

# How Patients Access/Reset Passwords to Access the Portal

1. Once you have provided our office with a preferred email address, you should receive an email with portal login information.
2. Open email and select 'Set up Portal Account.' Next complete the User Validation process by entering your preferred phone number. If you choose to receive a validation code by text, make sure the phone number provided can receive text messages. Text message rates apply. If you choose voice be ready to write down the code when you receive the call.

The screenshot shows the 'User Validation' step of the portal setup process. On the left, there is a light blue sidebar with the heading 'Authentication, Reset Password and Consent' and a sub-heading 'Help us to serve you better! Please submit few details about you.' Below this is an icon of a smartphone with a question mark. The main content area has a progress bar at the top with '1 User Validation' highlighted in a red box. Below the progress bar, the heading 'Welcome Resources' is followed by the instruction: 'Please select the phone number and the verification code will be sent to the selected number.' There is a 'Phone Number' field with a radio button selected and the placeholder '\*\*\* - \*\*\* - 1111'. Below this is the question 'How would you like to receive a unique code?' with two options: 'Voice' (with a radio button) and 'Text' (with a radio button and a checkmark). At the bottom, there is a note: 'If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process.' and two buttons: 'Cancel' and 'Send Code'.


3. Once you have completed the User Validation process above, please enter the verification code sent to the phone number provided via text or voice. Click Verify.

The screenshot shows the 'Verification Code' step of the portal setup process. On the left, there is a light blue sidebar with the heading 'Authentication, Reset Password and Consent' and a sub-heading 'Help us to serve you better! Please submit few details about you.' Below this is an icon of a smartphone with a question mark. The main content area has a progress bar at the top with '2 Verification Code' highlighted in a blue box. Below the progress bar, the instruction is: 'Please enter the validation code you received on the phone number provided.' There is an input field with the placeholder 'Enter code' and a 'Resend Code' button. Below this is a note: 'Code is valid for 5 minutes or 6 attempts'. At the bottom, there are two buttons: 'Cancel' and 'Verify'.

4. After entering verification code you should be asked to create a new password.

**Authentication, Reset Password and Consent**

Help us to serve you better! Please submit few details about you.



**3 Reset Password**

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

New Password

Confirm New Password

## Password Guidelines

**Guidelines for creating secure passwords**

- Password should be minimum 8 characters
- Do not use words that can be found in the dictionary.
- Mix capital and lowercase letters.
- Include symbols like @, -, #, \* and numbers.
- Don't use a password that contains personal information (name, birth date, etc.)
- Don't use keyboard patterns (qwerty) or sequential numbers (1234).
- Don't make your password all numbers, uppercase letters or lowercase letters.
- Don't use repeating characters (aaazzz).


**Tips for keeping your password secure:**

- Never tell your password to anyone.
- Never write your password down.
- Never send your password by email.
- Periodically change your password.

5. Your final step before logging in will be agreeing to the Consent Form provided.

### Authentication, Reset Password and Consent

Help us to serve you better! Please submit few details about you.



#### 4 Consent Form

Please acknowledge reading and accepting conditions in consent form.

eClinicalworks... Practice Consent Form

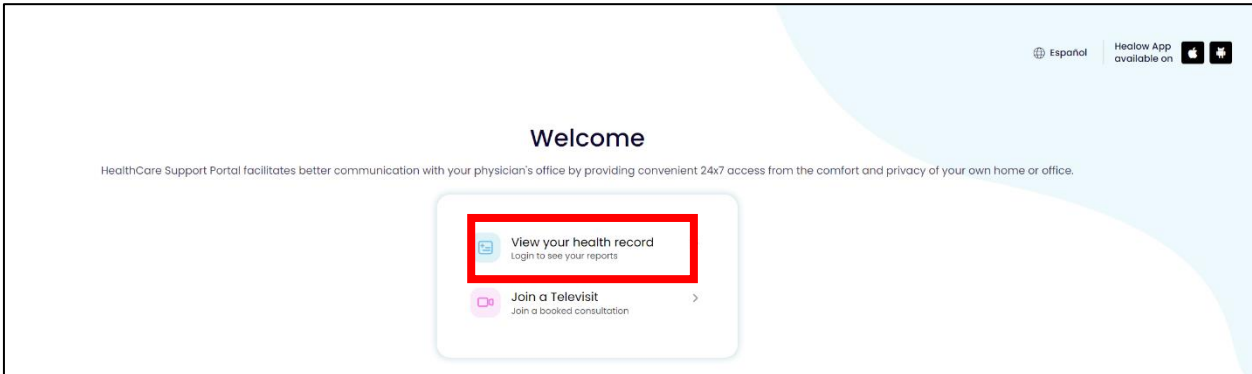
**ONLINE COMMUNICATION INFORMED CONSENT** Instructions for Using Online Communication You agree to take steps to keep your online communication to and from your physician confidential, including the following: Do not store messages on your employer-provided computer; otherwise personal information could be accessed or owned by your employer. Use a screen saver or close your messages instead of leaving your messages on the screen for passersby to read and keep your password safe and private. Do not allow other individuals or other third parties access to the computer(s) in which you store medical communications. Do not use email for medical communications. Standard e-mail lacks security and privacy features and may expose medical communications to employers or other unintended third parties. Withdrawal of this Informed Consent must be done by a written online communication or in writing to your physician's office. Conditions of Using Online Communication The following agreements and procedures relate to online communication: Your physician's office may keep a copy of any online communication from you in your medical record. eClinicalWorks will keep a copy of all medically important online communication in your medical record in an encrypted format. You should print or store (on a computer or storage device owned and controlled by you) a copy of any online communication that is important to you. Neither eClinicalWorks nor your physician's office will forward any online communication from you to third parties except as authorized or required by law. Online communication, including through eClinicalWorks, should be used with caution. eClinicalWorks cannot be used for emergencies or other urgent or time-sensitive matters. Any emergency communication or urgent requests must occur by telephone or through other existing emergency communication tools. If there is other, non-urgent information that you do not want transmitted via online communication, you must contact your physician's practice by phone or fax. eClinicalWorks is not liable for improper disclosure of confidential information. Follow-up is solely your responsibility. You are responsible for scheduling any necessary appointments and for determining if an unsecured online communication was not received. You are...

I have read the consent form and the above information.

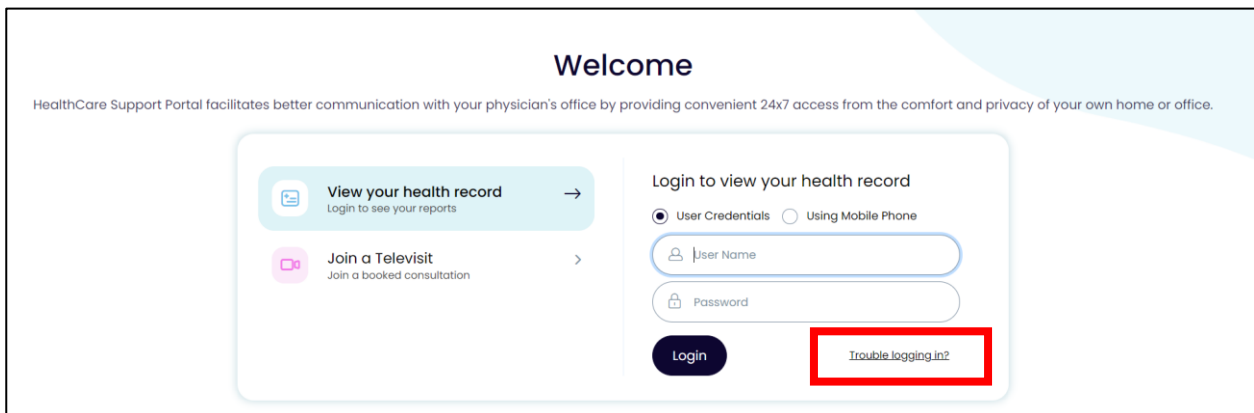
[Decline](#) [Agree & Next](#)

# Patients Resetting Their Password

1. Go to Patient Portal > Click 'View your health record'

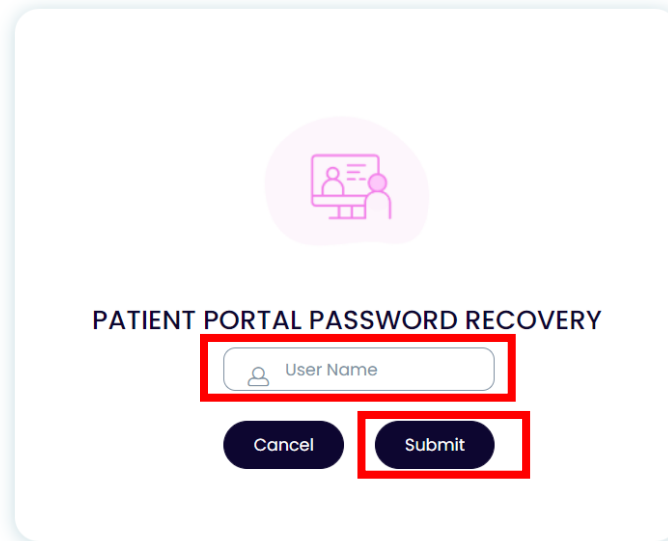


2. If you have forgotten your password and/or need to reset, select the "Trouble logging in" link.



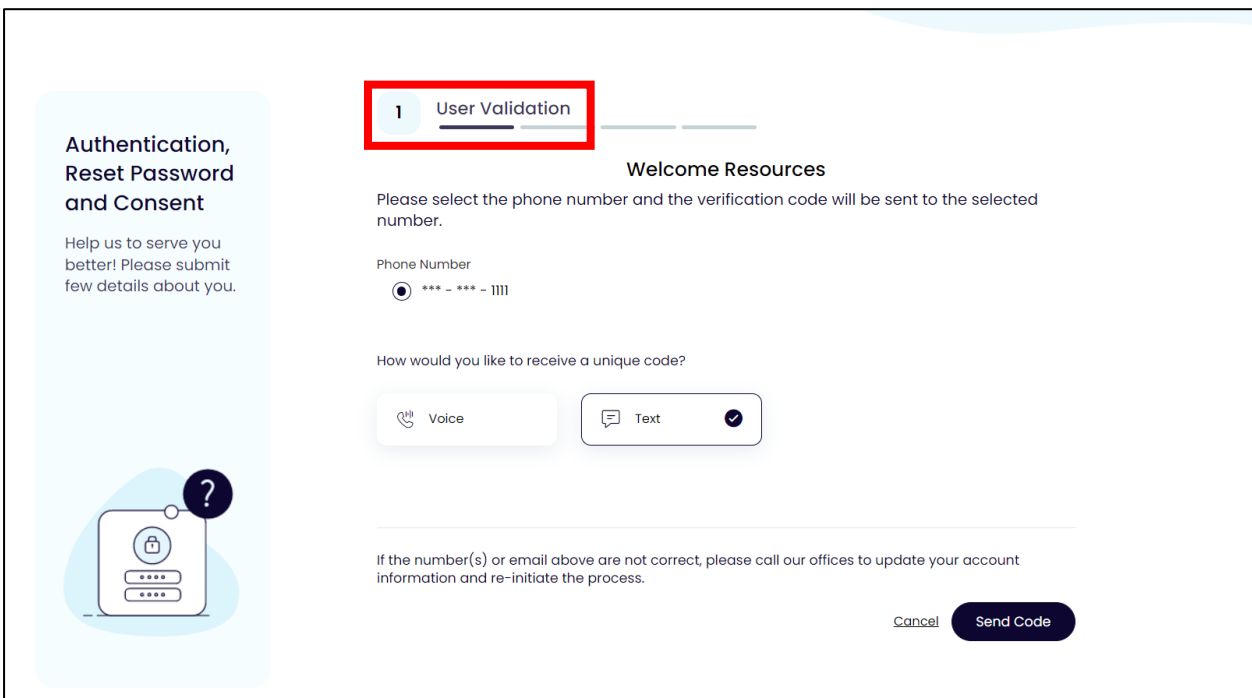
3. If you have forgotten your password, enter your username. Your username should be the preferred email on file. (If you are unsure of the email address, please contact our office at 817-755-1005, select option 3.)
4. At this point you will receive a confirmation saying an instructional email has been sent to your email account on file to reset your password.
5. Once you open your email, click the link that says "Reset my password."

- From the link you will notice that it launches a page called the Patient Portal Password Recovery. From there you will be asked to enter your username, again. Then click Submit.



The image shows a screenshot of a web form titled "PATIENT PORTAL PASSWORD RECOVERY". At the top center is a purple icon of two people at a computer. Below the icon, the title "PATIENT PORTAL PASSWORD RECOVERY" is displayed in bold. Underneath the title is a text input field with a person icon and the placeholder text "User Name". Below the input field are two buttons: "Cancel" and "Submit". The "User Name" input field and the "Submit" button are highlighted with red rectangular boxes.

- Next complete the User Validation process by entering your preferred phone number. If you choose to receive a validation code by text, make sure the phone number provided can receive text messages. Text message rates apply. If you choose voice be ready to write down the code when you receive the call.




The image shows a screenshot of a web form titled "User Validation". On the left side, there is a light blue sidebar with the heading "Authentication, Reset Password and Consent" and the text "Help us to serve you better! Please submit few details about you." Below this text is an icon of a smartphone with a question mark. The main content area has a progress indicator at the top with "1 User Validation" highlighted in a red box. Below the progress indicator is the heading "Welcome Resources" and the text "Please select the phone number and the verification code will be sent to the selected number." Underneath is a "Phone Number" field with a radio button and the placeholder "\*\*\* - \*\*\* - 1111". Below that is the question "How would you like to receive a unique code?" with two options: "Voice" (with a radio button) and "Text" (with a radio button and a checkmark). At the bottom of the form, there is a "Send Code" button and a "Cancel" link. A note at the bottom states: "If the number(s) or email above are not correct, please call our offices to update your account information and re-initiate the process."

8. Once you have completed the User Validation process above, please enter the verification code sent to the phone number provided via text or voice. Click Verify.

**Authentication, Reset Password and Consent**

Help us to serve you better! Please submit few details about you.



**2 Verification Code**

Please enter the validation code you received on the phone number provided.

[Resend Code](#)


Code is valid for 5 minutes or 6 attempts

[Cancel](#) [Verify](#)

9. After entering verification code you should be asked to create a new password. (See password guidelines on next page.)

**Authentication, Reset Password and Consent**

Help us to serve you better! Please submit few details about you.



**3 Reset Password**

Please Select your new Password. Refer [Password Guidelines](#) to create secure passwords.

New Password

Confirm New Password

[Cancel](#) [Next](#)

If you need additional help with the Patient Portal please contact our office at 817-755-1005, select option 3.

## Password Guidelines



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- Password should be minimum 8 characters
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- Include symbols like @, -, #, \* and numbers.
- Don't use a password that contains personal information (name, birth date, etc.)
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- Never write your password down.
- Never send your password by email.
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Close