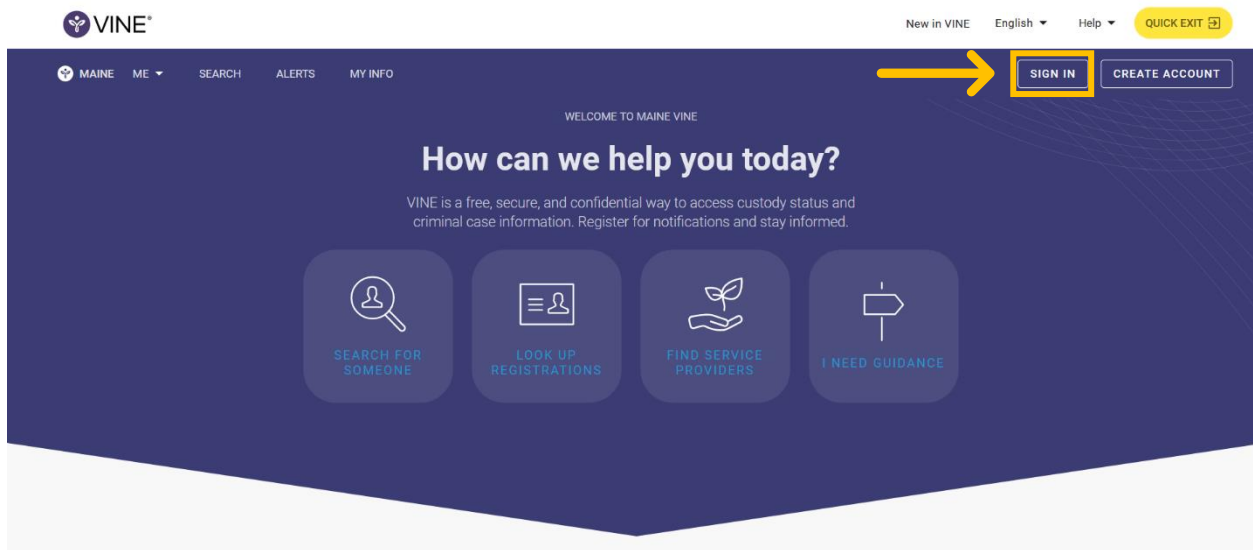


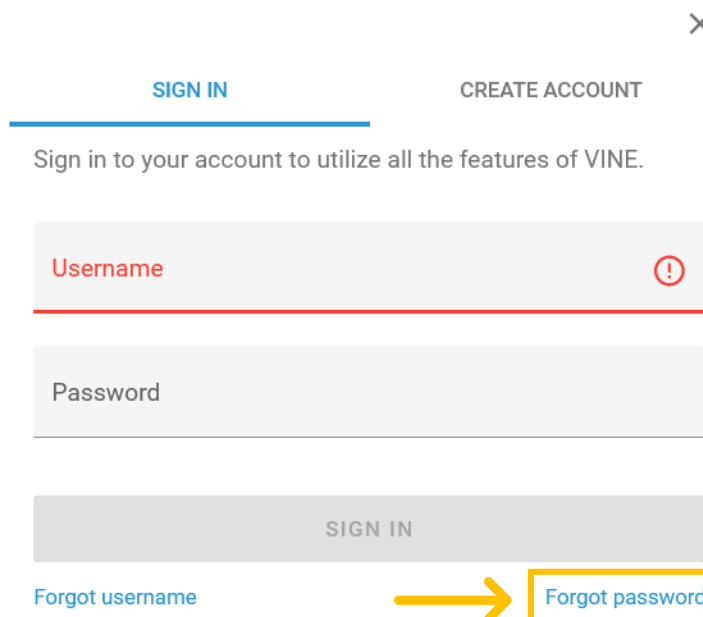
How to Reset My VINELink Account Password

NOTE: In this resource guide, we will be using our training demonstration website to provide examples. Some information may appear differently in your state's specific VINELink website.

1. For those states that allow the creation of a VINELink account, there is a quick way to recover your password in the event it has been forgotten. First, click **"Sign In"** at the top of the screen.



2. On the sign in screen, click **"Forgot password."**



The screenshot shows the sign-in screen with two tabs: 'SIGN IN' (active) and 'CREATE ACCOUNT'. Below the tabs, there is a heading 'Sign in to your account to utilize all the features of VINE.' and two input fields: 'Username' and 'Password'. The 'Username' field has a red exclamation mark icon. Below the input fields is a 'SIGN IN' button. At the bottom left, there is a 'Forgot username' link, and at the bottom right, there is a 'Forgot password' link. A yellow arrow points to the 'Forgot password' link, which is also enclosed in a yellow box.

3. On the following screen, you will be asked to enter your **username** so we can look up your account. Note that if you have forgotten your username, you may also select **"Forgot username"** to recover it.

Forgot password

Please provide a username so we can look up your account.

→

NEXT

[Return to sign in](#)
[Forgot username](#)

4. Enter your username and then click **"Next."**

Forgot password

Please provide a username so we can look up your account.

→

[Return to sign in](#)
[Forgot username](#)

5. On the following screen, you will see a list of any **email addresses** and **phone numbers** associated with the account. Please **select one** to reset the password. In this example, we will choose our email address. Click **"Continue"** to reset your password.

Note: By selecting **"This is not my information,"** you will be taken back a screen to re-enter your username.

Username **vinedemo**

The following email addresses and phone numbers are associated with your account. Please select one to use to reset your password.

*****@appriss.com	<input checked="" type="radio"/>	←
--1809	<input type="radio"/>	

→ **CONTINUE**

THIS IS NOT MY INFORMATION

6. Your password has been reset! You will receive a reset password link to the email address or phone number you selected. It may take a few minutes for the message to arrive. **The password reset link is valid for 1 hour.**

If you don't receive the message, click **"I didn't receive a message"** to try another delivery address.

We will send a reset password link to the email address or phone number you selected.

It may take a few minutes for the message to arrive.

→ **I DIDN'T RECEIVE A MESSAGE**

7. An example of the email notification is included below. Follow the link in the notification to reset your VINELink account password.

Sep 02, 2020

We received a request to reset the password for your VINELink account. Follow the link below to reset your password.

<https://click.pstmrk.it/2tsm/>



This password reset link is valid for 1 hour.

If you did not request a password reset, please ignore this email.

Thank you,

The VINE Service

8. After following the reset password link, you will be asked to create a new password for your VINELink account.

Passwords must include 8 or more characters, a number, a capital letter, and a lowercase letter.

Please enter a new password for your VINELink account

New Password*

Must include 8 or more characters, a number, a capital and lower case letter.

Re-enter New Password*

UPDATE

9. Enter your new password, confirm the password by re-entering, and then click "Update."

Please enter a new password for your VINELink account

New Password*

.....

Must include 8 or more characters, a number, a capital and lower case letter.

Re-enter New Password*

.....



10. Successful update! A message will display confirming your password has been successfully updated. You will now be able to log in using your new password.

Click "**Close**" to return to the **Sign In** screen and complete the login process.

Successful Update

Your password has been successfully updated. Please log in.





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