



How to Reset Your Password or Find Your Username

You may need to reset your password or be reminded of the username associated with your VITLAccess account.

To reset your password

The Forgotten password screen is displayed to the right.

- Click on the **Reset Password** link on the login screen.
- Enter the username associated with your account.
- Click the **Send email** button.
- Locate the email in your inbox from `noreply@vitl.net` and click the link to reset your password.
- You will be required to answer the two security questions used to set up your account.
- After answering the security questions, you will be prompted to set a new password.

Forgotten password

Please enter your username. Check your email account for information on how to reset your password.

Username:

Cancel

Send email

To find your username

The Forgotten username screen is displayed to the right.

- Click on the **Forgot Username** link on the login screen.
- Enter the email address associated with your account.
- Click the **Send email** button.
- Locate the email in your inbox that includes the username associated with your account.

Forgotten username

Please enter your email address. Check your email account for the username associated with your email address.

E-mail:

Cancel

Send email

Incorrect password or username entries

The warning for incorrect password or username is displayed to the right. After 3 unsuccessful attempts you will be locked out of your account.

- Incorrect password or username entries will not allow you to log in to VITLAccess.
- A notification is displayed if you enter an incorrect username or password.
- To resolve this issue, follow the steps listed above or contact VITL Support.

⚠ The username and password that you entered does not match our records. Please try again. If the issue persists, please contact the VITL Support Team one of the following ways: by phone at 1-877-592-4053, by email at vhiesupport@vitl.net, or by creating a [MyVITL ticket](#).