

Reset Your Patients Security Question

Your patient may not be able to access the patient portal because they have forgotten or incorrectly set up their security question. To reset this:

Find the patient and click the blue information icon.

Click 'Edit Patient'.

The screenshot shows the 'My Dashboard' interface. On the left, there are sections for 'WORKLIST' (3 items for 10 Sep 2019 - 10 Sep 2019) and 'TASKS' (8 clinician, 5 patient). Below these are 'ADD PATIENT' and 'FIND PATIENT' buttons. The main area is titled 'FIND PATIENT' and contains search filters for Hospital Number, NHS, Serial Number, Date of Birth, and Name (demo3). A 'Search' button is present. A 'Patient Overview' pop-up window is open, showing details for 'DEMOS, Demo (U, 119y)'. The pop-up includes fields for SERIAL NO., NHS NUMBER, HOSP, BORN, EMAIL, ALT EMAIL, TEL, and MOB. An 'Edit Patient' button is highlighted at the bottom of the pop-up. A blue information icon in the top right navigation bar is also highlighted with an arrow.

Scroll down and click 'Other Actions'.

Click 'Reset Security Question'.

The next time the patient logs in through the patient portal they will be asked to set a new security question.

The screenshot shows the 'Edit Patient' form. It includes fields for Title, Forename (Demo), Middle Name, and Surname (Demo3). There are sections for 'Data Collection Consent' (Consent Not Yet Recorded), 'Date of Birth' (01 Jan 1900), 'Gender' (Unknown), and 'Contact Consent' (ON). Other fields include 'Preferred Language' (English), 'Email Address' (test@test.com), 'Alternate Email Address', 'Address', 'Postcode', 'Telephone', and 'Mobile'. A 'Deceased' dropdown is set to 'NO'. At the bottom right, the 'Other Actions' dropdown menu is open, showing options: Audit Trail, Access History, Email Audit, Reset Security Question, and Delete. The 'Reset Security Question' option is highlighted with an arrow.