

## Password Recovery Help

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Please enter Patient Portal username you received from the practice.  
Information to reset your portal password will be sent to email address associated with your account.

User Name

Submit

Cancel

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

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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:

Subject: Password Retrieval Help

Dear Ann ,

This e-mail was sent automatically in response to a request to recover your Password.

To recover your password, please click on the link below:

[Reset My Password](#)

Please note that this is one time only link which is valid for only 48 hours.

Thank you,  
Patient Portal Support.

*Powered By eClinicalWorks*

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:

**Patient Portal Password Recovery**

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

**Username**

**Security Question**  
What was your mother's maiden name?

5. 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

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**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

New Password

Answer

Confirm New Password

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