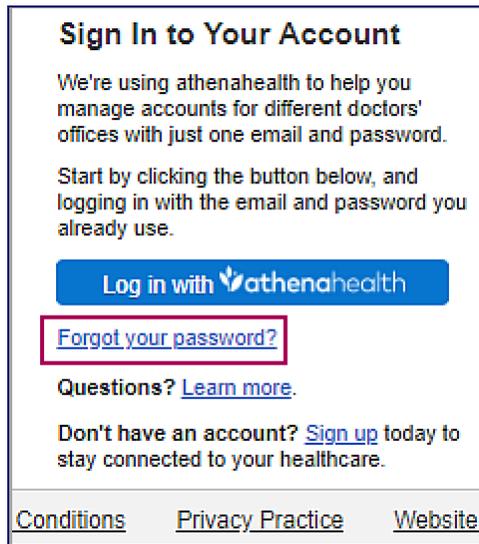


To reset your Patient Portal password

If you or another user forgets your/their Patient Portal password, you can contact VPS at 480-756-6000 and a staff member can send an email with a password reset link. Once you have the link please follow these steps:

1. Display the Patient Portal login page.



Sign In to Your Account

We're using athenahealth to help you manage accounts for different doctors' offices with just one email and password.

Start by clicking the button below, and logging in with the email and password you already use.

[Log in with athenahealth](#)

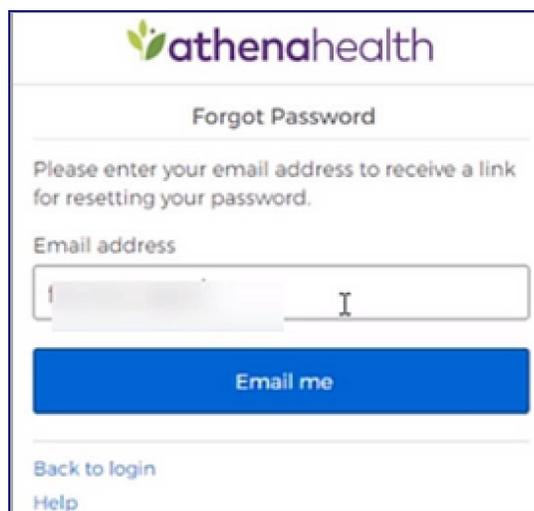
[Forgot your password?](#)

Questions? [Learn more.](#)

Don't have an account? [Sign up](#) today to stay connected to your healthcare.

[Conditions](#) [Privacy Practice](#) [Website](#)

2. Click the [Forgot your password?](#) link.
The Forgot Password page opens.
3. Enter the email address that you use to log on to the Patient Portal and click [Email me](#).



athenahealth

Forgot Password

Please enter your email address to receive a link for resetting your password.

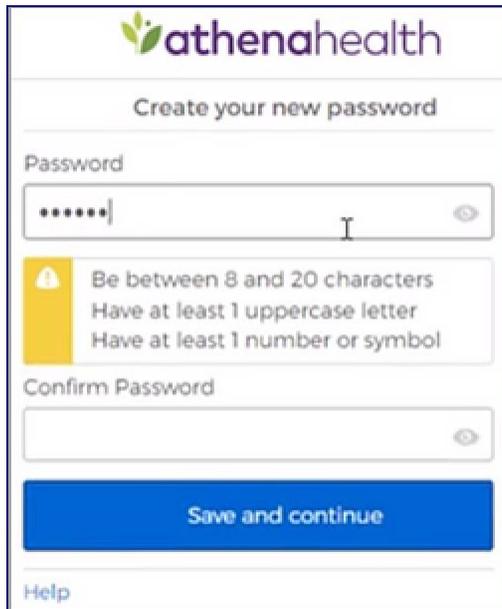
Email address

[Email me](#)

[Back to login](#)
[Help](#)

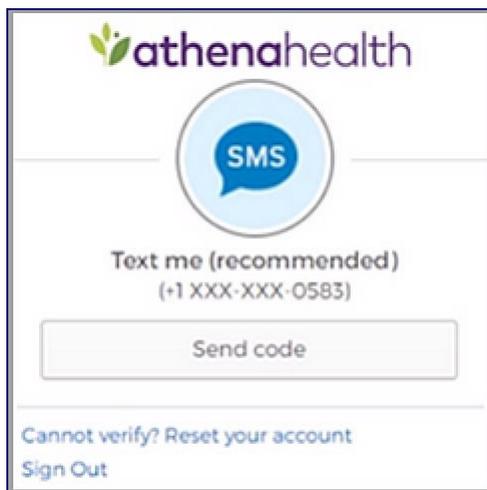
athenaNet sends the password reset email.

4. Open the email and click [Reset Password](#). The Create your new password page opens.



The screenshot shows the 'Create your new password' page. At the top is the athenahealth logo. Below it is the heading 'Create your new password'. There are two password input fields. The first is labeled 'Password' and contains six dots. Below it is a yellow warning box with a triangle icon and the text: 'Be between 8 and 20 characters', 'Have at least 1 uppercase letter', and 'Have at least 1 number or symbol'. The second input field is labeled 'Confirm Password' and is empty. At the bottom is a blue button labeled 'Save and continue' and a link for 'Help'.

5. Enter your new password twice and then click [Save and continue](#) to confirm it. You are asked to verify your identity using the security option you created when you first set up your athenahealth login.
6. If you set up text messaging as your security option, the following message appears:



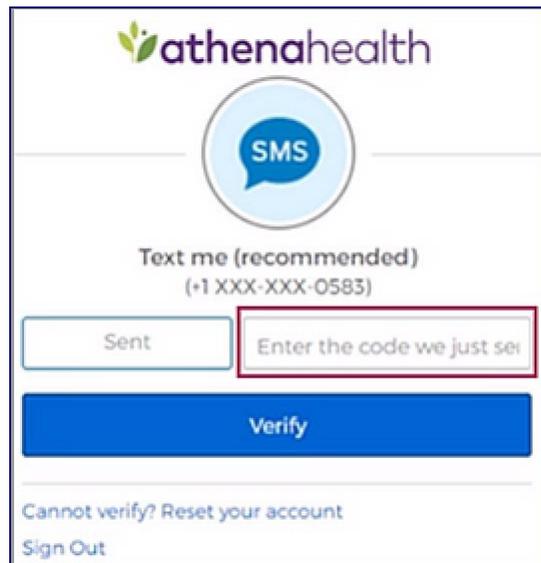
The screenshot shows the SMS verification screen. At the top is the athenahealth logo. Below it is a blue circular icon with a white speech bubble containing the text 'SMS'. Underneath is the text 'Text me (recommended)' and the phone number '(+1 XXX-XXX-0583)'. There is a button labeled 'Send code'. At the bottom, there are two links: 'Cannot verify? Reset your account' and 'Sign Out'.

Note: If the phone number shown in the message is not correct — for example, if the phone was lost or discarded — click [Cannot verify? Reset your account](#) and see To reset your Patient Portal account.

- a. Click [Send code](#).

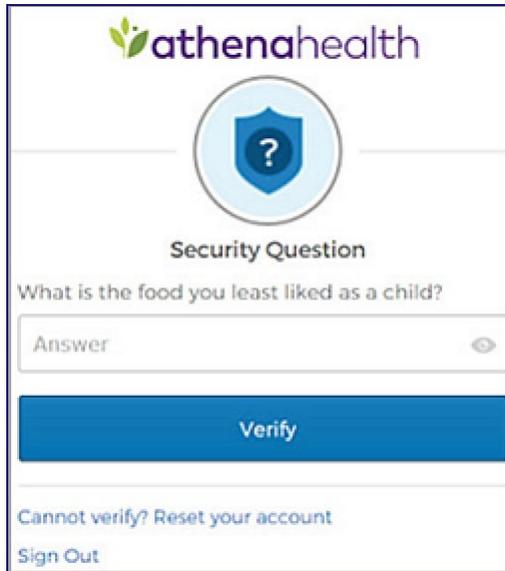
Note: If you do not receive the code within 5 minutes, make sure that the phone number shown in the message is correct. If you're using a mobile phone, try restarting the phone (make sure that you have cellular reception) and then click [Send code](#) again.

- b. When you receive the security code on your phone, enter it in the space provided and then click [Verify](#).



The screenshot shows the athenahealth SMS verification interface. At the top is the athenahealth logo. Below it is a blue circular icon with a white speech bubble containing the text 'SMS'. Underneath the icon, the text reads 'Text me (recommended)' followed by the phone number '(+1 XXX-XXX-0583)'. There are two input fields: the first is labeled 'Sent' and is empty; the second is labeled 'Enter the code we just sei' and is highlighted with a red border. Below these fields is a large blue button labeled 'Verify'. At the bottom of the screen, there are two links: 'Cannot verify? Reset your account' and 'Sign Out'.

7. If you selected a security question when you set up your security option, the following page appears:



The screenshot shows the athenahealth Security Question verification page. At the top is the athenahealth logo. Below it is a blue shield icon with a white question mark inside a circle. The text "Security Question" is centered below the icon. The question "What is the food you least liked as a child?" is displayed. Below the question is a text input field with the placeholder text "Answer" and a small eye icon on the right. A blue "Verify" button is positioned below the input field. At the bottom of the page, there are two links: "Cannot verify? Reset your account" and "Sign Out".

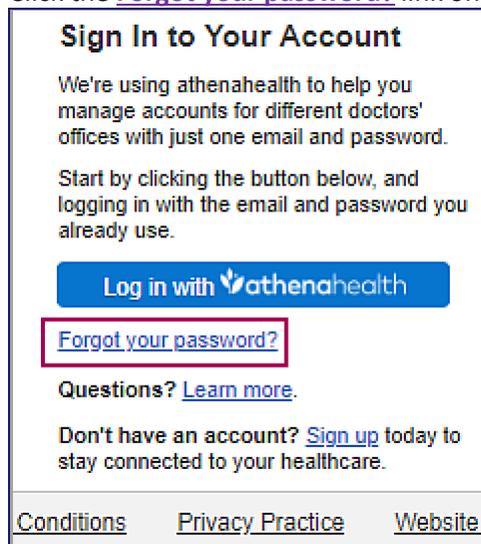
- a. Enter the answer to your security question.
Note: The athenahealth account does not distinguish uppercase letters from lowercase letters, but you must enter any spaces or special characters that you included when you created the answer.
 - b. Click [Verify](#).
8. After you verify your identity, the Patient Portal home page opens.

To reset your Patient Portal account

If you or other user cannot use the security option created to log in to the Patient Portal — for example, the you loses access to the recovery phone or forgets the answer to the security question — you must reset your Patient Portal account.

See the the following instructions for your account reset process. You will re-create your athenahealth login profile and Patient Portal account.

1. Click the [Forgot your password?](#) link on the Patient Portal landing page.



Sign In to Your Account

We're using athenahealth to help you manage accounts for different doctors' offices with just one email and password.

Start by clicking the button below, and logging in with the email and password you already use.

[Log in with athenahealth](#)

[Forgot your password?](#)

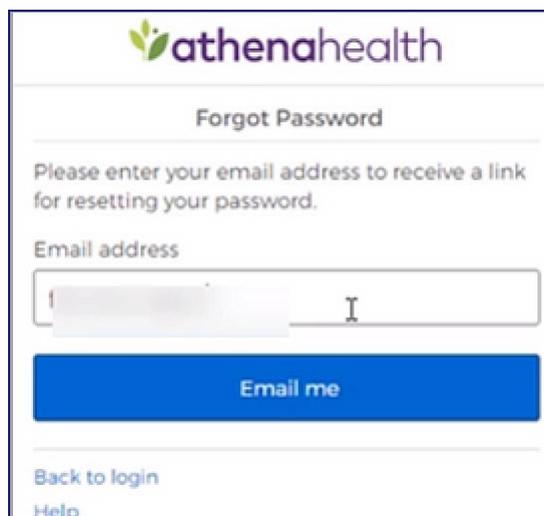
Questions? [Learn more.](#)

Don't have an account? [Sign up](#) today to stay connected to your healthcare.

[Conditions](#) [Privacy Practice](#) [Website](#)

The Forgot Password page opens.

2. Enter the email address associated with your Patient Portal account and click [Email me.](#)



athenahealth

Forgot Password

Please enter your email address to receive a link for resetting your password.

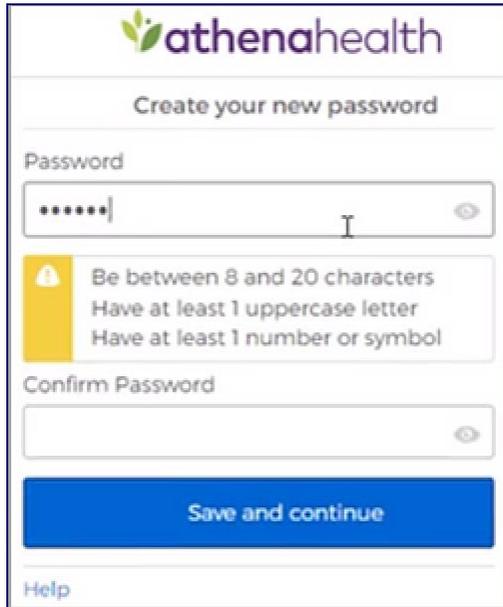
Email address

[Email me](#)

[Back to login](#)
[Help](#)

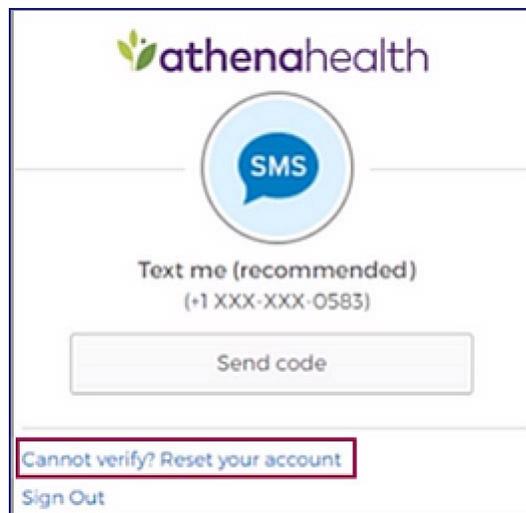
athenaNet sends the password reset email.

3. Open the email and click [Reset Password](#). The Create your new password page opens.



4. Enter your new password twice and then click [Save and continue](#) to confirm it. You are asked to verify your identity using the security option you created when you first set up your athenahealth login.

- If you set up text messaging as your security option, the following message appears:



- o If you set up an answer to a security question, the following message appears:



athenahealth

Security Question

What is the food you least liked as a child?

Answer

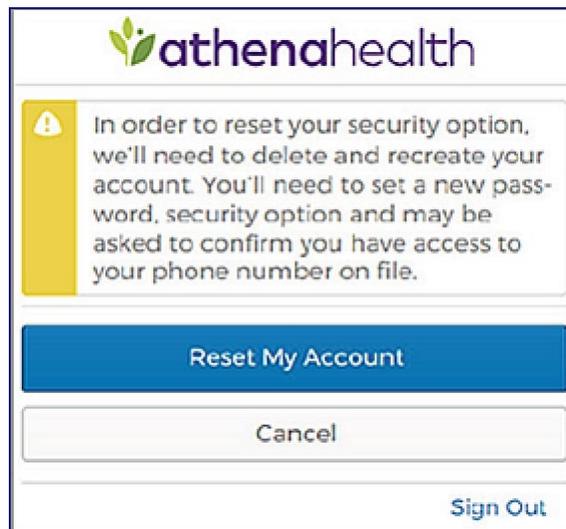
Verify

Cannot verify? [Reset your account](#)

[Sign Out](#)

5. If the phone number shown in the message is not correct — for example, if the phone was lost or discarded — or if you cannot remember the answer to the security question, click [Cannot verify? Reset your account](#).

A warning message appears.



athenahealth

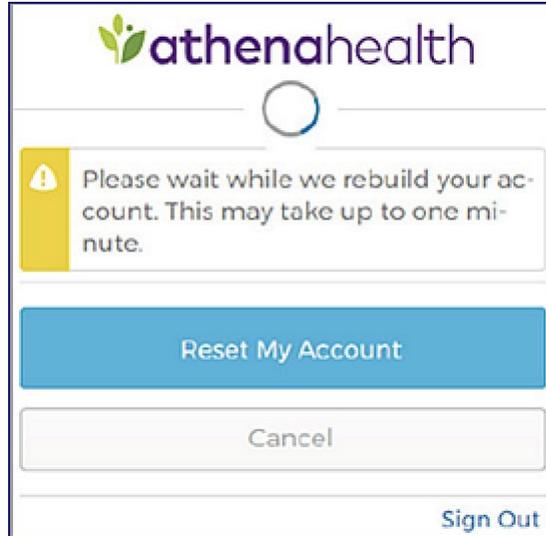
In order to reset your security option, we'll need to delete and recreate your account. You'll need to set a new password, security option and may be asked to confirm you have access to your phone number on file.

Reset My Account

Cancel

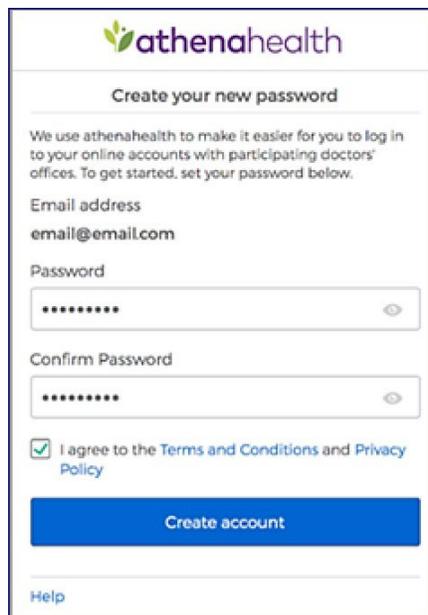
[Sign Out](#)

6. To delete your existing account and create a new one, click [Reset My Account](#). **Note:** The account reset can take up to a minute to complete. You cannot click the [Reset My Account](#) button during this time.



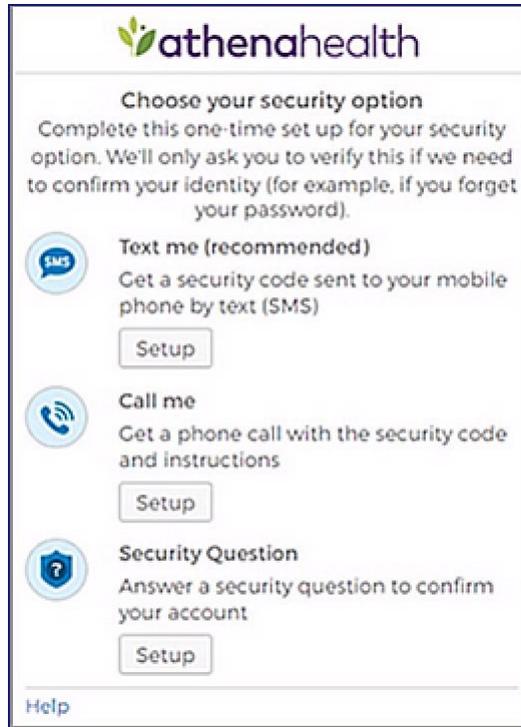
The screenshot shows the athenahealth logo at the top. Below it is a yellow warning icon with a triangle and exclamation mark, followed by the text: "Please wait while we rebuild your account. This may take up to one minute." Below this message are two buttons: a blue "Reset My Account" button and a grey "Cancel" button. At the bottom right, there is a blue "Sign Out" link.

After your new Patient Portal account is created, the Create your new password page appears.



The screenshot shows the "Create your new password" page. It features the athenahealth logo at the top. Below the logo is the heading "Create your new password" and a paragraph: "We use athenahealth to make it easier for you to log in to your online accounts with participating doctors' offices. To get started, set your password below." There are two input fields: "Email address" with the placeholder "email@email.com" and "Password" with a masked password "*****" and an eye icon. Below the password field is a "Confirm Password" field with a masked password "*****" and an eye icon. At the bottom, there is a checked checkbox next to the text "I agree to the Terms and Conditions and Privacy Policy". Below this is a blue "Create account" button and a "Help" link at the very bottom.

7. Confirm your email address and enter your password twice. After you review the Terms and Conditions and the Privacy Policy, check the box and click [Create account](#). You are prompted to select a security option to protect your account. This one-time setup enables you to confirm your identity in the future if you forget your password.



The screenshot shows the athenahealth mobile app interface for selecting a security option. At the top is the athenahealth logo. Below it is the heading "Choose your security option" followed by a paragraph: "Complete this one-time set up for your security option. We'll only ask you to verify this if we need to confirm your identity (for example, if you forget your password)." There are three options listed, each with an icon and a "Setup" button:

- Text me (recommended)**: Get a security code sent to your mobile phone by text (SMS). Includes an SMS icon.
- Call me**: Get a phone call with the security code and instructions. Includes a phone icon.
- Security Question**: Answer a security question to confirm your account. Includes a question mark icon.

At the bottom left of the screen is a "Help" link.

8. Create your security option and finish creating your account.