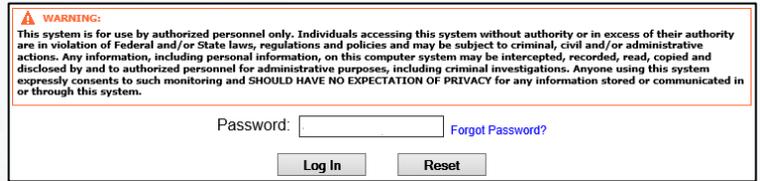


Resetting Your Password

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” to the right of the password field.



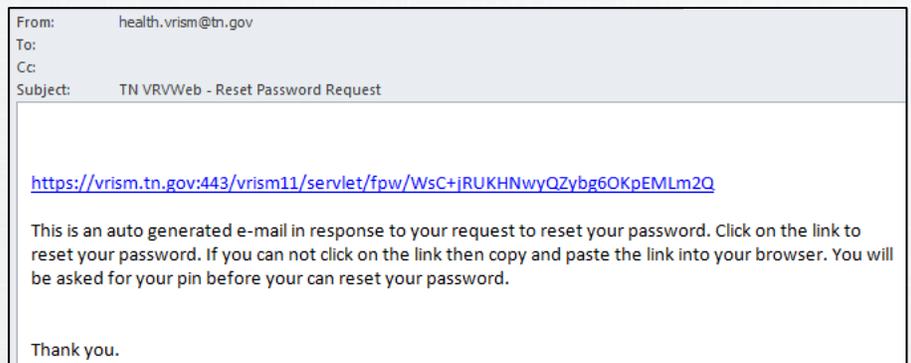
A screenshot of a web form. At the top, there is a red warning box with a triangle icon and the text: "WARNING: This system is for use by authorized personnel only. Individuals accessing this system without authority or in excess of their authority are in violation of Federal and/or State laws, regulations and policies and may be subject to criminal, civil and/or administrative actions. Any information, including personal information, on this computer system may be intercepted, recorded, read, copied and disclosed by and to authorized personnel for administrative purposes, including criminal investigations. Anyone using this system expressly consents to such monitoring and SHOULD HAVE NO EXPECTATION OF PRIVACY for any information stored or communicated in or through this system." Below the warning is a text input field labeled "Password:" followed by a blue link "Forgot Password?". At the bottom are two buttons: "Log In" and "Reset".

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.



A screenshot of a web form. At the top, there is a red "Please Note" box with a triangle icon and the text: "Enter the information below. If it is correct then you will shortly get an e-mail with details about how to retrieve your information." Below this are two text input fields: "Username:" and "E-mail:". At the bottom are two buttons: "Continue" and "Reset".

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



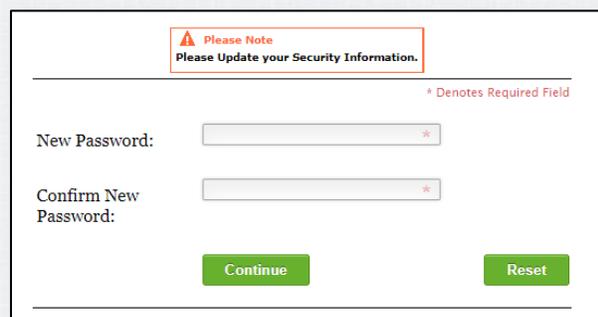
A screenshot of an email message. The header shows: "From: health.vrism@tn.gov", "To:", "Cc:", and "Subject: TN VRVWeb - Reset Password Request". The main body of the email contains a blue hyperlink: <https://vrism.tn.gov:443/vrism11/servlet/fpw/WsC+jRUKHNwyQZybg6OKpEMLm2Q>. Below the link, the text reads: "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 your can reset your password." At the bottom, it says "Thank you."

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



A screenshot of a web form. At the top, there is a red "Please Note" box with a triangle icon and the text: "Enter your Pin below. If you have forgotten the pin then please contact the System Administrator". Below this is a text input field labeled "Pin:". At the bottom are two buttons: "Continue" and "Reset".

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



A screenshot of a web form. At the top, there is a red "Please Note" box with a triangle icon and the text: "Please Update your Security Information." Below this are two text input fields: "New Password:" and "Confirm New Password:". Both fields have a red asterisk to their right, and a small red text "Denotes Required Field" is positioned to the right of the second field. At the bottom are two buttons: "Continue" and "Reset".

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.