



# How to reset your password for COVID-19 vaccination

Follow these instructions to get scheduled for your COVID-19 vaccination.

1. Click **forgot password**.

The screenshot shows a login form titled "Login". It has two input fields: "User name" and "Password". Below the "Password" field, there is a link "Forgot Password?" which is circled in red. To the right of the "Forgot Password?" link is a blue "Login" button. Below the "Forgot Password?" link, there is a link "Use external login".

*If you have not registered but received an appointment confirmation email, please use the 'Forgot password' link. Your user name will be your email address.*

2. Enter your username. **Your email is typically your username. Children's Minnesota employees enter your employee number.**

A horizontal progress bar with three steps: "Identify", "Verify", and "Reset". The "Identify" step is currently active, indicated by a green arrow pointing to the right.

A form with a red asterisk icon and the label "Username" next to an input field. To the right of the input field is a green "Next" button.

©

(continued on next page)



3. Enter your email address. **Children's Minnesota employees:** enter your Children's Minnesota email address. Click **Next**.

Identify ✓      Verify      Reset

Personal Data Verification

\* Email

Next

4. Check your email inbox. You will get an email titled "Password reset" from Children's Minnesota".

Identify ✓      Verify ✓      Reset

✓

An email has been sent to you providing instructions to reset your password

Done

5. Click link "Click here to reset your password" within the "Password reset" email.

>>> Children's Minnesota <chmnvam@service-now.com> 3/5/2021 5:25 PM >>>  
Hello ,  
A password reset was requested for your user account on the Children's Minnesota Vaccine Scheduler.  
[Click here to reset your password.](#)  
If you do not want to reset your password, please disregard this email.  
The link will expire in 12 hours.  
If you did not request this password reset, please notify your company's ServiceNow administrator.



6. Reset your password. Enter your new password. Retype your password to verify it. Click **Reset Password**.

**Reset Password**

Account is not locked

- At least 8 characters
- At least one uppercase and one lower case letter
- At least one number

\* New password

Does not meet requirements

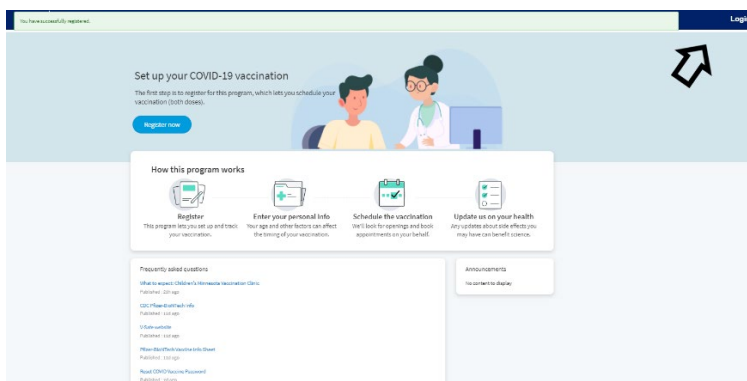
\* Retype password

**Reset Password**

7. Login to your account. Your username is typically your email address. Children's Minnesota employees, login with your employee number as your username, and the new password that you created.

**If on a desktop device:** Click "Login" in the top right corner of the screen.

**If on a mobile device:** Click the menu button in the top right corner. Then click "Login" (the menu button on a mobile device has three lines).





### Set up your COVID-19

The first step is to register for this program (both doses).

[Register now](#)


#### Login

[Forgot Password ?](#)

[Login](#)


[Use external login](#)

#### How this program works




##### Register

This program lets you set up and track your vaccination.



##### Enter your personal info

Your age and other factors can affect the timing of your vaccination.



##### Schedule the vaccination

We'll look for openings and book appointments on your behalf.

#### Frequently asked questions

[What to expect: Children's Minnesota Vaccination Clinic](#)  
Published : 22h ago

[CDC Pfizer-BioNTech Info](#)  
Published : 11d ago

[V-Safe website](#)  
Published : 11d ago

[Pfizer-BioNTech Vaccine Info Sheet](#)  
Published : 11d ago

[Reset COVID Vaccine Password](#)  
Published : 7d ago

## Questions?

Call the COVID-19 hotline at 952-992-6843 or email [COVIDVaccine@childrensmn.org](mailto:COVIDVaccine@childrensmn.org)