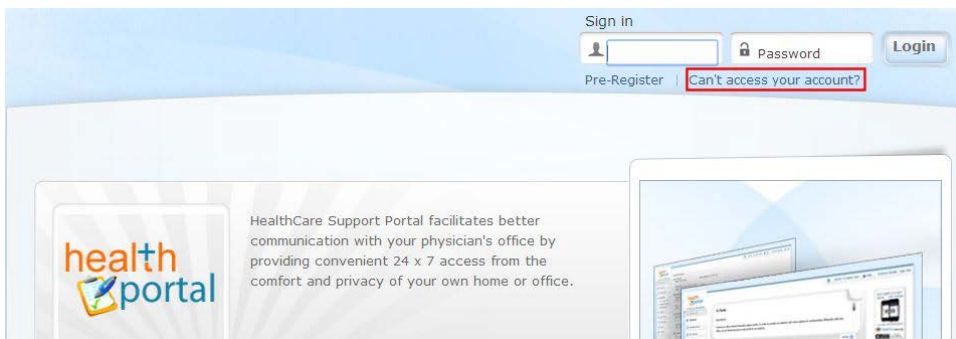


# eClinicalWorks

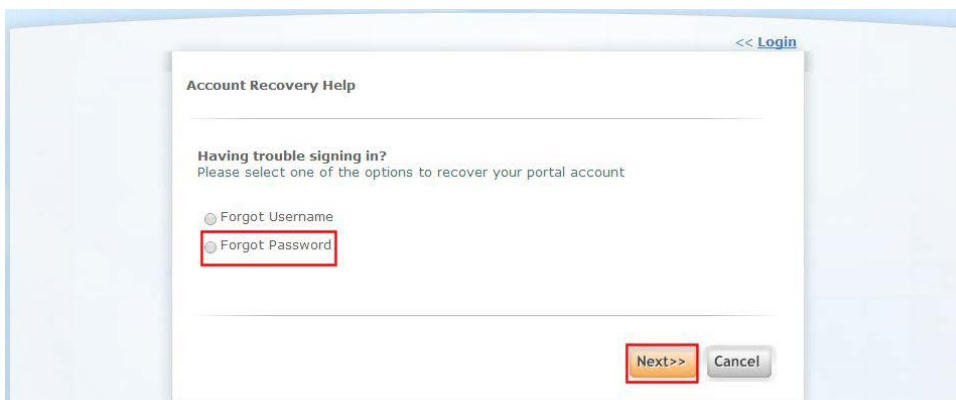
## PATIENT LOGIN ISSUE - PATIENT FORGOT PASSWORD

To reset a Patient Portal account password:

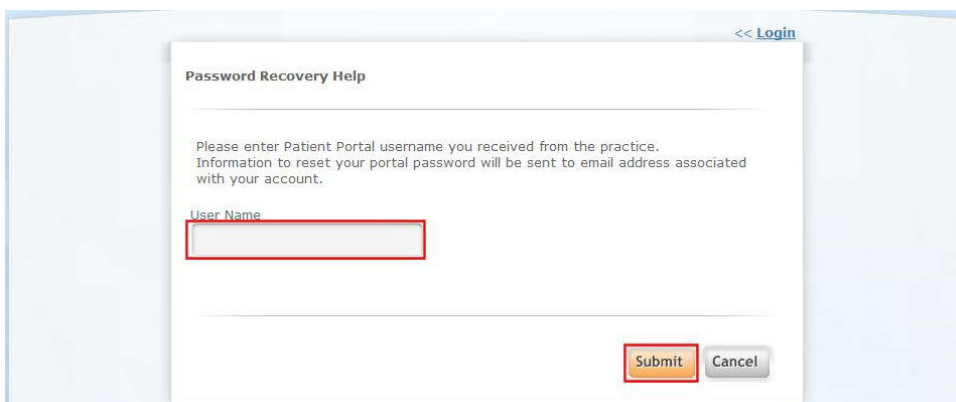
1. Click *Can't Access Your Account?*:



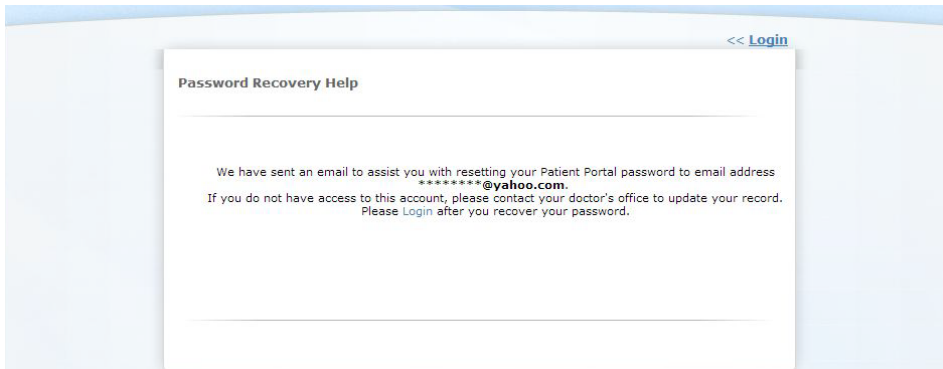
2. Select the *Forgot Password* radio button and click *Next*:



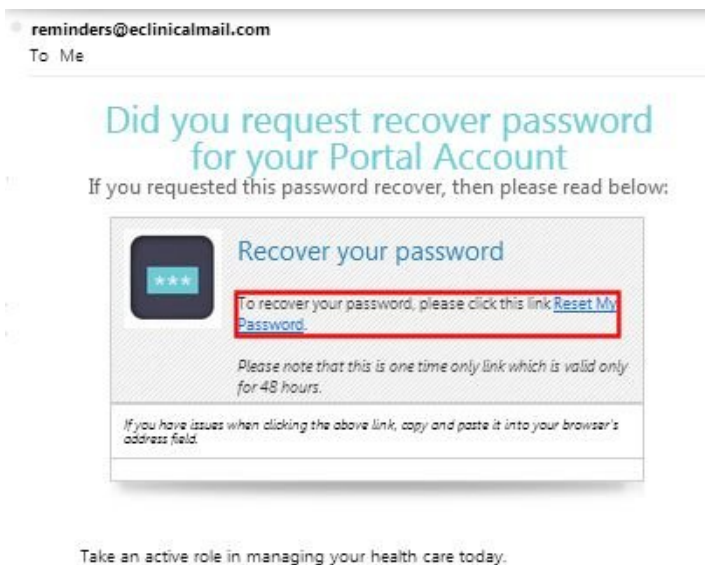
3. Enter your username in the *Username* field and click *Submit*:



An e-mail will be sent to the e-mail address used to create the Patient Portal account:

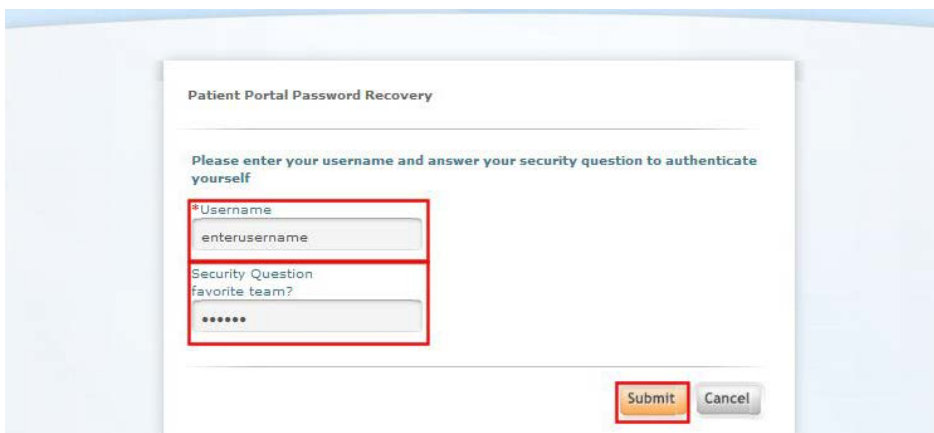


4. Open the e-mail and click the *Reset My Password* link:



**Note:** This link will be active for 48 hours. If the link deactivates, repeat steps 1-3.

5. Enter your username and the answer to your security question, and click *Submit*:



6. Enter the following information:
- a. Enter a username in the *Username* field:

The screenshot shows the 'Reset Password' form. At the top, it says 'Congratulations, you have authenticated yourself.' and 'Please select your new password. Refer Password Guidelines to create secure passwords.' Below this, there are two main sections: 'New Credentials' and 'Customize your security question.'. In the 'New Credentials' section, the 'User Name' field contains '15test1978' and is highlighted with a red box. Below it are 'New Password' and 'Confirm New Password' fields, both containing masked characters. In the 'Customize your security question.' section, the 'Security Question' dropdown menu is set to 'Create my own question'. Below it are 'favorite team' and 'Answer' fields.

- b. Enter a new password in the *New Password* and the *Confirm New Password* fields:

This screenshot is identical to the previous one, but now the 'New Password' and 'Confirm New Password' fields in the 'New Credentials' section are highlighted with a red box. The 'User Name' field still contains '15test1978'.

- c. Select a preset security question from the *Security Question* drop-down list, or select *Create My Own Question*:

This screenshot is identical to the previous ones, but now the 'Security Question' dropdown menu in the 'Customize your security question.' section is highlighted with a red box. The dropdown menu is currently set to 'Create my own question'.

d. If *Create My Own Question* was selected, enter a question name and answer:

**Reset Password**

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

**New Credentials**

User Name  
15test1978

New Password  
.....  
Normal strength

Confirm New Password  
.....

**Customize your security question.**

Security Question  
Create my own question

favorite team

Answer  
.....

7. Click *Submit*:

**Reset Password**

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

**New Credentials**

User Name  
15test1978

New Password  
.....  
Normal strength

Confirm New Password  
.....

**Customize your security question.**

Security Question  
Create my own question

favorite team

Answer  
.....

Submit Cancel