

Patient Assistance with Username or Password

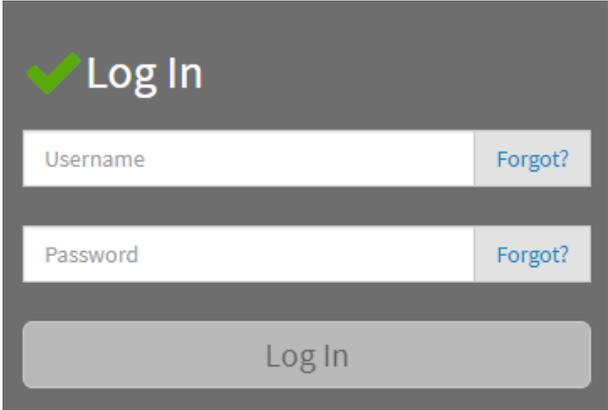
The Patient Portal has tools to assist you with obtaining a forgotten username or to receive a temporary password. If you make more than 5 attempts to log in and are unsuccessful the patient portal will lock you out for 30 minutes. After the 30 minutes has expired you will be able to log into the patient portal.

Forgot? Buttons

On the log in page for our patient portal there are “Forgot?” buttons located next to the Username and the Password credentials. You can retrieve your username or have a temporary password sent to you but utilizing the forgot feature.

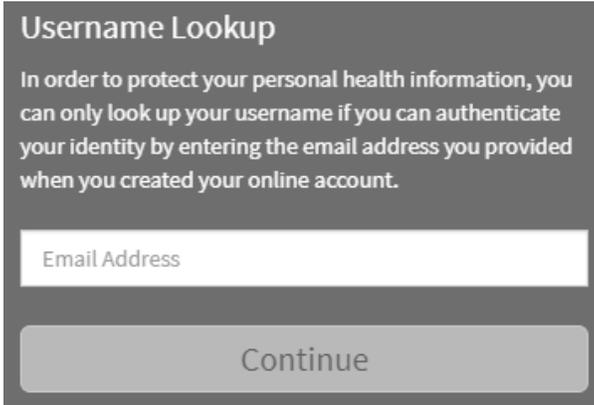
Username Retrieval

1. Click on the “Forgot?” button next to Username.



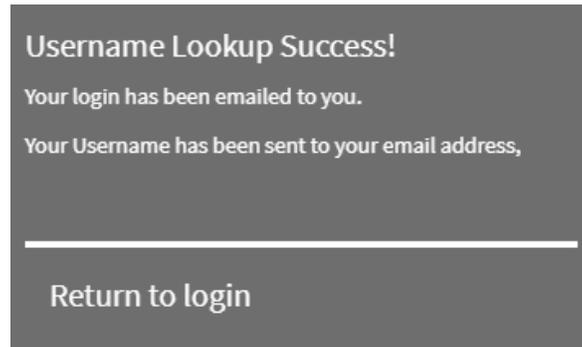
The screenshot shows a dark grey login form. At the top left is a green checkmark icon followed by the text "Log In". Below this are two input fields. The first is labeled "Username" and has a blue "Forgot?" button to its right. The second is labeled "Password" and also has a blue "Forgot?" button to its right. At the bottom of the form is a large grey button labeled "Log In".

2. Enter the email address you used when creating your patient portal account. If you do not remember the email address you used when creating your patient portal account, please contact the practice and they will be able to provide you with the email address.



The screenshot shows a dark grey "Username Lookup" form. At the top is the title "Username Lookup". Below the title is a paragraph of text: "In order to protect your personal health information, you can only look up your username if you can authenticate your identity by entering the email address you provided when you created your online account." Below this text is a white input field labeled "Email Address". At the bottom of the form is a large grey button labeled "Continue".

3. If you enter the correct email address a validation message will pop up on the screen. Go to your email address to view the email and obtain your username.



Username Lookup Success!

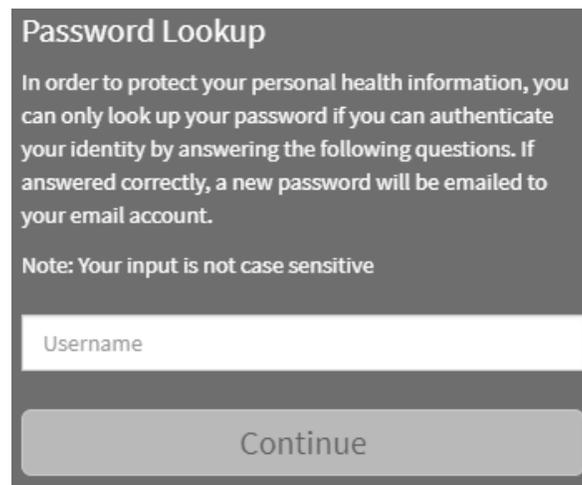
Your login has been emailed to you.

Your Username has been sent to your email address,

Return to login

Temporary Password

1. Click on the “Forgot” button next to Password.
2. Enter the Username you selected when creating your patient portal account.



Password Lookup

In order to protect your personal health information, you can only look up your password if you can authenticate your identity by answering the following questions. If answered correctly, a new password will be emailed to your email account.

Note: Your input is not case sensitive

Continue

3. Answer your secret question. If you have forgotten the answer, please contact the practice and they will be able to assist you with the answer.



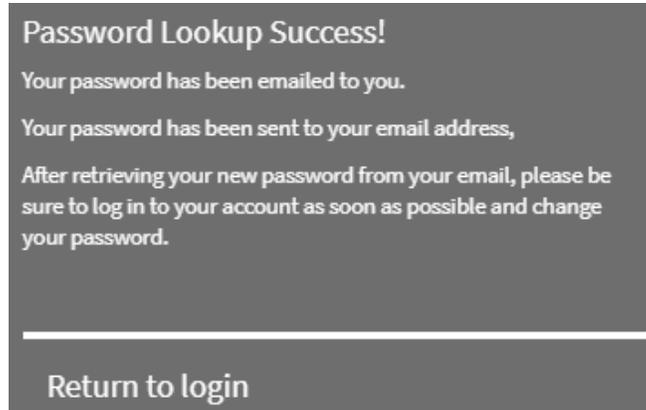
Secret Question

Please answer your secret question. Once answered correctly, a new password will be sent to your email address.

Note: Your answer is not case sensitive, but all spaces, hyphens, or other special characters you introduced in your secret question answer when it was set up are required.

Continue

4. If you answer the secret question correctly a validation message will pop up on the screen. Go to your email address to retrieve the temporary password.



- Once you have successfully logged in with the temporary password provided you will need to set a new password that will be easy for you to remember. Click on Patient Resources and then click on Account Information.



- Here you will fill in the temporary password you were provided in the “Current Password” field. Then enter a new password that you will remember. You may use the “Show password” to enable you to see the password you have set as shown below.

[Account Information](#)

User Information > Username north1test

Login Information > ***Current Password**

Manage Patients >

***New Password** Show password

Confirm New Password

Secret Question

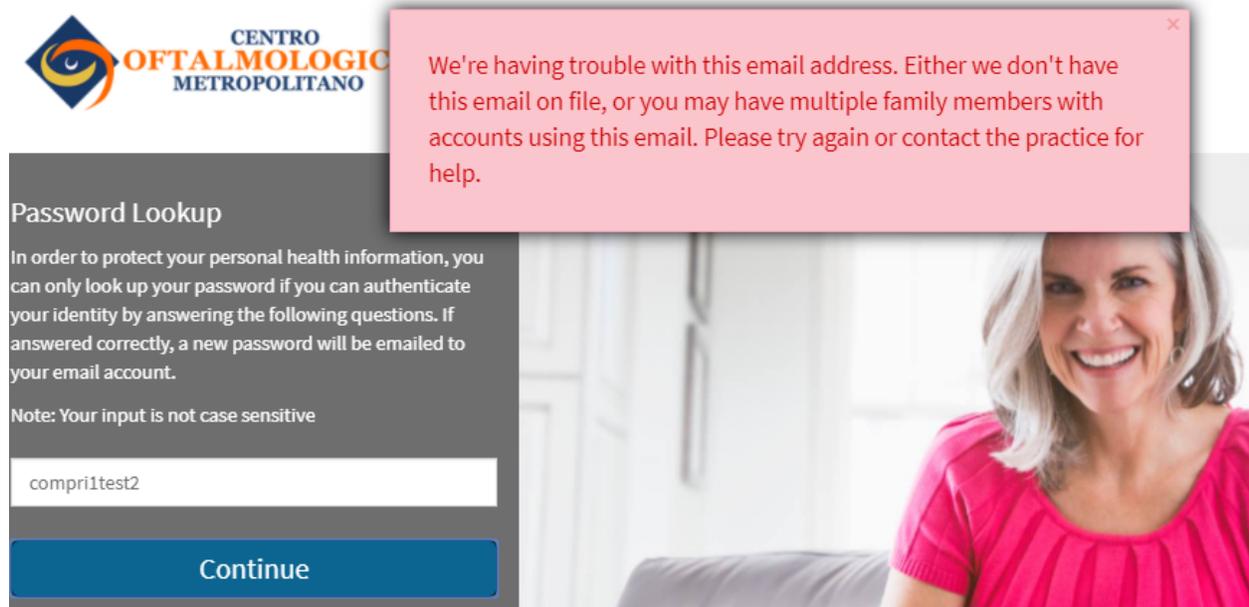
Answer

- A validation message will pop up at the top of the screen to confirm that you have reset your password. Click on the “x” to close the pop up window.

Thanks for updating your login information.

Troubleshooting

1. If the message in the pink box below pops up, please try again. If you cannot get past this screen, please contact the practice. It is best not to use the same email address for multiple family members to avoid errors.



The screenshot shows a web interface for 'CENTRO OFTALMOLOGICO METROPOLITANO'. The main heading is 'Password Lookup'. Below it, text reads: 'In order to protect your personal health information, you can only look up your password if you can authenticate your identity by answering the following questions. If answered correctly, a new password will be emailed to your email account.' A note states: 'Note: Your input is not case sensitive'. A text input field contains 'compri1test2'. A blue 'Continue' button is at the bottom. A pink error message box is overlaid on the right, stating: 'We're having trouble with this email address. Either we don't have this email on file, or you may have multiple family members with accounts using this email. Please try again or contact the practice for help.'

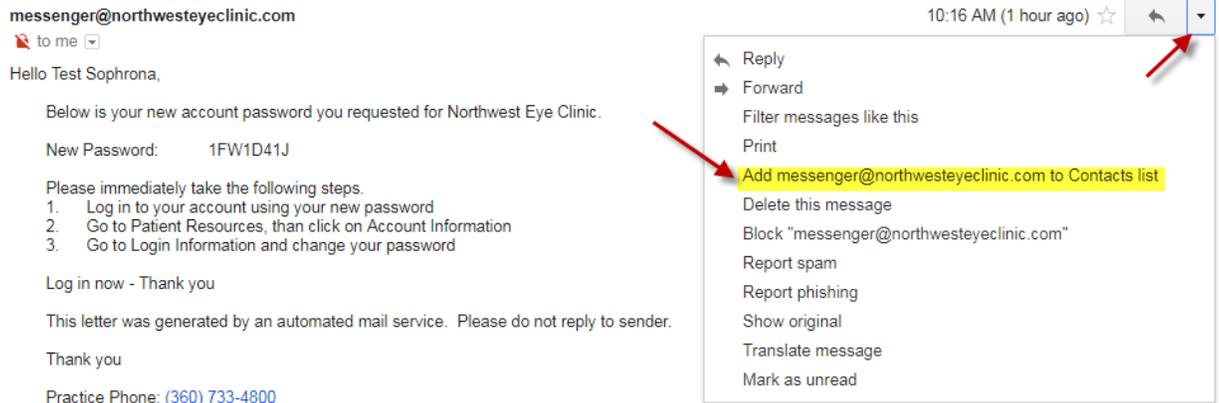
2. You reset your password, but now it states the password is not correct. Did you reset your password in the patient portal after receiving your temporary password? If not, click on the "Forgot?" button on the home page of the patient portal and follow the steps as provided.
3. If you do not received the email notification with your username or password search your spam/ junk folder for an email message from **insert your practice messenger email address here**. To avoid this issue in the future follow these instruction to add the practice messenger email address to your safe senders.

How to add the practice messenger email address to your contacts or to safe senders list.

This will insure that you receive all future messages from our practice.

Gmail Instructions

- a. Open the message.
- b. Click on the dropdown menu next to the ↩ arrow located in the upper right corner.
- c. Click on “Add messenger@...” to Contacts List”.



Outlook Instructions

- a. Open the message.
- b. Click on the dropdown error next to the safe senders icon  located in the upper left corner.
- c. Click on Never Block Sender and Never Block Sender’s Domain.

