



Common Login Questions

New User to Vivvix?

You should have received an email that contains your login and temporary password from “no-reply@vivvix.com”. If you did not receive an email, please double-check your email spam folder. If you still can’t find the email, it’s possible the email on file for your user is not valid. For help in verifying your email, please contact Vivvix at support@vivvix.com.

Once you enter your login information, you will be asked to update your password. Your password needs to meet the following requirements

- Minimum of 10 characters
- Include one uppercase character
- Include one lowercase character
- Include one number

You can re-use your temporary password provided it meets the password requirements above. However, we recommend you create a new password.

Forgot Your Password?

You can reset your password using the <Forgot your Password?> link on the login form. You will receive an email with a “Password Verification Code” from “no-reply@vivvix.com”. Please use this code when prompted while setting your new password. If you did not receive an email with the code, please check your email spam folder. If you still can’t find the email, it’s possible the email on file for your user is not valid. For help in verifying your email, please contact Vivvix at support@vivvix.com.

NOTE: The <Forgot your Password?> link will not work if you have a temporary Vivvix password. If you have never logged in to Vivvix and are unable to locate your login information, please contact Vivvix at support@vivvix.com

Need Additional Help?

If you continue to have trouble logging in, please contact Vivvix at support@vivvix.com.