

PhilaVax Password Reset Guide

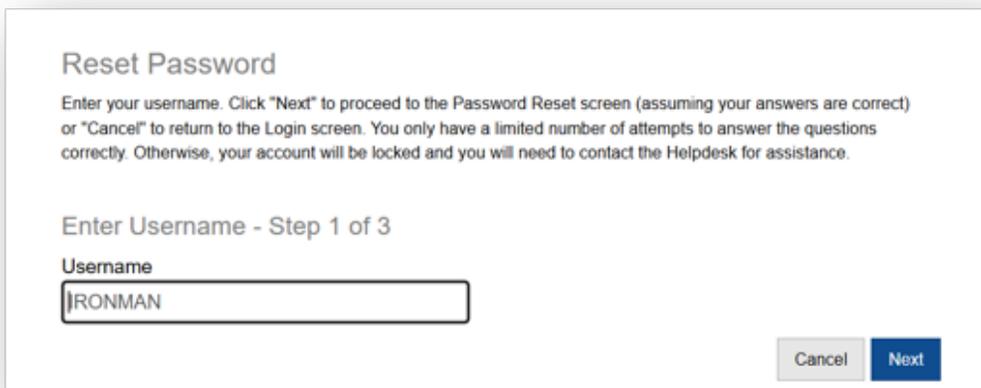
Follow these steps to reset your PhilaVax password. If you have any questions, reach out to philavax@phila.gov.

1. Click *Forgot Password?* on the PhilaVax homepage.



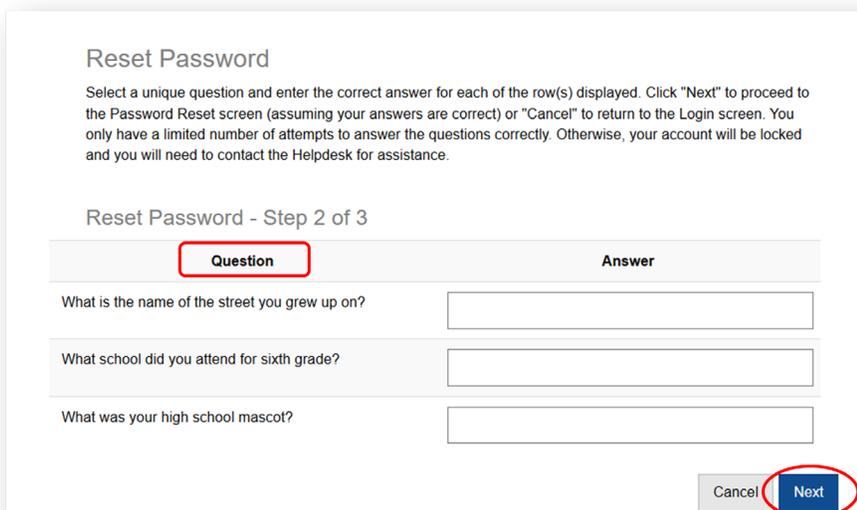
The image shows the PhilaVax login page. At the top is the Philadelphia Department of Public Health logo and the text "PhilaVax Philadelphia Department of Public Health". Below this is a "Login" section with "Username" and "Password" fields. The username field contains "IRONMAN". A red box highlights the "Forgot Password?" link below the username field. Another red box highlights the "Login" button to the right of the password field.

2. Enter your personal username, then click *Next*.



The image shows the "Reset Password" screen, Step 1 of 3. The title is "Reset Password". Below the title is a paragraph: "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 this is the heading "Enter Username - Step 1 of 3" and a "Username" label above a text input field containing "IRONMAN". At the bottom right are "Cancel" and "Next" buttons.

3. Answer the **Reset Password** questions that were set up at the time of your initial login, then click *Next*.



The image shows the "Reset Password" screen, Step 2 of 3. The title is "Reset Password". Below the title is a paragraph: "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." Below this is the heading "Reset Password - Step 2 of 3" and a table with two columns: "Question" and "Answer". The "Question" column has three rows: "What is the name of the street you grew up on?", "What school did you attend for sixth grade?", and "What was your high school mascot?". Each row has an empty text input field in the "Answer" column. At the bottom right are "Cancel" and "Next" buttons, with the "Next" button highlighted by a red circle.

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"/>

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4. Enter and confirm a new password, then 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

- 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.

5. Log in with the new password. You have successfully reset your PhilaVax password!