Your practice now has the patient's basic demographic information before the patient comes in for his/her first visit.

Initial Login

When a Web-enabled patient logs in to the Portal for the first time, the patient is asked to authenticate his/her identity before proceeding. After the patient clicks the SignIn button, the portal displays the User Validation window.

The patient enters either his/her birth date or phone number, then clicks the Submit button:

The Reset Password window displays. Here, the patient enters a new password and a security question to ensure privacy and confidentiality. The example illustrates that the new password and its confirmation must be identical; and, the patient may select a security question or create his/her own:

Reset Password   **Portal indicates Password strength**

Congratulations, you have authenticated yourself.

Please select your new password.
Refer Password Guidelines to create secure passwords.

Customize your security question.

User Name

BobHaand1972

Security Question

What is your library card number
What is your license number
What was your first phone number
What was your favorite teacher's name
What is your father's middle name
What was your mother's maiden name
Create my own question

New Password

••••••••••••

Strong password

Confirm New Password

••••••••••••

New Password and Confirm Password
should be identical

Submit   Cancel

Password Guidelines

For information about creating a strong password, the patient clicks the Password Guidelines link.

The Portal displays a dialog presenting guidelines for a strong password:

Guidelines for creating secure passwords
The first step in protecting your online privacy is creating a **strong password**. To help you choose a secure password, we have added password strength meter that lets you know visually how safe your password is as soon as you create it.

Tips for creating a secure password:
Do not use words that can be found in the dictionary.
Mix capital and lowercase letters.
Include symbols like @ , _ , # , * and/or 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 (aaaazzzz).
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.

Close

After entering and confirming a new password and selecting and answering a security question, the patient clicks the Submit button:

Reset Password

_____

Congratulations, you have authenticated yourself.

Please select your new password.
Refer Password Guidelines to create secure passwords.

                                                    Customize your security question.

User Name   Security Question

BobHaand1972   What is your father's middle name   ▼

New Password   Answer

••••••••••••   ••••••|

━━━━━━━━━━━
Strong password
Confirm New Password

••••••••••••

_____

                                                    Submit   Cancel

The next window displays two tabs, one opens the eClinicalWorks® consent form; the other, the practice's consent form. The eClinicalWorks consent form opens first by default. The patient should use the scroll bar to read the entire consent form, then click the Next button:

eClinicalworks Consent form   Practice Consent Form

Patient Acknowledgement and Agreement
I acknowledge that I have read and fully understand this consent form. I understand the risks associated with online communications between my physician and me, and consent to the conditions outlined herein. In addition, I agree to follow the instructions set forth herein, as well as any other instructions that my physician may impose to communicate with patients via online communications. I have had a chance to ask any questions that I had and to receive answers. I have been proactive about asking questions related to this consent agreement. All of my questions have been answered and I understand and concur with the information provided in the answers.

Scroll down to read to the end

                                                    Next   Cancel

The Practice Consent Form tab opens, displaying your practice's consent form.

The patient scrolls down to read the entire document, then selects the check box to indicate that "I have read the consent form and the above information." The patient then clicks the Agree button to accept the terms:

The Portal then displays an acknowledgement for the patient. The patient clicks OK, and the practice's Portal Home Page displays.

This acknowledgement of the consent forms occurs only once, on a patient's initial login to the Portal.

Forgot Password

When a Web-enabled patient forgets his/her login password, that password can be recovered using either the patient's e-mail address and security question or the patient's date of birth and phone number.

Web-enabled patients take the following steps to recover their password:

1. Click *Forgot Password?* on the login window:

    The first Password Recovery Help window displays.

2. The patient enters the username and clicks the Submit button: