



## COVID-19 Vaccine Management System (CVMS) Recipient Portal Resetting Your Password Job Aid

Before you begin the process of resetting your password to the CVMS Recipient Portal, please have the following items ready.

- **Your CVMS Recipient Portal Username**  
**IMPORTANT!** Your CVMS Recipient 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 CVMS Recipient Portal Username in the CVMS Recipient Portal Welcome Email, or you can follow the example below if you do not have that email.

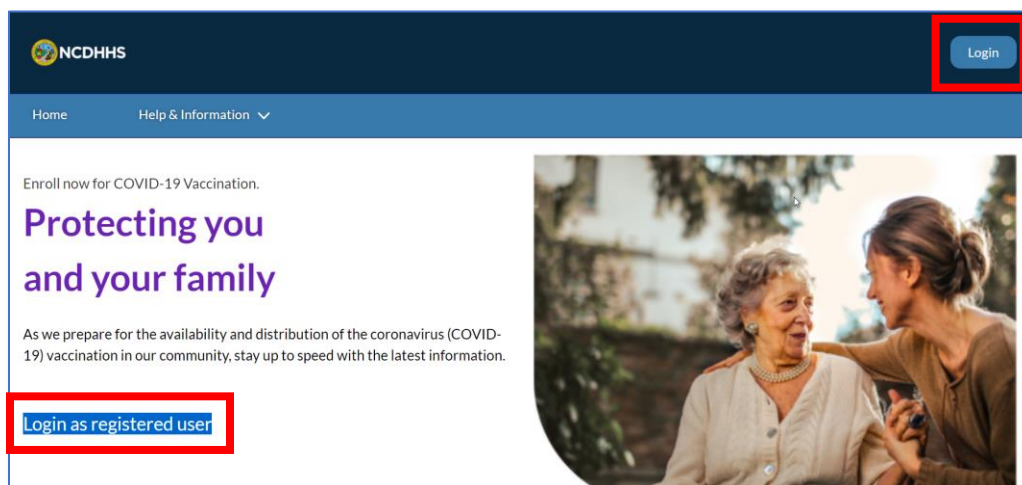
For example: If your email is **johndoe@gmail.com**, your CVMS Recipient Portal Username is **johndoe@gmail.com.covid19vaccine**.

If your email is **jane.doe@firefox.com**, your CVMS Recipient Portal Username is **jane.doe@firefox.com.covid19vaccine**.

- **One of the following browsers open: Chrome, Firefox, or Safari**  
**IMPORTANT!** Internet Explorer and Edge are not compatible with the CVMS Recipient Portal.

The following instructions are for resetting your CVMS Recipient Portal Password.

1. Within your browser, click <https://covid-vaccine-portal.ncdhhs.gov/> to go to the CVMS Recipient Portal.
2. On the homepage, click **Login as registered user OR Login**.





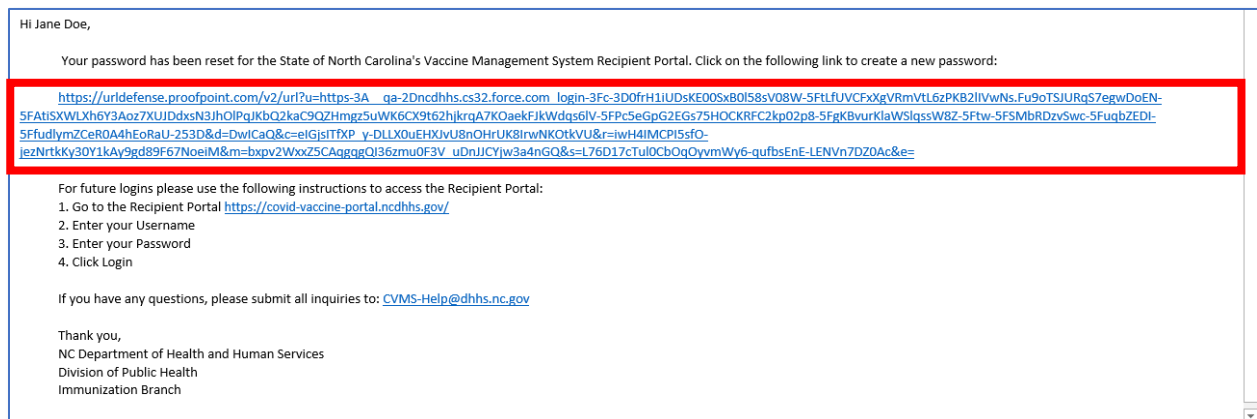
3. Click **Forgot your password?**.

The screenshot shows the NCDHHS login interface. At the top is the NCDHHS logo. Below it are two input fields: 'Username' and 'Password'. A blue 'Log in' button is positioned below the password field. At the bottom of the form, the text 'Forgot your password?' is highlighted with a red rectangular box.

4. You will see the Password Reset page. Enter your **CVMS Recipient Portal Username**.  
5. Click **Reset Password**.

The screenshot shows the 'PASSWORD RESET' page. The heading is 'PASSWORD RESET'. Below the heading, it says 'To reset your password, we'll need your username. We'll send password reset instructions to the email address associated with your account.' There is a 'Username' input field. Below the input field is a blue 'Reset Password' button, which is highlighted with a red rectangular box. At the bottom of the page is a 'Cancel' link.

6. **Check your Email Inbox.** You will receive an email from the CVMS Recipient Portal with a link to Reset your password.  
7. Open the Email. Click the **Reset Password Link**.



8. A new page will open.



The image displays two side-by-side screenshots of the 'Change Your Password' form from NCDHHS. Both screenshots show the form's header with the NCDHHS logo and the title 'Change Your Password'. The form includes a text input field for 'Enter a new password for' with a 'Make' button. Below this, there are radio buttons for password criteria: '12 characters', '1 letter', and '1 number'. The 'New Password' field is highlighted with a red box in both screenshots. In the right screenshot, the 'New Password' field is marked 'Good' and the 'Confirm New Password' field is marked 'Match'. The 'Change Password' button is also highlighted with a red box in the right screenshot. At the bottom of both screenshots, it says 'Password was last changed on 12/22/2020, 2:02 PM.'

9. Enter a **New Password**. On this page, you will see Password Criteria. Your Password must meet the criteria.
10. **Confirm the New Password**. Your password must match.
11. Click **Change Password**.
12. You will be logged into the CVMS Recipient Portal. You successfully reset your password!

If you are still experiencing issues getting into your CVMS Recipient Portal account, please contact the CVMS Help Desk at [CVMS-help@dhhs.nc.gov](mailto:CVMS-help@dhhs.nc.gov)