

HOW TO CHANGE YOUR VIMS INDIVIDUAL ACCOUNT PASSWORD AND USER NAME

To Change Your VIMS Password:

From your VIMS main login page where you would normally enter your user name and password, click on the link below those boxes marked "Forgot your password?"

When that page opens, enter your current user name. If you do not know your current user name, contact your VIMS administrator and they can look it up for you.

Then enter the answer to your challenge question. If you're not sure which challenge question you answered when you first registered then answer all three of them, one at a time until you find the match.

Then enter the new password you want or what you think it currently is in the bottom two boxes and then click submit. If you did everything correctly you will get a message back saying so and you can then immediately begin using your new password to access your VIMS account from the main login page.

If you still have problems after doing this, please contact us directly either by e-mail at: help@myvims.com or by phone at 951-279-6893 and be sure to let us know what agency or organization you're with.

To Change Your VIMS Individual User Name:

To change your user name, log into your VIMS account then click on the "Update Your Record" tab and scroll down to the heading titled "**User Name to use when accessing this program**". In the box below that will be your current user name. If you'd like to change that, simply highlight the current name in the box and change it to your new one.

Then scroll down to the bottom of the page and click submit at the bottom of this page and you're all done!