

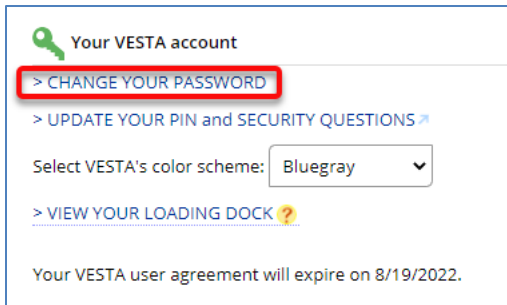
While logged in to your VESTA Account, you can access links to update your password, PIN, and security questions on the **Help & More** page.

I know my password, but I would like to change it.

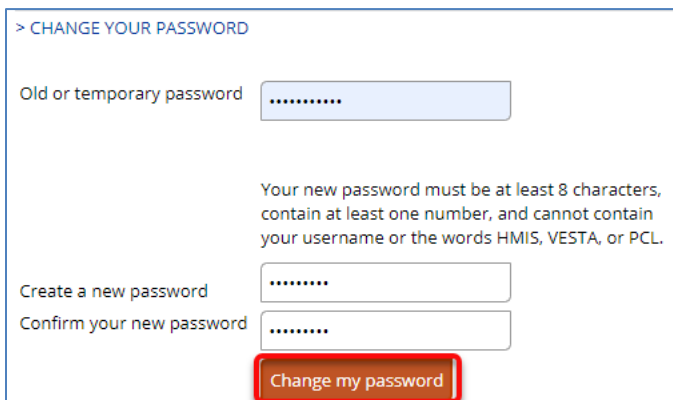
1. Log-in to VESTA.
2. Click on the **Help & More** tab at the top of the screen.



3. In the center of the page, find the section named **Your VESTA Account** and click **>CHANGE YOUR PASSWORD**.



4. Enter your old password.
5. Create a new password. Passwords must be at least 8 characters, including at least one number. The new password cannot contain your username or the words VESTA, HMIS, or PCL. After you have entered your old password and new password twice, click **Change my password**.

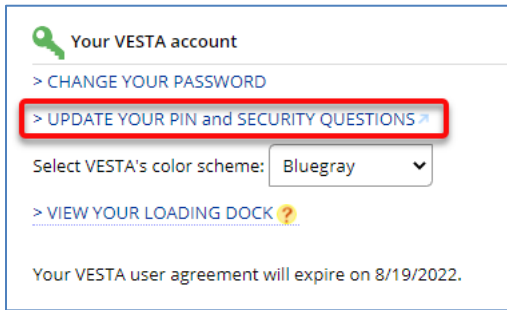


I know my PIN, but I would like to change it.

1. Log-in to VESTA.
2. Click on the **Help & More** tab at the top of the screen.



3. In the center of the page, find the section named **Your VESTA Account** and click **> UPDATE YOUR PIN and SECURITY QUESTIONS**.



 Your VESTA account

[> CHANGE YOUR PASSWORD](#)

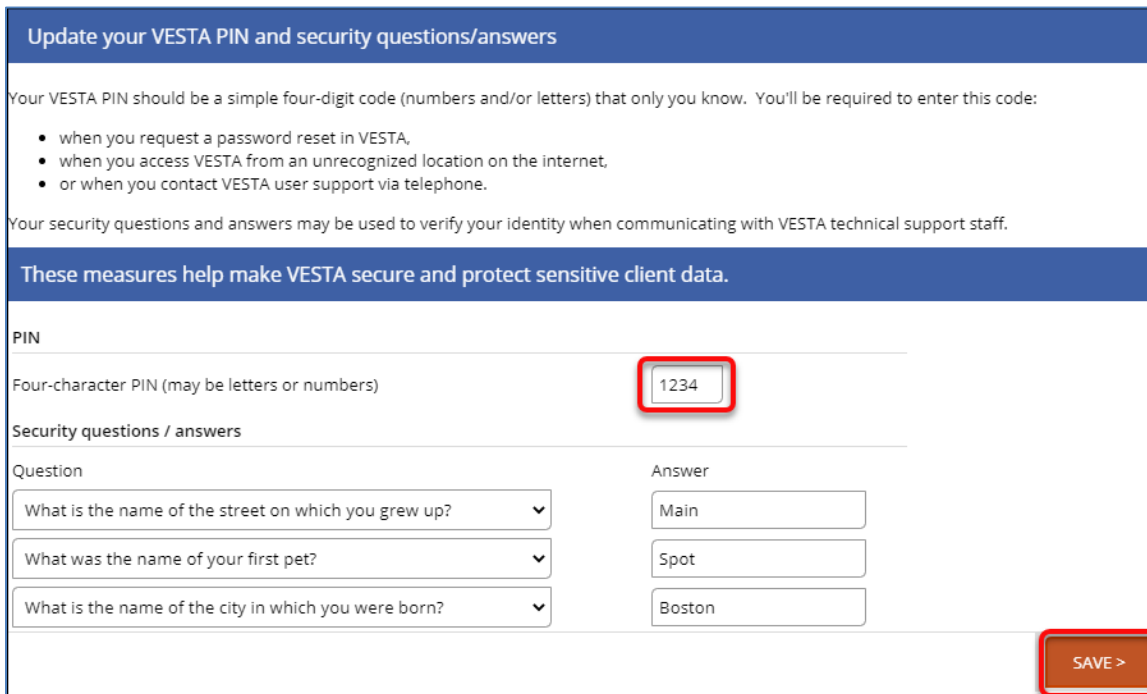
[> UPDATE YOUR PIN and SECURITY QUESTIONS](#)

Select VESTA's color scheme: Bluegray

[> VIEW YOUR LOADING DOCK](#)

Your VESTA user agreement will expire on 8/19/2022.

4. Enter a new **PIN**. PINs must be four characters and may include letters and/or numbers. After you enter your PIN, click **SAVE**.



Update your VESTA PIN and security questions/answers

Your VESTA PIN should be a simple four-digit code (numbers and/or letters) that only you know. You'll be required to enter this code:

- when you request a password reset in VESTA,
- when you access VESTA from an unrecognized location on the internet,
- or when you contact VESTA user support via telephone.

Your security questions and answers may be used to verify your identity when communicating with VESTA technical support staff.

These measures help make VESTA secure and protect sensitive client data.

PIN

Four-character PIN (may be letters or numbers)

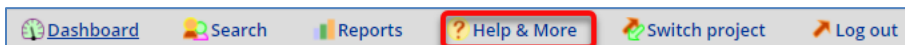
Security questions / answers

Question	Answer
What is the name of the street on which you grew up?	Main
What was the name of your first pet?	Spot
What is the name of the city in which you were born?	Boston

SAVE >

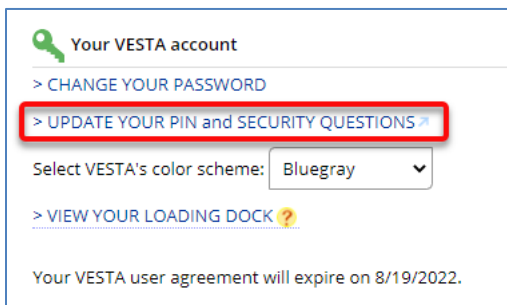
I would like to change the security questions asked or their answers.

1. Log-in to VESTA.
2. Click on the **Help & More** tab at the top of the screen.



[Dashboard](#) [Search](#) [Reports](#) [Help & More](#) [Switch project](#) [Log out](#)

3. In the center of the page, find the section named **Your VESTA Account** and click **> UPDATE YOUR PIN and SECURITY QUESTIONS**.



 Your VESTA account

[> CHANGE YOUR PASSWORD](#)

[> UPDATE YOUR PIN and SECURITY QUESTIONS](#)

Select VESTA's color scheme: Bluegray

[> VIEW YOUR LOADING DOCK](#)

Your VESTA user agreement will expire on 8/19/2022.

4. Select three different **Security questions** followed by each question's **answer** and then click **SAVE**.

Update your VESTA PIN and security questions/answers

Your VESTA PIN should be a simple four-digit code (numbers and/or letters) that only you know. You'll be required to enter this code:

- when you request a password reset in VESTA,
- when you access VESTA from an unrecognized location on the internet,
- or when you contact VESTA user support via telephone.

Your security questions and answers may be used to verify your identity when communicating with VESTA technical support staff.

These measures help make VESTA secure and protect sensitive client data.

PIN

Four-character PIN (may be letters or numbers)

1234

Security questions / answers

Question	Answer
What is the name of the street on which you grew up?	Main
What was the name of your first pet?	Spot
What is the name of the city in which you were born?	Boston

SAVE >