

Setting up and Accessing Your Vitalacy Account



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a few seconds ago Updated

Your Vitalacy account is a one-stop shop for tracking hand hygiene progress, monitoring scores, and improving patient safety. Whether you're an individual user or managing a team, having access to your scores empowers you to take proactive steps towards identifying strengths, addressing weaknesses, and celebrating successes.

This article outlines the ins and outs of accessing your Vitalacy account and some common issues that may arise while setting up and accessing your account.

Granting Access:

As a facility administrator, you are responsible for setting up new users to have access to their Vitalacy account. If you need assistance, please reference the Adding New Users support article or contact us directly at help@vitalacy.com.

If you are a staff member that needs access to your Vitalacy account, please reach out to your facility administrator or manager to gain access. Once you have access, follow the steps presented in the rest of this article.

Receiving a Welcome Email:

Once your facility administrator or manager has added you to the Vitalacy WebApp, you will receive the following email:



Hi steve,

Welcome to the Vitalacy platform. To start using our platform, please set your account password.

Click the activation link below to get started: [Set up account](#)

Please note that the link above expires after 24 hours. In the event the link has expired, please re-enter your email address to receive a new link.

Best,
The Vitalacy Team

Need help? Contact our support team at help@vitalacy.com.

Receiving a Welcome Email Common Issues:

Be sure to access this email and follow the 'Set up account' link to ensure that you do not run into any account set up issues. If you did not receive the account setup email, the follow are some common issues that may have occurred:

Facility network issues:

Some facilities have a firewall that blocks certain emails from being received. If this issue occurs, please contact your facility administrator or manager for help.

24-hour expiration:

If you wait for more than 24 hours to open the account setup email, you will not be able to access the link through the initial email. Please contact your manager or facility administrator directly.

Check spam email:

There is always the possibility that your account setup email was directed to your email's spam folder.

Setting Up Account:

Clicking on the 'Set up account' link in your Welcome Email will take you to the following screen:

Setup Your Account

We just need a few more details to finish setting up your account.

choose username

Must be at least 4 characters long and without special characters (!@#\$%^&*).

choose password

- At least 8 characters
- At least one number
- At least one uppercase letter
- At least one lowercase letter
- At least one special character (!@#\$%^&*)

confirm password

Passwords must match

Submit

From here, you will simply need to follow the on-screen instructions in order to finish setting up your account.

Setting Up Account Common Issues:

Username already exists:

Your username should be unique and something that you will easily remember. For example, someone named John Doe may consider the username jdoe.

Use of special characters in username:

Avoid using special characters in your username (!@#\$%^&*.).

Using email as your username:

When setting up your account, you **cannot** use your email as your username.

Passwords do not match:

Be sure to double-check that your passwords match.

Pro Tip: You can use your email address as your username, but only **after** you have set up your username and password.

Log in to the Vitalacy WebApp:

Now that you're all set up, it is time to login to the Vitalacy WebApp to review your data! You can access the WebApp by using this link: [Vitalacy](#)

Once you're on the login page, just enter those credentials you created while setting up your account.

Logging in to The Vitalacy WebApp Common Issues:

Forgot password:

If you have forgotten your password, you can reset it by clicking the 'Forgot Password' option near the bottom of the login page:

Welcome to Vitalacy

Your Vital Partner in Patient Safety

email or username

Enter your email or username

password

Enter your password



Forgot password

Sign in

Once you have clicked this option, you will be redirected and asked to provide your organization email in order to receive the 'Reset Password' email:

Forgot Password

Enter your organization email so that we can send you a link to reset your password.

email or username

Steve1234@facility.com

Send Link

[Back](#)



Hi steve,

We received your request to reset your password. Click the link below to create a new password:

[Reset Password](#)

Please note that the link above expires after 1 hour. In the event the link has expired, please re-enter your email address to receive a new link.

Best,
The Vitalacy Team

Need help? Contact our support team at help@vitalacy.com.

From there, you will need to click on the 'Reset Password' link and you will be redirected to create a new password.

Pro Tip: Be sure to follow the same guidelines when you created your first password. Also, make sure that your new password is different from previously used passwords.

Create New Password

Your new password must be different from previously used passwords.

new password

- At least 8 characters
- At least one number
- At least one uppercase letter
- At least one lowercase letter
- At least one special character (!@#\$%^&*)

confirm password

Passwords must match

Submit

Can't access:

If you are unable to access the Vitalacy WebApp and you have reviewed all of the above common issues, please reach out to your facility administrator or manager. If the issue persists, you can contact us directly at help@vitalacy.com.

Shared computer:

If you are trying to login at your facility, at a shared computer, you may need to sign a previous user out first. If that is the case, you can follow the steps on how to do so [here](#).

Contact Support

For continued help and support, please contact us at help@vitalacy.com 😊