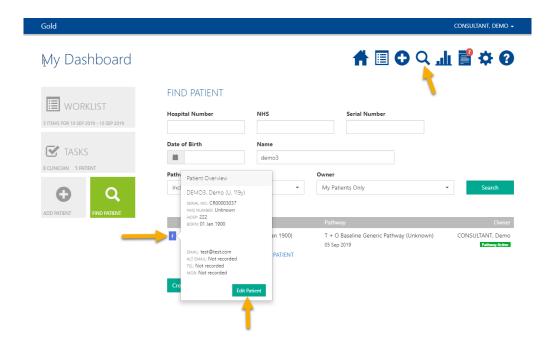
## Reset Your Patients Security Question

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'.



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.

