

# BARDA Digital Resources (BDR) Stakeholder Portal FAQs: Account Management

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## 08/09/2024 Update:

### What changed on 08/09/2024?

- BARDA implemented security updates to the BDR Portal. As part of the update, all Portal users will need to reset their passwords on or after 08/09/2024.
- With the update, recurring password changes will no longer be needed; however, users must still log-in at least once every 60 days.

### If I changed my password before 08/09/2024 do I need to change it again?

- Yes, you will need to reset your password on or after 08/09/2024.

### How often do I need to reset my password?

- With the security updates on 08/09/2024, recurring password changes will no longer be needed; however, users must still log-in at least once every 60 days.

### Can I setup a new account and use that going forward?

- You can create a new account using a new email, but it will not be connected to your previous submissions. If you need to update your email on your existing account, please contact the [BDR\\_Admin\\_Inbox@hhs.gov](mailto:BDR_Admin_Inbox@hhs.gov).

## General Account Questions:

### How do I get a BDR Portal account?

- Navigate to <https://bdr.hhs.gov>. Click **Create Account**, enter your email address, and click **Send Verification Code**.
- You will receive an email with a verification code. Enter the Verification Code and click **Verify the Code**. You will see a message at the top of the page indicating your email address is verified. Enter and confirm your password, enter your First Name and Last Name. Click **Create**.

### How do I log in?

- Navigate to <https://bdr.hhs.gov>. Click **Sign in**. Enter your Username (email address) and Password. Click **Sign in**, then click **Send verification code**.
- You will receive a security code to the email associated with your account. Enter the security code and click **Verify**, once verified click **Continue**, and then **Accept** the Privacy & System Security Use Notification.

### I forgot my password, how do I reset it?

- From <https://bdr.hhs.gov>, click **Sign In**, then click **Forgot your password?**. Next, enter the email associated with your BDR Portal account, click **Send verification code**. You will receive an email with a verification code, enter the verification code and click **Verify code**, then select **Continue**. Enter your new password and click **Continue**, then log in with the updated password.

### Why is my account no longer active?

- BDR Portal accounts must be accessed at least once every 60 days; accounts not accessed during a 60-day period will be deactivated per HHS cybersecurity regulations. Follow the instructions above to reset your password to regain access to your account.
- If you are a Collaborator Portal user, you will need to request assistance to be re-associated with your contract(s). Please contact the [BDR\\_Admin\\_Inbox@hhs.gov](mailto:BDR_Admin_Inbox@hhs.gov).

### Where can I get additional assistance?

- For additional training material, please visit our BDR Resources page: <https://bdr.hhs.gov/resources/>
- If you require additional assistance, please email the BDR support inbox: [BDR\\_Admin\\_Inbox@hhs.gov](mailto:BDR_Admin_Inbox@hhs.gov)