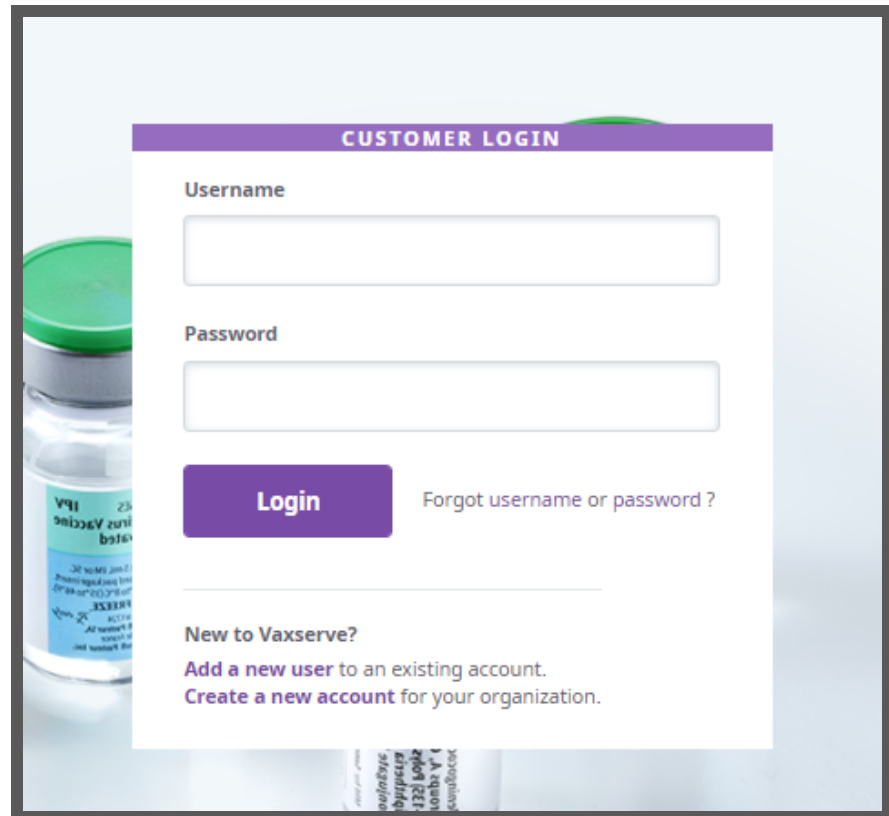
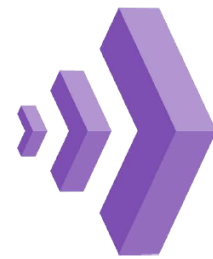


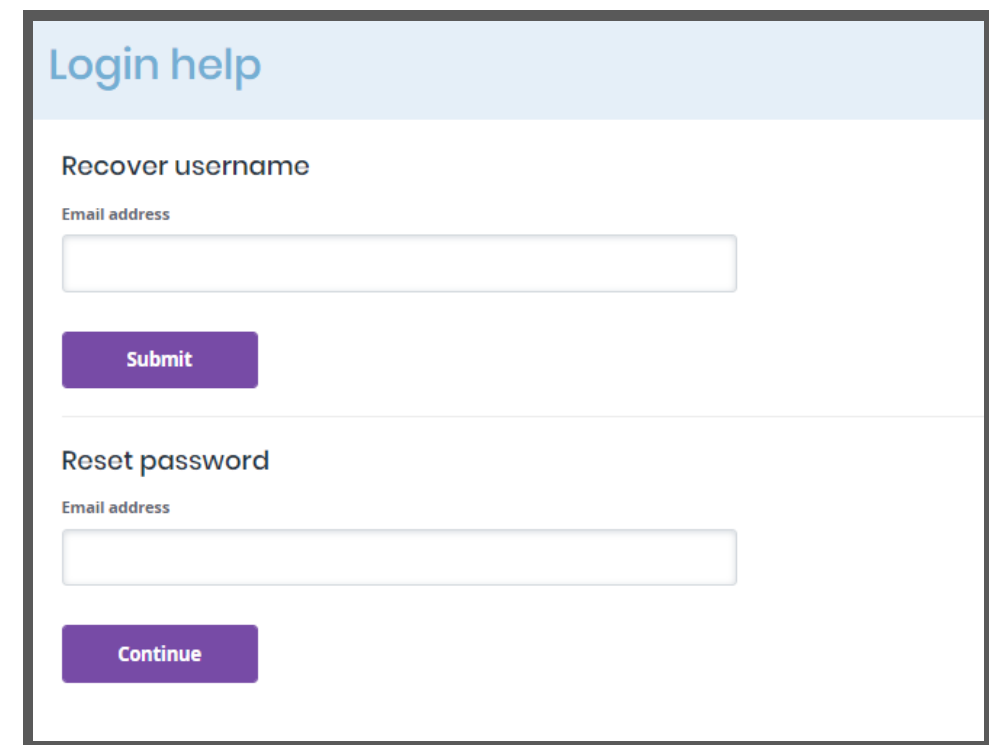
Forgotten username or password

If you have forgotten your password or username you are able to reset your password or recover your username on the main login page at VaxServe.com

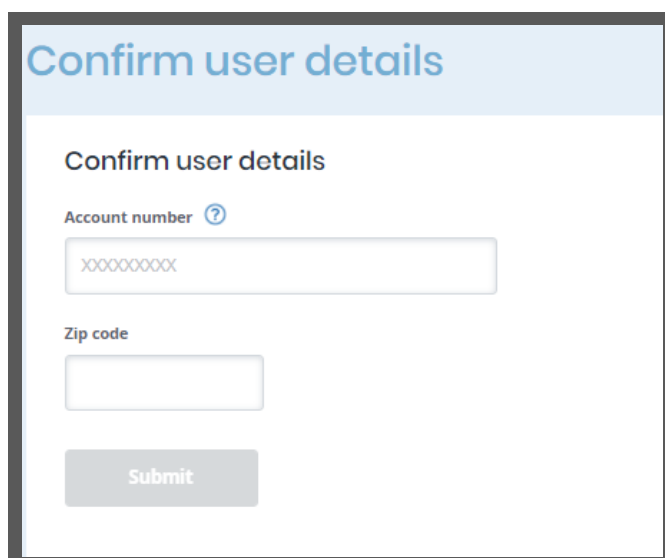
Click on **Forgot username** or **password**

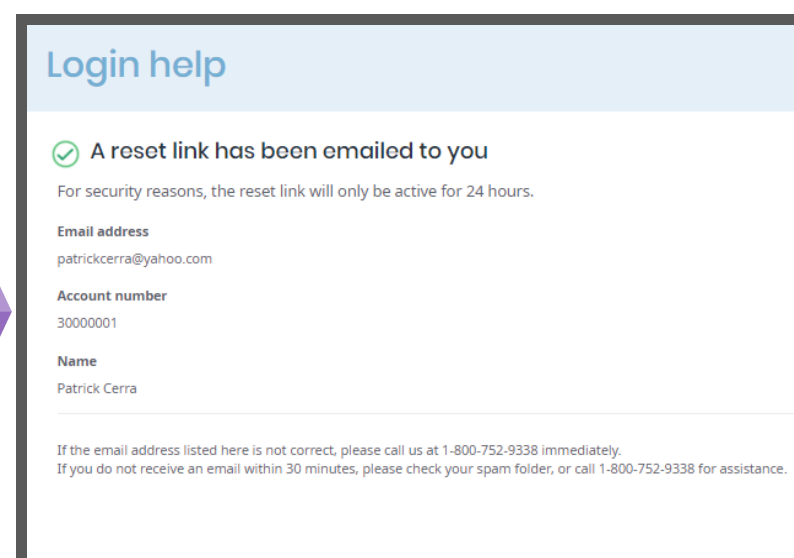
Enter your email address in the appropriate field to recover username or reset password and click to complete the desired process

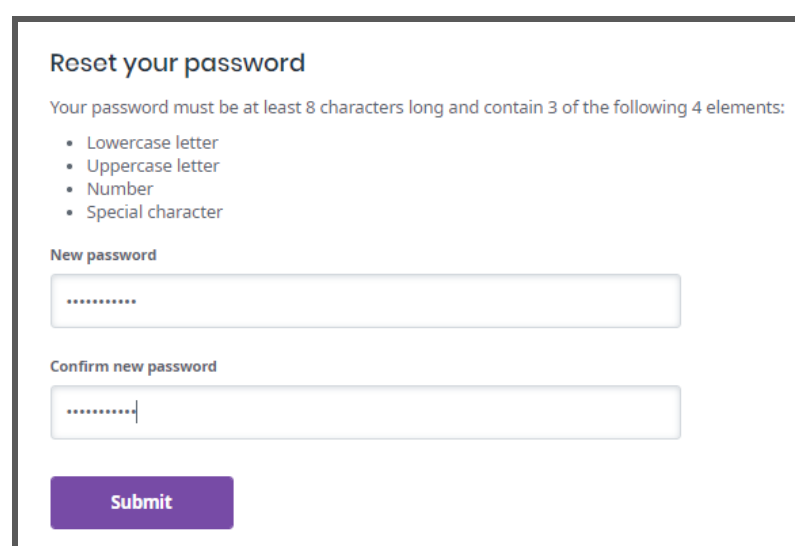
Resetting a forgotten password

After entering your email address, confirm user details by entering your account number and zip code. A password reset link will be emailed to you.





The link will direct you to reset your password



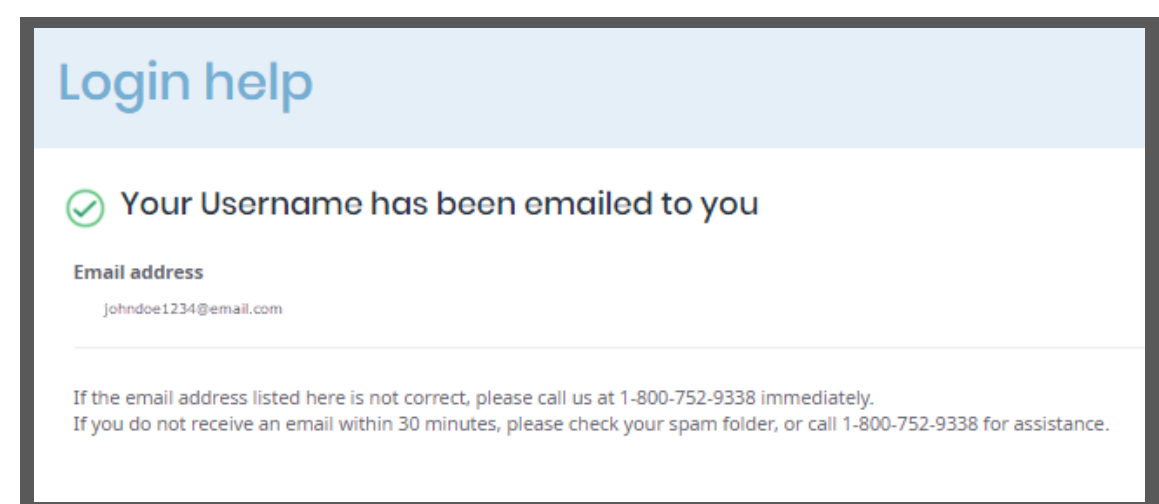
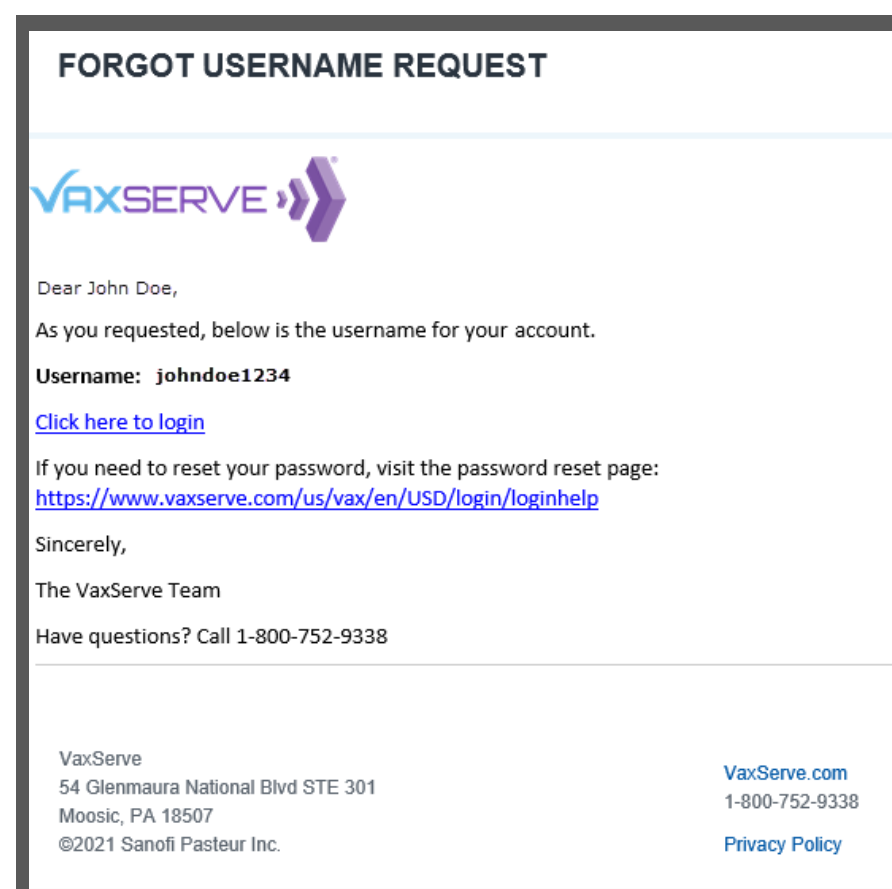
Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character

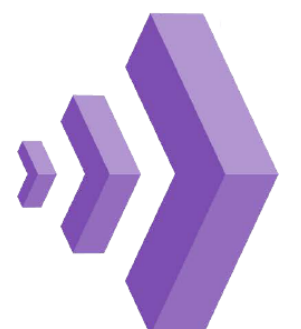
Once complete, you will be directed to log into your account. You will also receive an email confirming that your password has been updated.

Recovering a forgotten username

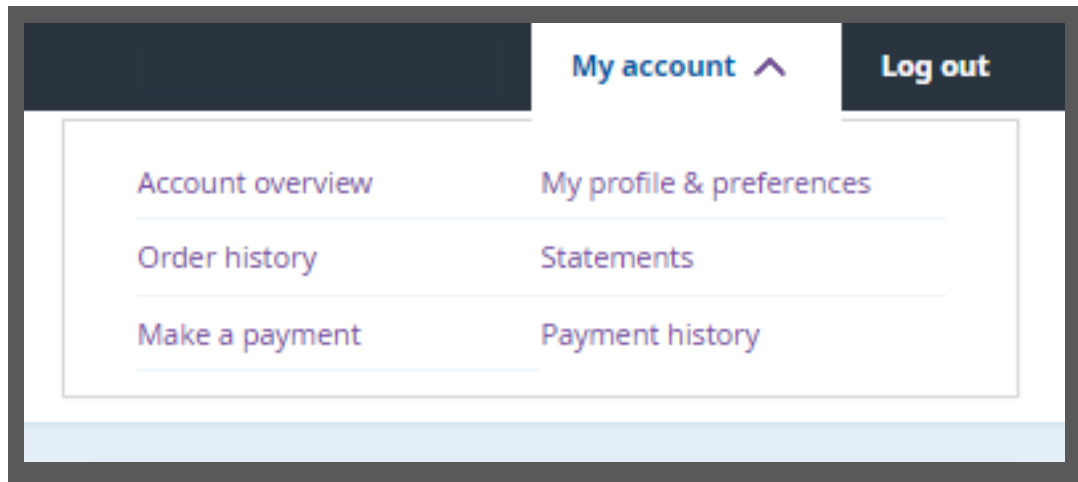
After entering your email address, your username will be emailed to you.

Within 30 minutes you should receive an email with your username and a link to VaxServe.com

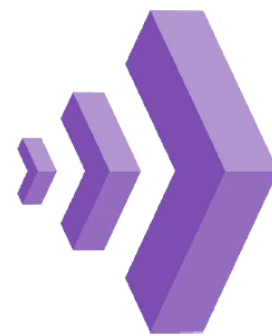


Updating a password

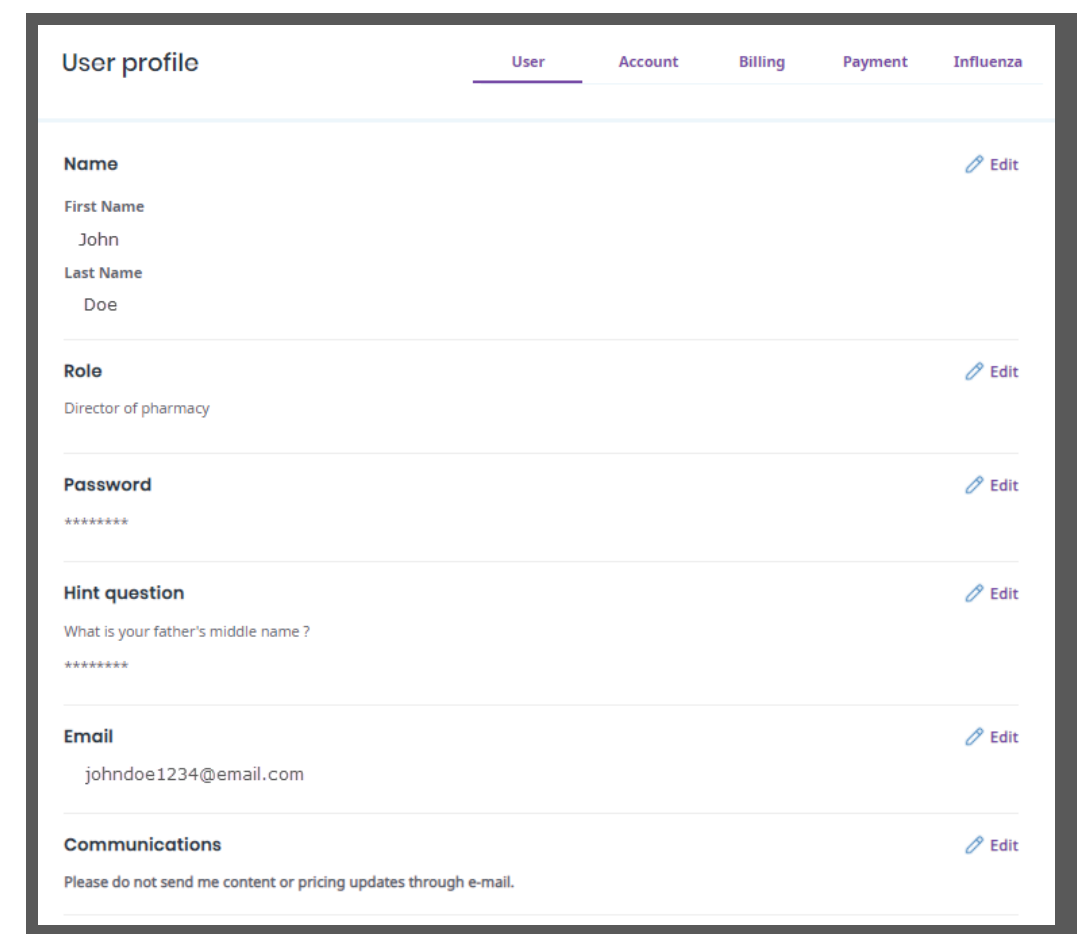


If you know your password and wish to update it, log in and navigate to the *My profile & preferences* link under the *My account* drop-down on the top right header.

On the user profile page, you can update your user information by clicking the corresponding *Edit* link next to the field you want to update.



To update your password, click on the *Edit* link on the *Password* line.



Password

Current password

New password

Confirm new password

Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character

Enter your current password, then enter your new password and confirm in the next line.

Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character