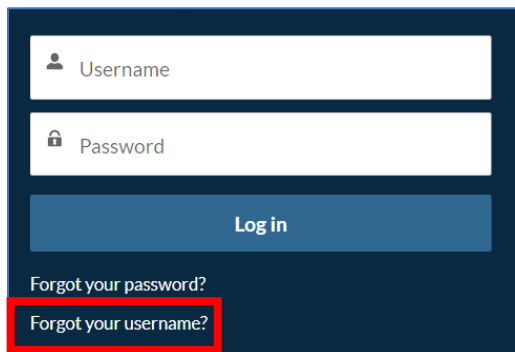
## Retrieve a Forgotten Username

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

1. Within your browser, click <https://covid-vaccine-portal.ncdhhs.gov/> to go to the COVID-19 Vaccine Portal.
2. On the homepage, click **Login**.

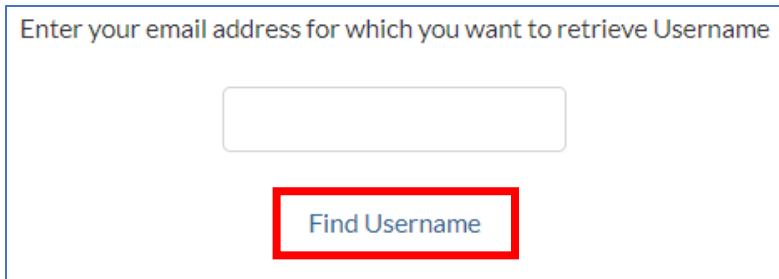


3. Click **Forgot your username?**



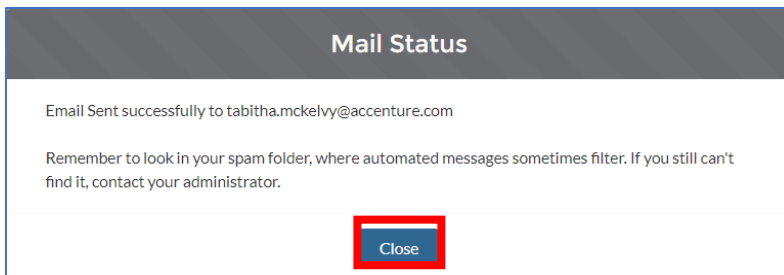
The screenshot shows a login form with two input fields: 'Username' and 'Password'. Below the fields is a 'Log in' button. At the bottom of the form, there are two links: 'Forgot your password?' and 'Forgot your username?'. The 'Forgot your username?' link is highlighted with a red box.

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



Enter your email address for which you want to retrieve Username

**Find Username**




**Mail Status**

Email Sent successfully to tabitha.mckelvy@accenture.com

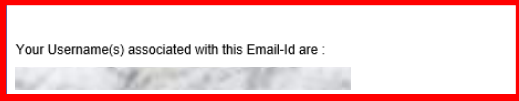
Remember to look in your spam folder, where automated messages sometimes filter. If you still can't find it, contact your administrator.

**Close**

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.

**YOU HAVE A SPOT. TAKE YOUR SHOT.** 

Dear Vaccine Recipient,

Your Username(s) associated with this Email-Id are :  



To return to the COVID-19 Vaccine Portal, visit: <https://hotfix-ncdhhs.cs33.force.com>

**Need Support?** Submit your question to the help desk here: [Submit Ticket](#)  
You may also call the COVID-19 vaccine help center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., and on Saturday and Sunday from 8 a.m. until 4 p.m.

Visit [YourSpotYourShot.nc.gov](https://yourshot.nc.gov) for accurate information about the COVID-19 vaccine. To slow the spread of COVID-19 and save lives, continue to practice the 3 Ws - wear a mask, wait six feet apart, wash your hands - until most people have a chance to get vaccinated.

Thank you for helping to protect your family and neighbors from COVID-19.

*NC Department of Health and Human Services  
Division of Public Health*

 NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

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.servicenow.com/csm\\_vaccine](https://ncgov.servicenow.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