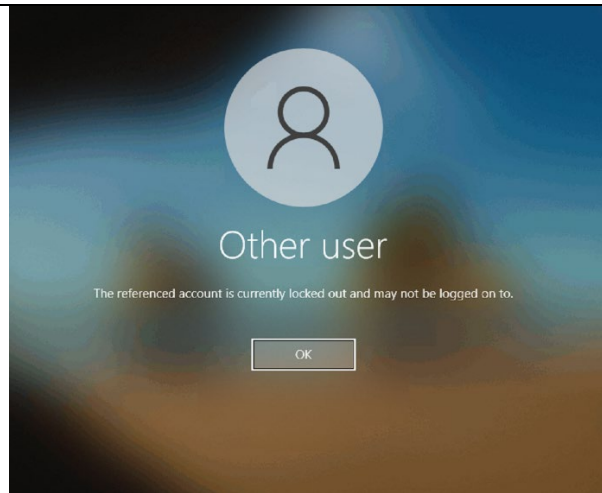


Unlock Account/Password Reset Self Service

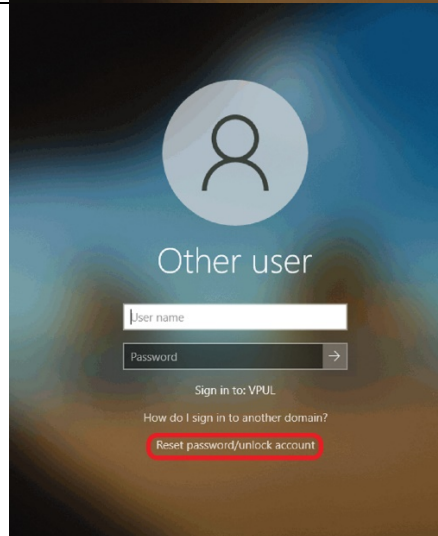
How to unlock your account and/or reset your password from your office desktop.

Note: This process is only available on desktops connected to the VPUL network, not remote computers

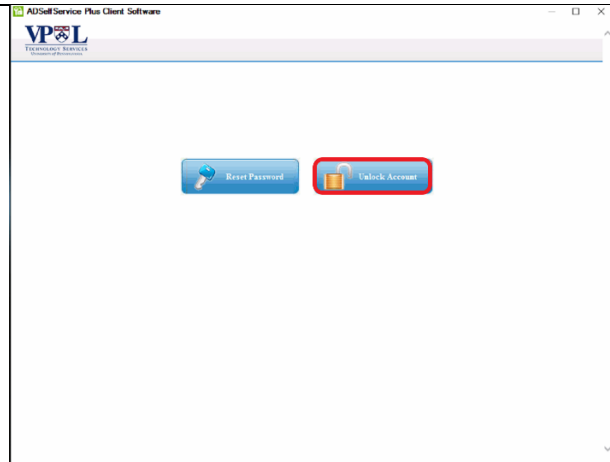
1. After too many failed login attempts (5), your account may become locked and you will see this message (if your account is not locked and you just want to reset the password, skip to Page 4)



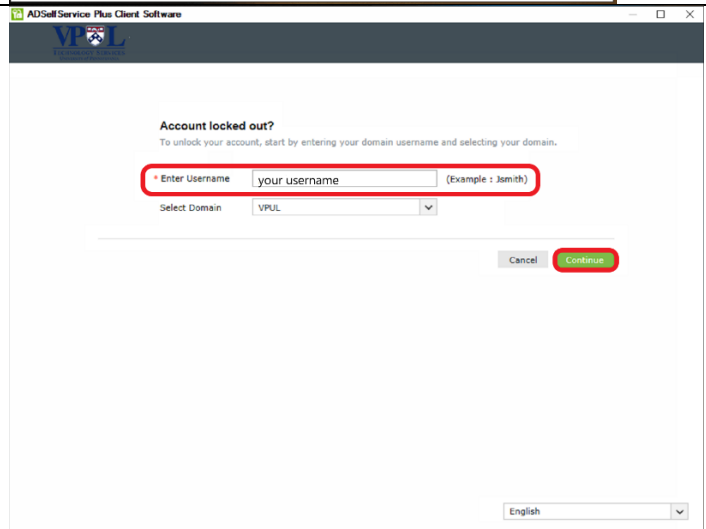
2. On the login screen click "**Reset Password\Unlock Account**" at the bottom of the screen



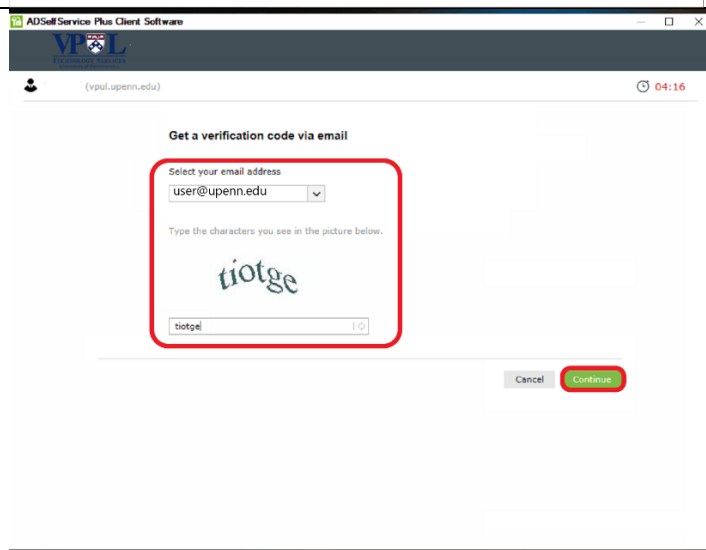
3. On the next screen, click on **“Unlock Account”**



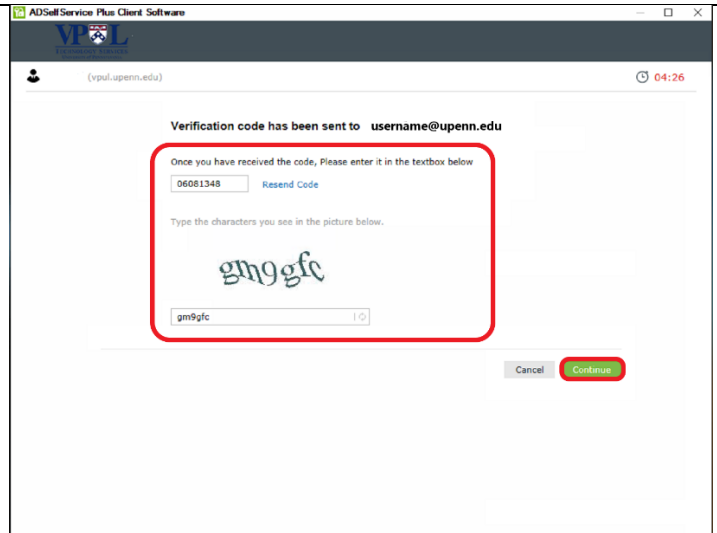
4. On the **“Account Locked Out?”** page, enter your username and click **“Continue”**



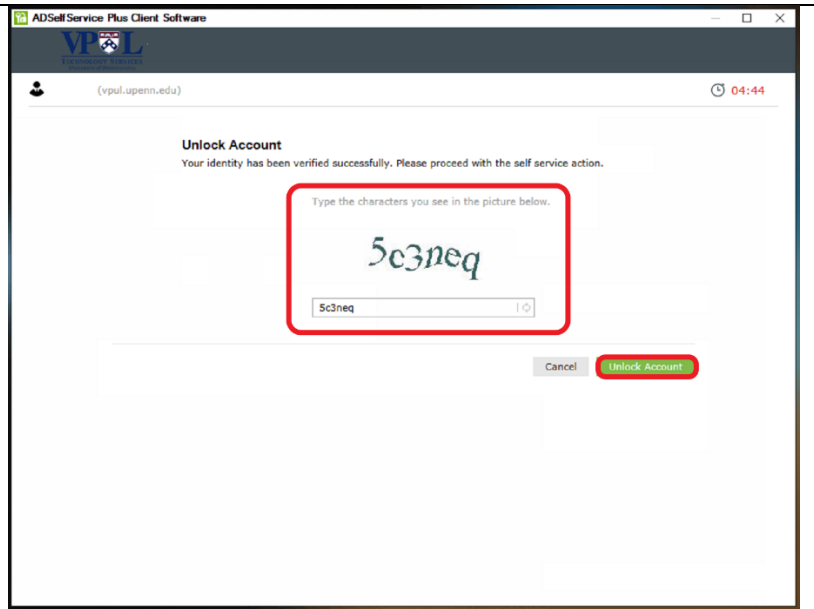
5. On the **“Get Verification Code”** page, confirm your email address, enter the CAPCHA characters in the box, and select **“Continue”**



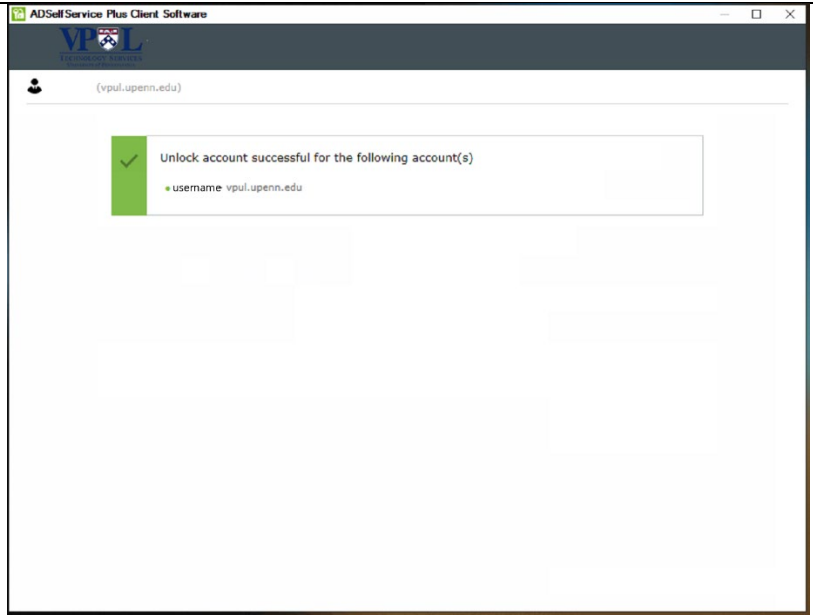
6. On the next screen, enter the code that was sent to your email, enter the CAPTCHA characters in the box, and select **“Continue”** (you can use the **“Resend Code”** option to get a new code, if necessary)



7. On the **“Unlock Account”** page, you will see a message that **“Your identity has been verified successfully...”**. Enter the CAPTCHA characters in the box and select **“Unlock Account”** to proceed with the self service action

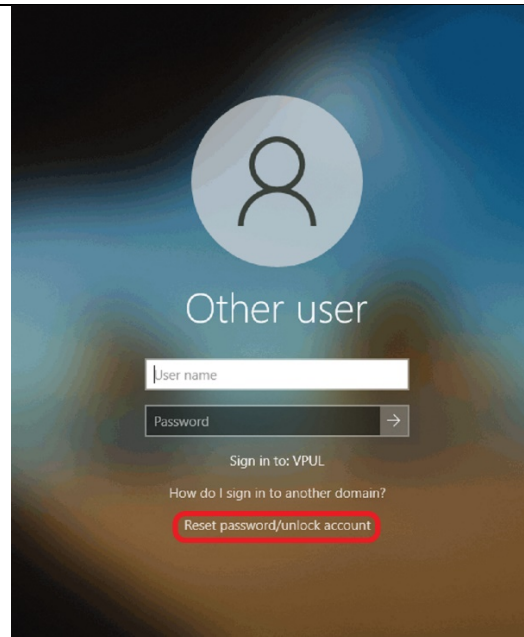


8. You will receive a confirmation that the account was successfully unlocked
(If you would like to also reset your password, move on to Page 4)

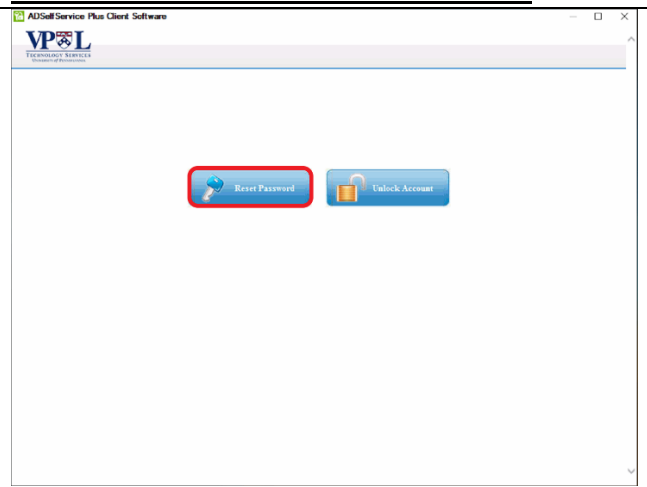


Steps for Password Reset Only

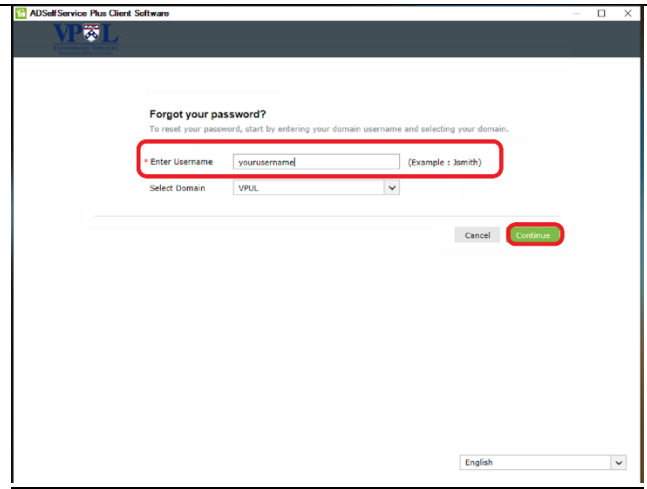
1. On the login screen click ***Reset Password\Unlock Account*** at the bottom of the screen



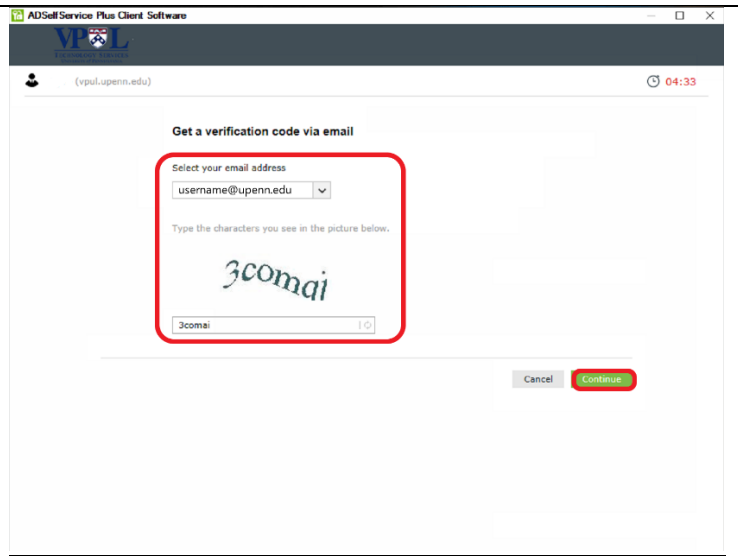
2. On the next screen, select ***Reset Password***



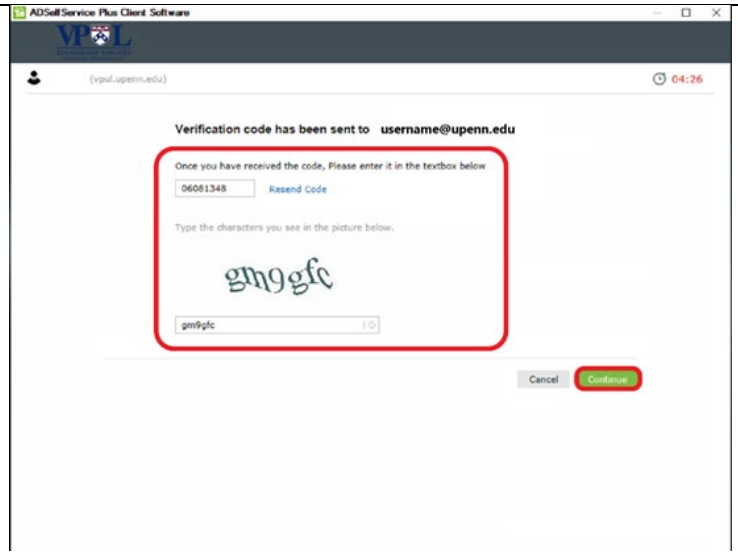
3. On the **“Forgot your Password?”** page, enter your password and click **“Continue”**



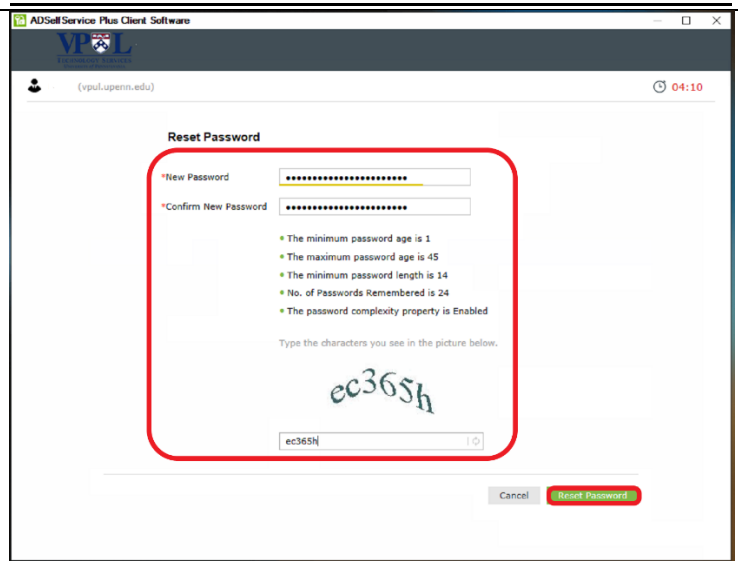
4. On the **“Get Verification Code”** page, confirm your email address, enter the CAPCHA characters in the box, and select **“Continue”**



5. On the next screen, enter the code that was sent to your email, enter the CAPTCHA characters in the box, and select **“Continue”** (you can use the **“Resend Code”** option to get a new code, if necessary)



6. On the **“Reset Password”** page, take note of the password requirements and enter your new password – **Complexity requirements – must contain characters from 3 of the following categories:**
- **Upper case letters**
 - **Lower case letters**
 - **Base 10 Digits (0-9)**
 - **Non-alphanumeric (special) characters (!@#\$\$%^&*()_?, etc.)**
- Click **“Reset Password”**



7. You will receive a confirmation that your password was reset

