

# Patient Portal Account Access Recovery

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[Reset your password](#) | [Recover your username](#)

## Reset your password

1. On the login page, select **Forgot password?**.
2. Enter your Patient Portal username and select **Send**.

If the practice can locate your account using the username you provide and has a current email address on file, the practice will send a password reset link to that email address. The password reset link will expire after 15 minutes.

**NOTE:** For your protection, after you receive your new password, you must reverify your account.

3. Enter and reenter your new password and then select **CONFIRM**.

**CREATE A NEW PASSWORD**

Your password must be at least 10 characters (maximum of 30 characters), at least one upper case letter, at least one lower case letter, at least one number or special character. No more than two identical characters in a row. No leading, nor trailing spaces.

New Password

Confirm Password

CONFIRM

[Cancel](#)

**NOTE:** You must reverify your account after you sign in. If you are prompted to enter a verification code and you don't know it, contact your healthcare provider to complete the verification process.

## Recover your username

1. On the login page, select **Forgot username?**.
2. Enter the email address associated with your Patient Portal account and select **Send**.

Your username is sent to your email address.

