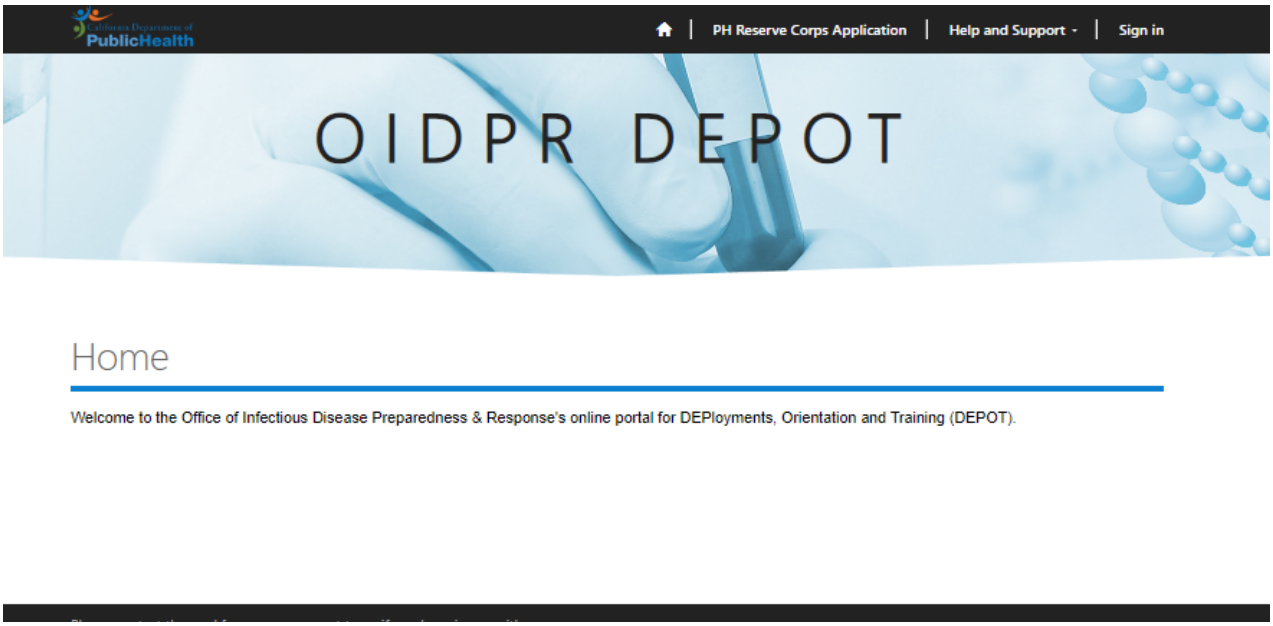
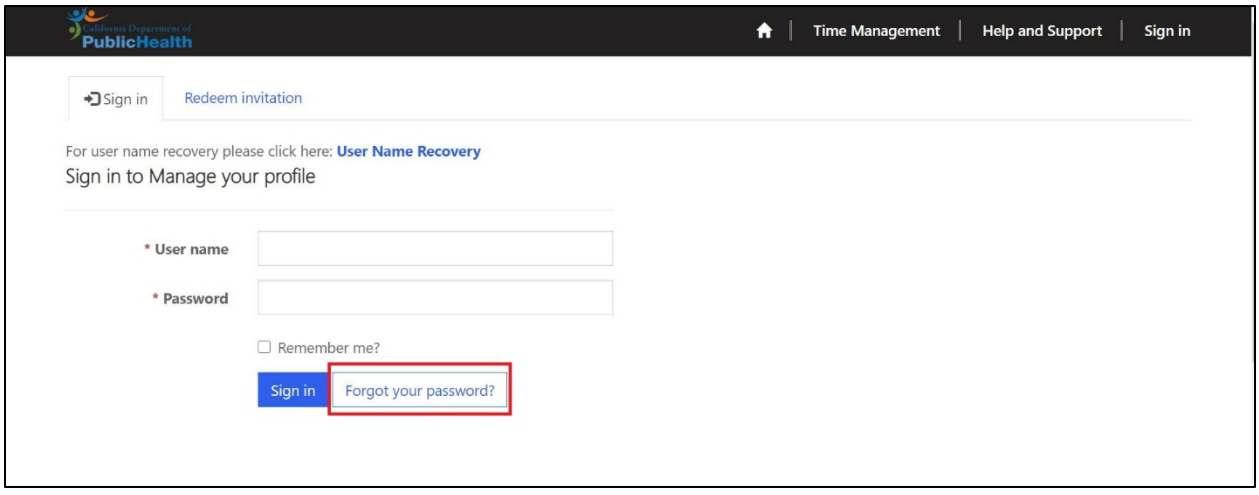
How to reset your password

Step 1: Go to the Office of Infectious Disease Preparedness & Response Portal and click on Sign In



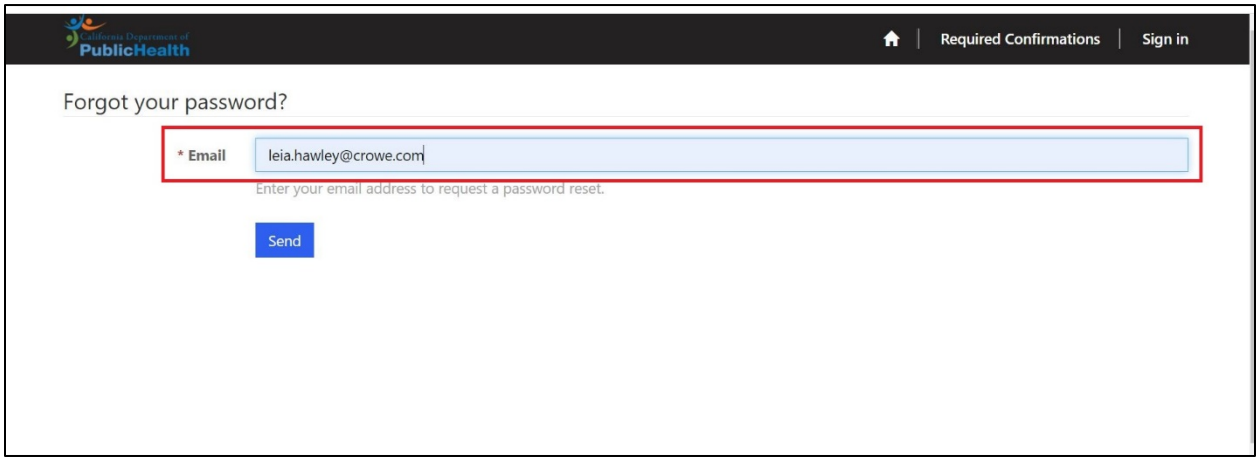
Step 2: Click on "Forgot your password" link

- From the sign in page, click the hyperlink button "Forgot your password" located under the user sign in information and next to the "Sign in" button.

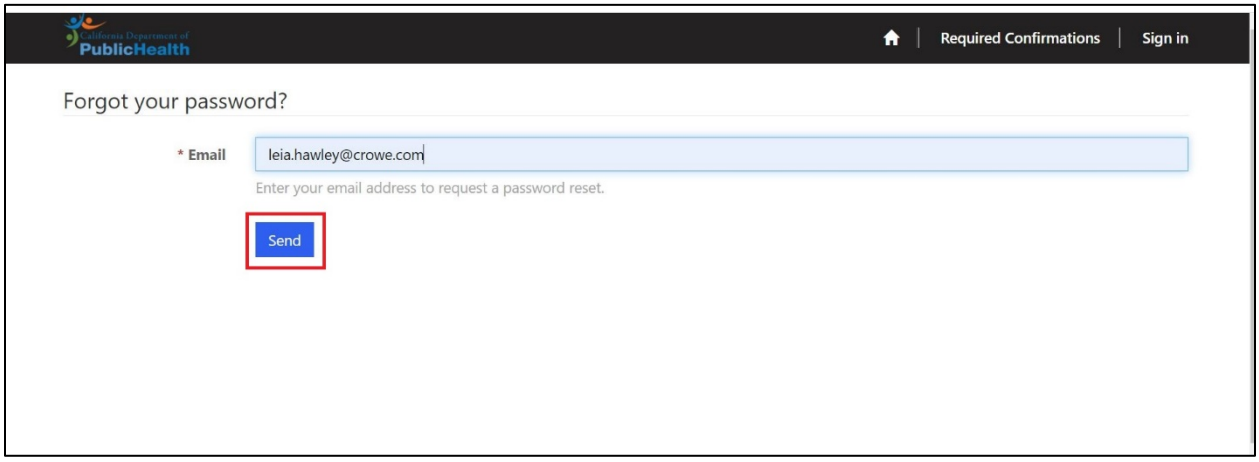


Step 3: Enter associated email address

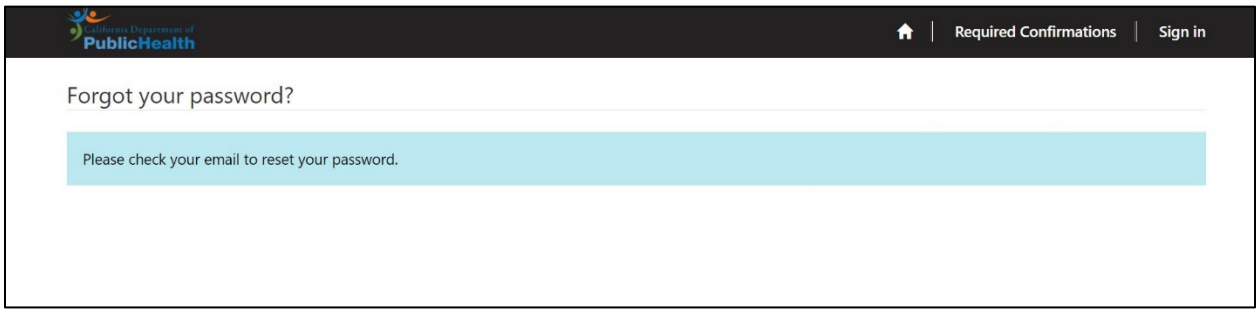
- Enter the email address you used when registering for the portal (this is usually your state email address).



- Click the “Send” button.



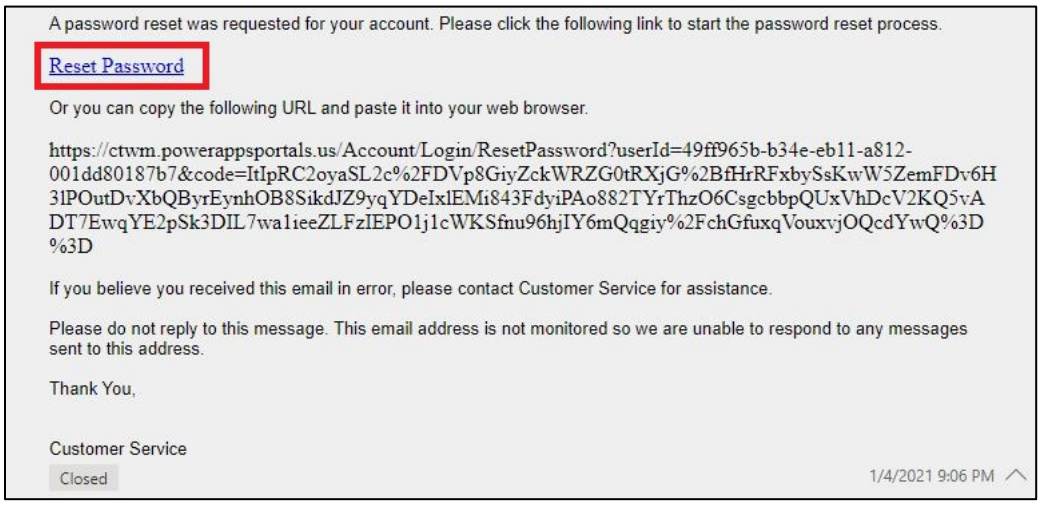
- You will see a confirmation page stating “Please check your email to reset your password.



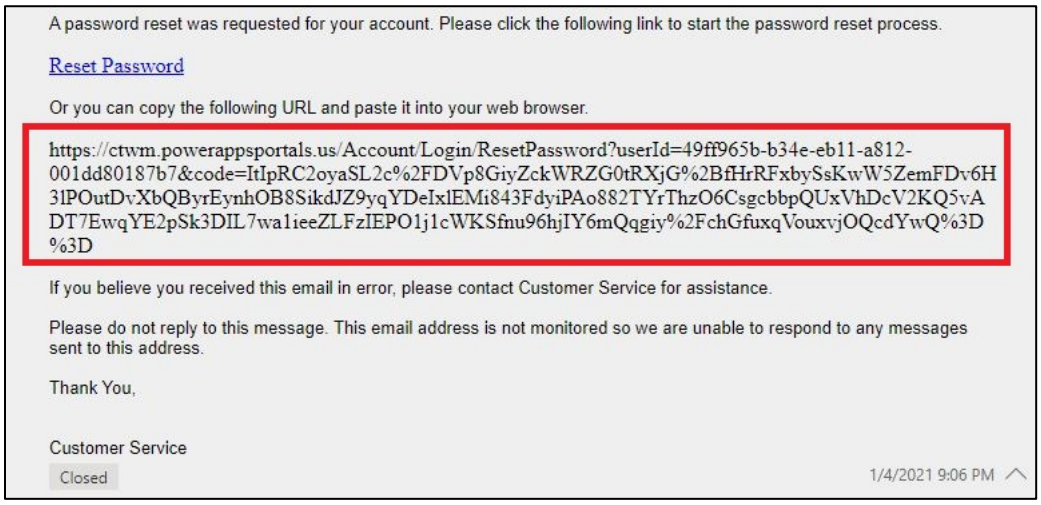
Step 4: Open email account to retrieve password reset information

An email will be sent to you (please check your “other” or “junk” mail as well if you don’t see the email in your ‘focused’ or ‘inbox’ folder). There are two options:

1. Click the hyperlink ‘Reset Password’

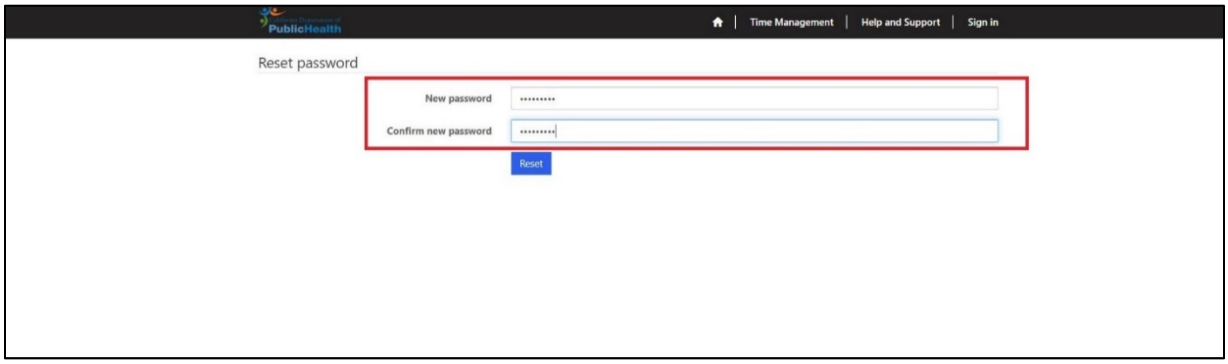


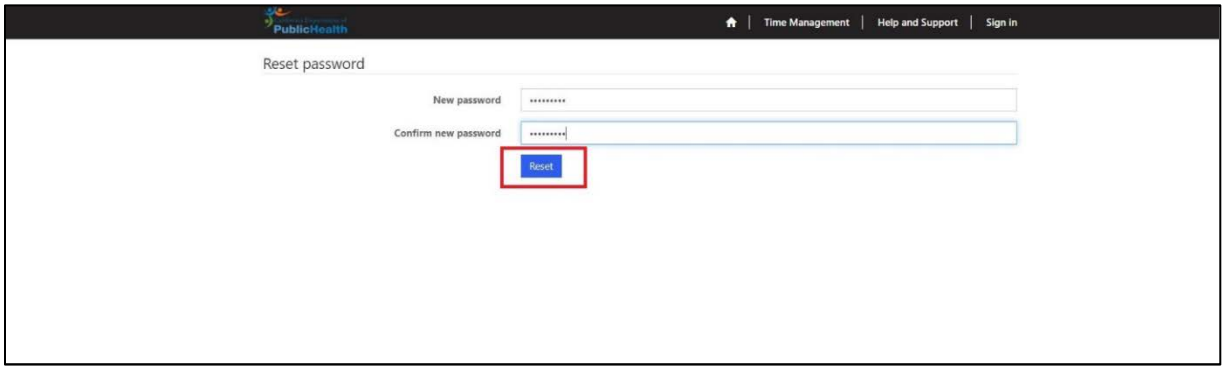
2. Copy and paste the URL link into your web browser.



Step 5: Create a new password:

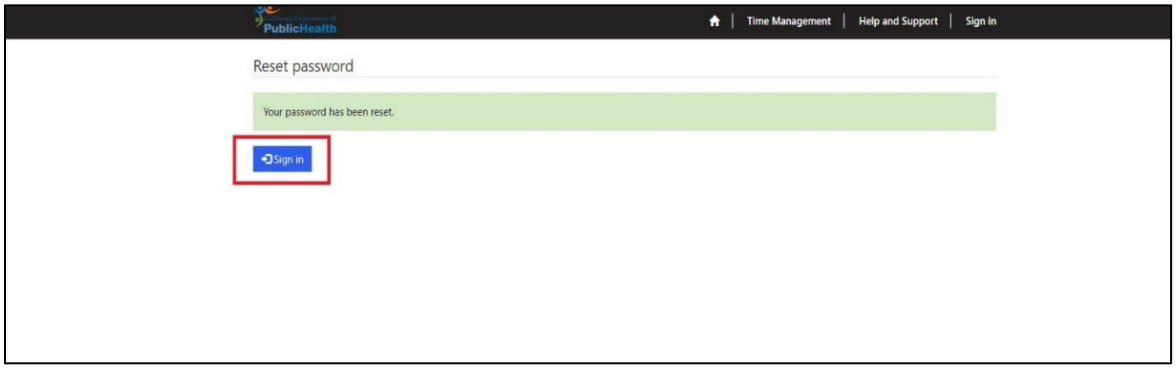
- You will be redirected to a new page where you can create a new password. You will need to enter the same password twice. Once in the 'new password' field and once more in the 'confirm new password" field. After both fields are filled out with your new password click the 'reset' button below.

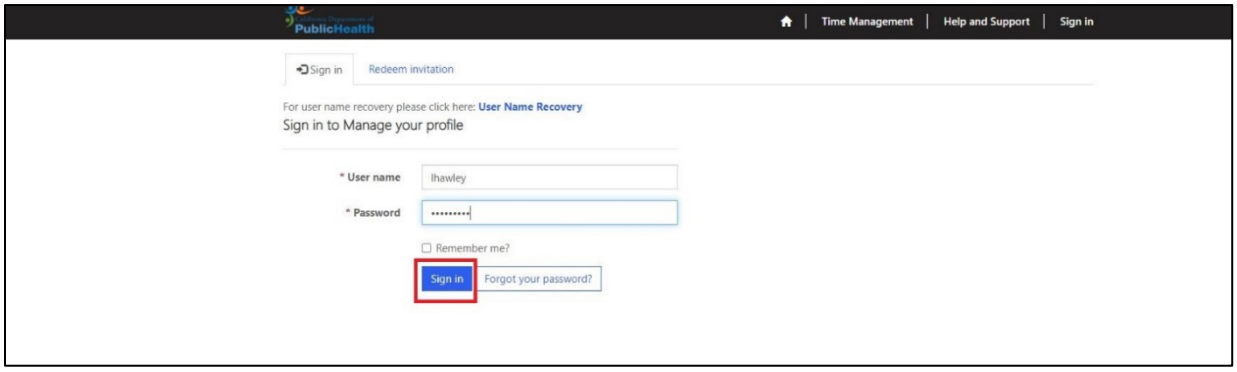




Step 6: Confirmation page of password reset:

- Once you click the "Reset" button in Step 5, you will be redirected to a confirmation page. To sign in with your new password, click the 'Sign in' button below the confirmation message.



Step 7: Enter in username and new password:

- Enter your username and newly reset password, then click the ‘sign in’ button to continue to the portal.