Log-in: Reset Password

On the VESTA log-in screen, click [I FORGOT MY PASSWORD].

![Log-in to VESTA](image)

Enter your username and your four-digit PIN. Then click [Reset my password].

![Enter your VESTA username and PIN.](image)

Enter your ‘old password’.
After you click the [Reset my Password], VESTA will send an auto-generated email to the email address that is associated with your VESTA account. This email will provide you with a numeric ‘temporary password.’ The ‘temporary password’ is what you must enter in the ‘old password’ field when you attempt to re-login to VESTA.

![Your password was reset and VESTA has emailed you a new temporary password](image)

Create a new password.
The new password must be at least 8 characters including at least one number. The password cannot contain your username or the words VESTA, HMIS, or PCL. After you have entered your new password twice, click [Change my password].

![New password](image)

You can also change your password at any time by accessing the Help & More Page.
For additional information about how to change your password on the Help & More page, refer to the help document ‘Log-in – Help & More’. For additional information, contact VESTA User Support.

For additional information, contact VESTA User Support

Support via email
VESTA technical or user support
> techsupport@partnershipcenter.net

Support via telephone
Monday through Friday 8:30am - 5:30pm.
513-891-4016 x336