VAI Portal Reset Password Solution:

If clicking the reset link in your email takes you back to the login page, follow steps bellow.

1. Clear your browser's cache and cookies

Saved data in your browser can sometimes interfere with the reset link. Here are instructions for the most common browsers:

- *Google Chrome*
- *Mozilla Firefox*
- *Microsoft Edge*

After clearing them, close and reopen your browser.

2. Request a new reset password link and paste it into your browser

Reset links can only be used once, so please request a new one from the portal's login page. When the email arrives, instead of clicking the link, copy it and paste it directly into your browser's address bar. You can also try opening it in a private or incognito window.

3. Check with your company's IT team

Some workplace email security tools automatically open links to check them for safety, which can use up the reset link before you get to it. If you're using a work email address, your IT team may be able to help, or you're welcome to use a personal email address with your VAI account instead.

If you're still unable to reset your password after trying these steps, please contact the Membership Team at (703) 683-4646 or email us at member@verticalavi.org.