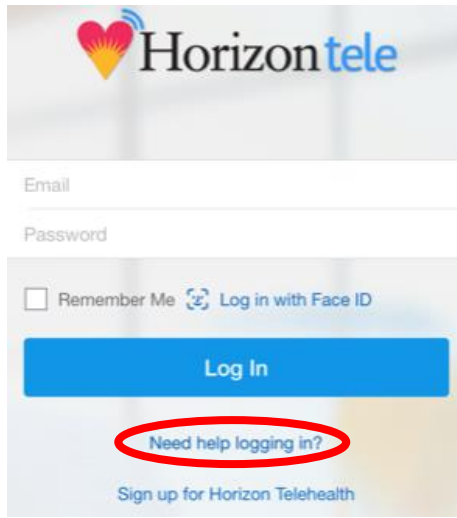
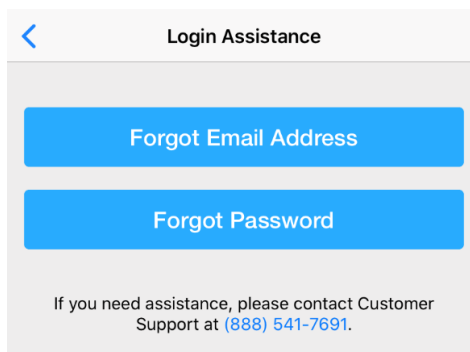


## Telehealth: What to do Using a Mobile Device/iPad For Forgotten Passwords:

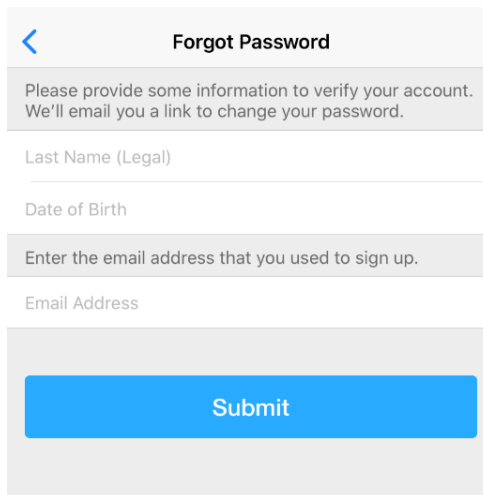
1. Open the application and click the link that says, "Need help logging in?"



2. At the next screen, select the blue button that says Forgot Password.

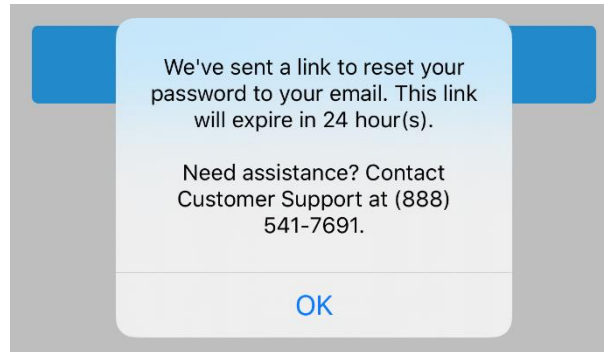


3. At the next screen have the patient enter their legal last name, date of birth, and the email address used to sign up. Click the blue Submit button.

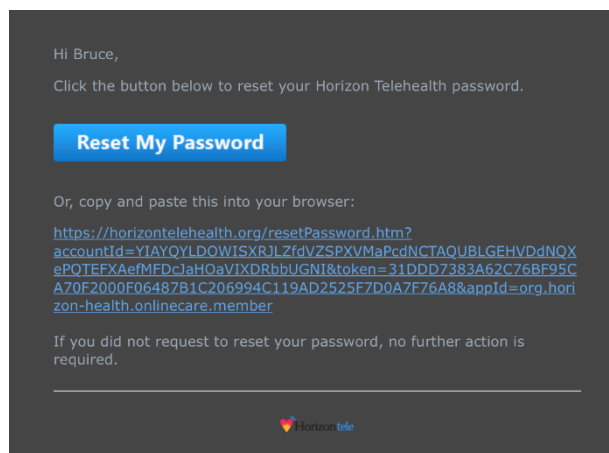


## Telehealth: What to do Using a Mobile Device/iPad For Forgotten Passwords:

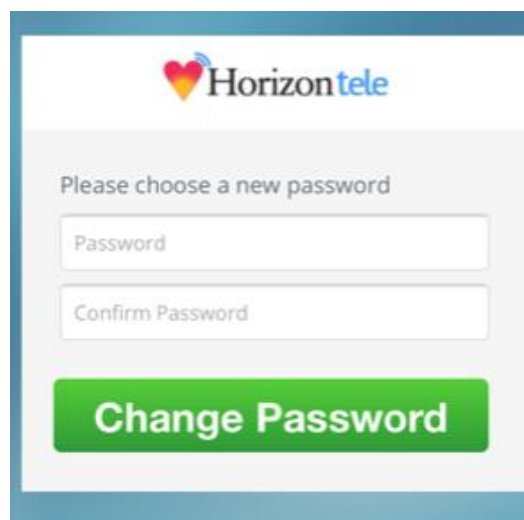
4. A notification prompts the patient to check their email for a link to reset their password. Please complete within 24 hours or the link expires. For additional assistance, contact the support line at 888-541-7691.




5. The email shown below provides a link back to the telehealth site to reset your password.



6. At this screen, choose a new password. Remember that your password must have 7 characters and must contain at least one letter and one number. From there you can sign in with your new password.





Please choose a new password

[Change Password](#)