

# Troubleshooting Password Reset and Login Issues

## The Immunization Registry (IMR)

### You are trying to log into the Immunization Registry and...

#### **No login box appears:**

- Check to make sure your browser pop-up blocker is turned off.

#### **Login box reappears blank after entering credentials. Some things to check are:**

- Are you using your username (typically Firstname.Lastname)? Email will not work here.
- Have you deleted saved passwords and turned off the save password feature on your browser?
- Has it been 180 days since you last set your password, or have you forgotten your password? Your password has expired. You received an email with a link to reset your password 15 days prior to when it expired.

#### **Stuck on “Access Denied” page, please try:**

- Restarting your computer.
- Clearing your browser cache.
- Using a different browser.
- Removing saved passwords on your browser.

### You are trying to reset your password and...

#### **You did not receive a password reset email:**

- Verify you entered the correct email on the password reset page, which is a unique email you provided for use with your State of Vermont account. A username will not work here.
- You can try re-entering your email by returning to the reset password link.
- Did the email go to a spam or junk folder? (It will come from [noreply@vdh.vermont.gov](mailto:noreply@vdh.vermont.gov))

#### **After entering a new password, you receive “password does not meet the criteria”:**

- Have you reset or tried to reset your password in the past 24 hours? If so, you can wait a day to try another reset or call the program and they can reset the password for you.
- Does your new password meet all the criteria? It must include *all* the following:
  - A lowercase letter, an uppercase letter, a number, a symbol, and is at least 8 characters
  - It cannot be any of your last 24 passwords.
  - It has been at least 24 hours since you last changed your password.

Please contact the Immunization Registry if you are still having trouble after trying the above steps.

888-688-4667 (Option 1 or 2) · [IMR@vermont.gov](mailto:IMR@vermont.gov)