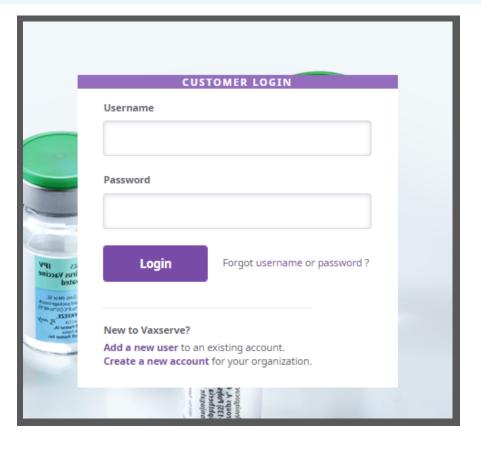


Username and Password Quick Guide

Forgotten username or password



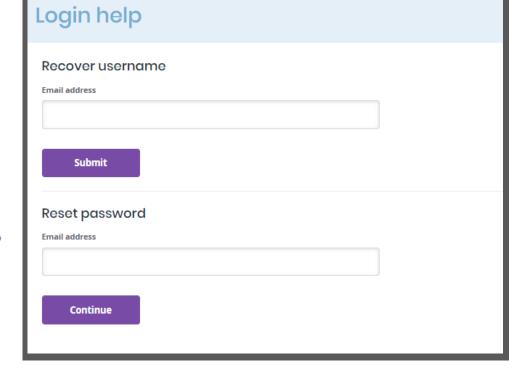


If you have forgotten your password or username you are able to reset your password or recover your username on the main login page at VaxServe.com

Click on Forgot username or password

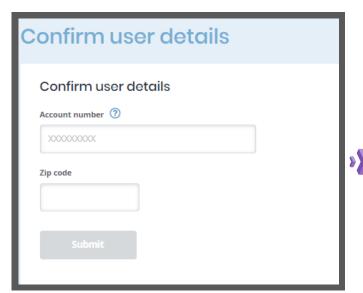
Enter your email address in the appropriate field to recover username or reset password and click to complete the desired process

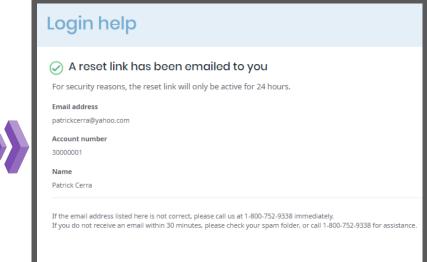




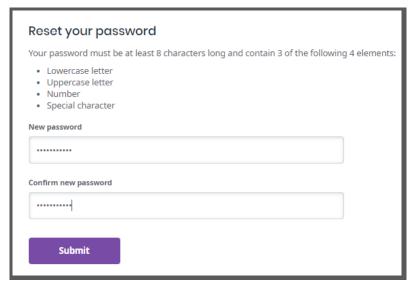
Resetting a forgotten password

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



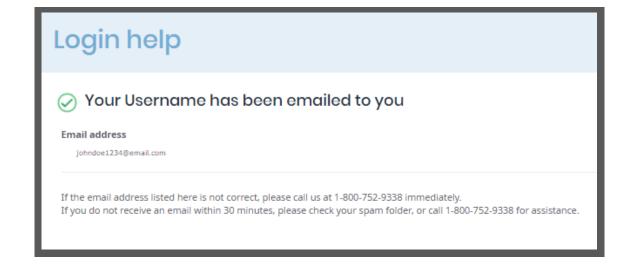
Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- 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.



FORGOT USERNAME REQUEST	
VAXSERVE :	
Dear John Doe,	
As you requested, below is the username for your account.	
Username: johndoe1234	
Click here to login	
If you need to reset your password, visit the password reset page: https://www.vaxserve.com/us/vax/en/USD/login/loginhelp	
Sincerely,	
The VaxServe Team	
Have questions? Call 1-800-752-9338	
VaxServe 54 Glenmaura National Blvd STE 301 Moosic, PA 18507 ©2021 Sanofi Pasteur Inc.	VaxServe.com 1-800-752-9338 Privacy Policy

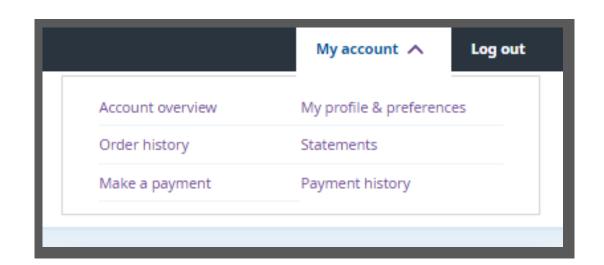
Within 30 minutes you should receive an email with your username and a link to VaxServe.com





Username and Password Quick Guide

Updating a password

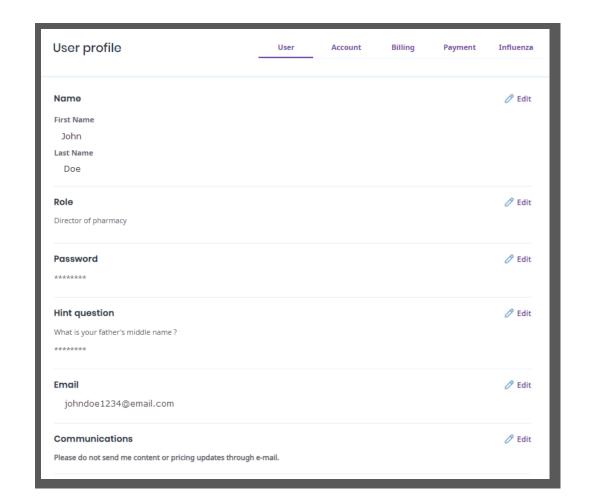


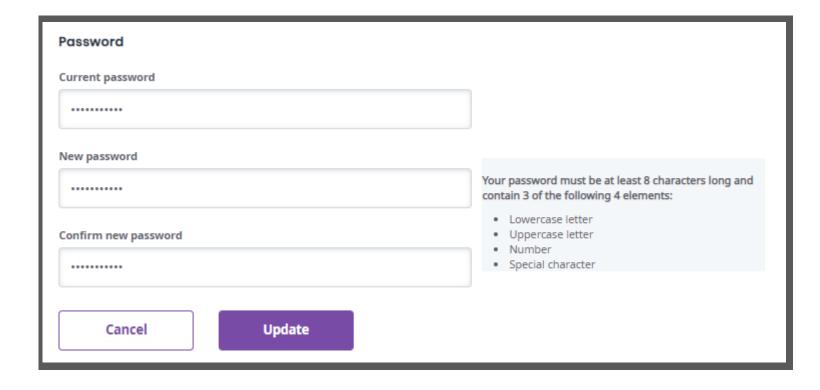
If you know your password and wish to update it, log in and navigate to the *My profile & preferences* link under the *My account* drop-down on the top right header.

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.





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