

Login Help

You can reset your own password, but if you are having issues, we can help!
You can select from two options for login help: user help or password help.

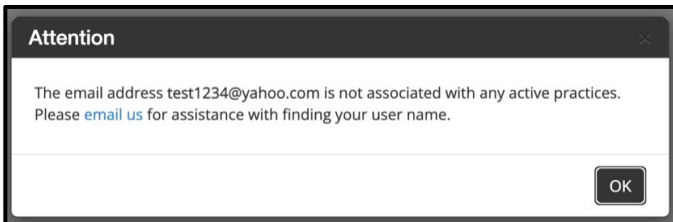
Option 1) User name help



The screenshot shows a web form titled "Forgot User Name?". It features a single text input field labeled "Clinic Email *" and a "Submit" button positioned below the field.

If you enter the email address that we have on file for your practice, you will receive an email titled "Forgot User Name Request" that will provide the clinic's user name.

If you enter an email that we do NOT have on file for your practice, you will see the message below. If you click **email us**, an email message box will open on your screen addressed to the notification email address you provided. You can then enter and send an email requesting assistance.



The screenshot shows a modal dialog box titled "Attention". The text inside reads: "The email address test1234@yahoo.com is not associated with any active practices. Please [email us](#) for assistance with finding your user name." There is an "OK" button in the bottom right corner.

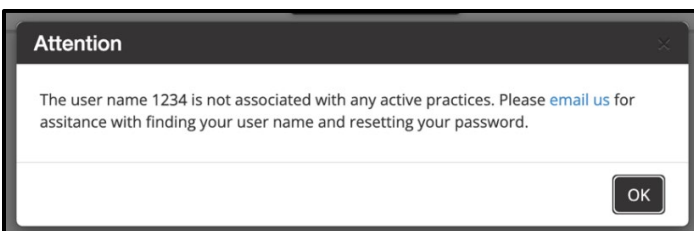
Option 2) Password help



The screenshot shows a web form titled "Password Help?". It contains two text input fields: "User Name *" and "Requested By *". A "Submit" button is located at the bottom center of the form.

If you enter the user name we have on file for your clinic's portal account, you will receive an email titled "Reset Your Password" that will display the name of the person who requested password help and a hyperlink to create a new password.

If you enter a user name that we do NOT have on file for your clinic's portal account, you will see the message below. If you click **email us**, an email message box will open on your screen addressed to the notification email address we provided. You can then enter and send an email requesting assistance.



The screenshot shows a modal dialog box titled "Attention". The text inside reads: "The user name 1234 is not associated with any active practices. Please [email us](#) for assistance with finding your user name and resetting your password." There is an "OK" button in the bottom right corner.