

How to Reset Your Password Guide

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Instructions

If your account is locked or you need a password reset, please go to the portal login page (located here:

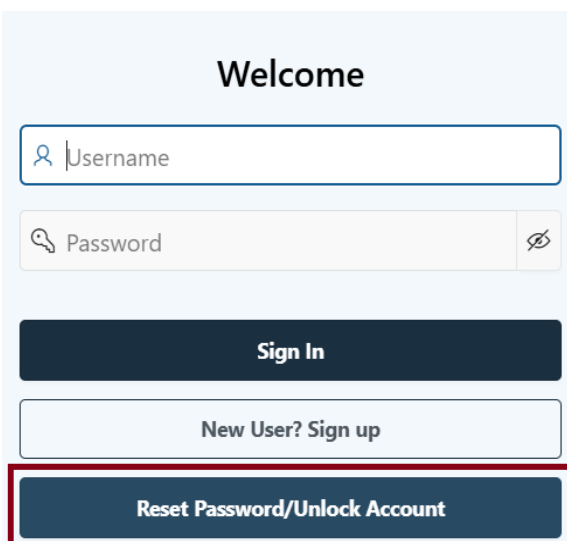
<https://vdhems.vdh.virginia.gov/emsapps/emsportal.html>) and use the "Reset Password/Unlock Account" option. Chrome and Safari are the browsers that should be used when updating passwords. Please use a **computer** to do the reset. **Your certification number (without the letter) will be your username.**

Also, the verification code will reach you much quicker through text than through email. To change your password the requirements are 14 characters, a number, and a symbol. The symbols cannot be @ - _ or & symbols. The screenshots below will provide the steps needed to reset your password/unlock your account.

HOW TO RESET YOUR PASSWORD/UNLOCK YOUR ACCOUNT:

Getting started

From the Log on screen click on Reset Password/Unlock account:



The screenshot shows a 'Welcome' login page. It features a light blue header with the word 'Welcome' in bold. Below the header are two input fields: 'Username' with a person icon and 'Password' with a key icon and a toggle eye icon. There are three buttons: a dark blue 'Sign In' button, a light blue 'New User? Sign up' button, and a dark blue 'Reset Password/Unlock Account' button at the bottom. The 'Reset Password/Unlock Account' button is highlighted with a red rectangular border.

Username

- Providers, non-certified providers, and OMDs, use your VA **Certification Number** as your username.
- Agency Update Users, use first letter of first name and last name as username.
- All other users use your email address as username.

Enter Your Username or Email Address

Cancel

Next

Username or Email Address

Specify the username used to log in to the system or Email address associated with the username
Providers and OMDs, use your VA Certification Number as Username.
Agency Update Users, use first letter of first name and last name as Username.
All other users, use your email address as Username.

Verification code

Select either text message or email to receive your verification code:

**** text message is the fastest method****

Two Factor Verification

< Cancel

Verify & Reset Password

Please choose how you would like to receive the verification code and click on "Send Security Code" button.

☒ **Text Message (SMS) to (***) *** 2983 (Preferred method. Message & Data rates may apply.)**

☐ Email to O*****S@VDH.VIRGINIA.GOV

Send Security Code

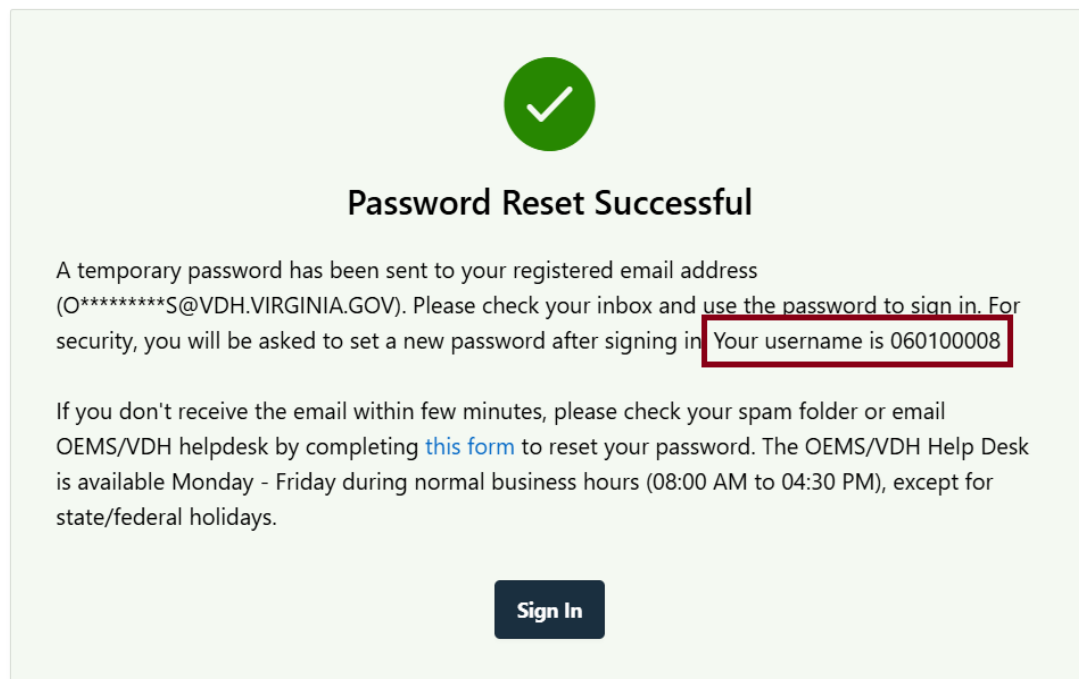
Please enter the 6 digit verification code that you have received.

Verification Code

?

Confirmation Message and Email

After entering your verification successfully, you will receive a confirmation message and an email **(to the email address on file)** that contains your temporary password. If you enter an email address and don't know your username it is included in the confirmation message **(this is highlight in red in the screenshot below)**. Click the Sign In button to navigate back to the log on screen. Enter your certification number and the temporary password that was emailed to you. You will be prompted to establish a permanent password and establish security questions if you have not done so already.



Once you receive the temp password go back to the sign in screen and enter the username and temp password. Then click sign in.

A screenshot of a 'Welcome' sign-in screen. The title 'Welcome' is at the top. Below it are two input fields: the first is labeled 'cert #' and the second is labeled 'temp password'. The 'temp password' field has a small eye icon to its right. Below the input fields is a dark blue 'Sign In' button. Underneath the button are two more buttons: 'New User? Sign up' and 'Reset Password/Unlock Account'.

Updating Your Password

Once you click sign in, this will be the next screen. **The current password is the temp password you used to log in.** After entering the current password, new password and confirming the new password, you will gain access to your account.

Security Profile

User ID

Email Address

✓ You are required to change your temporary password.

Change Password

Enter Current Password
current password

Enter New Password
new password

Confirm Password
confirm password

ⓧ ? Password must be minimum 14 characters

ⓧ ? Password must contain an upper case letter

ⓧ ? Password must contain a lower case letter

ⓧ ? Password must contain a number

ⓧ ? Password must contain a special character

If you are still having issues resetting/unlocking your account, please reply to this email with the screenshot of the issue when trying to reset your password/unlock your account.

Thanks,

Barry Reeves

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