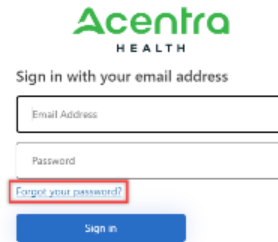


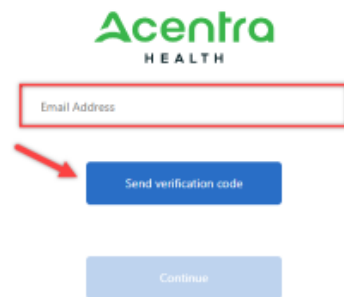
Summary

For a forgotten password, a user can reset their password by following the instructions below.

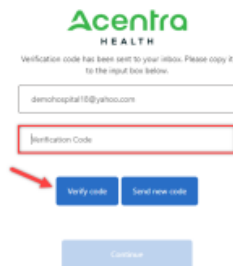
1 Click Forgot Password?
From the login page, click **Forgot Password?**



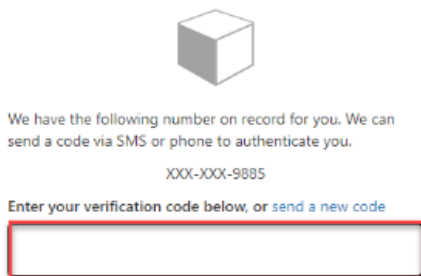
2 Enter Email Address
Enter the email address associated with the account and click **Send Verification Code**.



3 Email Verification
Enter verification code sent to email, click **Verify code**, then click **Continue**.



4 Phone Verification
Select **Send Code** or **Call Me** for the phone verification. Enter code received via SMS or press # to complete call verification. Create new password and click **Continue**.



Account Locked? After several unsuccessful login attempts, your account will lock. To unlock, you will need to contact Acentra Health Customer Support for assistance.