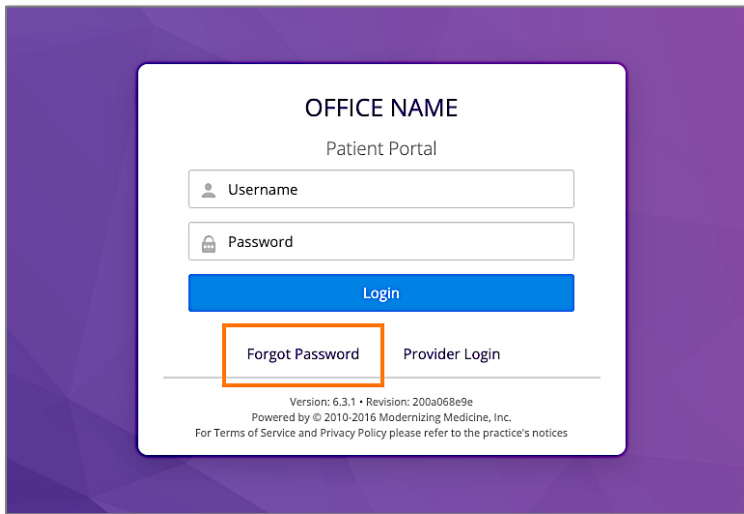


## Forgot Password

### Follow these steps if you forgot your password

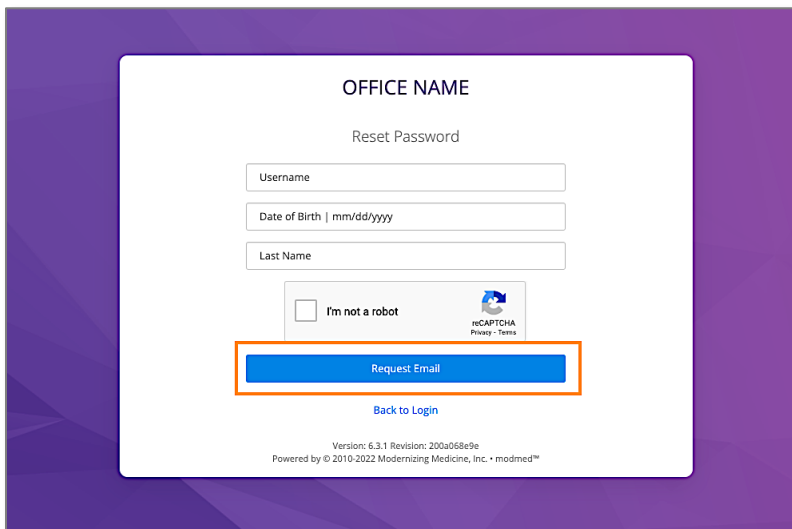
Follow these instructions if you forgot your password and need to create a new one. Please note these instructions will only work successfully if your Patient Portal account is already created and the information entered is correct according to our records.

1. From the Patient Portal login screen, select **Forgot Password**.



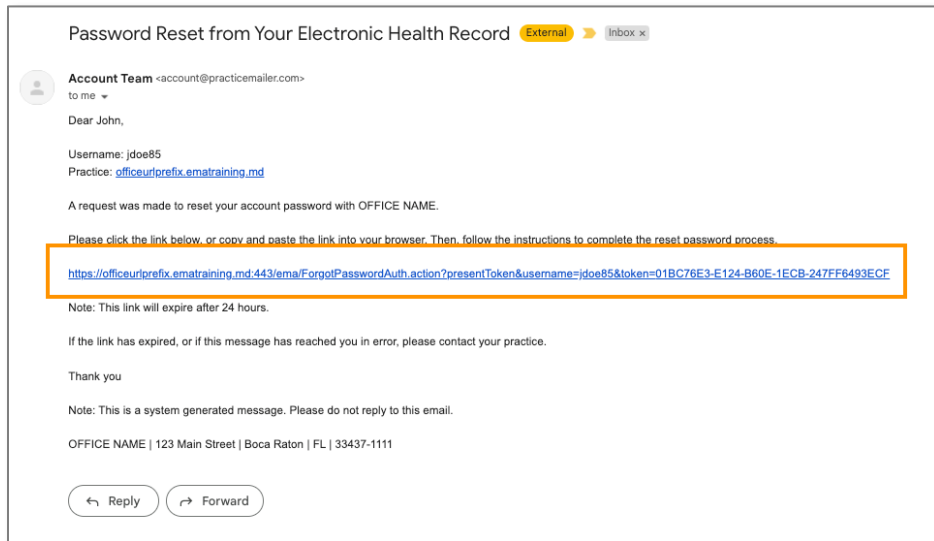
The screenshot shows the Patient Portal login interface. At the top, it says "OFFICE NAME" and "Patient Portal". Below this are two input fields: "Username" and "Password". A blue "Login" button is positioned below the password field. At the bottom of the form, there are two links: "Forgot Password" and "Provider Login". The "Forgot Password" link is highlighted with an orange rectangular box. At the very bottom, there is small text: "Version: 6.3.1 • Revision: 200a068e9e", "Powered by © 2010-2016 Modernizing Medicine, Inc.", and "For Terms of Service and Privacy Policy please refer to the practice's notices".

2. Enter the requested information, then select **Request Email**.

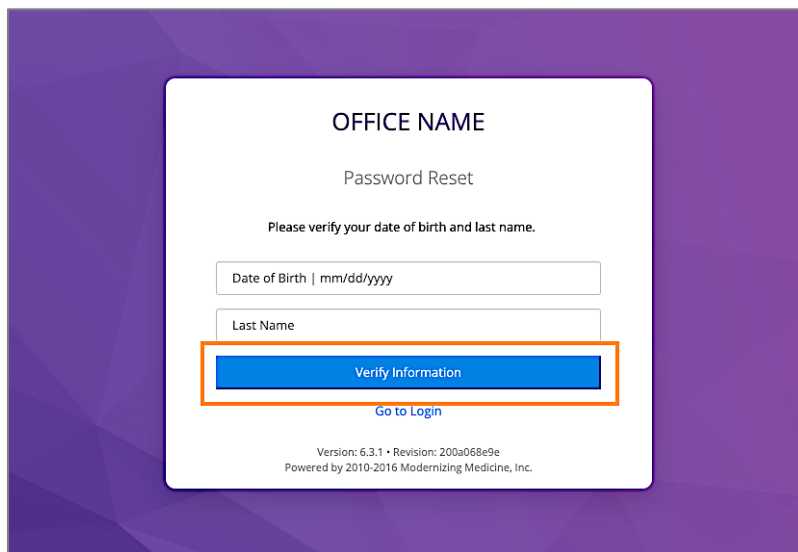


The screenshot shows the "Reset Password" screen. At the top, it says "OFFICE NAME" and "Reset Password". Below this are three input fields: "Username", "Date of Birth | mm/dd/yyyy", and "Last Name". Below the "Date of Birth" field is a CAPTCHA section with a checkbox labeled "I'm not a robot" and a small logo with the text "HCAPTCHA Privacy - Terms". Below the CAPTCHA is a blue "Request Email" button, which is highlighted with an orange rectangular box. Below the button is a link that says "Back to Login". At the very bottom, there is small text: "Version: 6.3.1 Revision: 200a068e9e" and "Powered by © 2010-2022 Modernizing Medicine, Inc. • modmed™".

- Open your email and look for the message with the subject *Password Reset from Your Electronic Health Record*. The email will include your *Username* and *Practice* information, as well as a link to reset your Password. Select the link to continue.



- You will be prompted to enter your *Date of Birth* and *Last Name* to verify your identity. Once entered, select **Verify Information**.



- If the information is verified successfully you will be logged in to the portal.