VacTrAK User Accounts and Passwords

Email is now required for all VacTrAK user accounts. This allows your VacTrAK password to remain confidential and automated password resets to be emailed to you immediately. Please enter yours today, before your password expires!

How to add email to your user account:

Reminders:

VacTrAK user account passwords must be reset after 30 days of inactivity.

VacTrAK user account passwords must be reset every 90 days.

VacTrAK users will be locked out for 30 minutes after 5 bad login attempts.

FYI: Any login attempts during the lockout period will reset this period to an additional 30 minute cycle.
Forgot password or need a reset?

If you have entered your email address into VacTrAK Personal Settings, use the Forgot Password link.

If you have NOT entered your email address, contact VacTrAK Support by email or by phone (907-269-0312).

VacTrAK Support will respond during regular business hours (M-F, 8 am to 4 pm).

Using the Forgot Password link:
Check your email and follow the instructions in the email message.

Use the new temporary password to login and you will be directed to the change password page as shown below:

* Please read and utilize the **Password Rules** below to complete this process.

![Password Change Page]

- **Password Rules**
  - Passwords must be at least 8 characters long.
  - The previous 24 passwords cannot be reused.
  - Passwords must contain at least one number.
  - Passwords must contain at least one uppercase letter.
  - Passwords must contain at least one lowercase letter.
  - Passwords must contain at least one special character.
  - Passwords cannot be your full name or your username.

Ensure your email is up to date before changing your password. Click [here](#) to add or update your email and other contact information.

- **Password changed successfully**
  - Please logout and then log back in to continue.