

Resetting Patient and Practice Portal Passwords

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About

Below, you will learn how to reset passwords for both the Patient and Practice Portals. In short, Patient Portal passwords can be reset by the patient, parent, or guardian themselves, but can also be reset with the help of Practice staff in the Practice Portal.

Practice Portal passwords can be reset by the individual user themselves.

Reset a Patient Portal Password

From the Patient Portal Login Screen (if the Parent or Guardian can't log in)

If the portal user doesn't know their password, they can simply click the **Forgot your password?** link on the Patient Portal login screen. They'll be prompted to enter their email address and will receive an email with a password reset link. The password reset link is only available for **48 hours**. They'll be prompted to answer the security question that they selected when they created their portal account and can then create and confirm a new password.

From within the Patient Portal (if the Parent or Guardian can log in but wants to change their password)

Have the parent or guardian navigate to the Settings menu in their portal account and select My Account. From there, they can click the **Change password** link and follow the prompts to complete the password change.

From the Practice Portal (if the parent needs assistance from the Practice Staff)

Navigate to **Patient Administration** in the Practice Portal, and search for the patient using the **Account** filter button. When the search results are loaded, click the patient's name and follow these steps:

1. In the Associations section of the window, click the **name** of the parent or guardian who needs to have their password reset. You're brought to the details of the association's portal access.
2. In the Account Settings section of the window, click the **Reset Password** link. You'll receive a confirmation asking if you're sure you want to reset the password. The portal user will receive an email with a reset link, which is only available for **48 hours**. To ensure the receipt of this email, confirm the Login email, also located in the Account Settings of the window. This can be updated if needed, but remember to also record any email address changes in the Family Contact list in OP.

Reset a Practice Portal Password

From the Practice Portal Login Screen (if the Staff Member or Provider can't log in)

If the portal user doesn't know their password, they can simply click the **Forgot your password?** link on the Practice Portal login screen. They'll be prompted to enter their email address and will receive an email with a password reset link. The password reset link is only available for **48 hours**. They'll be prompted to answer the security question that they selected when they created their portal account and can then create and confirm a new password.

From the Practice Portal (if the Staff Member or Provider can log in but wants to change their password)

After logging into the Practice Portal, click **My Account** in the Navigation Panel. From there, click the **Change Password** button, and complete the fields in the Change Password window before saving.
