How to Reset Client Portal Password

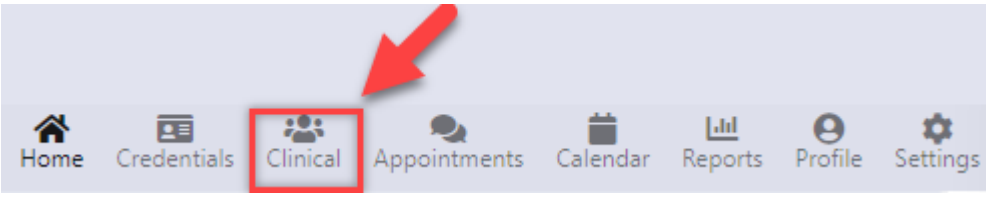
Question: How do I reset my client's Client Portal password?

Scenario #1 - We received a call from one of our clients saying they had received the notice about Client Portal to fill out/sign recently sent forms but never received a second email with a temporary password to log into the Client.

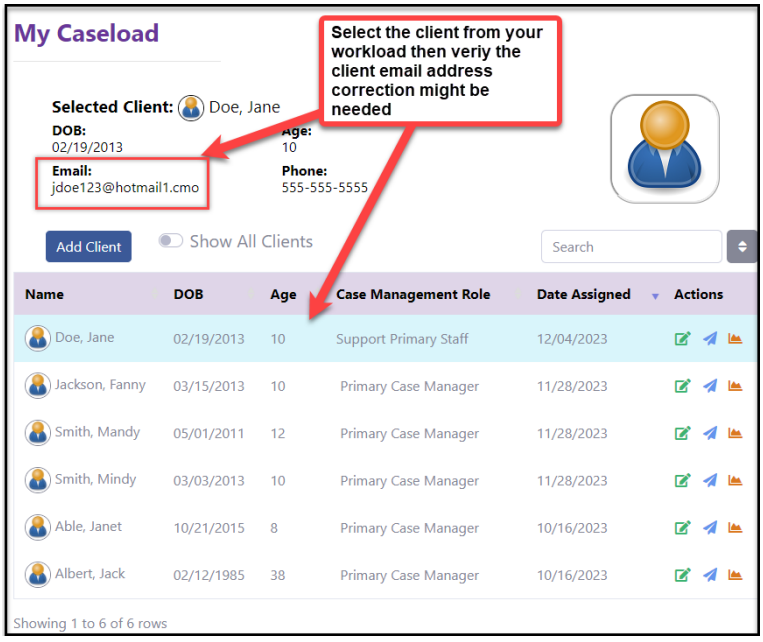
Scenario #2 – I received a call from a client who forgot their client Portal password.

Solution:

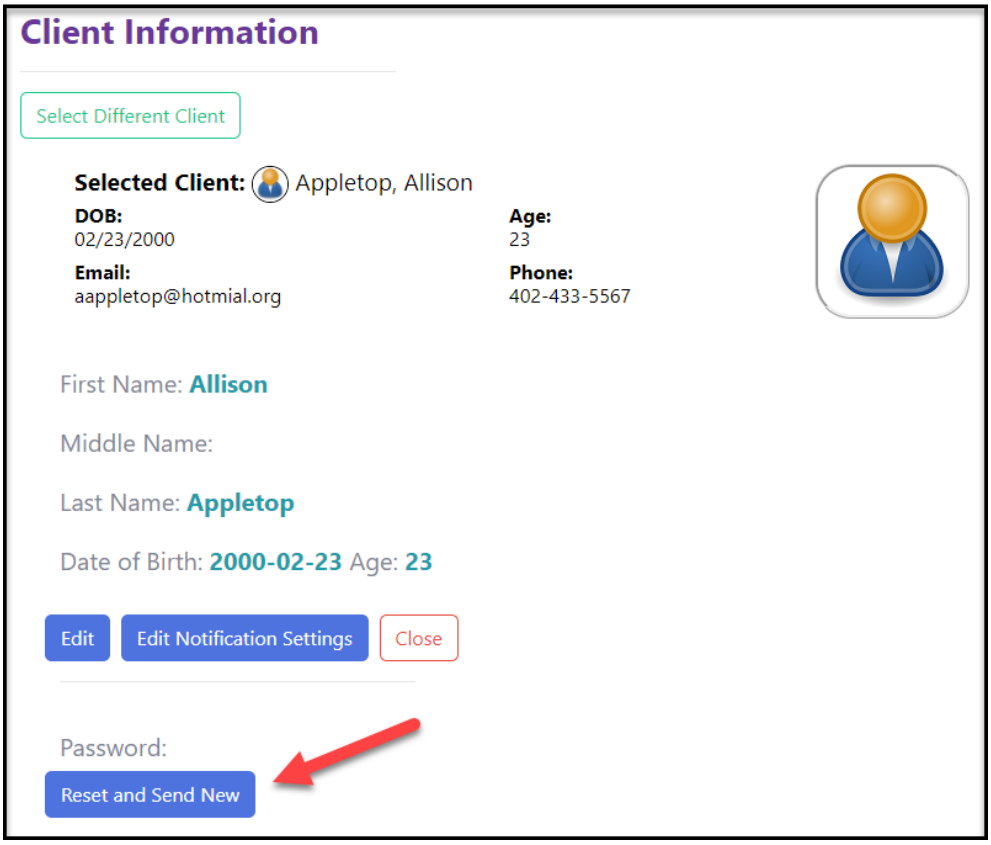
Step #1 – After signing into OakTree go to the Clinical Icon – this will take you to you My Caseload

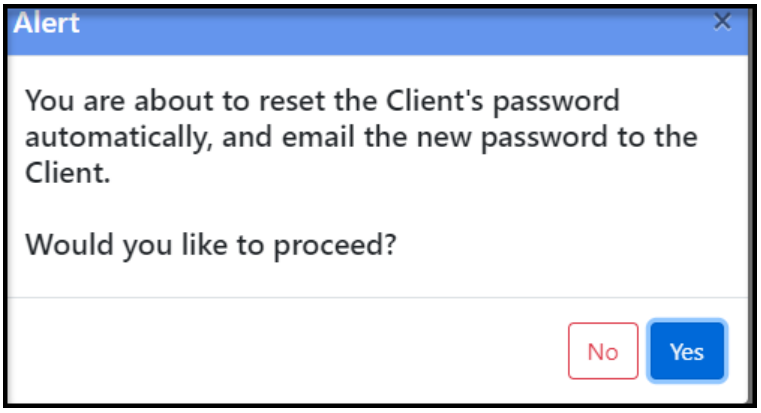


Step #2 – Select your client from your caseload. Be sure to check the email address – verify it is correct.



Step #3 – Go to the navigation bar on the left and select Client Information





Step #4 – Click the [Reset and Send New] this will resend the second email with a new password.

For additional questions, contact AccuCare Support at 800-324-7966 or email support@orionhealthcare.com and we will be happy to assist you!