

# Password Reset Guide

Follow these steps to reset your PhilaVax password.

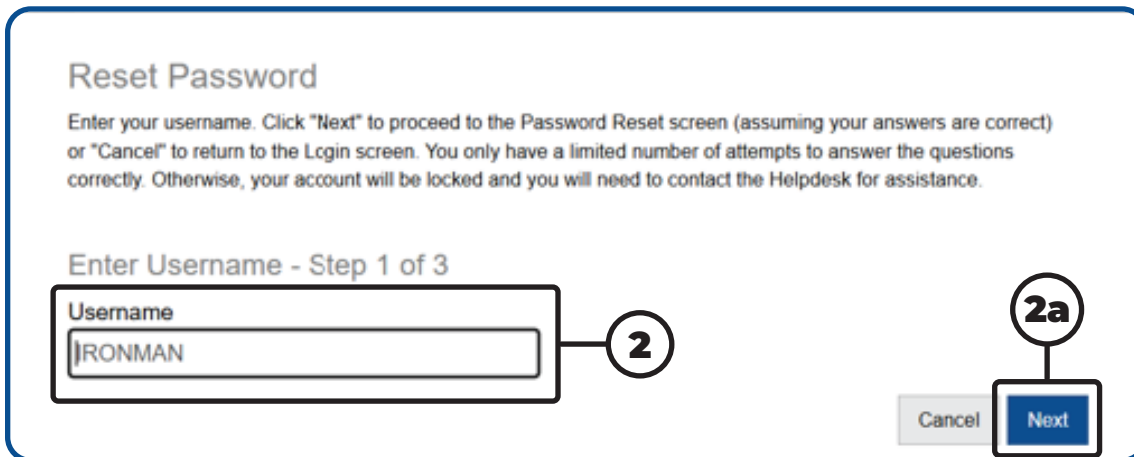
If you have any questions, reach out to [philavax@phila.gov](mailto:philavax@phila.gov).

1. Click **Forgot Password?** on the [PhilaVax homepage](#).



The screenshot shows the PhilaVax login page. At the top is the Philadelphia Department of Public Health logo and the text "PhilaVax Philadelphia Department of Public Health". Below this are fields for "Login Username" (containing "IRONMAN") and "Password" (masked with dots). A blue "Login" button is to the right. A link for "Forgot Password?" is highlighted with a red box and a callout circle containing the number "1". A "Trouble Logging in?" link is at the bottom left.

2. Enter your **personal username**.
  - a. Click **Next**.



The screenshot shows the "Reset Password" screen. It includes instructions: "Enter your username. Click 'Next' to proceed to the Password Reset screen (assuming your answers are correct) or 'Cancel' to return to the Login screen. You only have a limited number of attempts to answer the questions correctly. Otherwise, your account will be locked and you will need to contact the Helpdesk for assistance." Below the instructions is the heading "Enter Username - Step 1 of 3" and a "Username" input field containing "IRONMAN". A red box highlights the "Next" button with a callout circle containing "2a". A "Cancel" button is also visible.

3. Answer the **Reset Password questions** that were set up at the time of your initial login.
  - a. Click **Next**.

### Reset Password

Select a unique question and enter the correct answer for each of the row(s) displayed. Click "Next" to proceed to the Password Reset screen (assuming your answers are correct) or "Cancel" to return to the Login screen. You only have a limited number of attempts to answer the questions correctly. Otherwise, your account will be locked and you will need to contact the Helpdesk for assistance.

#### Reset Password - Step 2 of 3

Question	Answer
What is the name of the street you grew up on?	<input type="text"/>
What school did you attend for sixth grade?	<input type="text"/>
What was your high school mascot?	<input type="text"/>

**3**

**3a**

4. Enter and confirm a **new password**.
  - a. Click **Next**.

### Reset Password

Enter a new password (following the guidelines displayed). Click "Next" to save your new password or "Cancel" to return to the Login screen.

#### Reset Password - Step 3 of 3

New Password	Confirm New Password
<input type="text"/>	<input type="text"/>

- Passwords must be a minimum of 8 characters long.
- Passwords must include a combination of upper and lower case letters.
- Passwords must include at least one number. (0-9)
- Passwords must include at least one special character. (Ex: #, %, \*, !, \$, etc.)
- Passwords must be changed a minimum of 24 times before re-use.

**4**

**4a**

5. Log in with the **new password**.

You have successfully reset your PhilaVax password!