

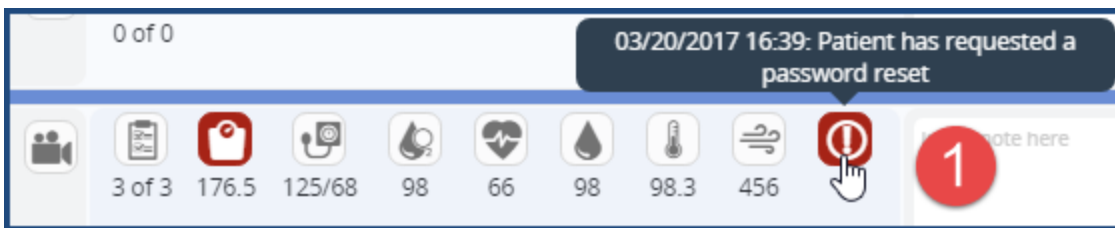
How To Reset a Patient Password

When a patient requests a password reset for their tablet, the assigned Care Team member receives a high alert email with the password reset request notification. The email notification includes a link to the Care Team Portal website.

Enabling a Password Reset

To enable the patient to reset their password:

1. After logging into the portal, you can hover over the high alert icon to view the Patient's request.

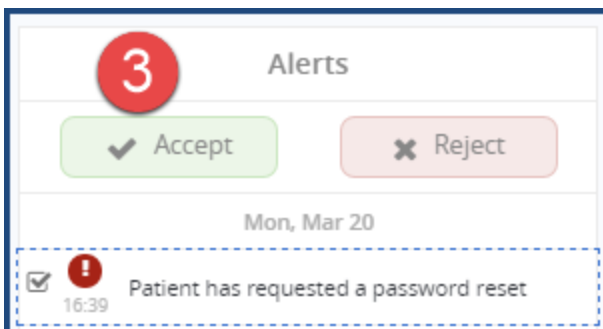


2. Click anywhere in the Patient Header (alerts section).



The Patient Monitoring page appears.

3. On the **Monitoring** page, click the password alert row, and then click **Accept**.



4. Click a reason for the intervention (if applicable), and then click **Accept** to confirm.

Patient has requested a password reset

☑ Accept Alert(s)

Select interventions

- Will call patient to discuss biometric reading.
- Contacted patient's provider.
- Called patient.
- Will follow up with patient tomorrow.
- This is normal for patient. Will continue to monitor.
- Call to patient's family member.
- Education provided.
- Recommended patient to call Provider.
- Recommended patient to call Provider if symptoms don't improve.
- Instructed patient / caregiver to call 911.
- Called 911 due to patient's condition.

+ Add Note

↻ Cancel

📄 Accept

✖ Reject Alert(s)

The patient is prompted to enter a new password on their tablet.

Please enter your new password

1 2 3

4 5 6

7 8 9

Clear 0 .

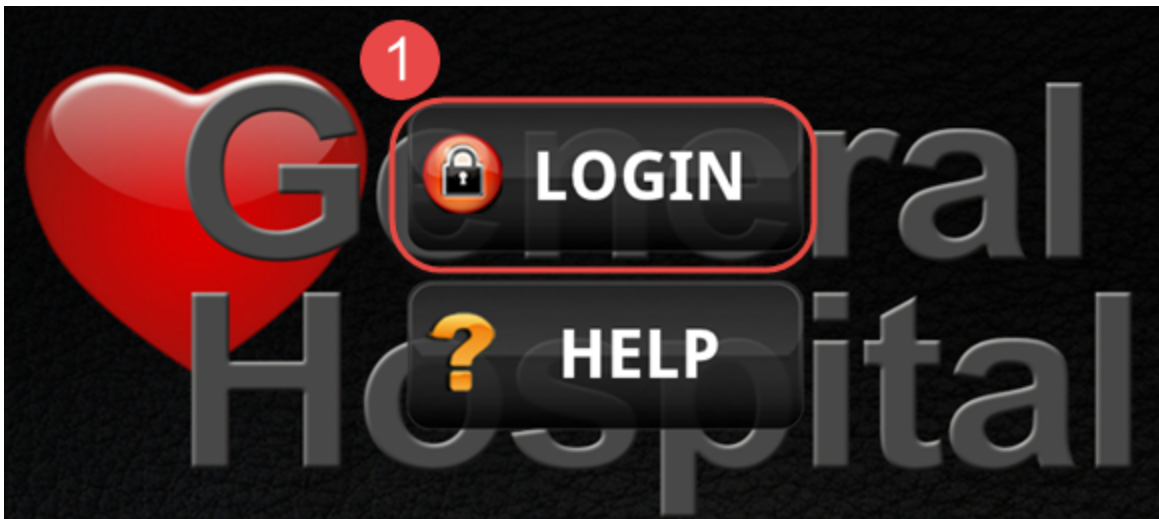
4 - digit password

OK

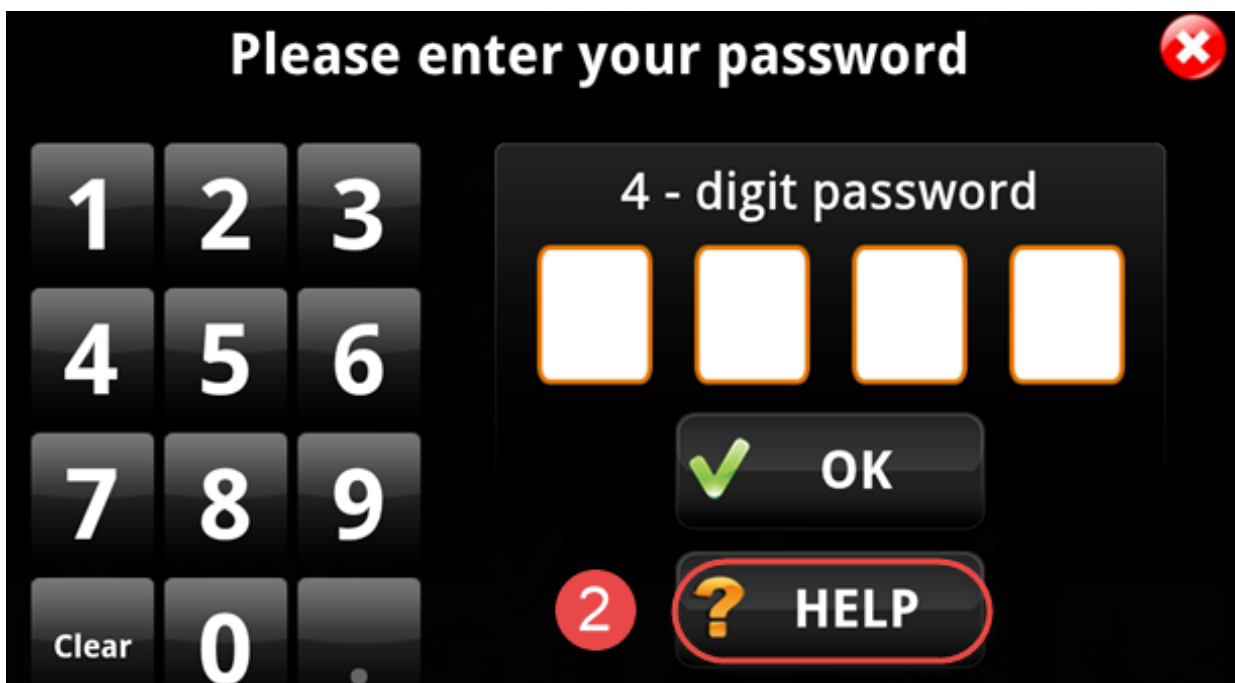
Patient Requesting a Password Reset

The Patient requests a password reset for their tablet as follows:

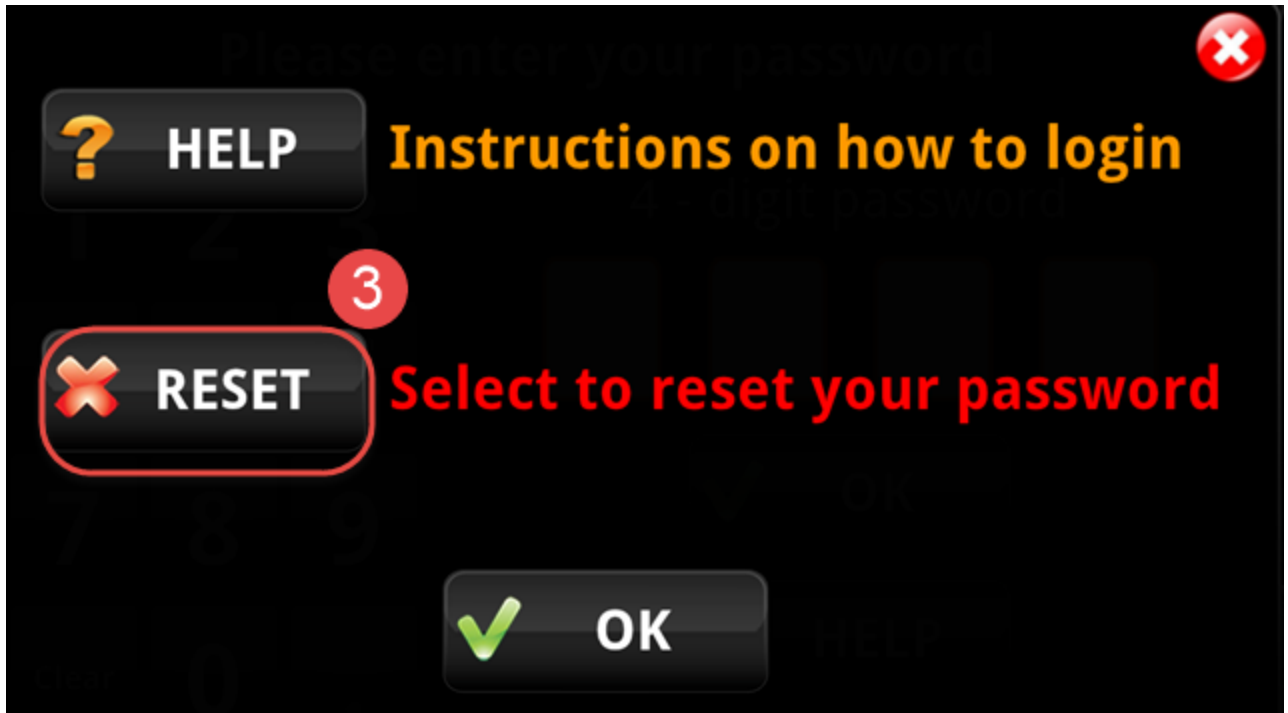
1. Tap the **LOGIN** button on the tablet screen.



2. Tap the **HELP** button on the password entry screen.



3. Tap the **RESET** button.



The following screen appears.

