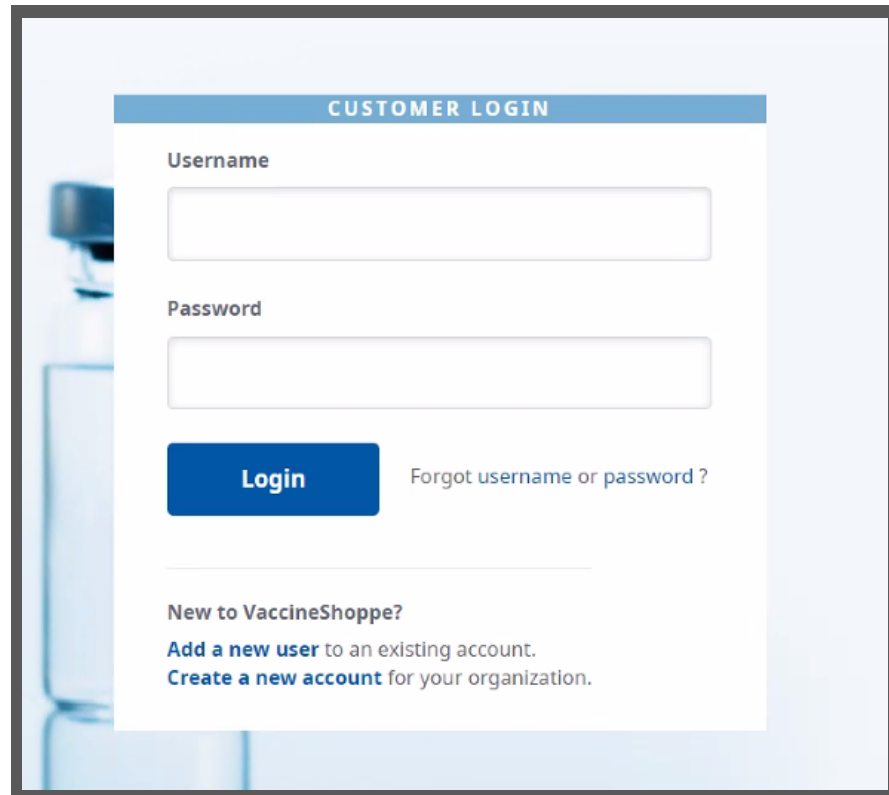


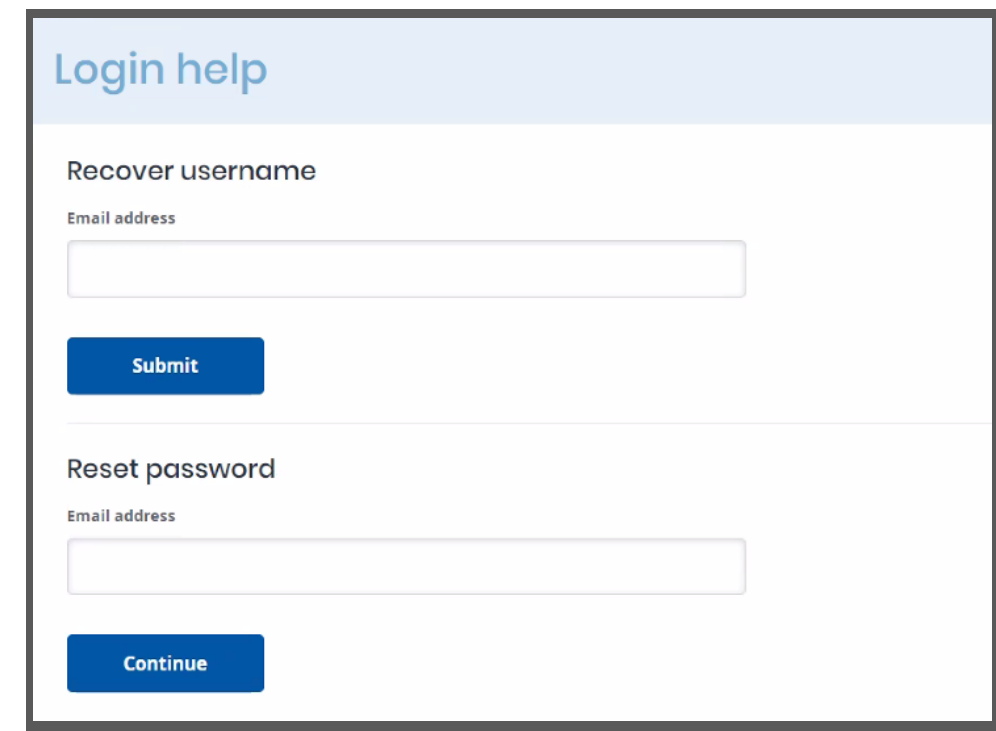
Forgotten username or password




If you have forgotten your password or username, you are able to reset your password or recover your username on the main login page at Vaccineshoppe.com®.

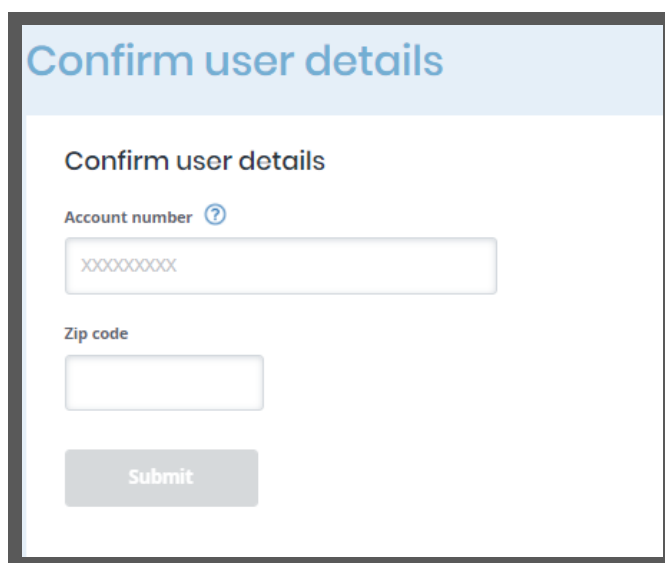
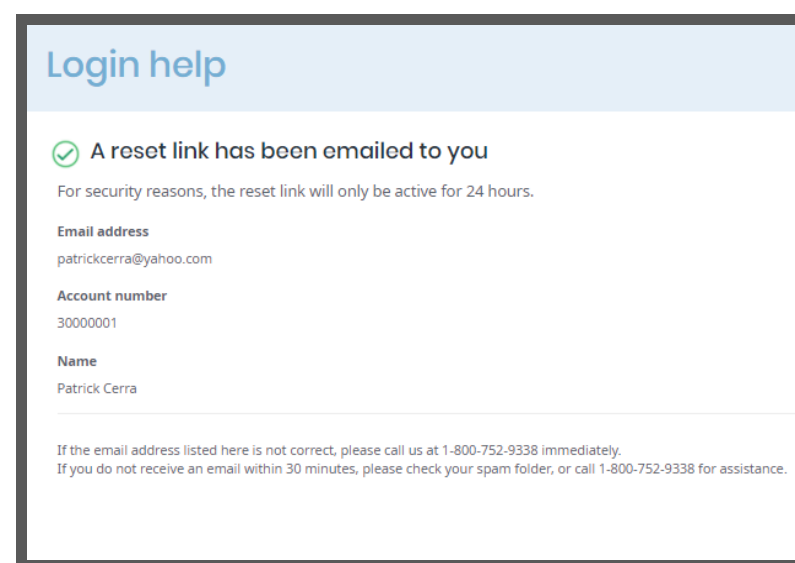
Click on [Forgot username](#) or [password](#).

Enter your email address in the appropriate field to recover username or reset password and click to complete the desired process.

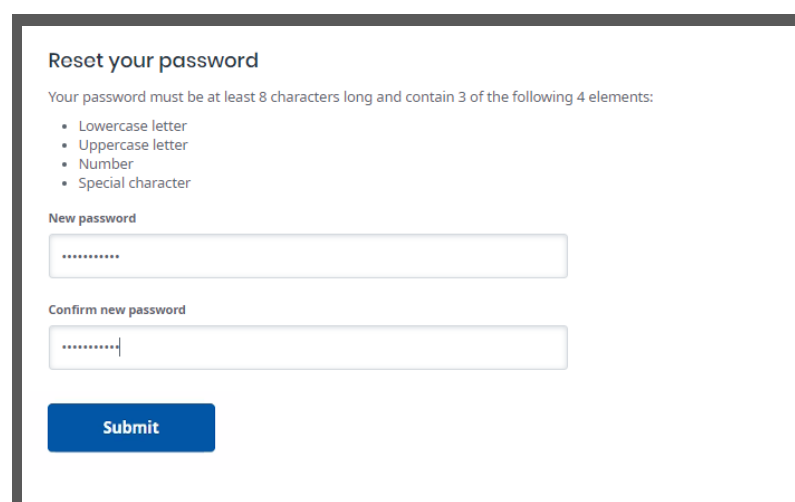


Resetting a forgotten password

After entering your email address, confirm user details by entering your account number and zip code. A password reset link will be emailed to you.

The link will direct you to reset your password.



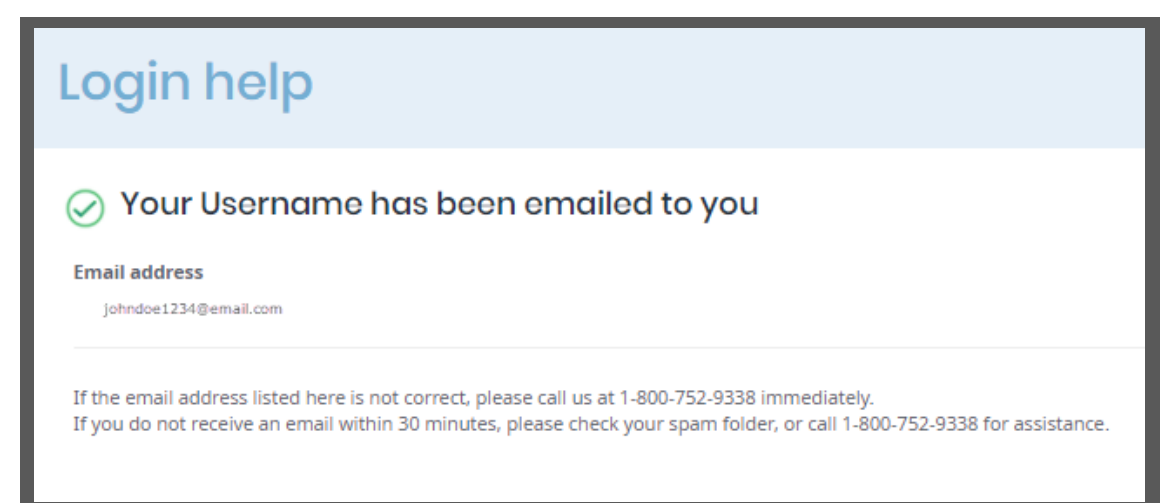
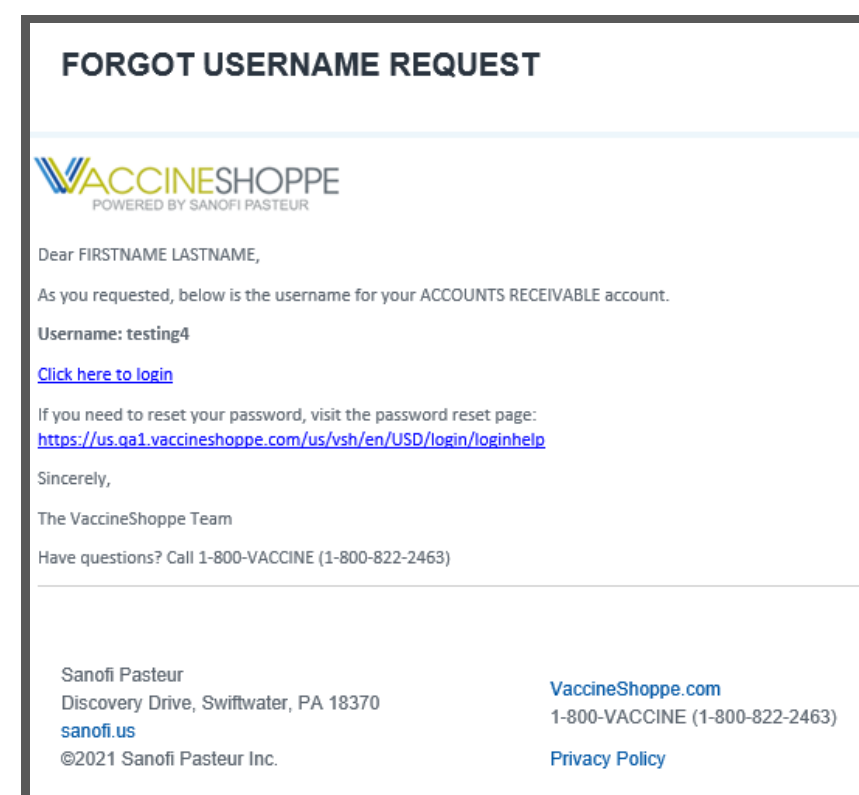
Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character

Once complete, you will be directed to log into your account. You will also receive an email confirming that your password has been updated.

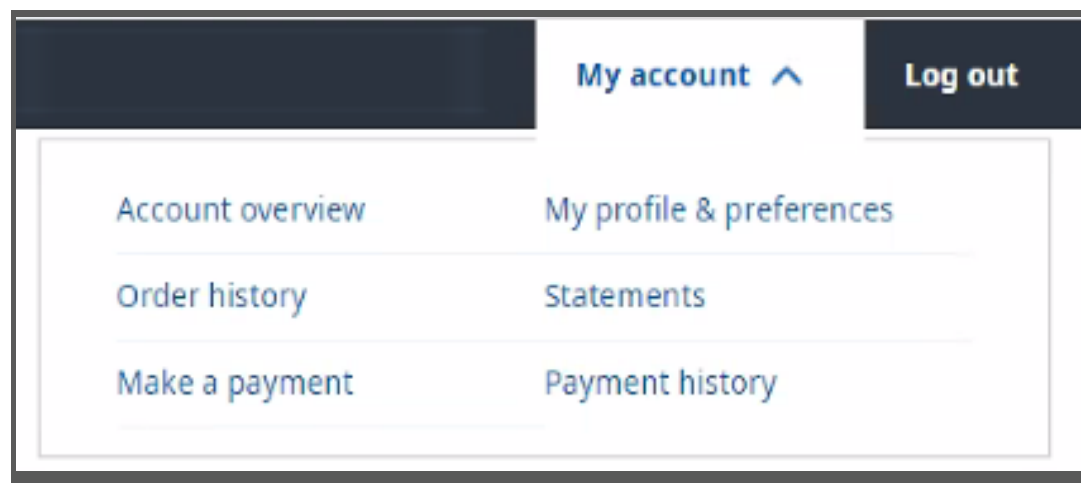
Recovering a forgotten username

After entering your email address, your username will be emailed to you.

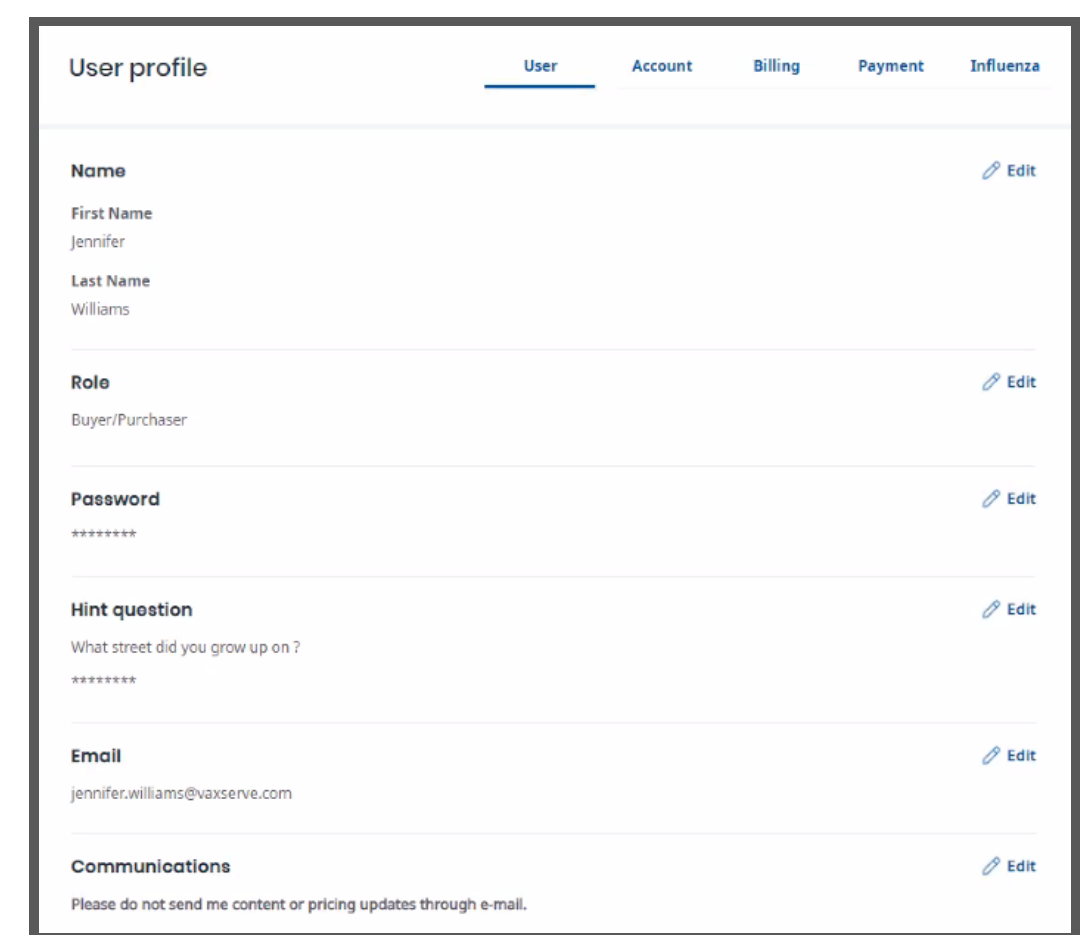

Within 30 minutes you should receive an email with your username and a link to Vaccineshoppe.com.

Updating a password



If you know your password and wish to update it, log in and navigate to the *My profile & preferences* link under the *My account* drop-down on the top right header.

On the user profile page, you can update your user information by clicking the corresponding *Edit* link next to the field you want to update.



To update your password, click on the *Edit* link on the *Password* line.

Password

Current password

New password

Confirm new password

Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character

Enter your current password, then enter your new password and confirm in the next line.

Your password must be at least 8 characters long and contain 3 of the following 4 elements:

- Lowercase letter
- Uppercase letter
- Number
- Special character