

## HOW TO SET UP **PASSWORD RECOVERY**

When **Enable Standard User Password Resets** is set to **Yes**, MEDENT users can set up a mobile phone number and email address to be used to reset their password.



### 1. SELECT YOUR MOBILE PHONE CARRIER

If the phone carrier is not listed, check with the phone service and see if they use an outside phone carrier; then, select that respective outside carrier in the list. For example, StraightTalk is not listed, but your StraightTalk plan uses AT&T for the phone carrier.

### 2. VERIFY PHONE NUMBER

This will send a confirmation text to your phone. Enter the verification code from the text message and click **Verify Code**.

TO USE THE USER PASSWORD RESET OPTION,  
YOU MUST ENTER AND VERIFY **BOTH** A  
PHONE NUMBER AND AN EMAIL ADDRESS.



### 1. VERIFY EMAIL ADDRESS

This will send a confirmation email to your email address. Enter the verification code from the email and click **Verify Code**.

NOTE: Changes to a user's phone number, carrier and email address will also update in the **Notification Setup** in the **User Setup** and **My Mobile Login Authentication Setup**, and vice versa.

An administrator must turn on the ability for the practice to allow users to reset/recover their own passwords.