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 for the COVID-19 Vaccine Portal. A user must have already registered and created an account to reset a password or retrieve a username.

1 Reset your Password

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
  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 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 at the top-right corner of the screen.
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!

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### 2 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
If the email address entered is NOT found, you will receive an email stating “A username was not found with the email address entered.”

7. To return to the COVID-19 Vaccine Portal, click the link in the email.

Need Support?
Submit your question to the help desk here: Submit Ticket

You may also call the COVID-19 Vaccine Provider Help Center at (888)-675-4567, Monday through Friday from 7 a.m. until 7 p.m., Saturday and Sunday from 8 a.m. until 4 p.m.

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