

# How to Access Vitalacy Hand Hygiene Performance Data



Vitalacy Specialist

a few seconds ago Updated

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As a care provider, your scores are essential tools for delivering high-quality care. By actively reviewing your performance data, you can pinpoint areas of strength, target opportunities for improvement, and recognize your accomplishments. This article will guide care providers on accessing the Vitalacy Web App to take ownership of their hand hygiene development:

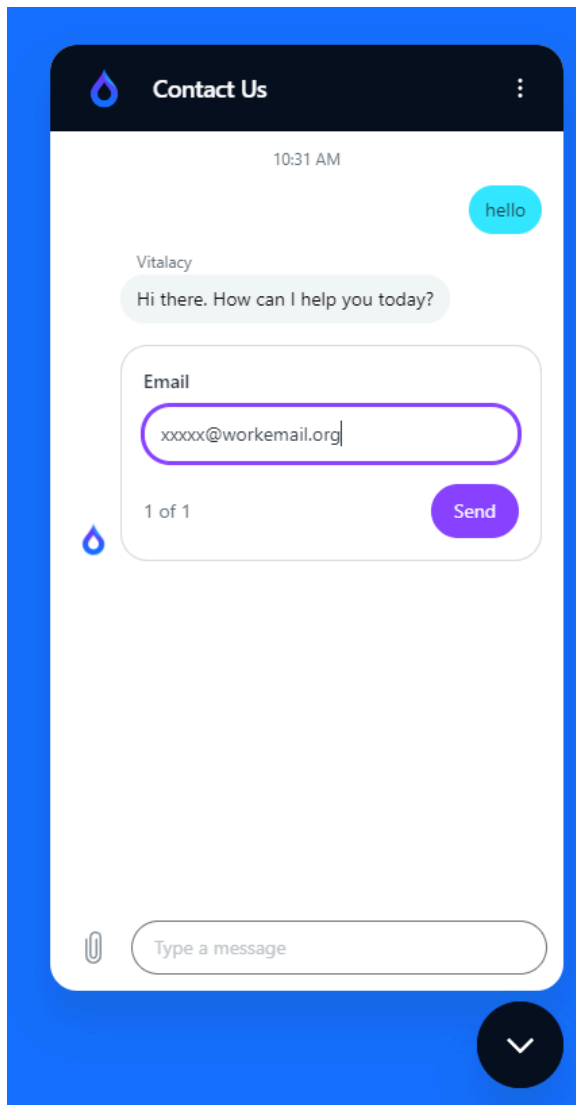
Instructions on How to Access:

Scan or click the QR code below to request and invite:

Common Issues:

## Instructions on How to Access:

1. **Receive an Invite:** To initially access your web app account, you need to receive an invite through your associated work email.
2. **Request an Invite:** You will receive an invite email upon user creation. However, you can request a new invite by emailing your facility admins or Vitalacy Support at [help@vitalacy.com](mailto:help@vitalacy.com).



3. **Act Quickly:** Please make sure to attend to the email within 24 hours, as it will expire after that period. If you open the email after 24 hours, it will no longer work.

Your link has expired. Please re-enter your email to get a new link



4. **Setup or Reset Your Password:** When you receive your email, follow the instructions to setup or reset your password.

5. **Login:** After your initial login, you can access your dashboard by visiting [app.vitalacy.com](https://app.vitalacy.com).

6. **Login Details:** Enter your work email and the password you set up.

## Welcome to Vitalacy

Your Vital Partner in Patient Safety

email or username

xxxxx@workemail.org

password

.....



[Forgot password](#)

Sign in

7. **Need Help?:** If you run into any issues, please contact [help@vitalacy.com](mailto:help@vitalacy.com).

**Scan or click the QR code below to request and invite:**

## Login Request Form



## Common Issues:

### Receive an Invite Common Issues:

**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 contact [help@vitalacy.com](mailto:help@vitalacy.com) for help.

**Check Spam Email:** There is always the possibility that your account setup email was directed to your email's spam folder.

### Setup or Reset Your Password Common Issues:

**Passwords Do Not Match:** Be sure to double-check that your passwords match.

**Special Characters:** Please ensure that you have included all special characters listed below the 'Choose Password' option (!@#\$%^&\*.).

### Login Common Issues:

**Forgot password:** If you have forgotten the password that you setup, you can reset it by clicking the 'Forgot Password' option near the bottom of the login page. You cannot use the 'Forgot Password' option if you have not setup your login yet.

## Contact Support

For continued help and support, please contact us at [help@vitalacy.com](mailto:help@vitalacy.com) 😊