

How to Reset Client Portal Password

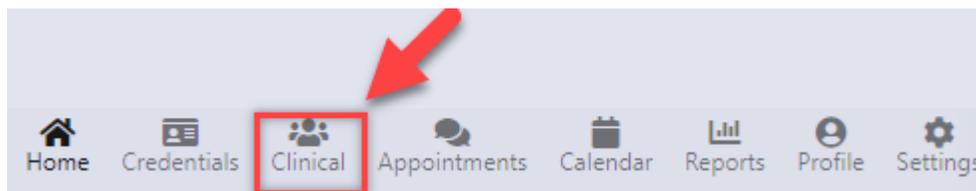
Question: How do I reset my client's Client Portal password?

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.

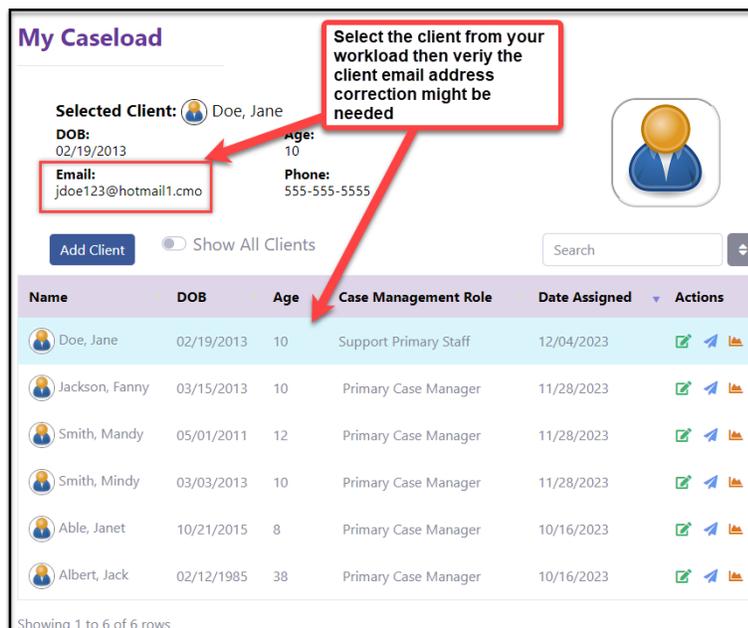
Scenario #2 – I received a call from a client who forgot their client Portal password.

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.



My Caseload

Selected Client:  Doe, Jane
DOB: 02/19/2013 Age: 10
Email: jdoe123@hotmail1.cmo Phone: 555-555-5555

Select the client from your workload then verify the client email address correction might be needed

Add Client Show All Clients

Name	DOB	Age	Case Management Role	Date Assigned	Actions
 Doe, Jane	02/19/2013	10	Support Primary Staff	12/04/2023	  
 Jackson, Fanny	03/15/2013	10	Primary Case Manager	11/28/2023	  
 Smith, Mandy	05/01/2011	12	Primary Case Manager	11/28/2023	  
 Smith, Mindy	03/03/2013	10	Primary Case Manager	11/28/2023	  
 Able, Janet	10/21/2015	8	Primary Case Manager	10/16/2023	  
 Albert, Jack	02/12/1985	38	Primary Case Manager	10/16/2023	  

Showing 1 to 6 of 6 rows

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

Client Information

Select Different Client

Selected Client:  Appletop, Allison

DOB: 02/23/2000 **Age:** 23

Email: aappletop@hotmail.org **Phone:** 402-433-5567

First Name: **Allison**

Middle Name:

Last Name: **Appletop**

Date of Birth: **2000-02-23** Age: **23**

Password:





Alert

You are about to reset the Client's password automatically, and email the new password to the Client.

Would you like to proceed?

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!