Forgot password

Before you start

To reset your VAD Clinical Portal password you must have activated your VAD Clinical Portal account.
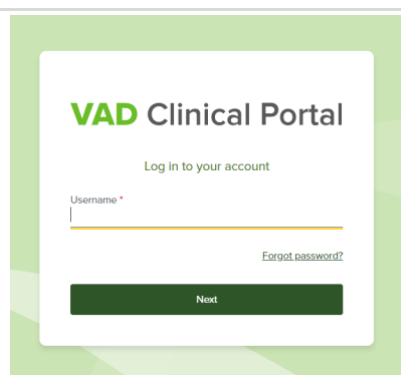
If you **work for SA Health** and you log in using your **sa.gov.au email**, your password is your SA Health password.

Change your SA Health password by contacting the Digital Health SA Service Desk on 1300 138 913.

How to reset your password

Step 1: Go to Forgot password page

1. Go to the VAD Clinical Portal log in page.
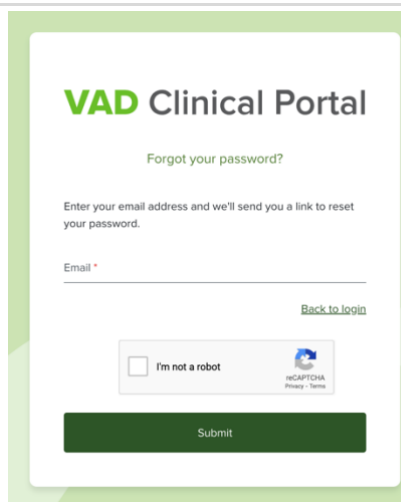2. Click **Forgot password?**

Step 2: Complete Forgot password page

1. Enter your VAD Clinical Portal **username**.

   Your username is the email address you used to register for the VAD Clinical Portal.

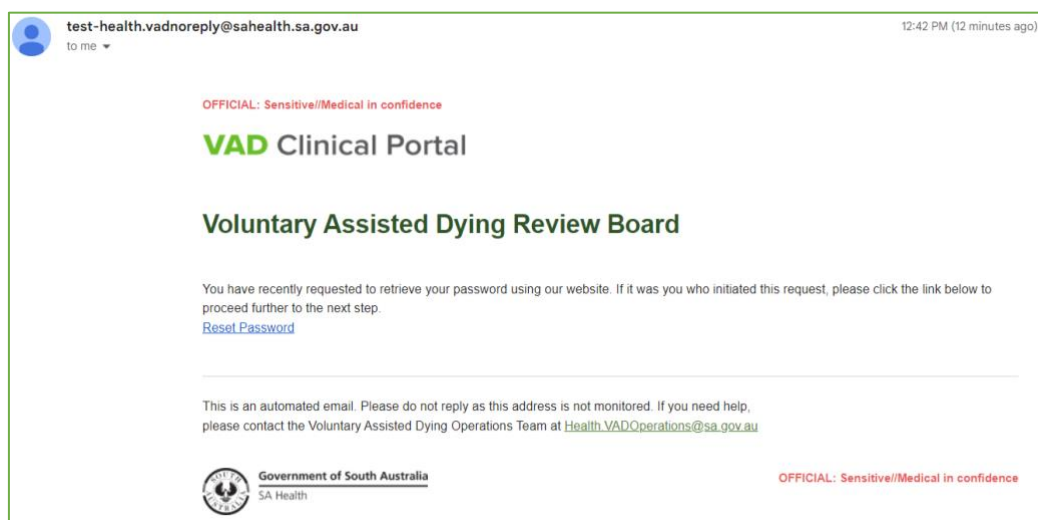2. Complete the **reCAPTCHA**.

3. Click **Submit**.

   A message will appear confirming an email has been sent to reset your password.

VAD Clinical Portal user guide

Step 3: Go to the Reset Password email

1. You'll receive an email with the subject '**VAD Clinical Portal Password Reset**' from health.vadnoreply@sahealth.sa.gov.au.

2. Click the **Reset Password** hyperlink in the email.

Step 4: Enter a new password

1. Enter a **valid password**.

   Your password:

   - Must be at least 14 characters.
   - Cannot be one of your last 5 passwords.

   - Cannot be a common word or abbreviation, for example your name.

2. Complete the **reCAPTCHA.**

3. Click **Reset.**

4. You'll be directed to Clinical Portal Login screen to access your account.