

How To Change Your Password In VIIS



Covered in this section

In this section we will be reviewing how to change your VIIS password and how to use the “Forgot Password ?” feature.

- What are the different ways to reset a users VIIS password?
 - VIIS admins can reset all of their organization users passwords.
 - A VIIS user can change their own password under the manage my account tab within their VIIS account.
 - All users are prompt to reset their VIIS password every 90 days.
 - Active users can reset their password using the “Forgot Password ?” feature.
- What is the Forgot Password feature?
 - The Forgot Password feature is a password reset feature that works only if the users account is active, the user has a valid email address on file and the user completed the 3 security questions.



Password Rules and Criteria

Change Password

User Minnie Mouse

Username mmouse

* New Password

* Confirm New Password

Save

Cancel

- Password Rules:

- Passwords expire every 90 days and must be updated when prompt
- After the tenth incorrect password attempt you will be locked out of VIIS for 15 minutes.
- Password recycling: Cannot repeat the last 24 passwords.

- Password Criteria:

- At least 12 characters in length
- Must have mix of upper and lower case letters
- Must contain at least 1 number
- Must have one of the following special characters ! @ # \$ % ^ & * +



Change Password

Validation Errors

- Your password has expired. Please update before continuing.

Change Password

User Minnie Mouse

Username mmouse

Save

Cancel

* New Password

* Confirm New Password

The “Change Password” screen will display when your password has expired or has been set or reset by a site VIIS administrator or VIIS staff.

1. Enter a new password into the “New Password” box.
2. Re-enter the same new password into the “Confirm New Password” box.
3. Click “Save” to create your new password.



Change My Password

1

The screenshot shows the top navigation bar of the VIIS system. On the left is the VIIS logo and the text "Virginia Immunization Information System". To the right is a toolbar with buttons for "home", "manage access/account", "user manual", "related links", "logout", and "help desk". Below the toolbar, a yellow banner displays user information: "organization For All Medical/N123 • user Minnie Mouse • role IR Typical User". Below this is a grey box labeled "announcements:".

2

The screenshot shows a blue menu titled "Manage My Account" with the following options: "Edit My User Account", "Change My Password", "My Training Status", "Security Questions", "User Agreement", and "Security Agreement".

3

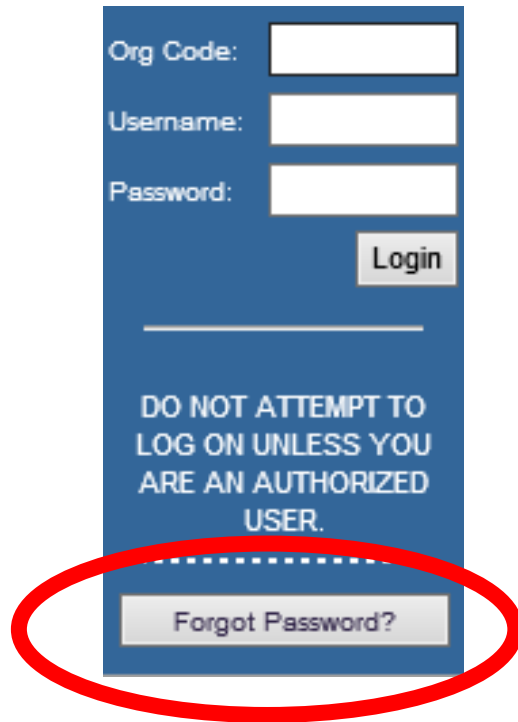
The screenshot shows the "Change Password" form. It includes a "User" field with the value "Minnie Mouse" and a "Username" field with the value "mmouse". There are "Save" and "Cancel" buttons. Below these are two password input fields: "* New Password" and "* Confirm New Password".

VIIS allows users to change their own password under **Manage My Account**.

1. Click "Manage access/account" located on your VIIS toolbar.
2. Click "Change My Password" under the Manage My Account section of the menu panel.
3. Complete the "Change Password" steps.
 - a) Enter a new password into the "New Password" box.
 - b) Re-enter the same password into the "confirm New Password" box.
 - c) Click "save" to create your new password.



Forgot Password?



Org Code:

Username:

Password:

Login

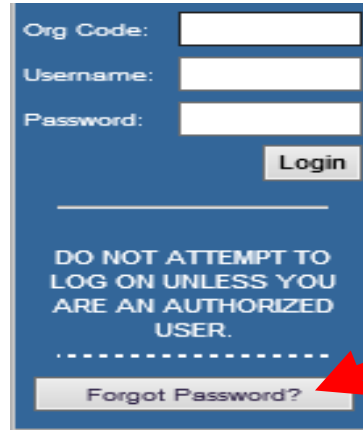
DO NOT ATTEMPT TO
LOG ON UNLESS YOU
ARE AN AUTHORIZED
USER.

Forgot Password?

- Users can reset their own password using the “Forgot Password?” feature.
 - Users must have an **Active** VIIS account.
 - Users will be required to complete the 3 security questions upon first time login in order to use the “Forgot Password” feature.
 - The user email address must be on file under the users VIIS account information in order to use the “Forgot Password” feature.



Forgot Password?



Org Code:
Username:
Password:

Login

DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.

Forgot Password?

1. Click the “Forgot Password?” tab located on the VIIS login screen.

2. Enter your VIIS Org Code, Username, and Email address and click “submit”.

A password reset link will be sent to the email address associated with your account and will be valid for 24 hours.

Please enter your Org Code, Username, and Email address associated with your VIIS account and click 'Submit'

Org Code:
Username:
Email Address:

Submit



Forgot Password?

A request has been submitted to change your VIIS password. Please follow the link below to reset your password. This link will be available for 24 hours.

<https://viistraining.vdh.virginia.gov/VAUAT/securityChallenge.do?token=9cbe74e065bbba3584540b67b0f55570b7d31da12dce809f818753fa28a51b0c>

If you did not initiate this request, please contact the VIIS Help Desk.

A request has been submitted to change your VIIS password. Please follow the link below to reset your password. This link will be available for 24 hours.

Please provide the answer to your security question.

What was the last name of your favorite high school teacher?

Submit

- Open the password request email sent to your email account.

- Click the password reset link listed in the password request email.

- After you click the password reset link, one of your security questions will display. Answer the security question then click submit.



Forgot Password?

Change Password

User Minnie Mouse

Username mmouse

* New Password

* Confirm New Password

Save

Cancel

If you answer your security question correctly, the “Change Password” screen will display.

- Enter a new password into the “New Password” box.
- Re-enter the same password into the “confirm New Password” box.
- Click “save” to create your new password.



Questions?

For technical assistance please contact:

VIIS Helpdesk

Monday – Friday 8:30am – 5:00pm

Email: VIIS_helpdesk@vdh.virginia.gov

Phone Number: (866) 375 – 9795

For all training request please contact:

Email: VIISinfo@vdh.virginia.gov

Additional training guides and resources can be found at:

<https://www.vdh.virginia.gov/immunization/viis/viisregorgs/>

