

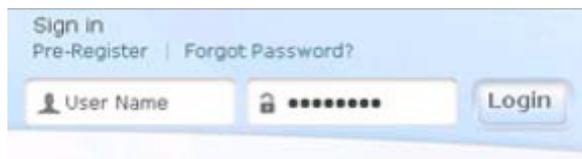
Patient Portal

How To Reset Your Password

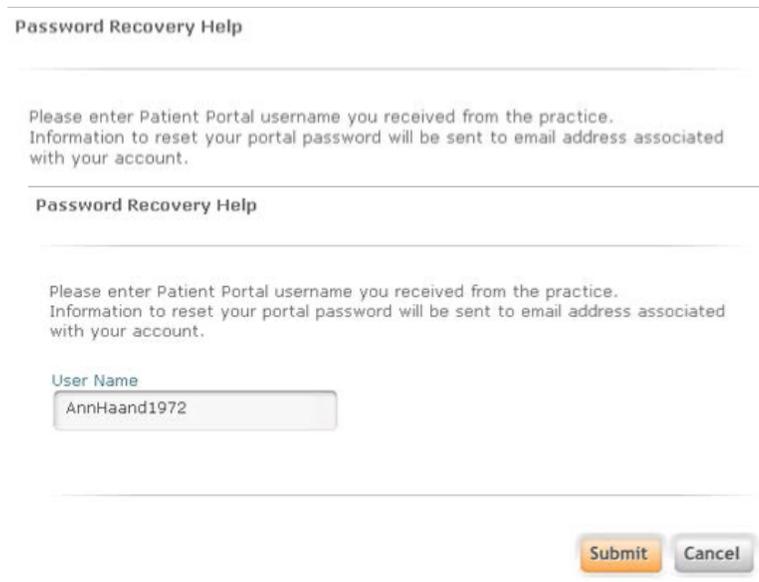
When a Web-enabled patient forgets his/her login password, that password can be recovered using either the patient's e-mail address and security question or the patient's date of birth and phone number.

Web-enabled patients take the following steps to recover their password:

1. Click Forgot Password? on the login window:



2. The patient enters the username and clicks the Submit button:



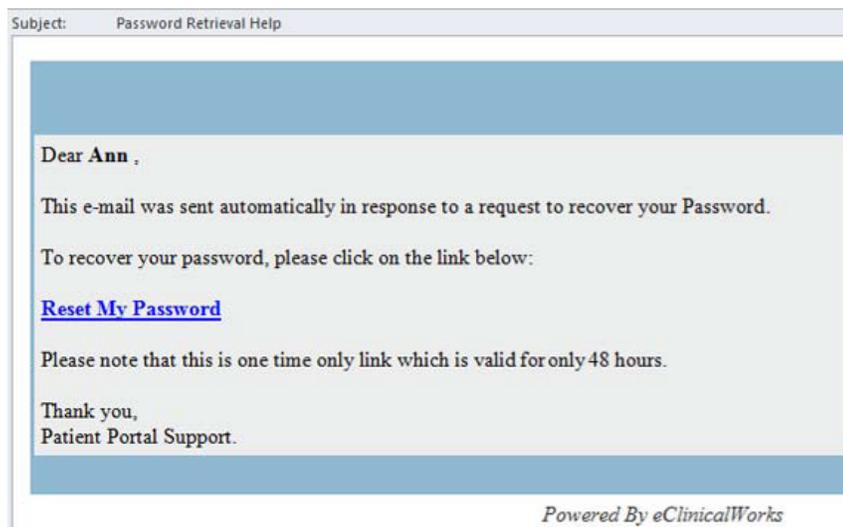
The Portal displays a second Password Recovery Help window to confirm the patient's request and indicate that an e-mail has been sent to the patient's e-mail inbox. The patient clicks the Login link to display the Login window:

Password Recovery Help

We have sent an e-mail to assist you with resetting your Patient Portal password to e-mail address **j*****a@eclinicalworks.com**.
If you do not have access to this account, please contact your doctor's office to update your record.
Please [Login](#) after you recover your password.

A confirmation e-mail with password recovery link named Reset My Password is sent to the e-mail address associated with the patient's account.

3. The patient clicks the password recovery link received in the e-mail from Portal Support:



The Patient Portal Password Recovery window opens.

4. The patient enters the Username and answers the question associated with the Security Question, then clicks the Submit button:

The screenshot shows a web form titled "Patient Portal Password Recovery". The form contains the following elements:

Please enter your username and answer your security question to authenticate yourself

Username

Security Question
What was your mother's maiden name?

- The patient enters the new password then re-enters the new password to confirm it; and, if desired, the patient can change the Security Question and its Answer and click Submit.

If necessary, the patient can refer to the Password Guidelines on the window to create a secure password:

Reset Password

Congratulations, you have authenticated yourself.
Please select your new password.
Refer [Password Guidelines](#) to create secure passwords.

Customize your security question.

User Name	Security Question
<input type="text" value="EllaHaand1948"/>	<input type="text" value="What was your mother's maiden name"/>
New Password	Answer
<input type="password"/>	<input type="password" value="....."/>
Confirm New Password	
<input type="password"/>	
