



## VacTrAK User Accounts and Passwords

### VacTrAK Login and Password Reminders

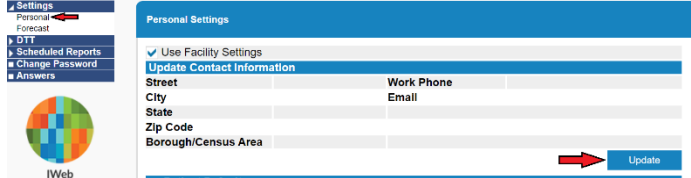
- Passwords will expire every 90 days. Once expired, the system will prompt you to change your password.
- User accounts will be deactivated after 90 days of inactivity.
- Users will be locked out for 30 minutes after 5 bad login attempts, even if those attempts are more than 30 minutes apart.
- FYI: Any login attempts during the lockout period will reset the lockout for an additional 30 minutes even if the attempt is correct.

### Password Rules

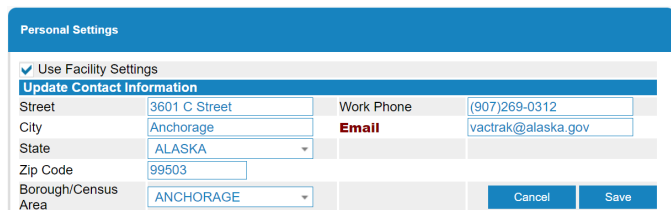
- Passwords must be at least 8 characters long.
- Passwords must contain at least 1: Number, Uppercase Letter, Lower Case Letter, and Special Character.
- The previous 24 passwords cannot be reused.
- Passwords cannot include your name or username.

### How to update your user account

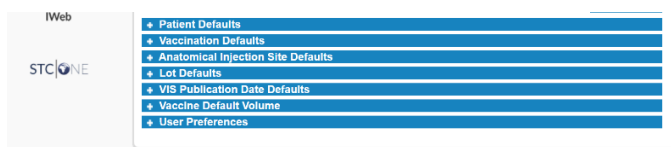
Personal Settings are used in various places throughout the application to automatically pre-populate some data fields.



Email is required for all VacTrAK user accounts. This allows your VacTrAK password to remain confidential and automated password resets to be emailed to you immediately.



A checkbox can appear directly above patient settings for users with the Default Vaccination Management permission configured. This permission allows facility settings to be established for an entire facility.



At the top of the page are plus (+) sign to expand all the default settings and click the minus (-) sign to close them. You can also open and close each section individually.

### Additional Defaults

In most cases, additional defaults should be left blank.

- Adjusting these settings will apply to all patients which may cause unintentional data errors.
- Not all options will be available to all users.

### Forgot Password?

- Click the Forgot Password link under the login button.
- Enter your username and we will email you instructions on how to create a new password.

USERNAME

PASSWORD

LOG IN

[Forgot Password?](#)

If you do not receive the email check the junk mail folder, if you continue to have issues please contact VacTrAK Support during regular business hours (M-F, 8 am to 4 pm). VacTrAK Support is closed for all Alaska State Holidays.

