

VAD Clinical Portal user guide

Forgot password

Before you start

To reset your VAD Clinical Portal password you must have activated your VAD Clinical Portal account.

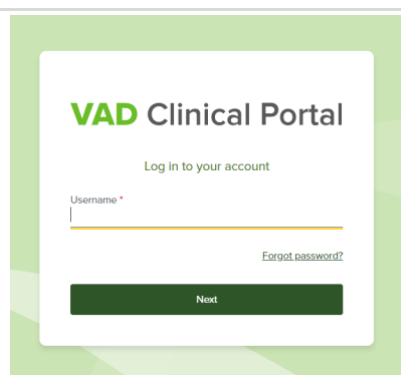
If you **work for SA Health** and you log in using your **sa.gov.au email**, your password is your SA Health password.

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?**

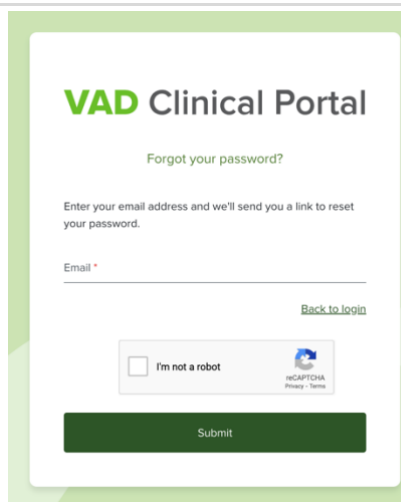


Step 2: Complete Forgot password page

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**.

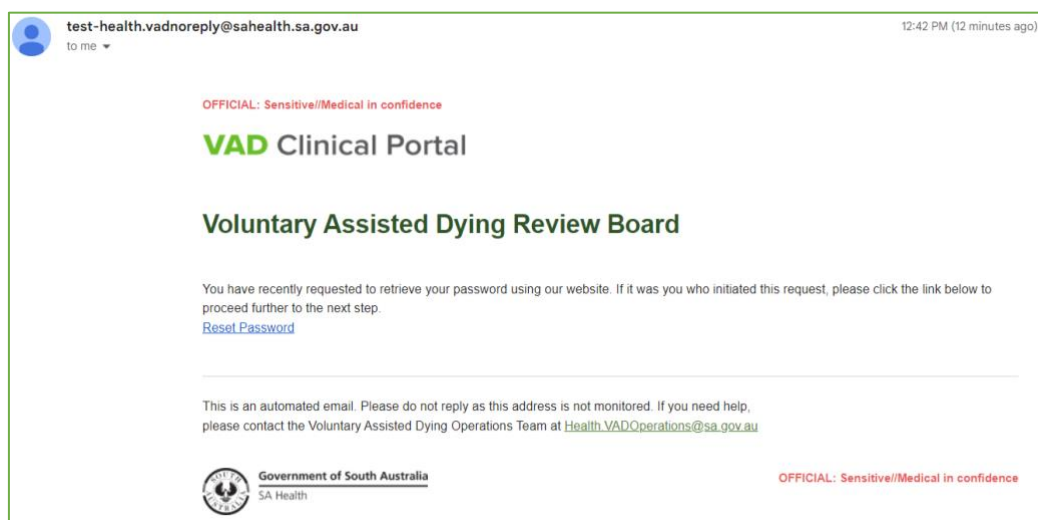
A message will appear confirming an email has been sent to reset your password.



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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.

The screenshot shows the 'Reset password' form in the VAD Clinical Portal. It includes:

- Form title: **VAD Clinical Portal**
- Section: **Reset password**
- Input fields: 'Password *' and 'Confirm password *'
- Instructions: "Recommend using a combination of four or more random words."
- Section: **Password requirements**
 - Minimum length is 14 characters
 - Cannot be one of your last 5 passwords
 - Common words or abbreviations cannot be used
- reCAPTCHA: "I'm not a robot" checkbox and reCAPTCHA logo.
- Buttons: 'Reset' and 'Back to login'.

