

I Forgot my Password

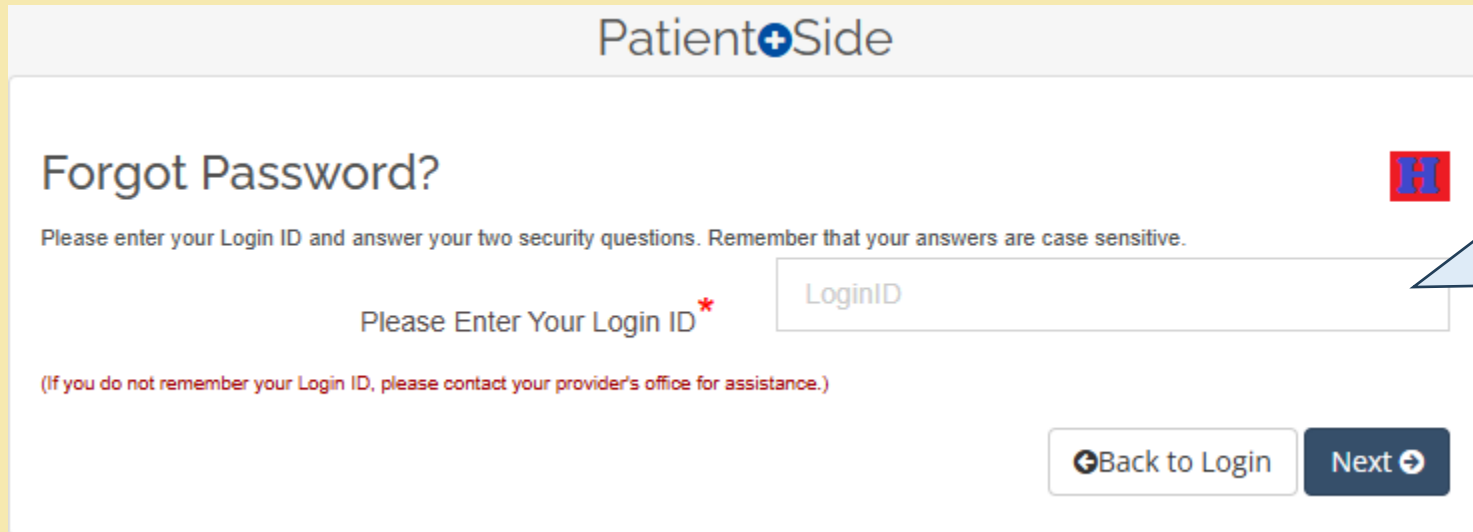
How to recover your password on your own, or if all else fails, what happens when you contact your provider's office.

First, click ***I forgot my password*** link on the ***Patient Portal Login*** form.

- ❖ [You must know your Login ID](#)
- ❖ [Then answer your security questions](#)
- ❖ [Finally, enter and confirm a new password](#)

- ❖ [I don't remember my Login ID](#)

The First Form




The screenshot shows the PatientSide 'Forgot Password?' form. At the top, the PatientSide logo is displayed. Below it, the heading 'Forgot Password?' is followed by a red 'H' icon. A sub-heading reads: 'Please enter your Login ID and answer your two security questions. Remember that your answers are case sensitive.' Below this is a text input field labeled 'LoginID' with the placeholder text 'Please Enter Your Login ID*'. A red asterisk is next to the placeholder. Below the input field, a note in red text says: '(If you do not remember your Login ID, please contact your provider's office for assistance.)' At the bottom of the form are two buttons: 'Back to Login' and 'Next'.

If you know your Login ID, enter it here, then click the **Next** button. (It is not case sensitive.) This will verify that the LoginID you entered is a known ID and, if so, retrieves your security questions.

If you don't remember your Login ID, you will need to contact your provider's office. They will (hopefully) verify your information and have the portal send you an email with a link to reset your password. This may take a minute or two.

If the portal does not recognize the Login ID you supply, it will complain like this:



The screenshot shows a text input field containing the text 'joetest2'. Below the input field, the text 'Invalid Login Id' is displayed in red.

Answering your Security Questions

Patient+Side

Forgot Password?



Please enter your Login ID and answer your two security questions. Remember that your answers are case sensitive.

Please Enter Your Login ID*

(If you do not remember your Login ID, please contact your provider's office for assistance.)

[Back to Login](#)

Remember, answers are case sensitive

Name the first person you ever kissed outside of your family*

Answer1

What was your favorite childhood toy?*

Answer2

I'm not a robot



reCAPTCHA
Privacy - Terms

Next

When the system finds someone with the Login ID you supplied, it will expand the form to show security questions associated with that ID. If you don't recognize the questions, you may have entered the wrong Login ID. In that case, click the **Back to Login** button and try a different Login ID.

- Supply answers for **the two** security questions.
- Check the **I'm not a robot** box.
- Click Next.

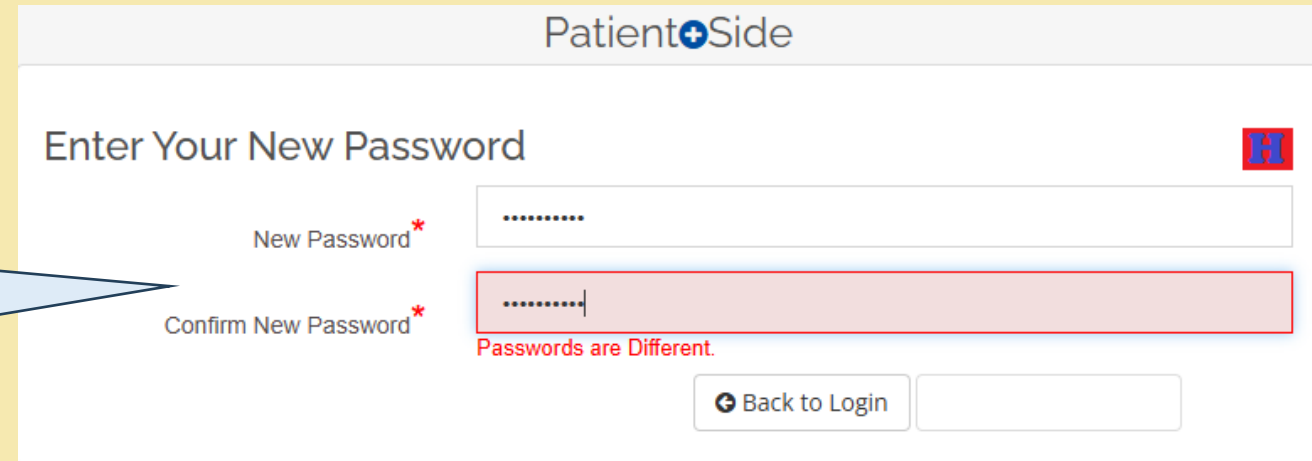
If your answers are incorrect, a "didn't match" error will be displayed at the top of the form and you can try again.

If they do match the correct answers... see next page.

Entering a New Password

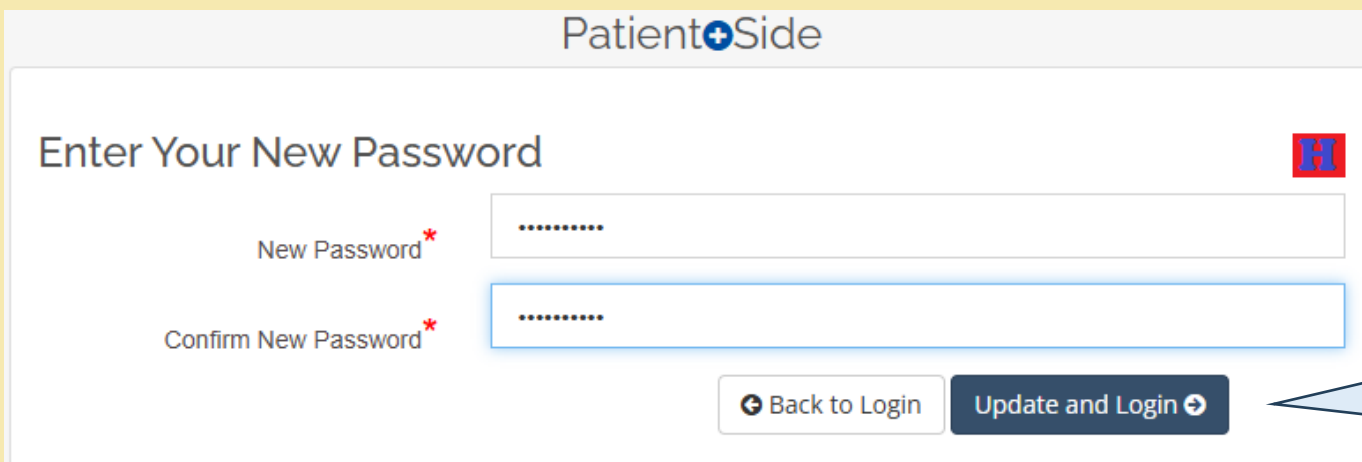
After answering your security questions, you will be taken to the form that allows you to enter a new password. Enter two matching values, then click to save it and return to the Login page.

As you enter the confirmation password, the form will update to indicate that they match or do not match.



The screenshot shows the PatientSide logo at the top right. Below it is the heading "Enter Your New Password" with a red 'H' icon. There are two input fields: "New Password*" and "Confirm New Password*". The "New Password" field contains seven dots. The "Confirm New Password" field contains seven dots and a vertical cursor. Below the confirmation field, the text "Passwords are Different." is displayed in red. At the bottom right, there is a "Back to Login" button with a left-pointing arrow and an empty rectangular button.

Passwords must be a minimum of 8 characters, mixed case with numbers, letters and at least one special character.



The screenshot shows the PatientSide logo at the top right. Below it is the heading "Enter Your New Password" with a red 'H' icon. There are two input fields: "New Password*" and "Confirm New Password*". Both fields contain seven dots. At the bottom, there are two buttons: "Back to Login" with a left-pointing arrow and "Update and Login" with a right-pointing arrow.

Once you have entered valid matching passwords, the Update button will be displayed. Click it to save your new password and return to the Login page.

I Don't Remember my Login ID

If you don't remember your Login ID, you will need to contact your provider's office. They will (hopefully) verify your information and have the portal send you an email with a link to reset your password. This may take a minute or two. The email should have a subject of "Password Reset Request". Clicking the link in the email will show this form in your web browser:

Create New Password

Login Id LeightonMPT

New Password*

Confirm Password

[Back to Login Page](#)

Your Login ID is shown above the password boxes. If you registered on the portal using an email address for your login ID, then that is what you see here. If that is all you need, you may click the Back to Login Page to log into the portal.

If you're not sure that you remember your password, go ahead and enter a new one now. After you enter two matching password values, click the Submit button to save your new password and return to the Login form.