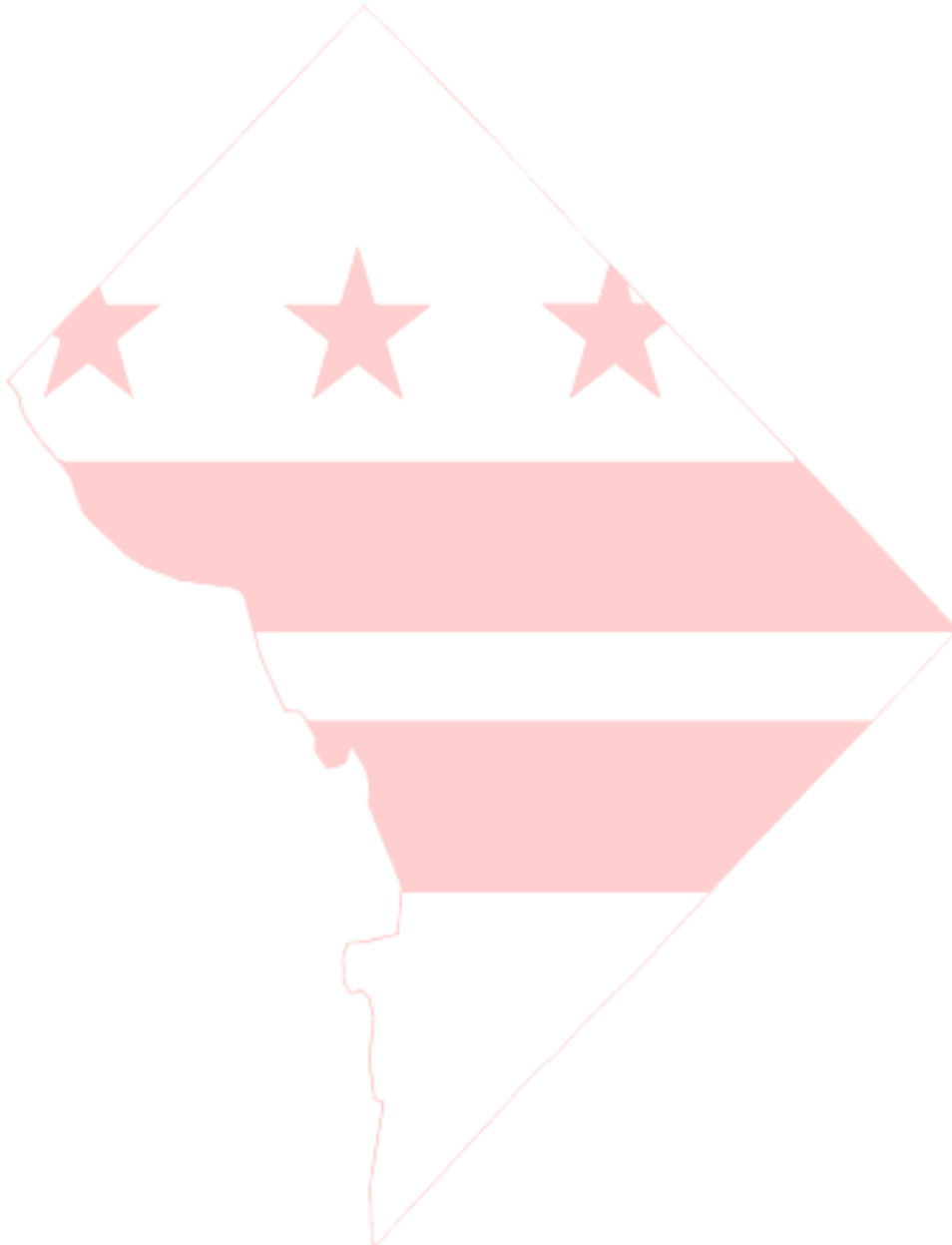


## **Reset Password on Vendor Portal**



# Reset Password on Vendor Portal



## Standard Process

How to reset your password by using Forgot Password feature on the DC Vendor Portal

## Overview

### Performed by

Registered DC Vendor

### Interface Used

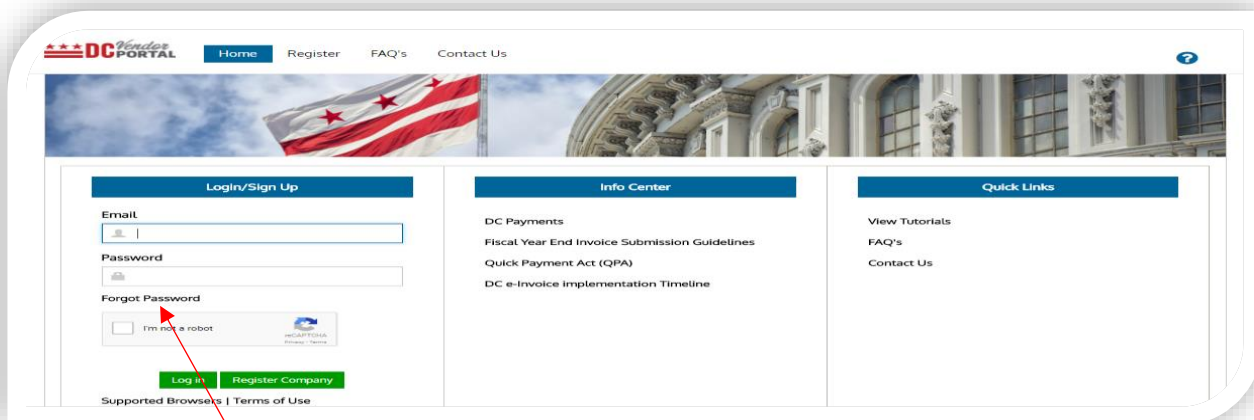
DC Vendor Portal ( [www.vendorportal.dc.gov](http://www.vendorportal.dc.gov) )

### Browsers Supported

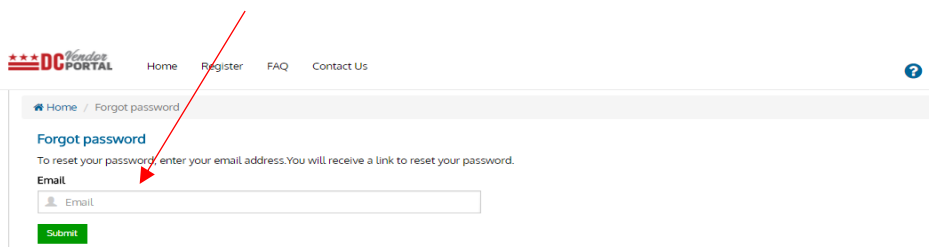
The following Internet browsers: IE, Chrome, Edge, Firefox or Safari

## Procedure Steps

1. In a browser, open [www.vendorportal.dc.gov](http://www.vendorportal.dc.gov)



2. Select "Forgot Password" link
3. Enter registered email address and select the Submit button



## Reset Password on Vendor Portal



4. A confirmation email will be sent to the registered email address with a link to reset the password.
5. Select the reset password link in the email which then opens the Reset Password page.

A screenshot of the DC Vendor Portal's 'Reset Password' page. The page has a white background with a grey header containing the logo and navigation links: 'Home', 'Register', 'FAQ', and 'Contact Us'. Below the header, there is a breadcrumb trail 'Home / Reset Password'. The main content area is titled 'Reset Password' and contains three input fields: 'Email', 'New Password', and 'Re-enter New Password'. Each password field has a small lock icon to its left. At the bottom of the form is a green 'Reset' button. A red arrow points from the bottom of the page towards the 'Reset' button.

6. Vendor needs to enter registered email and choose a new password to secure credentials by selecting “Reset” button.



Tip: Password must be at least 8 characters, and include a lower-case letter, one capital letter, and one number.

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