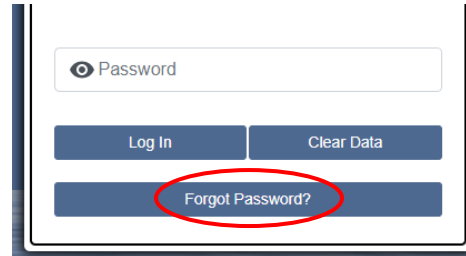


# Resetting Your Password

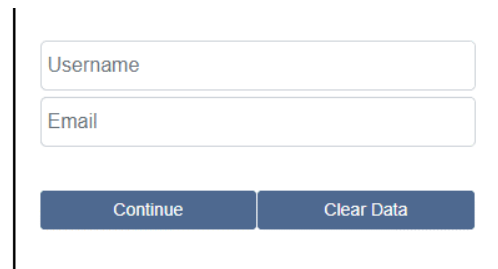
VRISM passwords are required to be reset every 90 days. If it has been over 90 days since you last reset your password, or you cannot remember your password, you can reset it yourself by following the steps below. Log into VRISM as normal until you reach the Password section.

**Step 1:** Click “Forgot Password” under the Log In button after you have entered your username.



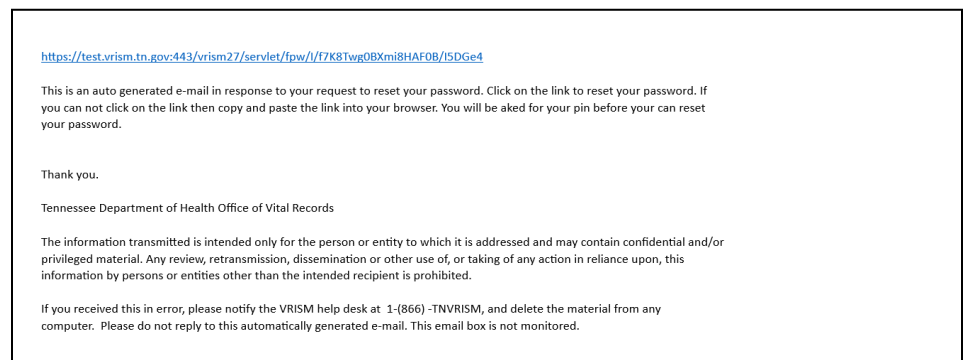
The screenshot shows the VRISM login interface. At the top is a 'Password' input field with an eye icon. Below it are two buttons: 'Log In' and 'Clear Data'. At the bottom is a button labeled 'Forgot Password?' which is circled in red.

**Step 2:** Enter your username (case-sensitive) and email address. Please note, this must match the email address we have on file for your login in order to receive an automated password reset email.



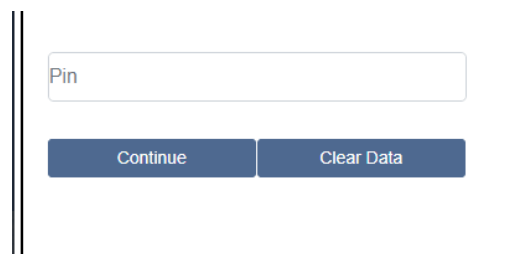
The screenshot shows the password reset form. It has two input fields: 'Username' and 'Email'. Below these fields are two buttons: 'Continue' and 'Clear Data'.

**Step 3:** Check your email and click on the link from health.vrism@tn.gov.



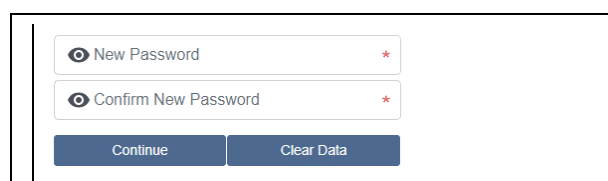
The screenshot shows an email from health.vrism@tn.gov. The email body contains a link to reset the password: <https://test.vrism.tn.gov:443/vrism27/servlet/fpw/I/7K8Twg0BXmi8HAF0B/ISDGe4>. It also includes instructions: 'This is an auto generated e-mail in response to your request to reset your password. Click on the link to reset your password. If you can not click on the link then copy and paste the link into your browser. You will be asked for your pin before you can reset your password.' The email is signed by the Tennessee Department of Health Office of Vital Records.

**Step 4:** Enter your four-digit pin, and then press “Continue.” Your pin is likely the last four of your SSN.



The screenshot shows the pin entry screen. It has a 'Pin' input field and two buttons: 'Continue' and 'Clear Data'.

**Step 5:** Update your password and then click “Continue.” Your new password should be saved.



The screenshot shows the password update screen. It has two input fields: 'New Password' and 'Confirm New Password'. Below these fields are two buttons: 'Continue' and 'Clear Data'.

In the event this occurs, please restart the login process. If you encounter issues, please contact the VRISM Help Desk for assistance at (855) 874-7686.