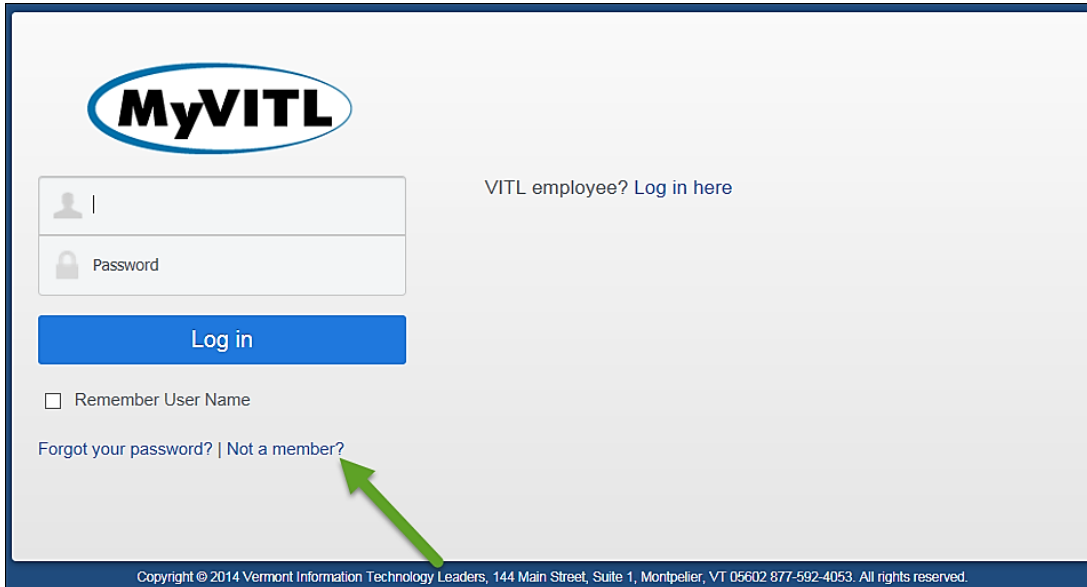
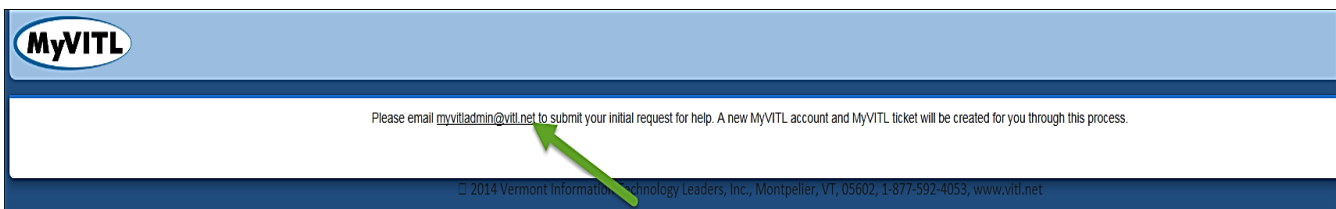


I. Navigate to MyVITL.net

a. Select the “Not a Member” option



b. Click on the hyperlink myvitladmin@vitl.net



c. Complete the following information in the email template and then click Send.

- First and Last Name
- Email Address
- Phone Number
- Organization
- Description for issue. **NOTE: DO NOT include Protected Health Information (PHI) in this email!**

From	Sheldon Cooper
To	myvitladmin@vitl.net
Cc	
Bcc	
Subject	MYVITL - INITIAL REQUEST / NEW USER ACCOUNT

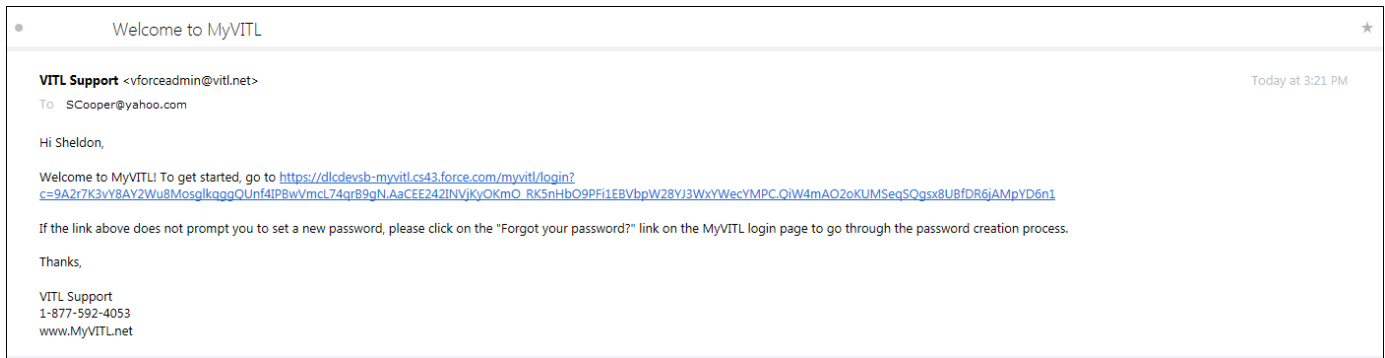
Thank you for your request. We look forward to working with you.

Please submit the following information:

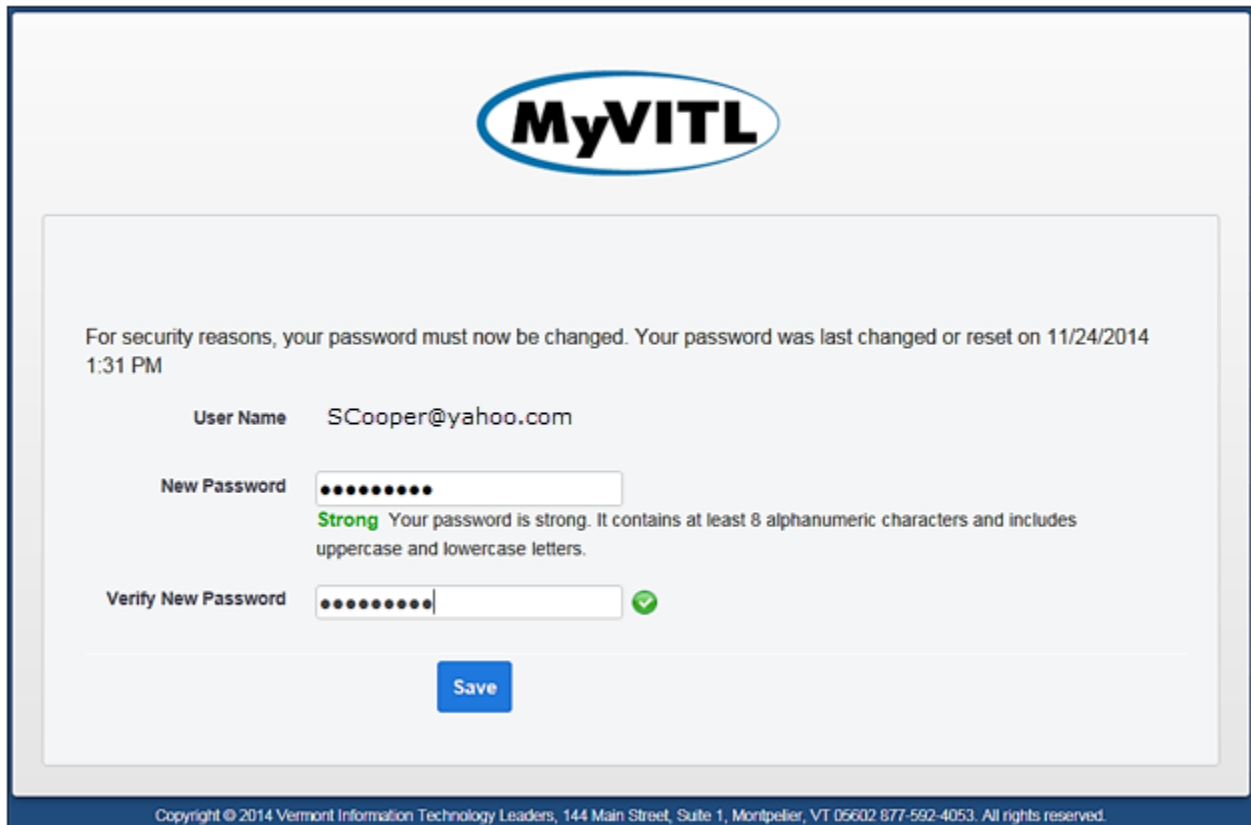
First and last name: Sheldon Cooper
Email address: SCooper@yahoo.com
Phone: 802-555-1212
Organization: California Institute of Technology

Description of issue (please do not include Protected Health Information (PHI) in this initial email):
Requesting additional data to support string theory.

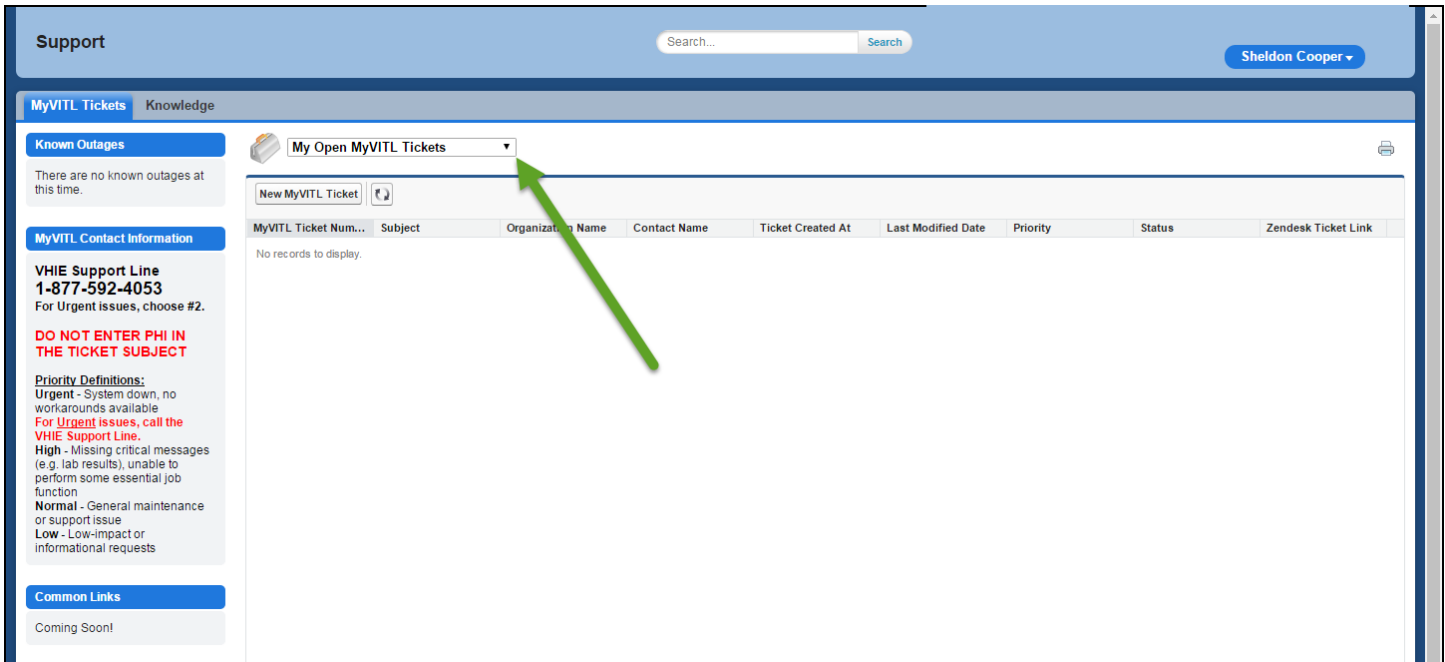
- d. **Once your account has been created**, you will receive an email from VITL Support with the Subject: Welcome to MyVITL. This email will include your user name and a link to set your password.



- e. **Set the password accordingly.**

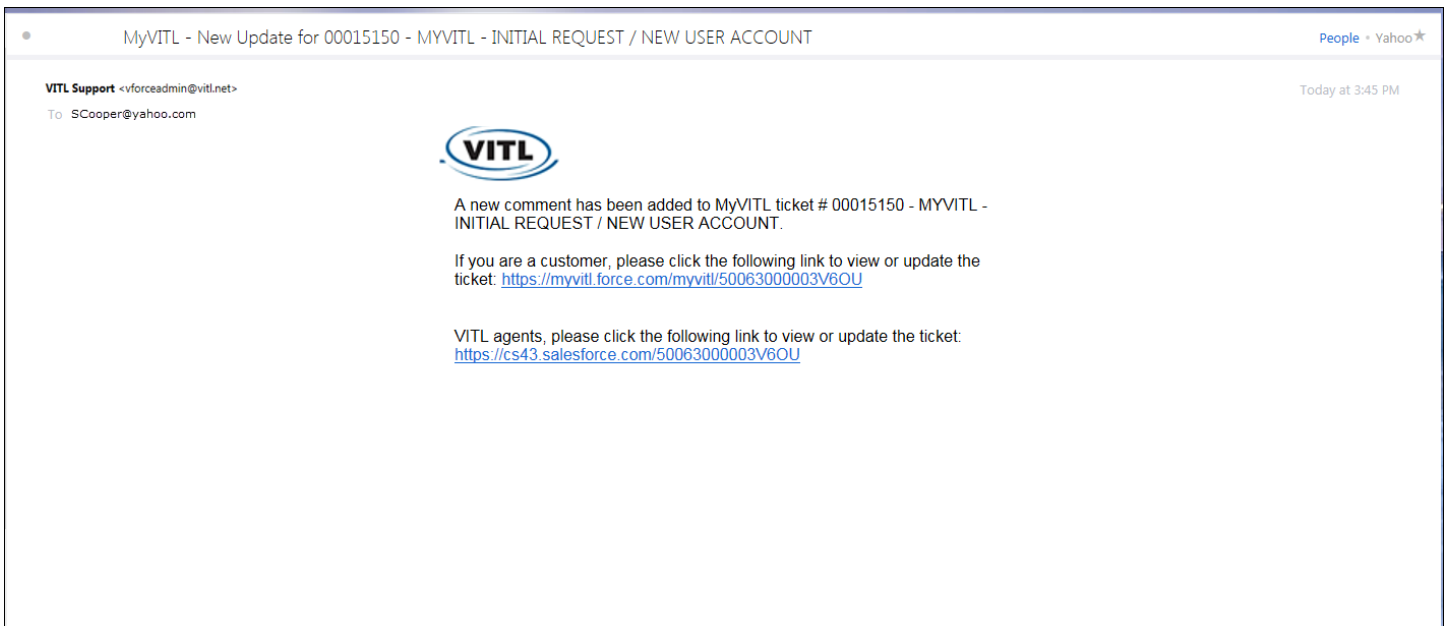


- f. **Once signed in, you can see your tickets** (or those for your organization depending on security settings) in the dashboard. By clicking on the dropdown arrow, you can change the views in the dashboard.



The screenshot shows the MyVITL dashboard interface. At the top, there is a 'Support' header with a search bar and a user profile for 'Sheldon Cooper'. Below this, there are tabs for 'MyVITL Tickets' and 'Knowledge'. A dropdown menu is open, showing 'My Open MyVITL Tickets' with a green arrow pointing to it. Below the dropdown is a 'New MyVITL Ticket' button and a table with columns: MyVITL Ticket Num..., Subject, Organization Name, Contact Name, Ticket Created At, Last Modified Date, Priority, Status, and Zendesk Ticket Link. The table currently shows 'No records to display.' On the left side, there are sections for 'Known Outages', 'MyVITL Contact Information' (including VHIIE Support Line 1-877-592-4053 and priority definitions), and 'Common Links'.

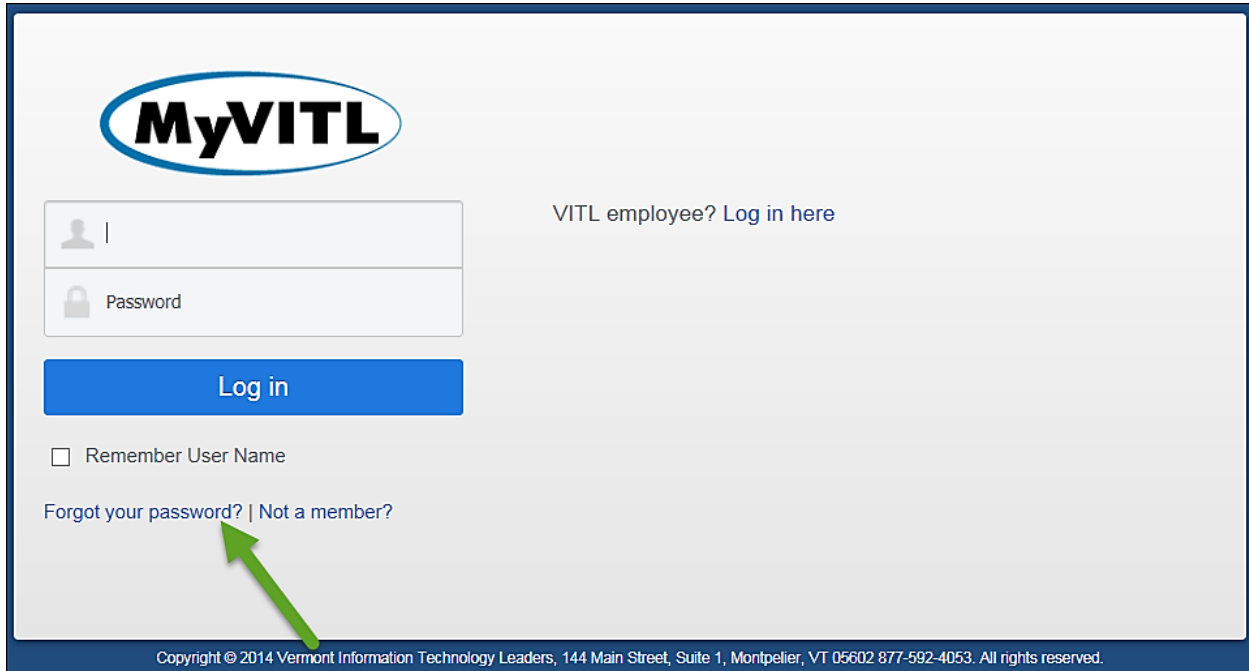
- g. **Shortly after receiving the email with your username and password, you should also receive an email** indicating a comment has been added to the ticket that was opened documenting your original reported issue.



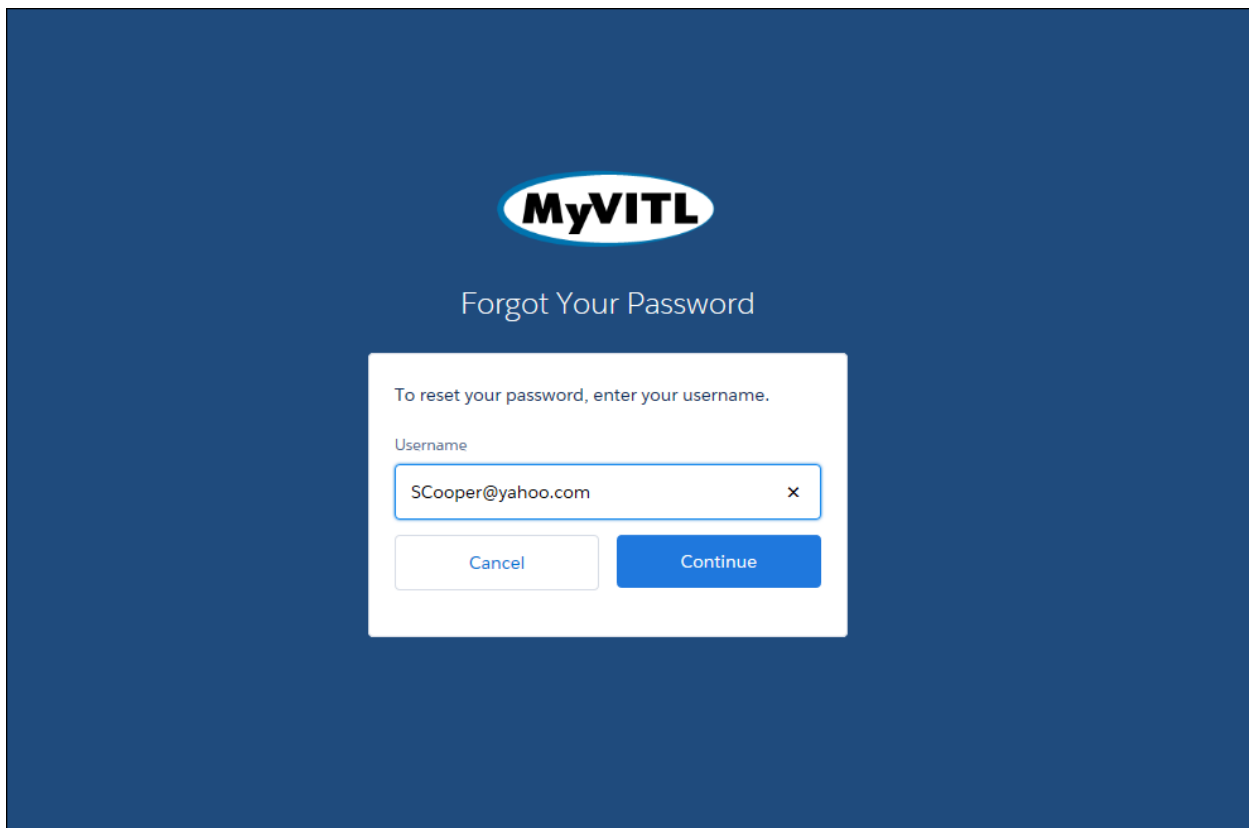
The screenshot shows an email notification from 'VITL Support <vforceadmin@vitl.net>' to 'S.Cooper@yahoo.com'. The subject is 'MyVITL - New Update for 00015150 - MYVITL - INITIAL REQUEST / NEW USER ACCOUNT'. The email content includes the VITL logo and states: 'A new comment has been added to MyVITL ticket # 00015150 - MYVITL - INITIAL REQUEST / NEW USER ACCOUNT. If you are a customer, please click the following link to view or update the ticket: <https://myvitl.force.com/myvitl/50063000003V6OU> VITL agents, please click the following link to view or update the ticket: <https://cs43.salesforce.com/50063000003V6OU>'. The email was received 'Today at 3:45 PM'.

II. Password Reset via the Portal

- a. Select the “Forgot your password?” link.



- b. Enter your username.



c. You will receive an email to reset your password.

